

Training Testimonials

We've had training for some members of the team which has helped greatly. Their knowledge of using the Hub proved useful when trying to locate a fly-tipper who failed to attend court. We wanted to issue a no bail warrant, but we didn't have a current address. LoCTA Hub has provided not only the fly-tipper's new address in Kent, it's also given us a mobile number for them.

We're now looking to get the newer members of the team trained and using the LoCTA Hub as soon as possible.

Jonathan Summers, Senior Environmental Enforcement Officer, Environmental Task Force Bradford City Council

I have just had training with Jacqueline Davenport on the LoCTA Hub via Teams. I wanted to express how brilliant the training was. Jackie is so thorough and what I learnt today will be extremely useful in my job. I learnt so much and was underutilising the great capability of this product.

I just wished I had done this training earlier. It is so much easier to see what it can do when someone gives you an overview of the entire system, how to use it, its uses and then to go back over it for guidance and additional support.

Jacqueline is very clear. Her teaching method is ordered, and she is very engaging. She continually checked our understanding and wasted no time. Please can you feed my appreciation back to Jacqueline.

**Vanessa van der Berg, Recovery Team
City of Wolverhampton Council**

We've used the LoCTA Hub for many years, but I'm glad that we've had refresher training.

We've learned to use the newer features that will really help the team when dealing with things like returned post and tracing debtors.

The features I especially like are:

- The Quick Search, as searching with just a phone number or an email address really is quick and easy.
- LoCTA Plus, so that we can do all the searches in one go.
- NINO Alerts, it's great to know that the trace is still being done behind the scenes.

Using Profiles is a great way to save everything in one place for a case. We can then save it as a PDF and transfer it to Enterprise. A great time saver.

Having Companies House, Land Registry and Voters Roll in the Hub is excellent, again it's all about saving time.

The training sessions were really helpful and everything that was covered will help us to be more efficient.

**Sukhy Atwal, Assessment and Recovery Officer,
Wolverhampton**

