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Dealing with Vulnerability and Suicidal Disclosures Seminar

Preston Town Hall, Lancaster Road,
Preston PR1 2RL

Thursday 28th March 2019

The Lancashire and Cheshire Association are hosting a Dealing with Vulnerability and Suicidal Disclosures Seminar

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 are 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.



Your Association Events		
Event	Date	Venue
Annual Dinner Dance	Sat 23rd March 2019	Mecure Haydock Park Hotel
Dealing with Vulnerability and Suicidal Disclosures Seminar	Thursday 28th March 2019	Preston Town Hall
Annual General Meeting	Friday 26th April 2019	Warrington
Benefits Seminar	TBC April 2019	Preston TH

If you have an event which you wish to publicise in future editions please contact michael.fisher@southlakeland.gov.uk



The Association and Executive Committee wish to thank our sponsors for their continuing support during 2019

News - George Reaches 50 Not Out

January saw long serving IRRV member **George Smith IRRV (Hons) (pictured) reach the amazing milestone of 50 years of membership of the IRRV.**

Married to Anne, he started work at Howard & Bullough Textile Machinery Manufacturing in 1960 in the Wages Office.

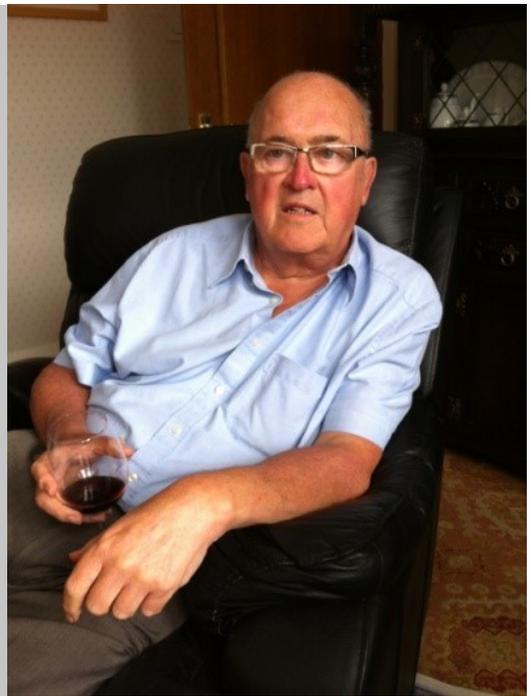
Employed in the rates department at Padiham UDC in 1965, joining the Institute in 1969. He later worked for a number East Lancashire councils Horwich UDC, Padiham UDC and Burnley, before moving to Rochdale in 1975.

George moved to the private section in 1986 joining Rossendales CB. George has been a great servant of the association twice being Lancashire & Cheshire President as well as being association secretary.

A former National President of Certificated Bailiff's association of England & Wales he also served as the National Treasurer of this organisation.

Outside of work George has been a Member of rotary 45 years and is a former President of the Rotary Club of Padiham. A keen football fan he follows Follow Accrington Stanley & Blackburn Rovers

George still regularly attends the North West IRRV Forum meetings at Wrightington and will be one of our guests of honour at this years annual dinner dance



Annual Dinner Dance Saturday 23rd March Mercure Haydock Hotel

The Annual Dinner Dance returns to the excellent Mercure Haydock Hotel. Our flagship Black Tie event mixes great food and great company to make this a must attend evening.



Discounted Room Rates available; details of this and further information including booking details & form can be found in the **News Section of the Associations Website** <http://irrvassociations.org.uk/index.php?Aid=3>

If you want any items included in future newsletters please contact michael.fisher@southlakedale.gov.uk

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Lancashire & Cheshire Association

