

## PR19 Customer Challenge Group – Vulnerability Sub-Group

**Meeting number:** 6

**Meeting Date:** 30<sup>th</sup> January 2018

**Paper No:** 4

**Agenda No:** 6

**Title:** Deep Dive on Vulnerability Identification and Training

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**Purpose:** For information/discussion

**This paper contains commercially sensitive information, and is confidential to the Customer Challenge Group, and the Consumer Vulnerability Sub Group.**

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<b>What is this paper about:</b>	Provide the CCG members with an update on the approach to identification of customer vulnerability, and the provision of training.
<b>Action needed from the VSG:</b>	Provide feedback to the company in the next meeting.

# Customer Challenge Group Vulnerability sub-group

Meeting 6, Agenda item 6, Paper 4

## Vulnerability Training Deep Dive

30 January 2018

# Current Training

## Customer Service Staff:

- Customer Services Induction training:
  - Understanding what vulnerability is, the effects of vulnerability, how to identify it and how to effectively respond to vulnerability triggers. Case studies discussed
  - Introduction to the role of the Customer Care Team and available services (i.e. tariffs, PSR, digital etc)
  - Process to report vulnerability
  - System training for logging vulnerability
- Briefing notes – updates/refresher training for processes and IT system changes (via email and team meetings)
- E-learning – skills and behaviour training (e.g. discrimination – age, disability)
- Specific training via stakeholders i.e. child safeguarding, insolvency, dementia, Samaritans

## All Staff:

- Corporate Induction – ‘World Café’ discussions with customer service staff
- E – learning – skills and behaviour training

# Training in development

## Vulnerability Champions

Upskilling and empowering members across all departments to become department champions for vulnerability.

The role is to keep their teams updated on their awareness of vulnerability and training ensuring knowledge and skills are maintained.

## Induction Training for all new starters

As per customer service induction

## Next Steps:

Once we have fully determined and prioritised our vulnerability risk factors we will be able to heat map the training content to find any gaps.

# Access to information and promotion of CCT

The work of CCT is promoted via the following channels:

## Internally

- Vulnerability Champions
- Gurgle updates (intranet)
- Charity awareness days at SEW
- Briefings across the business in team meetings and arranged sessions

## Externally

- Stakeholders
- Community events i.e. coffee mornings, presentations at events, housing association
- Trailer events
- Press releases
- Website

End