



FOUNDED 1882 INCORPORATED 1927

President: Peter Haywood IRRV (Tech) MBA

Treasurer: Mike Shang FIRR

Taking Control of Goods – the unintended consequences

Venue – Shaw Hill Golf and Country Club, Chorley.

Date – Wednesday 22nd July 2015

Dear Colleague

The Lancashire and Cheshire Association intend to continue with the high quality professional events which have become an integral part of our annual calendar. I am proud to announce this brand new Seminar, which is put together in response to the demand from revenues practitioners to know more about the impacts and consequences of the new Taking Control of Goods Regulations.

The seminar will take into account the enforcement changes affecting the recovery of statutory debts and in particular the requirements of the Tribunals Courts and Enforcement (TCE) Act Regulations 2013/14 and how this new process has affected collections and customer behaviour. It has been well documented that the legislation has brought about some unintended consequences and the expert panel of presenters (including the current President of Civea) will explain and explore the implications and potential solutions.

Our seminars have been previously well subscribed with positive feedback from both delegates and employers. At **£50 per delegate** I believe that the event offers professional insight at an economical level; it will of course be delivered to the usual high standards of the Lancashire and Cheshire Association. **In addition the Association is continuing to offer members of the Institute a generous 50% Discount.**

The content of the seminar is designed to give a broader knowledge of the practical application of the new regulations and experiences one year on, and will be particularly useful for:

- Staff wishing to increase their knowledge base resulting from the requirements of the TCE Act Regulations for Council Tax and NNDR enforcement;
- Recovery Officers, Team Leaders and Managers.

Full details of the seminar and a booking form are attached.

Yours sincerely,

Peter Haywood IRRV (Tech) MBA

Association President

Please visit our website: <http://www.irrvassociations.org.uk/index.asp?AId=3>

Taking Control of Goods – the unintended consequences

Shaw Hill Golf and Country Club, Chorley — Wednesday 22nd July 2015

Chair – Peter Haywood, Association President

Agenda

Time	Topic	Speaker
9.00	Seminar Registration and Coffee	
9.25	Seminar Introduction and Objectives	Peter Haywood IRRV (Tech) MBA Association President
9.30	TCOG – The effectiveness of 'Compliance'	Mike Harkins IRRV MCMI Business Development Manager Rundle & Co Ltd.
10.15	TCOG – The effectiveness of 'Enforcement'	Paul Kelly IRRV (Hons) Client Services Director Jacobs
11.00	Break	
11.15	TCOG The unintended Consequences	Mike Shang FIRR Corporate Services Director Rossendales Ltd. CIVEA President 2015
11.45	The Internal Service Delivery Model – Is it the Future?	Paul Caddy Managing Director Phoenix Commercial Collections Ltd.
12.20	Panel Questions	
12.30	Seminar Close & Buffet Lunch provided	

Booking Form: Taking Control of Goods – the unintended consequences

Date: Wednesday 22nd July 2015

Venue: Shaw Hill Golf and Country Club, Chorley. (car parking is available on-site)

Times: Start: 9.25 a.m.
Finish: 12.30 p.m. (approximate) followed by lunch

Cost: £50.00 per delegate — includes refreshments & lunch (will be invoiced to you).
£ 25.00 for Members of the IRRV

To reserve your places fill in your details **including your Purchase Order number** and email them no later than Friday 10th July 2015 to:

Mike Harkins IRRV, Assistant Treasurer

Email: mharkins@rundles.org.uk

Name of Authority	
Address for correspondence	
Contact name & Tel no	
Email address	
PO Number	

Name of Delegate	Contact Telephone Number	Work involvement *E.g. Revenues/Benefits	IRRV Member? (Yes\No)	Dietary requirements

Thank You to Our Sponsors

