

A panoramic view of the London skyline at sunset. The sky is a vibrant orange and yellow, with wispy clouds and several white contrails from an airplane. In the foreground, the River Thames flows. The Shard skyscraper stands prominently on the left. To its right is the Gherkin building. Further right is the Tower Bridge, its two towers and suspension cables silhouetted against the bright sunset. In the bottom right corner, the Redwood Collections logo is visible.

# Newsletter

May 2024

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# Explore our new website

In our continuous effort to serve you better, we're happy to announce the launch of our new and improved website. Our goal is always to be as transparent and informative as possible, with this in mind, we've introduced new sections tailored to various industries, ensuring that no matter your field - be it [construction](#), [funeral services](#), [recruitment](#), [education](#) or [shipping and logistics](#) - you'll find our debt recovery services more accessible and relevant than before.

We've also introduced an [FAQ section](#) to address your most pressing questions, from when to bring in a debt collection agency to understanding the different services we offer, including our classic Collections service, Collections Premier, Collections+, and our specialised Independent Schools service package.

To demystify our process further, we've included a [glossary](#) of terms commonly encountered in debt collection to empower you with the knowledge you need to move forward with us with confidence.

Keep a lookout for our new debt collection calculator coming soon! Our new calculator will be able to give our clients new and existing to see your personal estimated commission rate for collecting your debt.



# Upcoming events this Spring

As we look ahead to the upcoming year, we are thrilled to announce our participation in several key events this Spring where we will have the pleasure of reconnecting with our valued clients. It promises to be an exciting year, and we're eager to share the line up of events on our calendar with you.

## Boarding School's Association (BSA) Annual Conference



7th-8th May



Hilton Hotel Heathrow

## Independent School's Association (ISA) Annual Conference



16th-17th May



Birmingham Rep and Hyatt Regency Hotel

These events are more than just business meetings; they are opportunities for us to connect, learn and discover new ways to assist our clients with our debt collection and credit management services. We can't wait to reunite with many of you at these events!

## Independent School's Bursars Association (ISBA) Annual Conference



21st-22nd May



ICC Wales

## National Funeral Exhibition (NFE)



13th-15th June



Stoneleigh Park Warwickshire

REDWOOD  
COLLECTIONS



# Legal update

The Government's announcement in July 2023 to introduce compulsory mediation for all small claims in the County Court is a significant development in how the legal system deals with debts under £10,000. Mediation is a free service offered by the court that offers the opportunity for dispute resolution that is both cost-effective and less confrontational than traditional court proceedings. The process is facilitated by a neutral mediator and could be beneficial for many of our clients.

The role of the mediator is to impartially communicate each party's position to the other and is a critical component in this process, ensuring that all voices are heard and considered equally.

We understand the potential of mediation to transform the landscape of small claims court cases, particularly in reducing the backlog of cases and enabling more timely resolutions. This shift towards mediation reflects a deeper understanding of the challenges facing those involved in small money claims and offers a path forward that benefits all parties involved.

By freeing up court time for more complex cases, the system could become more efficient, allowing businesses and individuals to focus on what truly matters – their growth and financial stability.

Applies to  
cases filed  
after 22nd  
May '24

# The latest in training and development

We're not just a debt collection agency; we're a people-focused organisation – both those we serve and those who make up our dedicated team. Understanding the needs of our customers and the impact we can have on their businesses drives everything we do.

That's why we're excited to share the latest steps we've taken to enhance our team's skills and effectiveness through comprehensive training and development.

## Further CSA training

Our Collections+ team, known for handling high volumes through pre-agreed workflows, has levelled up by joining the Collections Learning Initiative online platform provided by the Credit Services Association. This move highlights our dedication to growth and enhancing our service quality.

It's an investment in our team's skills and our service standards, ensuring we're always on top of the best practices and industry standards in debt collection.

## Enhancing onboarding for new starters

We've enhanced our onboarding process to ensure a solid start for our new team members, focusing on extensive training, immediate feedback and detailed guidance. This effort aligns everyone with our values from day one, equipping them to serve our clients with expertise.

## Improvement on feedback

Furthermore, we're also improving our feedback process for all staff. With the introduction of 360 feedback forms, prompt responses and bi-annual reviews, we're fostering a culture of open, constructive communication.

# £174k debt collected from overseas

Last quarter we reached a huge milestone of collecting £174,000 in unpaid services for a client of ours dealing with an overseas debtor just one month after receiving the debt.

Recovering overdue debts from international debtors may seem to be a challenging task. However, with the assistance of a reputable debt collection agency, it doesn't have to be a lost cause.

The era of advanced technology has enabled businesses in various sectors, ranging from manufacturers and wholesalers to shipping and logistics companies, to explore new international markets. Despite the convenience of trading with overseas clients, there is always a risk of non-payment.

Pursuing a debt can be notably complex, especially when dealing with clients located thousands of miles away and encountering potential complications related to local regulations and language barriers.

In the ever changing landscape of global trade, the concern surrounding the collection of international debts is understandable. Yet, the story of our recent success stands as a testament to what can be achieved with the right approach and expertise.



