

CICM East of England Branch Committee Meeting Minutes

	7.00 pm Wednesday 11th February 2026
Attendees	Atul Vadher, Richard Brown, Naimesh Khetia, Andy Jarman, Tina Daulton, Mitchell Shams, Andy Moylan, Katherine Bailey, Lorna Westgarth-Pearce
Apologies	Steve Walsh
Theme	AGM

Agenda

1. Action Points from last meeting on 14th January 2026
2. 2026 AGM Wednesday 12th February 2026
3. 2026 Events
4. Any Other Business
5. Date of next meeting Wednesday 11th March 2026

1. ACTION POINTS These had all been completed, or covered elsewhere in these minutes

2. 2026 AGM

All existing committee members had registered to attend and had agreed to stand for election. If elected they were prepared to take on these 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 & Events Organiser
Lorna Westgarth-Pearce	Social Media, LinkedIn & Website Officer
Andy Moylan	Events Organiser & Presenter
Steve Walsh	Events Organiser & Presenter
Tina Daulton	Events Organiser & Presenter
Mitchell Shams	Committee member
Hinal Pattni	Deputy Secretary and HQ Liaison Officer

A total of 18 had registered to attend. The entire existing committee and:-

Carol Baker FCICM Now retired. Former Branch Committee member for many years

Stephen Dube Studying member, Care Co-ordinator at ACH Healthcare Ltd. Lives in Harlow and is a potential apprentice committee member in the future. Known to Atul,

Darren Harmer MCICM (Grad) Director of Harmer Collection Services in Finsbury Park. Lives in Bungay, Northamptonshire.

Mr Hinal Pattni. MCICM. Credit Manager at Shure UK. Known to Atul. Lives in Gidea Park, Romford. He has been in credit for 12 years and wants to join the committee. Joining the committee as Deputy Secretary and his initial role will be supporting Richard and Naimesh.

Daniel Peach MCICM. Not a member of our Branch. Member of East Midlands Branch. According to LinkedIn he is a Credit Manager at Winterhalter (dishwashers) in Milton Keynes - in our patch.

Garry Worton MCICM (Grad) Director of Collections at OpenText (software company) in Datchet (near Slough) but lives in Stevenage.

Miss Jules Eames FCICM CICM Lead Training Specialist - our speaker pre the AGM

Mr Robert Norman CICM Head of Delivery - self invited guest

No proxy votes, resolutions or nominations had been received via HQ.

Action Point 1: Richard to produce the minutes and a report of the AGM evening, aided by Andy M's output from his Plaud device. If this experiment was successful we could possibly, in the future, host an event demonstrating how our Branch is leading the way with technology.

Action Point 2: Lorna to post about the evening on the Branch LinkedIn group on Friday 13th February

3. EVENTS

Atul confirmed that when talking about 2026 events at the AGM he would concentrate on the four pillars previously agreed by the committee

AI Possibly having a stream of events around AI, possibly recorded as a podcast. e.g. personalising AI for your own business, use in different areas. Mitchell would outline at the AGM.

Round Tables to increase networking. Andy J would outline at the AGM

Fraud and Insolvency Steve would outline at the AGM

Specialist or Key subjects - especially the geopolitical situation which Andy M would outline at the AGM

Some of the previously suggested events are listed below in italics

Virtual roundtables for members in the Brentwood and Cambridge followed by face to face networking roundtables. Possibly Andy J could find local companies to attend these. Once successful we could then hold further face to face webinars to help people make contacts and establish ongoing relationships.

A collaborative joint physical round table with London Branch in central London had been discussed with them was felt likely to be popular and work well,

Webinars

Our current 60 minute webinars were too long for today's lunchtime audience experts having had said that the maximum attention span now was just 20 minutes. Perhaps we should consider trying 30 minute webinars, for some of them, including questions. Wednesday lunchtime was the favourite slot.

Andy J is already developing possible webinars for Hays, seeking thoughts on key topics ranging from strategic and operational challenges, use of data & technology as well as people and collaboration such as:-

Improving Days Sales Outstanding (DSO)

What are the most effective levers to reduce DSO across different customer segments?

Automation in Credit & Collections

What processes can be automated without losing the human touch?

Dispute Management and Root Cause Analysis

How can collections teams collaborate with sales and operations to reduce recurring disputes?

Other possible webinars were:-

Presenting Yourself - looking at CVs and tailoring them to job applications

Speed questions with one of us asking and another answering

Revision for CICM exams *Inviting questions from students*

What works well in different sectors?

Questions I've always wanted to ask

A Branch Credit Fest by CICM HQ's Jules Eames. possibly with a slot for RSM, based on CICM's Road shows.

*An interactive quiz **Do You Think You Know About Credit?** with HQ providing questions.*

Being Ready for eInvoicing, as mentioned in the last Budget.

Podcasts

These were very popular and could be listened to whenever time permitted e.g. on the train. Atul pointed out that podcasts were already being produced by CICM HQ. The objective of branches was to engage with and bring people together and get to know each other. One possibility was for us to hold an event and then produce a podcast using snippets of it

4. ANY OTHER BUSINESS

4a) Branch email account

Richard had previously confirmed that an updated list of members had been received from HQ, also showing new and leaving members. We would use this to welcome new members, to congratulate members on achievements, and for selected bulk emails.

ACTION POINT 1: Richard to produce draft emails

4b) Award

Tina was congratulated for Biffa Waste Services Limited winning an Excellence in Credit Management Award at last week's British Credit Awards

4c) University of Greenwich.

Mitchell, who is a mentor, said that he making progress with Debbie Nolan, CICM Vice President, about possible ways that that CICM could promote credit as a chosen career to students, graduates and interns through awareness, mentoring and events. A possible formal CICM - Greenwich University partnership was being explored, Debbie had outlined this as her project at the last CICM Advisory Council meeting. It was a national CICM project, not an East of England Branch initiative. Potentially if successful the scheme could be rolled out to other universities.

Greenwich has recently amalgamated with the University of Kent

4d) Report of Event

Richard said that his report on the October 2025 Cybercrime event had been included in the recently published January/February edition of Credit Management magazine

5. DATE OF NEXT MEETING: 7pm Wednesday 11th March 2026

Theme: To be decided

Richard Brown (assisted by Plaud)

13th February 2026

Don't Forget to post, like, and repost on LinkedIn and to input to the Group WhatsApp