

East of England Branch of the Chartered Institute of Credit Management

Minutes of the Virtual AGM held on 15th January 2025

There were two presentations prior to the start of the AGM. These were:

CICM Performance Standards - What They Are & How They Can Support You

Jules Eames, CICM's Content & Resource Manager, gave a brief resume of her professional career in order to show how having and using performance standards had helped her to stay on track and progress.

She emphasised the need for these standards, given the diversity of activities in credit management and the broad variety of skills and behavioural skills required to succeed in the different roles.

The meeting asked Jules lots of questions and she talked through some examples suggested by the meeting, and recommended that everyone should look at, and use, the Business Skills, Behaviours, and Personal Skills detailed on the Professional Standards section of the CICM website.

Atul Vadher, Branch Chairman, thanked Jules for her time and for a very informative and thought provoking presentation.

Market Insolvency Update

Steve Walsh, Director of RSM Creditor Solutions LLP, and CICM East of England Branch Committee Member, covered a wide range of subjects in his update, using many statistics.

He talked through some of the effects of the changes to Debt Relief Orders since April 2024, the breathing space statistics, the study that had revealed that a large number of Individual Voluntary Arrangements were not fit for purpose, and the position on Corporate insolvencies.

In addition Steve gave his personal view of the likely effect on businesses of the October 2024 Budget, the review of the Creditors' Voluntary Liquidation process, directors disqualifications, and the Economic Crime and Corporate Transparency Act 2023,

After many questions from the meeting, Atul Vadher, Branch Chairman, thanked Steve for a very comprehensive and informative presentation.

BRANCH AGM

Present at the AGM were Branch members Katherine Bailey, Richard Brown, Karen Elliott, Daniel Gregory, Andy Jarman, Naimesh Khetia, Andy Moylan, Steve Walsh, Atul Vadher and Lorna Westgarth-Pearce, and guest Neil Jinks of West Midlands Branch and the Chair of the CICM Executive Council.

Chairman Atul Vadher welcomed Neil Jinks, Chair of the CICM Executive Council, and invited him to say a few words. Neil introduced himself to those who did not know him, and he spoke enthusiastically about the work of East of England Branch.

In return the meeting passed on to Neil the thanks of the Branch for their support from HQ during the year.

1. Apology for Absence

Branch committee member Lee Tyers

2. Minutes of Previous AGM

The minutes of the virtual CICM East of England Branch AGM held on 17th January 2024 had been sent to all who had attended it, and they had been made available to everyone on the Branch page of the CICM website.

Branch Secretary Richard Brown invited any questions about the minutes but none were forthcoming. Neither had any questions been sent via HQ in advance of the meeting.

Acceptance of the minutes was proposed by Atul Vadher, seconded by Katherine Bailey and unanimously agreed by the meeting as a true and accurate record.

The Branch Secretary confirmed that all of the action points arising had been completed.

3. Chairman's Report

Atul Vadher said that In his report would like to cover: -

- ☐ The Branch Committee in 2024
- ☐ The events we held in 2024.
- ☐ Future Events in 2025

He thanked everyone for joining the meeting and welcomed them to our Branch's first event of 2025 and the AGM.

The East of England covers CICM members in Essex, Norfolk, Suffolk, Bedfordshire, Cambridgeshire, Hertfordshire and parts of Northamptonshire, and for this reason we have found virtual events to be most effective in 2023 and 2024.

3a) The Committee in 2024

In March Lee Tyers announced that he would be taking a sabbatical to travel for the rest of the 2024, and we looked forward to welcoming Lee back in 2025.

3. Chairman's Report (continued)

In May we welcomed Andy Jarman to the committee. Atul was pleased to say that having worked for Hays for a number of years Andy brought years of expertise and knowledge from within the credit recruitment arena.

In August Sean Frisby decided to step down from the Committee, and Atul thanked him for his support of the branch.

3b) Events held in 2024.

3b1) Branch Meetings

There had been 12 virtual Branch meetings, with standout themes and memories which included.

- a) Winter hats, Wigs
- b) Support and reflection for "9/11" and "Remembrance Day".
- c) Favourite Books, Places visited and Christmas cracker jokes.
- d) Quick Draw, Movie quiz and Tension board game.

3b2) Events

As well as the AGM/Event we had held 3 further virtual events: -

- a) *"Demystifying the impact of AI on Credit and Collections,"* in February 2024 with an insightful and informative presentation by Jamie Wroe, Chief Technical Officer of Invevo, hosted by his colleague Daniel Gregory of Invevo.
- b) *"B2B E-Commerce -The New Gold Rush"*, in March 2024 presented by Andy Moylan of Efcis. The quote that stood out for Atul was "The B2B e-commerce market is expected to reach a staggering \$20.9 trillion by 2027"
- c) *"The Whacky World of Credit Data"* with Tim Wendholt of Corporate CPR moderated by Steve Walsh of RSM Creditor Solutions LLP. This provocative and punchy session was aimed at helping credit managers to sharpen their skills in analysing and utilising credit data.
- d) We had planned a few other events, however due to various reasons they had to be postponed or cancelled.

3b3) What can we expect in 2025?

We held our first branch meeting of 2025 on 8th January with the theme "New Year's resolutions" and Atul did not mention what they were just in case some of them had already been broken!

We aimed to:-

- a) continue holding our monthly "Themed Branch meetings," focused on planning, wellbeing, and events.
- b) delivering free of charge physical and virtual events for our members and prospective members.

c) surpass the number of events we had held in 2024, so watch this space.

3b3) What can we expect in 2025? (continued)

d) increase and deliver useful information on our Branch LinkedIn group.

In 2024 we posted 86 articles.

e) look to introduce roundtable events for meaningful discussions on key credit topics.

Atul took this opportunity to thank the Committee members for all their drive and devotion in making these events happen, and for sharing their expertise in all things credit, but mostly for supporting and bringing the fun factor in giving back to the industry.

Finally he shared the information that in 2024 members of the committee had won, at the British Credit Awards.

* "Credit Collection Team of the Year

* "Credit Risk Team of the Year

* "Credit Professional of the Year - Katherine Bailey

4. Branch Committee Size

It was agreed by the AGM that to run the Branch a minimum of five Committee members were required but between ten and twelve members was a good number to operate successfully. However the Branch committee may decide that should more members wish to join and exceed this number then we might review this number.

5. Election of Branch Committee Members

Secretary Richard Brown said that, in accordance with the usual Branch practice, although not required under either the CICM rules or the Branch Guidelines, all ten of the existing Branch committee members were prepared to stand down. All of them were prepared to seek election to the Branch Committee for 2025:

Katherine Bailey	Richard Brown
Daniel Gregory	Andy Jarman
Naimesh Khetiah	Andy Moylan
Lee Tyers	Steve Walsh
Atul Vadher	Lorna Westgarth-Pearce

Karen Elliott had been proposed as a new Branch committee member by Andy Jarman and seconded by Atul Vadher.

The meeting unanimously elected Katherine Bailey, Richard Brown, Karen Elliott, Daniel Gregory, Andy Jarman, Naimesh Khetia, Andy Moylan, Lee Tyers, Steve Walsh, Atul Vadher and Lorna Westgarth-Pearce to form the 2025 CICM East of England Branch Committee.

6. Election of Branch Officers

The meeting unanimously elected the newly elected 2025 CICM East of England Branch Committee members to the following roles:

Atul Vadher	Chairman
Richard Brown	Vice Chairman and Secretary
Katherine Bailey	Education & Learner Liaison Officer
Naimesh Khetia	HQ & Event Liaison Officer
Andy Jarman	Recruitment Officer
Karen Elliott	Deputy HQ & Event Liaison Officer
Lorna Westgarth-Pearce	Social Media & LinkedIn Officer
Daniel Gregory	Events Organiser & Presenter
Andy Moylan	Events Organiser & Presenter
Steve Walsh	Events Organiser & Presenter
Lee Tyers	Events Organiser & Presenter

Action Point 1: Secretary (Richard Brown) to inform CICM HQ of the new Branch committee and ask them to update the website accordingly.

7. Any Other Business

There was none from the meeting and CICM HQ had reported that no question or proposals had been sent to them in advance of the meeting.

8. Report of the AGM

Action Point 2: Branch Secretary Richard Brown to produce a report of the event and Naimesh Khetia to arrange for it to be posted in Credit Management magazine, and on the Branch page of the CICM website.

Action Point 3: Lorna Westgarth-Pearce to produce a report of the event for the Branch LinkedIn page.

9. Close of Meeting

The Chairman, Atul Vadher, thanked everyone for attending, and for their enthusiastic and constructive input to a very satisfying meeting, and he reiterated his heartfelt thanks to the Branch committee for their support.

Action Point 4: Branch Secretary Richard Brown to send a copy of these minutes to CICM HQ asking them to email them to all who attended the meeting, and Lee Tyers, and to post them on the branch page of the CICM website,

There being no further business, the meeting was closed by the Chairman, Atul Vadher.

Minutes written by: Richard Brown (Secretary) 16th January 2025

Approved by: Atul Vadher (Chairman) 16th January 2025