** West Midlands Association**

#### VULNERABILITY EVENT

**Thursday 14 November 2019**

**Auditorium, 10 Woodcock Street, Birmingham B7 4BG**

##### PROGRAMME

**13:30 Tea & Coffee**

**14:00 Engaging with the Hard-To-Reach – A Focus on Your Customer**Bob Trahern, *Business Development Director for Marston Holdings,  
IRRV National Council member and West Midlands Association Executive Committee member*

**14:45 Networking/refreshment break**

**15:15 Vulnerability, Mental Health and Enforcement**David Grimes, *Head of Training and Development for  
High Court Enforcement Group*

**16:00 Q&A session**

**16:15 Close**

**OUR SPEAKERS**

 

[**Bob Trahern**](https://www.linkedin.com/in/bob-trahern-6a930616/) was recently appointed Business Development Director for Marston Holdings, and has worked in the world of revenues in both the public and private sectors for over 35 years. Before taking up his current role, he led a multi-award winning team at North Warwickshire Borough Council where he had responsibility for a range of functions including revenues, benefits, fraud, financial inclusion, health and wellbeing and all aspects of customer access and engagement, including outreach services and its nationally acclaimed food hub. A past National President of the IRRV (2007-08) and President of our Association (1998-99), Bob has served on National Council since 2000 in a variety of roles. He is a frequent speaker at seminars and conferences, and has served as an adviser to central government on a range of issues.



[**David Grimes**](https://www.linkedin.com/in/david-grimes-002246b9/) is Head of Training and Development at High Court Enforcement Group, and has more than 25 years’ experience in civil enforcement. He has designed and delivered training programmes to national awarding body-accredited and regulatory standards to call centre staff, enforcement agents, local authority personnel, solicitors and paralegals on topics ranging from taking control of goods, vulnerability, warrants of arrest and control, and commercial rent arrears recovery.

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