



MASS Conference 'Adapting and Evolving' Thursday 21st October 2021



- 9.00am **Chairman's Welcome**
- 9.20am **Keynote Speaker-** His Honour Judge Bird, Designated Civil Judge for Greater Manchester
- 10.00am **The New Claims Landscape - the story so far**
Stakeholder Panel Discussion
David Parkin, Deputy Director for Civil Justice and Law Policy, Ministry of Justice
Mark Shepherd, Assistant Director, Head of General Insurance Policy, ABI
David Bott, Senior Partner, Bott & Co
Martin Heskins, Executive Chair, MedCo
Lizzie Iron, Head of Service, Support Through Court
- 11.00am Break
- 11.20am **Collision Investigation: Searching for the order within the chaos**
Stephen Cash, Principal Consultant, FCIR
- 11.55am **Fundamental Dishonesty**
Christopher Pare, Barrister, St John's Chambers
- 12.30pm Lunch
- 1.10pm **Managing Staff & Hybrid Working**
Mary Jackson, Director Training & Education, LawCare
- 1.45pm **Functional Neurological Disorder**
Dr Tim Nicholson, Consultant Neuropsychiatrist, Kings College, London
- 2.20pm **The New Claims Landscape – How is it working in practice?**
Alan Hayes, Chief Legal Officer, Carpenters Group
Michael King, National Third Party Claims Strategy Manager, LV Insurance
- 3.20pm Break
- 3.40pm **Coping with the hybrid model of working**
Mary Jackson, Director Training & Education, LawCare
- 4.15pm **PI Update**
Nicholas Truelove, Barrister, Kings Chambers
- 4.55pm **Chairman's Closing**
- 5.00pm Conference Ends