North West Regional Conference

Protecting What Matters

Meet Our Speakers



The Insurance Institute of Bolton

Thursday 12 November

8:30am - 5pm

FREE to CIM Members

Toughsheet Stadium

Book now

Standards • Professionalism • Trust

Session 1: Motor Insurance
Market Trends, Cost Control & Inflation



Nick Hilton

Nick Hilton is an experienced motor claims leader with over 30 years' experience across the UK insurance industry, including senior claims roles with major insurers. He currently leads Third Party Claims operations, covering personal injury, credit hire, property damage, recoveries and large loss claims.

Nick has a particular interest in claims transformation and the future of operating models, exploring how AI, automation, data and specialist expertise can improve customer outcomes while maintaining strong indemnity control.

With extensive experience in third-party claims, Nick also brings a strong understanding of claimant behaviours, market trends and the commercial challenges shaping insurers' strategies.

In his session, Nick will share his perspective on how the motor claims operating model is evolving, where technology can genuinely make a difference, and why strong claims fundamentals and indemnity control remain essential in an increasingly automated world.

Session 1: Motor Insurance
Motor Repair - from bodyshop networks to intelligent claims ecosystems



Waseem Malik

Waseem is an Expert Advisor with 30 years' senior leadership experience across the UK insurance sector, spanning claims, transformation, finance and M&A. He has held executive roles including Chief Claims Officer at Aviva UK & Ireland and Executive MD Claims and CFO at AXA Insurance.

He brings extensive Non-Executive and advisory experience, supporting investors, private equity firms and consultancies on insurance market entry, claims supply chain optimisation and acquisitions. Waseem is a Chartered Accountant and Fellow of the ICAEW, and holds a BSc (Hons) in Economics from UCL.

In this session, Waseem will explore how the repair landscape is changing, where the market is heading and what the potential end game looks like. We'll consider the implications for insurers, repairers and other stakeholders, and discuss how organisations can begin to adapt their thinking, capabilities and strategies to thrive in an increasingly connected and intelligent claims environment.

Session 2: Property Insurance Modern Methods of Construction



Tony Derbyshire

Tony Derbyshire is Head of Contractor Connection UK, where he leads strateg relationships, claims supply chain performance and contractor network development across the UK market.

With extensive experience in construction, property claims and repair management, Tony has worked closely with insurers, loss adjusters and restoration specialists to improve customer outcomes and operational performance.

He has recently been focused on the emerging risks and challenges associated with Modern Methods of Construction (MMC), helping the industry better understand the implications for claims handling, repairability and resilience.

In his session, Tony will share insights into the evolving MMC landscape and the key considerations for insurers and claims professionals.

Session 2:
Response, Recovery and Resilience



Emma Holroyde

Emma is the Market Engagement Manag for Flood Re and has worked in the insurance industry for 18 years, including the last four years with Flood Re.

In her role, she focuses on delivering education, promoting best practice, and raising awareness of flood resilience and recovery across the insurance industry and the wider flood sector.

Emma works closely with insurers, stakeholders, and industry partners to support greater understanding of flood risk and the practical measures that can help improve outcomes for homeowners and communities. She is passionate about enhancing knowledge, fostering collaboration, and helping to build a more resilient future in the face of increasing flood risk.

This session will provide an overview of Flood Re, including Build Back Better, property and outdoor space adaptation, and the future of flood resilience. It will also introduce the BDMA, exploring its members, current industry trends and issues, and its future direction.

Session 2:
Response, Recovery and Resilience



Adrian Jolly

Adrian Jolly has over 40 years' experience in insurance and damage management, having worked as a London Market broker, General Loss Adjuster and damage management specialist.

He has held senior roles including Director at Chem-Dry and currently runs his own restoration business.

Adrian is an ACII, CIP and Adv Dip CILA, as well as a BDMA Accredited Insurance Technician. He currently serves as Executive Chair of the British Damage Management Association (BDMA), supporting its strategic development.

Session 2: Property Insurance
Flood Impact on Individuals and Communities



Mary Long-Dhonau OBE

Mary Long-Dhonau OBE, better known as ‘Flood Mary’, has over 25 years’ experience supporting people affected by flooding. Having experienced flooding herself, she is a passionate advocate for Property Flood Resilience (PFR) and raising awareness of flood risk and Build Back Better.

Mary regularly travels to flood-affected communities in her Floodmobile, advising homeowners on how PFR can help them recover more quickly and reduce the impact of future flooding. She is a familiar voice in the media and has represented the views of flood victims at government level, as well as speaking at national and international conferences.

Mary has become a recognised voice for flood resilience, working closely with homeowners, communities, government, local authorities and the insurance and construction industries to promote practical solutions and improve the way we prepare for and recover from flooding.

In her session, Mary will share what it’s like to experience flooding, how to prepare for it and the role of PFR. She’ll also share inspirational case studies of homeowners and businesses that have taken practical steps to protect their properties and recover more quickly after a flood.

Session 3:
Debt, Investment and Financial Planners



Lauren Tudor

Lauren is a Chartered Financial Planner who loves helping her clients on their journey to financial independence.
She provides a broad range of advice, offering peace of mind and clarity when it comes to financial planning. Lauren supports her clients with practical solutions to the financial issues that matter most to them.

She builds long-term financial plans around her clients' futures and the lifestyles they want to lead, providing trusted advice as their financial needs evolve over the years. Lauren is passionate about delivering comprehensive, easy-to-understand financial advice, with great client outcomes at the heart of everything she does

In her session, Lauren will explore debt management, including student debt and loans, provide an introduction to investing, and explain the role and value of financial planners in helping individuals achieve their financial goals.

Session 3: Personal Finance Focus
How changes to pension death benefits WILL complicate probate



Sean McParland

With over 40 years' experience in Insurance and Financial Services, Sean has been actively involved with the Chartered Insurance Institute (CII) since 1982, serving on various CII Councils.

A Chartered Financial Planner and qualified Rugby Union Referee, Sean's focus has always been on making a positive difference and adding value.

A proud Yorkshireman based in Lancashire, he's a lifelong Leeds United supporter who also follows Huddersfield and Burnley — making a 9-point Saturday a rare but welcome occasion!

In "How Changes to Pension Death Benefits WILL Complicate Probate," Sean will explore changes coming in April 2027, when unspent pensions enter the Inheritance Tax regime.

Death and Taxes – Armageddon or Opportunity? What will this mean for families, probate and the professionals supporting them?

Session 4:
Managing Stress - Building Resilience



Lisa Kempster

Prior to retraining as a Health Coach and setting up Best You in early 2022, Lisa spent 15 years working with the insurance sector, with firms ranging from family independents to global organisations.

She now works with business and individuals, combining her experience in the corporate world with health coaching expertise; helping people navigate the challenges of everyday life, stress, and busy schedules that can get in the way of our health and wellbeing.

Lisa takes a holistic, whole-person approach, recognising that there is no one-size-fits-all solution. She provides practical, accessible tools to support wellbeing, boost energy and help individuals take greater control of their health.

In “Managing Stress – Building Resilience,” Lisa will explore the impact of stress from a whole-person perspective, using a four-pillar approach to consider the mental, social and physical dimensions, and how we can build resilience.

Programme

08:30-09:10	Registration and coffee
09:10	Introduction to the day Martin Ashfield
09:20	Motor Focus* Market Trends, Cost Control & Inflation Nick Hilton, Markerstudy Insurance
09:50	Motor Repair - from bodyshop networks to intelligent claims ecosystems Waseem Malik, Horizon X Advisory
10:35	Break
10:55	Property Focus* Modern Methods of Construction Tony Derbyshire, Crawford & Co
11:25	Response, Recovery and Resilience Adrian Jolly, BDMA and Emma Holroyde, Flood Re
12:30	Lunch
13:20	Flood Impact on Individuals and Communities Mary Long-Dhonau OBE
14:15	Break
14:30	Personal Finance Focus* Debt, Investment and Financial Planners Lauren Tudor, Atherton & Associates Wealth Management Ltd
15:00	How changes to pension death benefits WILL complicate probate Sean McParland, Fairstone
15:40	Break
16:00	Well Being Managing Stress - Building Resilience Lisa Kempster, Best You
17:00	Wrap Up and Close followed by Networking Event

*For each session, a 20-minute Q&A with all speakers will follow the final presentation