



Conference 2018

Friday 4th May



Welcome

Paul Morden

Head of Services, Toynbee Hall



Performance for 17/18



- 22,751 Clients used the service
- Achieved 101% of F2F targets
- Priority debts continue to be the main presenting issue for most clients.

Focus for 18/19



More of the same – Providing high quality debt advice to clients comes first.

But how to show this.

Two strands to help demonstrate the effectiveness of Capitalise debt advice:

Quality – reduction in volumes to allow a focus on case recording and attending CPD accredited training.

Data Integrity – to show the true impact of the service we will be aiming for 100% for eligible clients

What's next?



Wyman Recommendations

Following on from the feedback from Capitalise and others MAS will:

- increase capacity in the sector by 50%;
- broadening the base of organisations who contribute to funding; measures which ensure high quality advice;
- increase investment of the debt advice levy in coordination, infrastructure and technology;
- increase collaboration in the sector.

What's next?



High demand for debt advice is extremely likely to continue across all boroughs if not increase.

It is extremely unlikely that austerity measures will ease in the next 12 months. This will likely continue the trend of priority debts being a major issue for clients.

Hopefully progress will be made on the Debt Respite scheme due for draft legislation in 2019.



The 7 principles of debt

Fairer Finance Panel.



Tea/Coffee Break



Workshop 1

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| 1A Meeting Room 4 3 rd Floor | The Money Advice new DAPA Peer Assessment Scheme | Amanda Jordan Recognising Excellence |
| 1B Meeting Room 5 3 rd Floor | Improving outcomes for customers in vulnerable circumstances | Martha Lawton Money Advice Trust |
| 1C Meeting Room 6 3 rd Floor | Understanding third party reductions in UC | David Stickland The Benefits Training Co. |



Lunch

Followed by Workshops



Workshops 2

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| 2B Meeting Room 4 3 rd Floor | Working more effectively with vulnerable clients | Sarah Jones Mencap Liverpool |
| 2C Meeting Room 5 3 rd Floor | Successes and challenges of using WhatsApp messenger in the delivery of debt advice | Joel Crawley Citizens Advice Manchester |
| 2D Meeting Room 6 3 rd Floor | Understanding third party reductions in UC | David Stickland The Benefits Training Co. |



Tea/Coffee Break



Workshops 3

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| 3A Conference Hall Ground Floor | How to work with substance misusing clients | Obehi Alofoje, MSc & Alexandra Gatzoflia MSc Change, Grow, Live |
| 3B Meeting Room 4 3 rd Floor | Working more effectively with vulnerable clients | Sarah Jones Mencap Liverpool |



Summary & Close