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| FOUNDED 1882 INCORPORATED 1927President: Catherine Nicholson IRRV (Hons)Treasurer: Mike Harkins IRRV |  |

**Dealing with Vulnerability and Suicidal Disclosures Seminar**

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

**Date – Thursday 12th May 2022**

Dear Colleague

As we strive to return to business as usual following the pandemic the Lancashire and Cheshire Association Executive recognise the importance of high-quality professional events to enable the continuous professional developments of our members.

As President I am delighted to announce a **Dealing with Vulnerability and Suicidal Disclosures Seminar** which will provide delegates with knowledge of how to deal with a situation where a customer may be vulnerable. The event will be held at Preston City Council on Thursday 12th May2022.

Lancashire & Cheshire IRRV seminars are always well attended and at **£100 per delegate**, including lunch, the event offers excellent *value for money* and will be delivered by experienced Practitioners to the usual high standards of the Lancashire and Cheshire Association.

Lancashire & Cheshire IRRV Association are offering**:**

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

Full details of the seminar and a booking form are attached.

Yours faithfully,

**Catherine Nicholson IRRV (Hons)**

Association President

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

**Lancashire & Cheshire IRRV Association**

**Dealing with Vulnerability and Suicidal Disclosures**

**Speakers**

**Catherine Nicholson IRRV (Hons) Lancs & Cheshire President, Managing Director Fortunatus Housing**

**Dave Chapman FIRRV, National Council Member & Marston Client Relationships Director**

**Agenda**

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| **Time** | **Topic** |
| 10.00 | Supporting Vulnerable Adults in the community |
| **11.00** |  **Break** |
| 11.20 | Revenues Collection and Vulnerability – the legal backgroundDefinitions of VulnerabilityConditions and Characteristics of vulnerabilityAssessing VulnerabilityMental Incapacity Using I.D.E.A. with the vulnerableVulnerable people and debtIndependent Money Advice |
| **12.20** |  **Lunch** |
| 13.20 |  The 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 vulnerableEffective use of SignpostingUpdate on L.G.O. cases concerning the treatment of vulnerability |
| **14.20** |  **Break** |
| 14.40 | Using Emotional Intelligence in difficult situationsHow to handle suicidal disclosures using B.L.A.K.E.Supporting staff following difficult phone calls |
| 15.40 | Assessment of learning |
| **15.50** |  **Close** |

# Booking Form: Dealing with Vulnerability and Suicidal Disclosures Seminar

**Date:** Thursday 12th May 2022

**Venue:** Town Hall, Preston City Council

**Times:** Start: 10.00a.m. Finish: 3.50 p.m. (approximate)

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

£50.00 for IRRV Members,

£50.00 for non IRRV Apprentices studying for a Revenues and Benefits qualification

**NO CHARGE for IRRV Apprentices or IRRV Student Members.**

To reserve places please complete the form below including yourPurchase Order Number and Email them no later than Wednesday 4th May 2022

Helen Johnston IRRV, Assistant Treasurer

Email: h.johnston@preston.gov.uk

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| **Authority/Organisation:** |  |
| **Correspondence Address:** |  |
| **Contact Name**  |  |
| **Tel No and Email:** | T: | E: |
| **PO Number** |  |

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