

**CIVICA INVITE YOU TO A
CONVIVIAL HAPPY HOUR
AT 8PM**

THREE COURSE DINNER
WITH WINE AT NINE

DRESS CODE : SMART CASUAL

LET ISLWYN KNOW IF YOU CAN MAKE IT !!

JOIN DAVID MAGOR FOR 12 HOLES OF GOLF AT THE
CHALLENGING LLANDRINDOD WELLS GOLF CLUB
ON THURSDAY 12TH JULY

- 1ST TEE 4.30PM
- GREAT PRIZES
- BUGGIES AVAILABLE

INTERESTED?

THEN PLEASE SEND YOUR DETAILS
INCLUDING YOUR HANDICAP TO:

ISLWYN LEWIS-JONES IRRV
CONFERENCE SECRETARY
MARINE HOUSE
MARINE ROAD

COLWYN BAY CONWY LL29 8PH

EMAIL: islwynlewisjones@excelenforcement.co.uk

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CIVICA
Transforming the way you work

THE INSTITUTE OF REVENUES, RATING AND
VALUATION IS THE PROFESSIONAL BODY FOR
LOCAL TAXATION, BENEFITS AND VALUATION

WE PROMOTE BEST PRACTICE AND SUPPORT
THE PROFESSIONAL ACTIVITIES
OF OUR MEMBERS WORKING IN
GOVERNMENT AND COMMERCE

THE INSTITUTE OF REVENUES
RATING AND VALUATION

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Dydd Gwener 13eg Gorffennaf 2018
Cynhadledd IRRV Cymru

Friday 13th July 2018

IRRV Wales Conference

Gwesty'r Metropole Hotel
LLANDRINDOD WELLS POWYS

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RHAGLEN PROGRAMME

09.15 REGISTRATION
Coffee

09.45 OPENING of CONFERENCE
Louise Freeth FIRRv
Senior Vice President of the Institute

10.00 KEYNOTE ADDRESS
Steve Thomas MBE
Chief Executive and Director of Resources
Welsh Local Government Association

10.30 **Clare Elliott**
Head of Housing Delivery DWP
'The Latest from the DWP'

11.00 COMFORT BREAK

11.20 **Tim Turner**
Chief Executive 2040 Training
'G D P R - Demystified'

12.00 **Mark Davies**
Director 7 Futures
'Don't Talk to me Now I'm Busy Scanning Danger'

12.30 A WORD FROM OUR SPONSORS
CIVICA
Transforming the way you work

12.35 SPONSOR'S LUNCH

13.30 **Daniel Pearce**
Director of Sales, TEL Solutions
'Proven Low Cost Solutions for Small Historic Debts'

14.00 **Andrew Stevens**
Head of Shared Services East Kent Services
'Working With Your Customers'

14.30 **Richard Kerr**
Director, Greenhalgh Kerr
'Challenging NNDR Avoidance - Latest Tips and Tactics'

15.00 CLOSE OF CONFERENCE

Louise Freeth FIRRv

Senior Vice President of the Institute

Louise is currently Head of Revenues and Benefits at the Royal Borough of Windsor and Maidenhead where she is responsible for Revenues, Benefits, corporate debt, social care financial assessments and deputyship.

Louise has over 25 years experience in Revenues and Benefits, starting her career in Port Talbot Borough Council benefits section as a clerical assistant during the days of Community Charge. Louise has gained experience at various local authorities, both as a direct employee, and while working within the private sector. Until recently Louise was the Change and Service Development Manager at Liberata where she worked with their clients on the Welfare Reforms as well as Fraud and Error initiatives.

A frequent speaker at IRRV conferences, Louise also co-writes regular columns for the Benefit and Insight magazines, provides tuition for the London day release Certificate course and the pre-examination courses. She is a national Council member and the Institute's Senior Vice President.

Clare Elliott

Business Finance Housing Delivery DWP

Clare has worked in the Civil Service since 1986 starting her career as an Economist in the Manpower Services Commission. She has worked in numerous government Departments on a range of different policy areas including employment, skills and small business. She has been head of Housing Delivery Division in DWP since August 2013 with responsibility for Housing Benefit performance and assurance.

Tim Turner

Chief Executive 2040 Training

Tim Turner is a Manchester-based consultant who has been working on Data Protection, FOI and Information Rights law since 2001. He has worked at the Information Commissioner's Office as a Policy Manager on FOI issues, and was DP & FOI Officer for two top-rated councils, as well as Information Governance Manager for an NHS organisation. Since 2011, he has been a full-time trainer and consultant. He has a Masters of Law in Information Rights from Northumbria University, the ISEB Certificates in Data Protection and Freedom of Information, a Post-Graduate Diploma in Information and Library Studies, and a B.A. (Hons) in English from King's College (University of London).

Mark Davies

Chief Executive 7 Futures

Mark is the founder of 7Futures Ltd and has been consulting in workplace resilience, wellbeing and performance since 2000.

He is a resilience coach, an FA coach (working for several years at Leicester City FC) and also a mindfulness teacher. He is the only UK consultant to have completed the USA based Mind Fitness programme designed for the US Marines.

Formerly a CEO of J Rothschild International Assurance with responsibility for their overseas operations, Mark has over 20 years of international financial services experience and a deep understanding of stress we all face.

Some of you will know Mark from previous IRRV events and his work at many authorities in recent years. Apart from his local authority work he has in the past year consulted for BBC, E.ON, Thameslink, Skanska, Carillion, Network Rail, Nuffield Health and the UK Army in partnership with Cranfield University School of Management.

Daniel Pearce

Director of Sales, TEL Solutions

Daniel Pearce is the Head of Sales & Service Development at Telsolutions. With 25 years' experience in delivering customer communications that simplify and automate business process. With a background of innovative communications and techniques to analyse and introduce services that reduce costs and improve productivity.

Our advanced services reduce the cost of customer contact, they also help customers self-serve in turn freeing up staff to engage in more productive tasks.

Andrew Stevens

Head of Shared Services, EK Services

Andrew is Head Of Shared Services at East Kent Services which is a local government shared service involving three councils. He is responsible for managing the revenues, benefits and customer services contract, ICT and HR.

Andrew has worked in the public and private sector in a number of roles over the years and has always had a keen interest in working directly with customers and introducing new and innovative ideas - particularly around Behaviour Change and Eye Tracking.

He has spoken at a number of national conferences and contributes regularly to various publications. His team have previously been awarded IRRV and MJ national awards for the work that they deliver. Andrew is a passionate believer in making a positive difference to the lives of our residents and this is a key theme of what he will talk about.

Richard Kerr

Director, Greenhalgh Kerr

Richard Kerr has been a qualified solicitor for 18 years. He is the managing partner at Greenhalgh Kerr Solicitors and runs the local authority team.

Greenhalgh Kerr now acts for over 70 local authorities across England and Wales. Richard's particular specialism is in assisting councils with strategies for NNDR collections as well as dealing with all forms of rates avoidance.

DOGFEN COFRESTRU DELEGATE BOOKING FORM

Dydd Gwener 13eg Gorffennaf 2018
Cynhadledd IRRV Cymru

Friday 13th July 2018

IRRV Wales Conference

DELEGATE FEES

Local Authority Delegates £80 Per Delegate

Public Sector Delegates £80 Per Delegate

Non Members £110 Per Delegate

Register 3 delegates only pay for 2

Commercial Sector £149 Per Delegate

NAME

JOB TITLE

LOCAL AUTHORITY/ COMPANY

ADDRESS

POSTCODE

E-MAIL

PURCHASE ORDER NO

REMITTANCE OF £

SIGNATURE

DATE

Please make cheques payable to: North and Mid-Wales Association IRRV

Please return to:
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