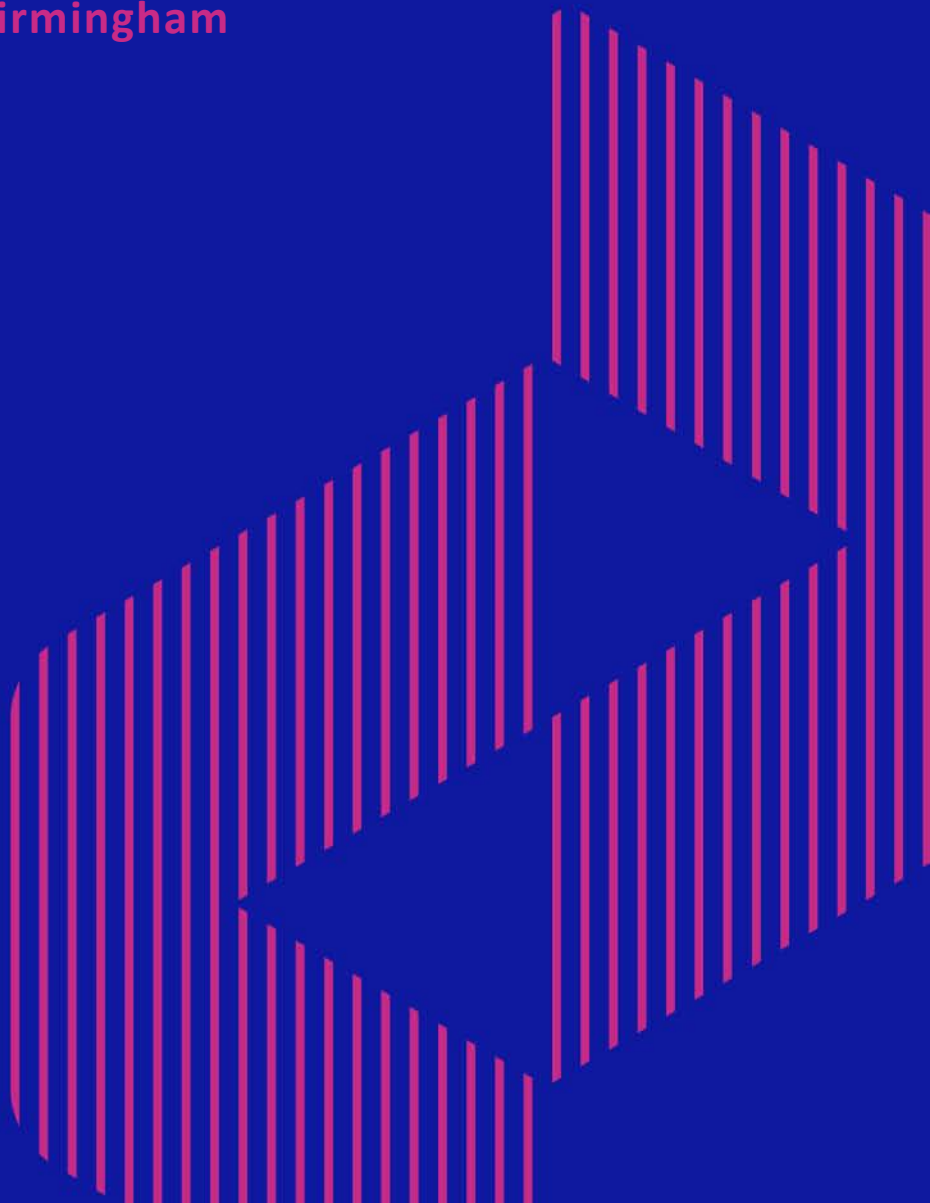


MaPS Debt Advice Conference

From innovation to impact: the future of debt advice

25 November 2026, ICC Birmingham



Time	Session information		
10.00 – 10.30am	Registration: arrival, sign in and refreshments		
10.30 – 10.40am	Opening speech: housekeeping and an introduction to MaPS' 2025/26 impact report		
10.40 – 11.10am	Personal insolvency fireside chat: hear from the Insolvency Service about the ongoing Personal Insolvency Review		
11.10 – 11.30am	Modernisation funding: the big lessons from the Debt Advice Modernisation and Transformation Funds		
11.30 – 11.45am	Networking break: refreshments and informal networking		
11.45am – 12.45pm	Breakout 1 Project showcase: Case note automation and AI transcription <i>Hear from projects about their work in this area and how they are taking the technology further to develop new features, functionality and applications</i>	Breakout 2 Project showcase: Developing a debt advice chatbot <i>Hear from projects about the realities of developing a chatbot for debt advice, including the challenges they encountered and what they learned along the way.</i>	Breakout 3 The DRO API: Progress, learning and what's next <i>The Insolvency Service shares progress and learning from the DRO API, alongside what's next and the opportunities for wider adoption across the sector.</i>
12.45 – 1.45pm	Lunch		
1.45 – 2.30pm	MoneyHelper Pensions Dashboard and service updates: updates from across the Money and Pensions Service and partners		
2.30 – 2.45pm	Networking break: refreshments and informal networking		
2.45 – 3.45pm	Breakout 1 Project showcase: Improving the journey into debt advice <i>Hear from projects exploring how digital tools and new technology can improve onboarding and pre-appointment processes, more effectively gathering information from clients ahead of appointments</i>	Breakout 2 Finding debt advice: what could the future look like? <i>Explore the challenges customers face finding and accessing debt advice, and how different approaches to referral pathways, including tools such as the Debt Advice Locator Tool, could better connect people with support.</i>	Breakout 3 Data standards in debt advice <i>Hear how organisations across the advice sector are exploring data standards, AI and other technologies to improve data quality and strengthen how information is shared, captured and used</i>
3.45 – 4.00pm	Closing remarks: final reflections, thanks and next steps		

You can register for the event here: [MaPS Debt Advice Conference 2026 - Registration](#)