**CPD EVENTS – 2019-2020**

Overview as follows:

**24th September 2019: The Forensic approach to EOW claims**

The sessions was provided by IFIG and provided a great insight into the work of a forensic scientist when investigating escape of water claims.  The session was extremely well supported with circa 45 members attending.

Overall score – 1 Excellent

Feedback: Photos very useful; very well presented with good content.

**12th November 2019: Pensions, Mortgages, Life Assurance**

An informative presentation providing advice and key information on Pensions, Mortgages and Life assurance followed by a detailed Q&A session. Members attending 25

Overall Score – 1 Excellent

Feedback: Very interesting and informative; knowledge of speaker very good would prefer shorter presentation and more Q&A; Enjoyed the interaction of the Q&A session; Would have preferred 2 sessions, one on mortgages and one on pensions

**14th January 2020: Vulnerable Customers - The impact on older borrowers through the lens of vulnerability**

The presentation provided an insights into the extent of vulnerability across the UK and the drivers of vulnerability from the Regulator’s perspective, overview of the later life lending market, impact on social care and the outcomes of more2life research into vulnerability. The session also gave an understanding into the potential impact on the advice process and strategies being deployed to help vulnerable customers

29 Members attended the session

Overall Score – 1 Excellent

**12th February 2020: No smoke without Fire**

This was our flag ship event with 2 hours of presentations from  GMFRS and Burgoynes Forensic specialists.

The event took place in **Bury**,  at the largest Fire-Fighter training facility in the UK. The venue is the purpose built Greater Manchester Fire and Rescue Service Training and Safety Centre. The first sessions were designed to inform members about how to protect themselves against fire and other dangers as well as looking at the ever changing challenges of the GMFS.

This was followed by a presentation by forensic scientists, Burgoynes who provided an overview of causes and spread of fire, the process surrounding the identification of the cause of fire and potential recovery opportunities.

Members attending 65 ( a number dropped out on the day due to Storm Ciara)

Overall score 1 – Excellent

Feedback: The venue is fantastic. Very informative would recommend anyone to visit the fire training centre. Presentation very good;  Good presentation but thought there may have been more on fire prevention/risk management strategies to take away and apply when speaking to clients; very well organised. Great food. Very interesting talk + tour of fire training centre v interesting.

**10Th March 2020: Fire Risk and post Grenfell Tower**

The event was fully booked but due to corona virus / venue change numbers fell to circa 15. After consultation with the speaker we agreed to postpone. The event will take place in May.

**April 2020: Mental Health**

We are organising our first webinar that will cover issues around Mental Health. The session will focus on mental health in the workplace and look specifically at how it can be identified, the effects of mental health and the tell tale signs. In addition, this will be widened out to look at how mental health links into Vulnerable customers and how we can identify.

**Summary**

* 6 hours CPD completed so far.
* Average attendance 41 per session
* Average score – 1 excellent

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