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|  Yorkshire & District Association**Dealing with Vulnerability and Suicidal Disclosures Seminar 16th July 2019**City of Bradford Metropolitan District Council - Bradford City Hall - Norfolk Gardens - Bradford BD1 1UH**Seminar is in the Ernest Saville Room**Chair – Sam Smith, Association PresidentSpeaker – Dave Chapman FIRRV, Managing Director Rossendales Ltd.**Agenda**Time Topic9.30 Seminar Registration and Coffee10.00 Welcome and Introduction Sam Smith – President,Yorkshire & District IRRV Association10.05 Revenues Collection and Vulnerability – the legal backgroundDefinitions of VulnerabilityConditions and Characteristics of vulnerabilityAssessing VulnerabilityMental IncapacityUsing I.D.E.A. with the vulnerable**11.15 Break**11.30 Vulnerable people and debtIndependent Money AdviceThe Bristol University research into Collector attitudes towards mental health and vulnerabilityUsing B.R.U.C.E. in Mental Health awareness and the collection processUsing T.E.X.A.S for collection staff dealing with the vulnerable**12.15 Lunch**13.00 Identifying and Dealing with customers who have addiction issuesEffective use of SignpostingComplaints Policies and their impact on the vulnerableUpdate on L.G.O. cases concerning the treatment of vulnerability**14.15 Break**14.30 Using Emotional Intelligence in difficult situationsHow to handle suicidal disclosures using B.L.A.K.E.Supporting staff following difficult phone calls15.15 Assessment of learningRecap and summary**15.30 Seminar Close**Any questions, booking form or further information required please contact Darren – see details below

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| **Events Secretary**Darren Kelk MCICM, IRRV | Phone: 07834 552 186E-mail: darren.kelk@ascendantsol.co.ukwww.ascendantsol.co.uk |

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IRRV Yorkshire & District Association

Dealing with Vulnerability and Suicidal Disclosures Seminar July 16th 2019

Please reserve me \_\_\_\_\_\_\_ tickets for IRRV Members £45.00, Students £15.00 and for non-members and Commercial Companies £75.00(per person): Discounts of 50% for second and third delegates from the same LA or Company - + VAT

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|  | **Dietary requirements** **(please specify)** | **Indicate if** |
| **Please provide first name, surname, email address & Authority or Organisation** | **Non-member Please** |
| **Name:**  |  |  |
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| **Email address for receipt**  |  |

Continue on a separate sheet if necessary giving full details.

Remittances should be made payable to:

IRRV Yorkshire & District Association

HSBC - Sort Code 40-13-30 - Account Number 91170333

Please forward the completed form and payment to (if paying by cheque):

Claire Cracknell IRRV Hons - claire.cracknell@harrogate.gov.uk

Harrogate Civic Centre, Harrogate, HG1 2AE

Please copy darren.kelk@ascendantsol.co.uk into all emails