



Workshop - Identification and Dissemination of Good Practice

Wednesday 15 March 2006

University of Wolverhampton, Priorslee Hall, Telford, Shropshire

10.15 REGISTRATION & COFFEE

10.45 **Welcome and introductions** - Professor David Proverbs

11.00 **Keynote address - The Strategic view**
Michael Johnson (Office of the Deputy Prime Minister)

11.45 **Carlisle events - the victim's perspective**
Paul Hendy (Communities Reunited)

12.30 LUNCH

13.15 **Technical aspects of property restoration**
Bob Spencer (British Damage Management Association)

14.00 **Flood Repairs Manual: A guide for the Insurance Industry**
Tony Boobier (Flood Repairs Forum)

14.45 **Round-Up Session**
Chaired by Professor David Proverbs

15.00 WORKSHOP CLOSES

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