

Bristow & Sutor sponsor Quality in DPE Workshop

November 2004: Bristow & Sutor will be sponsoring the British Parking Association workshop entitled "Quality in DPE" on 24 November 2004. The event will be held at the Arden Hotel & Leisure Club, Solihull, J6 of the M42.

The title of the workshop is 'Quality in DPE' which will cover all major considerations for running a quality DPE operation and look at how Local Authorities can derive best value and quality from their systems and provides a valuable opportunity to review current operations and share best practice with colleagues.

The workshop is best suited to those who can influence the way in which service delivery is effected or staff looking to improve their existing performance.

BPA workshops are very interactive and whilst there is a basic structure and short presentations from the speakers, delegates are encouraged to ask questions and plenty of time is allowed for debate and discussion so that everyone takes something of practical use away with them.

Course Outline and Costs:

Overview

This course examines the key elements involved in operating a quality driven DPE Service. It challenges some existing approaches looking at the strategy, philosophy, policy, staffing and performance management issues.

Course Content

- An initial review of the key political issues
- The overall strategy for the service
- Issues relating to staff – retention and job satisfaction
- Performance management
- Continuous improvement

What will it allow you to do?

- Gain a better understanding of what quality services involve
- Understand the importance of integrating service, strategy and ethos
- Develop a clearer idea of the ways in which PIs assist in the process
- A review of the process of continuous improvement

Previous Experience.

Intended for anyone currently involved in running DPE. Ideally suited for those wishing to improve their existing systems.

Who should attend?

Suitable for those who can influence the way in which service delivery is effected or staff looking to improve their existing performance.

Workshop Fees:

BPA Members - £95.00 + VAT per delegate

Non Members - £145.00 + VAT per delegate

About Bristow & Sutor

Bristow & Sutor has been providing civil enforcement and certificated bailiff services to Local Authorities, Magistrates' Courts and Commercial Landlords since its establishment in 1977. The company now directly employs over 100 certificated bailiffs and a support team over 100 strong. Bristow & Sutor provide a variety of collection services to both Local Authorities and Commercial customers. Services include the enforcement of PCN's and the collection of Council Tax, Business Rates, Commercial Rent and Magistrates' Courts Fines.

This release is issued by Bristow & Sutor through Just Consulting Ltd. For further information please contact:

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