

UK CREDIT & COLLECTIONS CONFERENCE 2021

9 SEPTEMBER 2021

UKCCC
2021
CROWNE PLAZA
NEWCASTLE UPON TYNE

csa
AWARDS
2021



csa
voice of the collections industry

09.00	REGISTRATION / NETWORKING / EXHIBITION		
10.00	WELCOME / OPENING ADDRESS: CHRIS LESLIE (CSA CEO)		
10.10	KEYNOTE: ECONOMIC CONTEXT - SETTING THE SCENE FOR THE YEAR AHEAD DAVID MILES, PROFESSOR OF FINANCIAL ECONOMICS (IMPERIAL COLLEGE BUSINESS SCHOOL)		
10.45	REGULATORY UPDATE ROSANNA BRYANT, PARTNER, ADDLESHAW GODDARD		
11.00	OMBUDSMAN UPDATE SARAH CONWAY AND JOHN WIGHTMAN (FINANCIAL OMBUDSMAN SERVICE)		
11.15	NETWORKING BREAK / EXHIBITION		
BREAKOUT STREAMS	PEOPLE & PERFORMANCE	REGULATION, COMPLIANCE & POLICY	COMMERCIAL & BUSINESS INNOVATION
11.45 - 12.30	ATTRACTING THE NEXT GENERATION OF TALENT CHAIR: ANDREW BUNTING NATALIE DOUGLASS & LEE PARKER (NEW STREET CONSULTING)	EARLY ENGAGEMENT & FINANCIAL LITERACY CHAIR: IAN REA SEBRINA McCULLOUGH (FINANCIAL WELLNESS GROUP) KEVIN SHAW (MAPS)	PUBLIC SECTOR PARTNERSHIPS CHAIR: CHRIS LESLIE MARC GILL (HMRC) MATT HOOPER (CROWN COMMERCIAL SERVICE)
12.30 - 13.30	LUNCH		
13.30 - 14.15	EFFECTIVE REPAYMENT PLANS CHAIR: JIM APPLEBY ROB HASLINGDEN (EXPERIAN) FREDDY KELLY (CREDIT KUDOS)	SOCIAL VALUE AND ESG RESPONSIBILITIES: THE NEW CSR CHAIR: NICK CHERRY AMIN ABOUSHAGOR (FORMER IOD POLICY ADVISOR, INDEPENDENT CONSULTANT) RUSSELL HAMBLIN-BOONE (CIVEA)	TRENDS IN CONSUMER CREDIT CHAIR: JOANNE COWENS NICOLA VINCENT & ALASTAIR MCGEORGE (DELOITTE)
14.20 - 15.05	NEW WAYS OF WORKING POST-PANDEMIC CHAIR: JANE PEACOCK VICTORIA TOMLINSON (NEXT-UP) CRAIG HINCHLIFFE (ACI/PERCH)	FUTURE REGULATORY CHANGE: DEBT REPAYMENT OR DEBT RELIEF? CHAIR: YVONNE MACDERMID KEVIN STILL (DEMSEA) LOU YATES (TRUSTFOLIO)	TRENDS IN COMMERCIAL CREDIT CHAIR: DENISE CROSSLEY VICTORIA HERD (HILTON BAIRD) FRANK HORVATH (LINK FINANCIAL) JOHN KANE (CICM)
15.05 - 15.50	NETWORKING BREAK / EXHIBITION		
15.50 - 16.25	CUSTOMER CARE PANEL: NEW THINKING AND BEST PRACTICE CHAIR: KATHRYN MORGAN (LOWELL) LEIGH HARRINGTON (ACADEMIC RESEARCHER ON LANGUAGE IN COLLECTIONS COMMUNICATIONS) SARAH CONWAY (OMBUDSMAN LEADER, FINANCIAL OMBUDSMAN SERVICE) JAN MOSIEWICZ (DIGIMASS) GARETH MCNAB (CHRISTIANS AGAINST POVERTY)		
16.25 - 16.30	CLOSING COMMENTS AND SUMMARY: TOM CHANDOS (CSA CHAIR)		
16.30	CLOSE		
19.00 +	UKCCC DRINKS RECEPTION / GALA DINNER / CSA AWARDS		

* CSA RESERVE THE RIGHT TO CHANGE THE PROGRAMME/TIMINGS AT ANY TIME