

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 2: Property Insurance

Modern Methods of Construction

Tony Derbyshire

Tony Derbyshire is Head of Contractor Connection UK, where he leads strategic 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: 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 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.

