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| FOUNDED 1882 INCORPORATED 1927 President: Robin Gibbons Tech IRRV Treasurer: Mike Harkins IRRV |  |

**Dealing with Vulnerability and Suicidal Disclosures**

**Venue – Preston Town Hall, Lancaster Road, Preston PR1 2RL**

**Date – Thursday 28th March 2019**

**Speaker – Dave Chapman FIRRV, Managing Director, Rossendales Ltd**

Dear Colleague

The Lancashire and Cheshire Association intend to continue with the high-quality training events which have become an integral part of our annual calendar. I am proud to announce this Seminar, which is put together in response to the demand from revenues practitioners to know more about dealing with vulnerable people, including recent high-profile cases of suicide.

***The seminar will consider the impacts of enforcement on low-income households and recent challenges in customer engagement, including the requirements of the Tribunals Courts and Enforcement (TCE) Act Regulations surrounding the identification and treatment of vulnerability.***

Our seminars have been previously well subscribed with positive feedback from both delegates and employers. At **£100 per delegate** I believe that the event offers training at an economical level; it will of course be delivered to the usual high professional standards of the Lancashire and Cheshire Association. In addition, the Association is continuing to offer **members** of the Institute a generous **50% Discount** and **student members may attend free of charge.**

The content of the seminar is designed to give a broader knowledge of the identification of and dealing with vulnerability, and how to handle a suicidal disclosure and will be particularly useful for:

* Staff wishing to increase their knowledge base resulting from the requirements of the TCE Act Regulations for Council Tax and NNDR enforcement;
* New, or inexperienced staff;
* Front line Customer Service staff including inspectors, Enforcement Agents, Customer Service Staff and Revenues & Benefits Contact Centre agents;
* Managers looking to introduce organisational change and support their front-line staff.

Full details of the seminar and a booking form are attached

Yours faithfully

**Robin Gibbons Tech IRRV**

Association President

**Please visit our website:** [**http://www.irrvassociations.org.uk/index.php?AId=3**](http://www.irrvassociations.org.uk/index.php?AId=3)

**Lancashire & Cheshire IRRV Association**

**Dealing with Vulnerability and Suicidal Disclosures Seminar**

**Preston Town Hall, Lancaster Road, Preston PR1 2RL― Thursday 28th March 2019**

**Chair – Robin Gibbons, Association President**

**Speaker – Dave Chapman FIRRV, Managing Director Rossendales Ltd.**

**Agenda**

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| **Time** | **Topic** |
| **9.30** | **Seminar Registration and Coffee** |
| 10.00 | Welcome and Introduction Robin Gibbons Tech IRRV – President,  Lancashire and Cheshire IRRV Association |
| 10.05 | Revenues Collection and Vulnerability – the legal background  Definitions of Vulnerability  Conditions and Characteristics of vulnerability  Assessing Vulnerability  Mental Incapacity  Using I.D.E.A. with the vulnerable |
| **11.15** | **Break** |
| 11.30 | Vulnerable people and debt  Independent Money Advice  The Bristol University research into Collector attitudes towards mental health and vulnerability  Using B.R.U.C.E. in Mental Health awareness and the collection process  Using 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 issues  Effective use of Signposting  Complaints Policies and their impact on the vulnerable  Update on L.G.O. cases concerning the treatment of vulnerability |
| **14.15** | **Break** |
| 14.30 | Using Emotional Intelligence in difficult situations  How to handle suicidal disclosures using B.L.A.K.E.  Supporting staff following difficult phone calls |
| 15.15 | Assessment of learning  Recap and summary |
| **15.30** | **Seminar Close** |

# Booking Form: Dealing with Vulnerability and Suicidal Disclosures Seminar

**Date:** Thursday 28th March 2019

**Venue:** Preston Town Hall

**Times:** Start: 9.30 am for 10am start. Finish: 3.30 pm (approximate)

**Cost:** £100.00 per delegate ― includes refreshments & lunch (will be invoiced to you).

£50.00 for Members of the IRRV,

NO CHARGE for Student Members of the IRRV.

To reserve your places, fill in your details **including your Purchase Order number** and email them no later than Friday 15th March 2019.

Duncan Baxter IRRV (Hons), Assistant Treasurer

Email: [duncan.baxter@destin.co.uk](mailto:duncan.baxter@destin.co.uk)

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| **Name of Authority** |  |
| **Address for correspondence** |  |
| **Contact name & Tel no** |  |
| **Email address** |  |
| **PO Number** |  |

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| --- | --- | --- | --- | --- | --- |
| **Name of Delegate** | **Contact**  **Telephone No.** | **Email address** | **Dietary requirements** | **IRRV Member**  **Y/N** | **Student Member**  **Y/N** |
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