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| FOUNDED 1882 INCORPORATED 1927 President: Richard Kerr IRRV  Treasurer: Mike Harkins IRRV |  |

**TECH SHOWCASE**

**Venue – Shaw Hill Hotel, Whittle le Woods, Chorley, Lancashire PR6 7PP**

**Date – 28th September 2023**

Dear Colleague,

As President I am delighted to announce our **Tech Showcase.**

Strategic use of technology is playing an ever-increasing part in the administration of local authorities.

The Lancashire & Cheshire IRRV are lucky enough to have 7 sponsors who specialize in providing innovative tech solutions to a whole range of scenarios.

This event will give delegates the opportunity to hear from each of our sponsors on how to benefit from the very latest technology and streamlined processes to assist with recovering Council Tax and NNDR, and across Local Authority departments in general.

**COEO UK**

*Debt Recovery Innovations in the mid 2020’s!! How we help the customer find the right way forward*

A look at how COEOs Self Service portals help customers set their own payment plans, make payments and generally engage in a way that suits them. We will also touch on developments with AI and machine learning and how this helps the whole experience.

**Govtech Solutions Ltd**

Our people are revenues and benefits practitioners who understand the challenges and choices you face. Our customers see us as an extension to their team, always available and willing to help.

Our digital process automation solutions handle over 30 million online R&B transactions per annum for councils who collectively manage 5 million chargeable dwellings and collect over £10 Billion in Council Tax and Business Rates income.

Our solutions fully automate the processing of online transactions; everything from simple Direct Debits and Discount Applications to complex Changes of Address, Repayment Arrangements, Student Discount Verifications and Landlord Notifications.

**Telsolutions**

A masterclass in customer conversational engagement using digital processes and how this will unlock far higher results, shorten recovery timescales and reduce costs.

Unless an authority has greater volumes of effective interactions with customers, then matters and cases remain unresolved. It is coping with the volume of conversations that local authorities struggle to manage and clear up outstanding invoices, debts and claims processes, leading to longer timescales and far higher costs.

Local Authority revenues and benefits departments don’t need new systems or software, they just need to shift how, when and what type of conversation takes place, to align with their customers.

**Lancashire & Cheshire IRRV Association**

**Voicescape**

Using a combination of automation technology, behavioral insights and data science, Voicescape enables local authority revenues and benefits teams to connect with their communities and drive significant performance improvements and operational efficiencies – all the while working to preserve the well-being of team members and residents.

We help reduce inbound calls and collect more cash by using digital self-service with integrated payment options. The solution can also employ automation to drive more ethical and robust payment arrangements.

Uniquely, Voicescape uses digital voice notes to engage with residents, reducing costly and ineffective reminder letters across various campaigns including council tax, NNDR, and other sundry debts.

**Digistaff**

Andy Heys, Founder and Sales Director will be showcasing the technologies used by DigiStaff to connect together end to end automations which mimic staff processing and in some cases, go much further. This will be an insight into the future of processing right across council activities.

DigiStaff connect best of breed automation technologies to council systems to mimic the activities of staff, boosting productivity by completing processing tasks. DigiStaff solutions process 5x quicker, so you can concentrate on the important stuff. All packages come with process re-engineering as standard, we also work with you to continually improve your processes over time.

**Engage Hub**

*Intelligent Collections*

Engage Hub enables organisations to manage payments while boosting operational efficiency and driving customer engagement with our intelligent collections solutions.

Combining the power of our native automation tool and PCI compliant payment solution, Engage Hub provides easily configurable collection and debt management solutions to help your organisation drive more revenue from your customers in a fully compliant and secure way.

Furthermore, our Customer Journey Tracker reporting provides a clear source of truth through the multiple dashboard and journey analytics tool to ensure improvements and optimisations can be clearly identified.

**Destin Solutions**

*Using automation & data analytics to generate more revenue:* Council budgets have never been tighter and investment in tech solutions for many has had to take a back-seat.  Duncan Baxter will outline a number of key revenue generating and cost saving solutions that are currently being used by Councils to help boost finances. Giving practical examples of how to find properties missing from rating and banding lists, how to identify businesses falsely claiming SBRR and how best to maximise debt collection capabilities, this session showcases how technology can maximise revenues whilst delivering a great return on investment.

**Lancashire & Cheshire IRRV Association**

**Agenda**

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| **Time** | **Topic** |
| **9:30** | **Registration – Tea & Coffee** |
| **9:50** | **Introduction - Association President Richard Kerr IRRV** |
| 10.00 | Andrew Melvin - Govtech Solutions |
| 10.30 | Steve Lubbock – COEO UK |
| **11.00** | **Break** |
| 11.30 | Victoria Noble & Bill Williams - Voicescape |
| 12:00 | Andy Hayes - Digistaff |
| **12.30** | **Lunch and networking** |
| 14.00 | Daniel Pearce - Telsolutions |
| 14.30 | Duncan Baxter - Destin |
| 15.00 | Simon Brennan - Engage Hub |
| 15.30 | Tea & Coffee. Further networking |
| **16.30** | **Close** |

# Booking Form: Tech Showcase

**Date:** 28th September 2023

**Venue:** Shaw Hill Hotel, Whittle le Woods, Chorley, Lancashire PR6 7PP

**Times:** Start: 9.30 a.m. Finish: 4.30 p.m. (approximate)

**Cost:** £FREE ― the day includes refreshments & lunch

To reserve places please complete the form below and return no later than Friday 1st September 2023

Helen Johnston IRRV, Assistant Treasurer

Email: [h.johnston@preston.gov.uk](mailto:h.johnston@preston.gov.uk)

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

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| **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)** |
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