



IRRV Thames Valley Association – Revenues & Benefits Technology Seminar
Friday, 27th September 2019

Chiltern District Council, King George V Road, Amersham, Buckinghamshire HP6 5AW

Dear Members,

The IRRV Thames Valley Association invites you to join them for their **Revenues & Benefits Technology Seminar**. Please see the agenda below and register your interest with Kath Leonard by email: Kath.leonard1@outlook.com

The day will be hosted by Laura Anne Smith, IRRV Thames Valley President, and the Lunch will be sponsored by Northgate Public Services.

For Chiltern DC parking details please follow this link:
<http://www.chiltern.gov.uk/amershamcarparks>

For arrival by train, Amersham train Station is approximately a 5 minute walk from Chiltern District Council Offices.

Agenda for the day:

TIME	DESCRIPTION	Speaker
10:00am	Arrival Tea and coffee	All
10:20am	IRRV Thames Valley President Welcome and Introductions	Laura Anne Smith
10:30am	Telsolutions <i>'TelSOL – Customer Behaviour and the Channel Shift From Letters and SMS to Social Media and Chat Services'</i> There will be a live demonstration, so please bring smartphones and smart devices that you currently use	Daniel Pearce
11:00am	Experian <i>'Using Open Banking to Understand Affordability'</i> We will be demonstrating our Open Banking solution to show how Councils can gain real time insight to help set realistic and achievable payments with debtors. This will help to maximise collections, minimise missed payments and the associated resource that goes into chasing these once again, while protecting residents from over committing and increasing their risk of financial difficulty.	Greg Flewitt



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11:30am	Refreshment Break (15 Mins)	All
11:45am	<p>Lateral</p> <p><i>'A Single System – A Single View'</i></p> <p>Another hot topic for Councils is the creation of a single screen whereby a user can see all the debts, bills and information for a customer that was traditionally separated by council departments. Having this single view is very important as it gets different departments communicating and working together but, more importantly, it allows a council to manage a customers financial situation in a more ethical way.</p>	John Earls
12:15am	<p>Inform</p> <p><i>'Analyse Local – Filling in the Gaps for Revenues Teams'</i></p> <p>Analyse Local is a unique system developed to assist authorities to fulfil their obligation in preparing a sound and prudent estimate of its business rate income for the forthcoming financial year. It utilises all of the extensive property and historical rating information at its disposal that, when combined, provide the only source of realistic and reliable information available.</p>	Luke Gorham
12:45pm	Buffet Lunch – Sponsored by Northgate Public Services	All
1:45pm	IRRV Thames Valley Executive Meeting	All Exec Members
2:45pm	Forum Close	All