



Capitalise Partnership Debt Conference 2018
Friday 4th May
The Foundry, 17 Oval Way, London, SE11 5RR

Welcome
to the
Capitalise Conference 2018





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Handouts & Presentations

If you need extra copies/replacements of any handouts from the speakers and workshops they will be made available to you upon request by email to:
michael.dunlop@toynbeehall.org.uk

Presentations will be made available if the speaker gives permission, we will advise you which ones are available.

Feedback

This year we will be using an online survey again to gather your feedback on the Conference. That way you will have plenty of space, and time, to be able to write as much or as little as you want.

The link will be emailed out to you early next week.

Thank You

Thank you for attending this year's Conference, we hope you find it useful and enjoy it.

Programme

Time	Session		
09.30 – 10.00	Registration and tea/coffee		
10.00 – 10.20	<p>Welcome & Introduction</p> <p>Paul Morden Head of Services Toynbee Hall</p>		
10.20 – 10.50	<p>The 7 Principles of Debt Advice If you asked people who've experienced debt what they want from Capitalise – what would they tell you?</p> <p>The Fairer Finance Panel are experts by experience when it comes to debt advice. Every member of the panel has experienced debt and taken advice from one or more of the Capitalise partners. In the first quarter of this year they got together and agreed the 7 characteristics that make them confident they can trust a debt advice service. In this session they'll talk about the real difference good debt advice has made to their lives and how your service can demonstrate to people experiencing debt that they can trust you.</p> <p>The Fairer Finance Panel</p>		
10.50 – 11.10	Tea/coffee		
11.10 – 12.10	Workshops - 1		
	<p>The Money Advice new DAPA Peer Assessment Scheme</p> <p>This is an opportunity for Capitalise participants to familiarise themselves with the requirements of the new DAPA Scheme and its role within the commissioning relationship with MAS. High level findings observed to date will be shared to enable Participants to further understand the context of the Scheme.</p> <p>**This session is designed for Managers.**</p> <p>Amanda Jordan Recognising Excellence</p>	<p>Improving outcomes for customers in vulnerable circumstances.</p> <ul style="list-style-type: none"> • How working with creditors on their processes and staff training can prevent harm to customers in vulnerable circumstances. • Some common challenges and barriers to change and how to approach these. • Real life case studies of improvements in credit and debt collection practices, from the Money Advice Trust's Training and Consultancy services. <p>Martha Lawton Associate Trainer Money Advice Trust</p>	<p>Understanding third party deductions in UC.</p> <p>The aim of this one-hour session is to understand the rules behind third party deductions and how to help clients avoid further hardship when they are claiming UC and are already in debt. The session will also allow a short time for you to ask questions and share information on any other aspect of UC.</p> <p>David Stickland Trainer and Director The Benefits Training Company</p>

12.10 – 13.10	Lunch		
13.10 – 14.10	Workshops - 2		
	<p>Working more effectively with vulnerable clients</p> <p>Through funding from a Money Advice Trust Innovation Grant, Mencap Liverpool have co-developed a series of workshops and easyread factsheets aimed at people with a mild learning disability (who manage their own household bills etc).</p> <p>Come along to:</p> <ul style="list-style-type: none"> • Hear the valuable insight we've gained about the barriers and enablers to people getting the money advice they need. • Learn what does and doesn't work well for our members. • Pick up some useful tips to help vulnerable clients better understand money issues. <p>Sarah Jones Chief Executive Mencap Liverpool</p>	<p>Successes and challenges of using WhatsApp messenger in the delivery of debt advice.</p> <ul style="list-style-type: none"> • Overview of Citizens Advice's WhatsApp Debt Advice Service, funded as part of the Money Advice Trust's Innovation Grant's Programme. • What we learned from the 12-month pilot. • How you may be able to use WhatsApp in your organisation. • Q&A. <p>Joel Crawley WhatsApp Project Coordinator & Money Advice Supervisor Citizens Advice Manchester</p>	<p>Understanding third party deductions in UC.</p> <p>The aim of this one-hour session is to understand the rules behind third party deductions and how to help clients avoid further hardship when they are claiming UC and are already in debt. The session will also allow a short time for you to ask questions and share information on any other aspect of UC.</p> <p>David Stickland Trainer and Director The Benefits Training Company</p>
14.10 – 14.30	Tea/coffee		

14.30 – 15.30	Workshops - 3	
	<p>How to work with substance misusing clients.</p> <ul style="list-style-type: none"> • Why people misuse alcohol & drugs. • How to have meaningful conversations to encourage clients to seek help. • Where to refer clients for treatments. <p>Obehi Alofoje, MSc & Alexandra Gatzoflia MSc Change, grow, live (CGL)</p>	<p>Working more effectively with vulnerable clients.</p> <p>Through funding from a Money Advice Trust Innovation Grant, Mencap Liverpool have co-developed a series of workshops and easyread factsheets aimed at people with a mild learning disability (who manage their own household bills etc).</p> <p>Come along to:</p> <ul style="list-style-type: none"> • Hear the valuable insight we've gained about the barriers and enablers to people getting the money advice they need. • Learn what does and doesn't work well for our members. • Pick up some useful tips to help vulnerable clients better understand money issues. <p>Sarah Jones Chief Executive Mencap Liverpool</p>
15.30 – 15.45	Summary and close	

Workshops

<p>1A</p> <p>Meeting Room 4 3rd Floor</p>	<p>The Money Advice new DAPA Peer Assessment Scheme</p>	<p>Amanda Jordan Recognising Excellence</p>
<p>1B</p> <p>Meeting Room 5 3rd Floor</p>	<p>Improving outcomes for customers in vulnerable circumstances</p>	<p>Martha Lawton Money Advice Trust</p>
<p>1C</p> <p>Meeting Room 6 3rd Floor</p>	<p>Understanding third party reductions in UC</p>	<p>David Stickland The Benefits Training Co.</p>
<p>2B</p> <p>Meeting Room 4 3rd Floor</p>	<p>Working more effectively with vulnerable clients</p>	<p>Sarah Jones Mencap Liverpool</p>
<p>2C</p> <p>Meeting Room 5 3rd Floor</p>	<p>Successes and challenges of using WhatsApp messenger in the delivery of debt advice</p>	<p>Joel Crawley Citizens Advice Manchester</p>
<p>2D</p> <p>Meeting Room 6 3rd Floor</p>	<p>Understanding third party reductions in UC</p>	<p>David Stickland The Benefits Training Co.</p>
<p>3A</p> <p>Conference Hall Ground Floor</p>	<p>How to work with substance misusing clients</p>	<p>Obehi Alofoje, MSc & Alexandra Gatzoflia MSc Change, Grow, Live</p>
<p>3B</p> <p>Meeting Room 4 3rd Floor</p>	<p>Working more effectively with vulnerable clients</p>	<p>Sarah Jones Mencap Liverpool</p>

Speakers and Workshops facilitators biographies

Amanda Jordan

Amanda oversees the delivery of Recognising Excellence, the DAPA Scheme Administrators, appointed by The Money Advice Service.

Martha Lawton

Martha is an Associate Trainer with Money Advice Trust's Commercial Consultancy team. She has over 12 years' experience of supporting vulnerable people with their finances at both frontline and strategic levels. She has worked with private companies, charities, housing associations, and local authorities.

David Stickland

David has delivered over 1000 courses to the advice sector over the last 10 years. He has designed and delivered many of the courses on national programmes including those of Child Poverty Action Group, Advice UK, Shelter, Homeless Link and Gingerbread. David now runs the Benefits Training Co. with a team of nine trainers.

Obehi Alofoje and Alexandra Gatzoflia

Obehi & Alexandra are part of the team at CGL 'The Alcohol Service' which covers Hammersmith & Fulham, Kensington & Chelsea, & Westminster. They both have backgrounds in psychology with over 10 years' experience working with substance misuse.

Today they are representing Change Grow Live (CGL), a charitable organisation offering services all over the UK. We work with people who want to change their lives for the better and achieve positive and life-affirming goals.

Their areas of expertise include:

Substance misuse, Children and young people's services; Family services; Accommodation & homelessness; Clinical services; & Criminal justice

Their staff work in integrated teams of health and social care professionals, peer mentors, volunteers and service user representatives to offer service users options tailored to their specific needs.

Sarah Jones

Sarah has been Chief Executive of Mencap Liverpool since 2009 and Vice Chair of her local youth and community centre, CCYCC since November 2016. Her first degree is Business Economics and she's had an interest in accessible, affordable finance since 2001.

Joel Crawley

Joel is a money advice supervisor at Citizens Advice Manchester, where he also coordinates the WhatsApp debt advice pilot project. He has been working in advice for 4 years and has worked/volunteered at a number of different Citizens Advice.

Fairer Finance Panel

The Fairer Finance Panel, today represented by Chris Lyles, Neil Allen and Nadia Sultani, are experts by experience when it comes to debt advice. Every member of the panel has experienced debt and taken advice from one or more of the Capitalise partners. In the first quarter of this year they got together and agreed the 7 characteristics that make them confident they can trust a debt advice service. In this session they'll talk about the real difference good debt advice has made to their lives and how your service can demonstrate to people experiencing debt that they can trust you.