



BSI Consumer Forum Conference 2022

Creating a truly inclusive society

How can we deliver fair, flexible services for all?

Date: 5 May 2022 **Time:** 11:00 – 16:30

Location: The View, Royal College of Surgeons, 38-43 Lincoln's Inn Fields, London WC2A 3PE

Agenda

11:00 - 11:30 Registration

11:30 - 11:40 Welcome and opening remarks

Nikki Stopford, Consumer Forum Chair

11:40 - 11:50 Chair's Interview 2022

Richard Lloyd OBE, Financial Conduct Authority (FCA) interim chair in June 2022

11:50 - 12:10 KEYNOTE ADDRESS - Protecting vulnerable consumers in society

Why identifying and supporting consumers in vulnerable situations is more important than ever.

Shani Dhanda, Multi-award-winning inclusion specialist and social entrepreneur

12:10 - 13:10 Panel discussion and Q&A

What has been the impact of world events on consumer vulnerability? What are the risks of harm, now and in the future?

Facilitator: Nikki Stopford, Consumer Forum Chair

Panel members:

Peter McClenaghan, Director of Infrastructure and Sustainability, Consumer Council NI

Katie Alpin, Head of Strategic Insight, Which?

Leo Miles, Policy Manager -Financial Services, Macmillan Cancer Support

Conor D’Arcy, Head of Research and Policy, Money and Mental Health

13:10 - 14:00 Lunch break

14:00 - 14:10 Setting the scene - ISO 22458 in a nutshell

Julie Hunter, Chair, Consumer and Public Interest Network (CPIN)

14:10 - 15:00 Roundtable Discussion

Sharing best practice to help overcome challenges in identifying and supporting vulnerable consumers.

Facilitators: David Bell, Director of Standards Policy, British Standards Institution (BSI)

Sadie Dainton, Senior Consumer Policy Manager, British Standards Institution (BSI) and ISO/COPOLCO Chair

15:00 - 15:15 Coffee break

15:15 - 16:15 Panel Session

How can businesses deliver meaningful support for vulnerable consumers?

Facilitator: Chris Fitch, Vulnerability Lead, Money Advice Trust and Research Fellow - Personal Finance Research Centre, University of Bristol

Panel members:

Catherine Rutter, Director of Group Vulnerability, Lloyds Bank

Cath Owston, Executive Director, Customer Experience, Yorkshire Housing

Judith Turner, Deputy Chief, Dispute Resolution Ombudsman Limited

Diarmuid Cowan, Vulnerability Lead, UK Regulators Network (UKRN)

16:15 - 16:30 Summary and Close

Nikki Stopford, Consumer Forum Chair

16:30 - 18:00 Drinks reception
