|  |  |
| --- | --- |
| FOUNDED 1882 INCORPORATED 1927President: Candice Lancaster IRRV Treasurer: Mike Harkins IRRV |  |

**Smart Collections: Achieving More With Less**

**Venue – Preston City Council, Town Hall, Lancaster Road, Preston PR1 2RL**

**Date – 13th June 2024 Time 9.30am**

Dear Colleague,

As President I am delighted to announce our latest training event for those involved in revenues and collections.

Local Authorities are still dealing with backlogs of arrears from Covid and are expected to recover vital public funds, very often with a reducing resource of personnel.

We have gathered together 5 experts in collections who will explore the new ways of thinking around this issue.

There will be a particular focus on how the use of technology can help introduce efficiencies, to allow local authorities achieve more, with less resource.

This is a great opportunity for senior managers and support staff to get an insight into the latest thinking on collections.

Lancashire & Cheshire IRRV seminars are always well attended and at **£100 per delegate**, including lunch, the event offers excellent *value for money* and will be delivered by experienced Practitioners to the usual high standards of the Lancashire and Cheshire Association.

Lancashire & Cheshire IRRV Association are offering**:**

* IRRV members a **50% Discount.**
* Student Members & IRRV Apprenticesmay attend **Free of Charge.**
* Other Apprentices (non-IRRV) are eligible for the **50% Discount.**

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

Yours faithfully,

**Candice Lancaster IRRV**

Association President

**Please visit our website:** [**https://www.irrvassociations.org.uk/index.php?Aid=3**](https://www.irrvassociations.org.uk/index.php?Aid=3)

**Lancashire & Cheshire IRRV Association**

**Smart Collections: Achieving More With Less**

**Preston City Council, Town Hall, Preston PR1 2RL**

**Agenda**

|  |  |  |
| --- | --- | --- |
| **Time** | **Topic** | **Speaker** |
| **9:30** | **Seminar Registration and Coffee** |
| 9:55 | Welcome and Introduction | Candice Lancaster – Association President |
| 10:00 | Creating Customer Resilience by Using Data Analytics | Darren KelkAscendant Solutions |
| 10:45 | Elevating Collections – how outsourced digital arrears collections can assist collection rates | Peter GentCOEO |
| **11.30** | **Break** |
| 11.45 | Tackling Arrears With Limited Resources: data extraction to identify good cases | Richard KerrGreenhalgh Kerr Solicitors |
| **12.30** | **Lunch** |
| 13.15 | Practical Behavioural Science Tips Using Technology To Improve Recovery Rates | Daniel PearceTelsolutions |
| 14.00 | AI Use In The Collections Industry | Ian FergusonDukes |
| **15.15** | **Seminar Close** |

# Booking Form: Insolvency and Debt Recovery

**Date:** 13th June 2024

**Venue:** Preston City Council, Lancaster Road, Preston PR1 2RL

**Times:** Start: 9.30 am

**Cost:** £100.00 per delegate ― includes refreshments & lunch (will be invoiced to you).

£50.00 for IRRV Members,

£50.00 for non IRRV Apprentices studying for a Revenues and Benefits qualification

**NO CHARGE for IRRV Apprentices or IRRV Student Members.**

To reserve places please complete the form below including yourPurchase Order Number and Email them no later than 6th June 2024 to Helen Johnston IRRV, Assistant Treasurer, at h.johnston@preston.gov.uk

|  |  |
| --- | --- |
| **Authority/Organisation:** |  |
| **Correspondence Address:** |  |
| **Contact Name**  |  |
| **Tel No and Email:** | T: | E: |
| **PO Number** |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name of Delegate** | **Contact****Telephone No.** | **Email address** | **Dietary requirement** | **IRRV Member/ non IRRV Apprentice****Y/N (Y - inc Membership No)** | **Student Member/ IRRV Apprentice****Y/N (Y - inc Membership No)** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

