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| FOUNDED 1882 INCORPORATED 1927 President: Richard Kerr IRRV  Treasurer: Mike Harkins IRRV |  |

**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**

Dear Colleague,

As President I am 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 take into account 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 content of 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.

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 an experienced Practitioner 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,

**Richard Kerr IRRV**

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 including telephone debt collection and effective payment negotiation**

**Speaker**

**Dave Chapman IRRV (Hons), National Council Member & Marston Client Relationships Director**

**Agenda**

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| **Time** | **Topic** |
| **9:45** | **Registration** |
| **9:50** | **Introduction and objectives Association President Richard Kerr IRRV** |
| 10.00 | 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 |
| **11.00** | **Break** |
| 11.15 | 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  Effective use of Signposting |
| **12.20** | **Lunch** |
| 13.00 | Update on L.G.O. cases concerning the treatment of vulnerability.  Using Emotional Intelligence in difficult situations  How to handle suicidal disclosures using B.L.A.K.E.  Supporting staff following difficult phone calls |
| **14.15** | **Break** |
| 14.30 | Telephone Debt Collection and effective payment negotiation |
| 15.50 | Assessment of learning |
| **16.00** | **Close** |

# Booking Form: Dealing with Vulnerability and Debt Collection

**Date:** 12th September 2023

**Venue:** Town Hall, Preston City Council, Lancaster Road, Preston, PR1 2RL

**Times:** Start: 9.30 a.m. Finish: 4.00 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 Friday 1st September 2023

Helen Johnston IRRV, Assistant Treasurer

Email: [h.johnston@preston.gov.uk](mailto: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 requirement** | **IRRV Member/ non IRRV Apprentice**  **Y/N (Y - inc Membership No)** | **Student Member/ IRRV Apprentice**  **Y/N (Y - inc Membership No)** |
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