



IMA ANNUAL CONFERENCE 10th – 11th May 2012

Programme Details



VENUE

The Majestic Hotel is a magnificent country house hotel set in beautiful gardens in the centre of the spa town of Harrogate. It can be reached by train with the station a short taxi ride away from the hotel, it is easily accessible by car and there is ample car parking on site.

WHAT'S INCLUDED

We offer great value for money: our full conference package includes entrance into all sessions and a choice of training sessions and workshops, overnight accommodation on the 10th May with breakfast on the 11th and all other refreshments including 2 buffet lunches, a wine reception and admission to the Gala Dinner (Thursday 10th May)

WHO SHOULD ATTEND

The IMA conference is an opportunity for money advisers to meet together to discuss topics of mutual interest, to learn about best practice and to participate in debate. The conference is also a valuable event for anyone who has an interest in money advice that will include a range of organisations who lend money, provide services to debtors, collect debts, and those who are involved in regulation policy and research.

AGM

The AGM is open to IMA members only, free of charge, and will take place on the morning of Thursday 10th May and notice will be given to all members in accordance with the rules.

IMA PERFORMANCE AWARDS

The Gala Dinner on Thursday evening will see the winners announced in each of the categories of the IMA's Performance Awards

9.30	Registration and Coffee	9.45	Workshop Sessions (B)
9.45	AGM (Members only)		<ul style="list-style-type: none"> • Energy Debts – Alun Rees, Energy Retail Association • FOS – Its Role in helping consumers Ian Woodman, FOS • Hot Topics - Peter Madge Citizens Advice • How to run a Campaign - Liz Barclay, Broadcaster
11.30	Student Awards Ceremony		
	Delegate Registration and Coffee		
12.30	Lunch		
1.30	Welcome – Steve Meakin Chair IMA	11.00	Refreshment Break
1.40	The Challenges Ahead for Money Advisers. - Peter Tutton, CCCS	11.30	The Future of Welfare - Alan Markey, Citizens Advice
2.15	Parallel Sessions (A)	12.15	Appearing before a District Judge – some tips and traps. - District Judge Robert Hill.
	<ul style="list-style-type: none"> • The Irresponsible Procurement of Bailiff Services Creates Irresponsible Bailiff Action – Who Really is to Blame? - Jamie Waller • Partnership Working - Steve Meakin IMA • Delivery Channels for Advice - Louisa Parker MAT • DRO's and Rent Arrears - Mark Newbury Newcastle City Council 	1.00	Lunch
3.00	Refreshment Break	2.00	Workshop Sessions (C)
3.30	The New Landscape for Debt Advice Research Findings - Colin Kinloch, Money Advice Service		<ul style="list-style-type: none"> • County Court – A District Judge's Perspective on Law and Procedure for Money Advisers and their Clients. - District Judge Robert Hill • Delivering a Quality Advice Service - Yvonne Macdermid MAS and Caroline Siarkiewicz IMA
4.15	Shelter - Housing issues Speaker TBC	2.45	Workshops Sessions (B)
7.15	Wine Reception Awards		<ul style="list-style-type: none"> • Hot Topics - Peter Madge, Citizens Advice • How to run a campaign - Liz Barclay, Broadcaster
8.00	Dinner	4.00	Conference Close

DELEGATE FEES

IMA MEMBERS

- Single occupancy **329**
- Twin occupancy **299**
- Non residential **279**
(incl. gala dinner)
- AGM special day rate **65**

NON MEMBERS

- Single occupancy **449**
- Non residential **409**
(incl. gala dinner)
- Day delegate **199**
(excluding dinner)

HOW TO BOOK

Booking forms can be downloaded from the IMA web site at www.i-m-a.org.uk. Enquiries can be made by email to our conference organiser at bookings@i-m-a.org.uk