



NOTES OF THE MAIN FORUM MEETING

held on Wednesday 28 February 2018 at Money Advice Service,
120 Holborn, London EC1N 2TD

Present:

Beth Forbes	Aperture
Bob Winnington	MALG
Christina Metibemu	Advising Communities
Dominic Maxwell	TellJO
Laura Cronin	Shoosmiths LLP
Marcia Harris	Brixton Advice
Necla Bakirci	Camden CAB
Nicki Crown	Citizens Advice Hammersmith & Fulham
Steph Harling	Bristow & Sutor
Stuart Bailey	Southern Water
Thomas Edmunds	Zopa
Waheed Darr	Link Financial

1. Welcome to new members, observers and representatives

Dominic Maxwell, Co-chair Creditor, welcomed everyone to the meeting with special mention to new members Bristow & Sutor and Zopa and thanked Money Advice Service for hosting.

2. Apologies

Bob Kingdon	Intrum
Gareth McNab	Nationwide
Ian Marsden	Lester Aldridge
James Jones	Experian
John Adderley	CCS Collect
Keith Osborne	
Kevin Edgar	TBI Financial Services Ltd
Kiri Saunders	Christians Against Poverty
Lara Davies Ero	Excelling Community London
Lyndsey Humphries	Money Advice Trust
Mike Bone	Horsham Debt Advice Service
Mike Moir	Nationwide
Paul Bowden	Wilkin Chapman LLP
Paul Scannell	Debt Advice @ The Sherriff Centre
Rebecca Price	Provident Financial
Richard Anderson	Marston Group
Rob Sandalls	StepChange Debt Charity

Rose Lovell
Steve Perring
Stuart Goodman
Tony Catherall
Vayik Keshishi

Maidstone CAB
Cabot Credit Management
Rainbow Money Advice
Bromley Community Counselling Service

3. To receive the notes of the last meeting of the Forum held on 18 October 2017 and to look at matters arising not on the Agenda

There were no matters arising.

4. To receive a report from the Honorary Treasurer (Beth Forbes on behalf of Ian Marsden)

Balance of Accounts – These are:

- Community Account: £432.17
- Business Saver: £1133.25

Expenses – There were no expenses incurred from the last meeting

Subscriptions – Invoices will be sent out shortly

Survey – Reduced response from October meeting. Overall happy with the venue, facilities and presentations.

Suggestions for speakers/ topics for future meetings were ‘anything vulnerable or complaints related’ and an opportunity for further discussion on practical solutions on issues highlighted by presentation. This was with reference to Debt PAP.

Suggestions for improvements were increased creditor presence and a boardroom layout rather than theatre style.

$\frac{3}{4}$ of the survey responses were from the credit sector. This the first time that this question has been included.

5. To receive a report following the Steering Committee meeting held on 19 January 2018

Future speakers/topics – Dominic put this to forum members for their suggestions:

- Vulnerability
- Update on GDPR post 25 May 2018
- Addiction

Suggestions always welcome

Changes to Steering Committee – These are:

- Beth Forbes - Honorary Secretary
- Dominic Maxell - Co-chair adviser
- Ian Marsden – Honorary Treasurer

There is a vacancy on the steering committee for a member of the advice sector. If you are interested in becoming involved, please contact one of the existing Committee members.

2018 meeting dates – the remaining dates for this year are:

- 11 July
- 31 October

6. Presentation: “Debt Commissioning Strategy” by Louise Chu and Gary Harvey (Money Advice Service)

Slides attached.

This is the link for registering interest is as mentioned is
<https://www.smartsurvey.co.uk/s/debtadvicecommissioningstrategyregisterinterest/>

Any further queries for London and South East should go to Louise Chu
Louise.Chu@moneyadviceservice.org.uk

7. Presentation: “Breathing Space – Our Perspective” by Matt Hartley and Meg Van Rooyen

Slides attached.

8. MALG update (Bob Winnington)

National Business Membership – We have attracted 8 new members so far this year taking us up to 40 with continued work in progress encouraging the utility companies to engage with MALG. This has been supported by attending the Utilities Week Consumer Debt Conference recently.

National MALG Meetings - We have postponed the planned meeting for 22nd March until April - date to be confirmed. The AGM and Members Meeting on 5th July is to be kindly hosted by Grant Thornton at Finsbury Square

Annual Conference – Preparation for this is underway with further details to follow later in the year.

9. AOB

There was no any other business.

10. Date & venue for next meeting

The next meeting will be held on Wednesday 11 July 2018 kindly hosted by Nationwide at Threadneedle Street.