

UK CREDIT & COLLECTIONS CONFERENCE 2017

14 SEPTEMBER 2017 / HILTON LONDON WEMBLEY

#ukccc

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UKCCC
2017
HILTON LONDON WEMBLEY

09.30	PRESIDENT'S WELCOME: JOHN RICKETTS				
09.40	HOST INTRODUCTION: SIMON JACK				
09.50 - 10.10	REGULATORY KEYNOTE 1: JO PEDDER, HEAD OF POLICY AND ENGAGEMENT (ICO)				
10.10 - 10.30	REGULATORY KEYNOTE 2: PHILIP SALTER, DIRECTOR OF RETAIL LENDING SUPERVISION (FCA)				
10.30	MORNING PANEL DEBATE: IS THE MOTOR FINANCE MARKET RUNNING OUT OF ROAD? JO CAUSON (INSTITUTE OF CUSTOMER SERVICE), SUZANNA WALKER (COMPLIANCE CONSULTANT), FRANK BROWN (BOVILL), ADRIAN DALLY (FLA)				
11.00	NETWORK BREAK 1				
11.30	BREAKOUT STREAMS COMMENCE				
BREAKOUT STREAMS	GDPR	COMPLIANCE	PROFESSIONAL DEVELOPMENT	TECHNOLOGY & INNOVATION	NEW REGULATIONS
11.30-12.10	(WORKSHOP) THE IMPORTANCE OF DATA PROTECTION IMPACT ASSESSMENTS Christine Andrews (DGM GRC)	SM&CR - RISK CULTURE, ACCOUNTABILITY AND WHAT CERTIFICATION WILL MEAN IN HIGHER MANAGEMENT ROLES Dr Roger Miles (SESSION 1)	CUSTOMERS WHO ARE THINKING ABOUT SUICIDE: WHAT CAN WE REALISTICALLY EXPECT OF COLLECTIONS? Chris Fitch (Money Advice Trust) Andy Langford (Suicide prevention trainer) Gareth McNab (Suicide survivor)	OPEN BANKING - DISRUPTION OR OPPORTUNITY? HOW FAR WILL AUTOMATION GO? Ashley Winton (McDermott Will & Emery UK LLP) Mitch Armstrong (Telrock Systems) Freddy Kelly (Credit Kudos)	STRONGER TOGETHER - WORKING COLLABORATIVELY WITH DEBT ADVICE AGENCIES Kevin Shaw (Money Advice Service) Lee Usher (Computershare)
12.15-12.55	(WORKSHOP) INDIVIDUALS' RIGHTS UNDER GDPR Peter Galdies (DGM GRC)	SM&CR - BEHAVIOURAL CHANGES: WHAT DOES "GOOD" LOOK LIKE? Dr Roger Miles (SESSION 2)	PSYCHOLOGICAL RESPONSIBILITY AND RESILIENCE: SUPPORTING STAFF IN DEALING WITH CHALLENGING CASES Shakya Kumara (Brief Mindfulness)	WHATSAPP, FACEBOOK AND CHATBOTS - MORE EFFECTIVE THAN THE HUMAN TOUCH? Mitch Armstrong (Telrock Systems) Inigo Santamaria (IMsolutions) Mark Oppermann (Webio)	CHANGING THE TWO-TIERED APPROACH - HOW PRIVATE SECTOR REGULATORY STANDARDS ARE APPLIED TO PUBLIC COLLECTIONS Michael Hainge (Hammersmith & Fulham Council)
13.00	LUNCH				
14.00-14.40	FENCA CODE OF CONDUCT PLUS CYBER THREATS AND PROTECTING AGAINST THEM Leigh Berkley (CSA Board Director and FENCA Vice-President) Richard Hodson (UK Global)	SM&CR - PREPARING FOR AND UNDERSTANDING CERTIFICATION AND CONDUCT RULES Craig Neilson (Maclay Murray & Spens)	(WORKSHOP) CSA APPRENTICESHIPS - MAKING IT WORK FOR YOUR BUSINESS Mike Thompson (Barclays) Peter Pledger (National Skills Academy for Financial Services) Deborah Cooper (Marstons)	#FINTECHFORGOD - ASSISTIVE FINANCIAL TECHNOLOGY AND HELPING TO SPOT THE SIGNS OF VULNERABILITY Katie Evans (Money and Mental Health Policy Institute)	
14.45	NETWORK BREAK 2 & REVISED CSA CODE OF PRACTICE DRINKS RECEPTION				
15.30	PROF. DAMIAN HUGHES - THE LIQUID THINKER (PART 2)				
16.15	CLOSE				

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