



Lancashire & Cheshire Association Newsletter

August 2023
Issue 51

Our sponsors



Dealing with Vulnerability and Suicidal Disclosures, including telephone debt collection and effective payment negotiation Seminar

Venue – Room A, Town Hall, Preston City Council, Lancaster Road, Preston, PR1 2RL

Date – 12th September 2023

The Association is delighted to announce a **Dealing with Vulnerability and Debt Collection Seminar** which will provide delegates with knowledge of how to deal with a situation where a customer may be vulnerable and potentially suicidal, in addition to telephone debt collection and effective payment negotiation. ***The seminar will look at the many impacts of low-income households and recent changes affecting the world in which we work including the cost-of-living crisis and requirements of the Tribunals Courts and Enforcement (TCE) Act Regulations 2013/14 surrounding the identification of vulnerability.***

The seminar is designed to give a broader knowledge of the identification of and dealing with vulnerability, how to handle a suicidal disclosure, effectively negotiate payment arrangements 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 Contact Centre agents;
- Recovery staff dealing with customers at all stages of the recovery cycle.

At **£100 per delegate**, including lunch, the event offers excellent *value for money* and will be delivered by an experienced Practitioner.

Lancashire & Cheshire IRRV Association are offering:

- IRRV members a **50% Discount**.
- Student Members & IRRV Apprentices may attend **Free of Charge**.
- Other Apprentices (non-IRRV) are eligible for the **50% Discount**.

Full details of the seminar and a booking form are [HERE](#)

Peter Fairhurst

It's with great sadness we have learnt of the passing of Peter Fairhurst, Peter was a former National and Lancashire & Cheshire President. He had a great influence on many members and students of the Association. Peter is remembered by many who themselves have or are nearing retirement age, as a man who helped and encouraged them and set a strong example.

Your Association Events		
Event	Date	Venue
Dealing with Vulnerability and Suicidal Disclosures	12 September 2023	Preston Town Hall
Tech Showcase	28 September 2023	Shaw Hill Hotel, Whittle Le Woods
National Conference	4–6 October 2023	Telford International Conference Centre



The Association and Executive Committee wish to thank our sponsors for their continuing support during 2023



Lancashire & Cheshire Association AGM

The Association held its AGM at Alberts in Standish on Friday 21st April. Over 50 members and guests attended to welcome in our new President Richard Kerr pictured with Senior and Junior Vice Presidents Candice Lancaster and Lisa Ashworth. The association welcomed National President Carla-Maria Heath and IRRV Chief Executive Gary Watson as guests of honour who along with outgoing President Catherine Nicholson and Richard addressed the meeting.

The executive also welcomed two new members Penny Mitchell from Salford and Manchester's Paul O'Keefe. The executive wishes to place on record its thanks and appreciation for Catherine's work over the past 4 difficult years in addition to the work of Peter Joyce who stood down this year.



IRRV National Council Elections

All Honorary, Fellow, Honours, Diploma and Technician Members they are now able to vote in this year's election to the IRRV National Council.

There are **11 candidates** seeking election to the **8 vacancies** on National Council. The top **6 candidates** in the election will serve on National Council for a period of **3 years**. The next candidate will serve for **2 years** and the next for **1 year**. The candidates standing for election are as follows:-

Phil Adlard	David Graaff	Stephanie O'Neil
Allan Clark	Chris Grose	Kevin Stewart
Mark Fearn	Gordon Heath	Alistair Townsend
Ian Ferguson	Clare McCormick	

(Note: Members are entitled to vote for up to **8 candidates**)

There are two ways in which a member can cast their vote:-

1. Through the IRRV portal - Which can be accessed at <https://www.irrv.net/election2023>.
2. By Post - A ballot paper (which will include biographies of all candidates) can be obtained by sending an e-mail to Gary.watson@irrv.org.uk

Closing date for voting is **5.00pm on Monday, 11 September 2023.**

If you want any items included in future newsletters please contact
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