

SEW Vulnerability Training

PSR		Process			Training				Promotion	Gaps
PSR Grouping (energy sector grouping)	PSR Category	Process in General - capture of information	Process in Incident	Future development	General Training	Specialist Training undertaken	Training in development / considered	Frequency of training	All Staff - Access to information / Promotion	To be reviewed via co-creation workshops and the prioritisation of vulnerability risk factors
Medically Dependent Equipment/Water	Kidney dialysis	Flag on account for vulnerable customer	Deliver Water In incident / keep in contact. Notify of planned engineering works by Customer care team		Customer Services Induction Training Briefing notes E-learning - soft skills		Email sent to British Renal society / Kidney care uk / Kidney reasearch UK for guidance. All staff Induction Training - in development for all new starters		Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Medically Dependent Equipment/Water	Pressure driven machine	Flag on account for vulnerable customer	Deliver Water In incident / keep in contact. Notify of planned engineering works by Customer care team		Customer Services Induction Training Briefing notes E-learning - soft skills		All staff Induction Training - in development for all new starters		Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Communication need	Blind and Deaf	Braille bills / Flag on account for vulnerability	Deliver Water In incident / keep in contact. Notify of planned engineering works by Customer care team - Contact to Third party	TextLocal	Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Communication need	Blind	Braille / Audio bills, flag on account for vulnerability	Deliver Water In incident / keep in contact. Notify of planned engineering works by Customer care team		Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Communication need	Deaf	Flag on account for vulnerable customer, Text or Third party contact	Deliver Water In incident / keep in contact. Notify of planned engineering works by Customer care team		Customer Services Induction Training Briefing notes E-learning - soft skills	Textlocal to be introduced - training will follow to CCT, Control CTC.	Emma Gilthorpe to provide Steve George with information / contact re basic sign language course. All staff Induction Training - in development for all new starters		Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Chronic/Serious illness	Cancer, Diabetes etc	Flag on account for vulnerable customer	Deliver Water In incident / keep in contact. Notify of planned engineering works by Customer care team		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Conversations with Vulnerable people</u> - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Dementia		Flag on account for vulnerable customer	Deliver Water In incident / keep in contact. Notify of planned engineering works by Customer care team		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Improving customer experience with Dementia</u> - 27th Sept 2017 - 12 attendees from selected departments within SEW, including training.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Medically Dependent Equipment/Water	Medically required for showering	Flag on account for vulnerable customer	Deliver Water In incident / keep in contact. Notify of planned engineering works by Customer care team		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Equipment advisory training</u> with Waterwise - specialist champion now in place			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Poor Mobility	Physical impairment	Flag on account for vulnerable customer	Deliver Water In incident / keep in contact. Notify of planned engineering works by Customer care team		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Equipment advisory training</u> with Waterwise - specialist champion now in place			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Poor Mobility	Unable to answer door/restricted movement	Flag on account for vulnerable customer	Deliver Water In incident / keep in contact. Notify of planned engineering works by Customer care team - contact to third party		Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	

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Temporary registration	Major surgery	Flag on account for vulnerable customer	Deliver Water In incident / keep in contact. Notify of planned engineering works by Customer care team, contact to third party if appropriate		Customer Services Induction Training Briefing notes E-learning - soft skills	Conversations with Vulnerable people - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Poor Mobility	Restricted hand movement	Flag on account for vulnerable customer	Deliver Water In incident / keep in contact. Notify of planned engineering works by Customer care team if required / telephone		Customer Services Induction Training Briefing notes E-learning - soft skills	Equipment advisory training with Waterwise - specialist champion now in place			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Age Related	Over 85	Flag on account for vulnerable customer	Deliver Water In incident / keep in contact. Notify of planned engineering works by Customer care team		Customer Services Induction Training Briefing notes E-learning - soft skills	Conversations with Vulnerable people - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Safety Concern	Rural isolation	No Present process	No Present process		Customer Services Induction Training Briefing notes E-learning - soft skills	Conversations with Vulnerable people - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Communication need	Partially sighted	Flag on account, Large Print or Audio bill option	Deliver Water In incident / keep in contact. Notify of planned engineering works by Customer care team if required, telephone - update by text.		Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Poor Mobility	Minor mobility problems	Flag on account for vulnerable customer if required	Keep in contact - update by text / telephone		Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Communication need	Hearing impaired	Flag on Account, text	Keep in contact - update by text	Textlocal	Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Communication need	non- english speaking	My Account promotion to capture. Recite me	Keep in contact - update by text	Work on language barriers in the community, as with Nepalese. Promote Recite.	Customer Services Induction Training Briefing notes E-learning - soft skills	Conversations with Vulnerable people - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Mental health	OCD	No Present process	No Present process		Customer Services Induction Training Briefing notes E-learning - soft skills	Mental Health Champion training - 9th October 2017 Conversations with Vulnerable people - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Safety Concern	Poor sense of smell	No Present process	No Present process		Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Temporary registration	Carer	Flag on account, Third party contact	Keep in contact - update by text		Customer Services Induction Training Briefing notes E-learning - soft skills	Conversations with Vulnerable people - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Temporary registration	Hospitalisation	No Present process	No Present process		Customer Services Induction Training Briefing notes E-learning - soft skills	Conversations with Vulnerable people - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	

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Mental health	Other mental condition	Flag on account for vulnerable customer	Keep in contact - update by text, Third party contact if relevant		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Mental Health Champion</u> training - 9th October 2017 <u>Conversations with Vulnerable people</u> - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Medically Dependent Equipment/Water	Energy PSR reason	Flag on account for vulnerable customer	Keep in contact - update by text, water delivery if required.		Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Age Related	Over 75	Flag on account for vulnerable customer	Keep in contact - update by text, Water delivery if required .		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Conversations with Vulnerable people</u> - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Age Related	Young children under 12 months	Flag on account for vulnerable customer	Keep in contact - update by text. Possible delivery of evian water		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Conversations with Vulnerable people</u> - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.	<u>Child protection basic awareness Kent</u> Safeguarding Child Board - booked 19th March - 25 places available. Vulnerability Champions		Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Age Related	Young children under 5	No Present process	Keep in contact - update by text		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Conversations with Vulnerable people</u> - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.	<u>Child protection basic awareness Kent</u> Safeguarding Child Board - booked 19th March - 25 places available. Vulnerability Champions		Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Communication need	Speech difficulties	Flag on account, contact by text	Keep in contact - update by text		Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Mental health	Stress		Keep in contact - update by text		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Conversations with Vulnerable people</u> - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Age Related	Over 60	Flag on account depending on vulnerability	Keep in contact - update by text		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Conversations with Vulnerable people</u> - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Communication need	Braille bill	Vulnerable class on account, Braille or Audio bill	Keep in contact - update by text		Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Mental health	Depression	No Present process	No Present process		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Mental Health Champion</u> training - 9th October 2017			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Mental health	Anxiety	No Present process	No Present process		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Mental Health Champion</u> training - 9th October 2017			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Communication need	No phone/internet access	No Present process	No Present process		Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	

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Developmental Condition	ADHD/Autism/Dyspraxia/Down Syndrome	No Present process	No Present process		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Conversations with Vulnerable people</u> - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Developmental Condition	Media access/ IT illiteracy	No Present process	No Present process		Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Developmental Condition	Dyslexia	No Present process	No Present process	Promote My account & Recite Me	Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Conversations with Vulnerable people</u> - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Safety Concern	Nominated Accounts	Clerical Inspect to send bill to nominated address	Keep in contact - update by text		Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Safety Concern	Password access	Flag on account for vulnerable customer	Keep in contact - update by text		Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Poor Mobility	Drought	Vulnerable Class on Account	Keep in contact - update by text		Customer Services Induction Training Briefing notes E-learning - soft skills				Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Temporary registration	Bereavement	No Present process	No Present process		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Conversations with Vulnerable people</u> - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business (Vulnerability Champions).			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Temporary registration	Divorce	No Present process	No Present process		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Conversations with Vulnerable people</u> - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Temporary registration	Redundancy	No Present process	No Present process		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Conversations with Vulnerable people</u> - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	
Temporary registration	Benefits	No Present process	No Present process		Customer Services Induction Training Briefing notes E-learning - soft skills	<u>Conversations with Vulnerable people</u> - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business. <u>Warm East Sussex</u> - 2nd Feb 2018 The impact of cold homes and fuel poverty			Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	

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Temporary registration	Debt Vulnerable	Flag on account for vulnerable customer - Visit before any further recovery	No Present process		Customer Services Induction Training Briefing notes E-learning - soft skills	<p><u>The Insolvency Procedure</u> 24th January 2017 BDO - Content: Types of Insolvency, the use of Proof of Debt forms, the use of Proxy forms, how to deal with customer's accounts who are insolvent. Reason for training - To improve knowledge regarding Insolvency Procedures, to ensure maximum payment if any for SEW, to be able to deal with customer's accounts correctly Attendees – Billing & Collection Team</p> <p><u>Defences in the County Court</u> 25th January 2018 Wilkin Chapman - Content: Preparing witness statements, exhibits, evidence, costs, settling, procedures - defence and counterclaim, strike out/summary judgment, mediation. Reason for training – To ensure all the legal team are working the same and correctly as per the Civil Procedures Rules. Attendees – Billing & Collection Team</p> <p><u>Conversations with Vulnerable people</u> - 29th Jan 2018 Samaritans - attendees 20 from various parts of the business.</p> <p><u>Warm East Sussex</u> - 2nd Feb 2018 The impact of cold homes and fuel poverty</p>	<p><u>The Insolvency Procedure</u> BDO 7th March - Content: Types of Insolvency, the use of Proof of Debt forms, the use of Proxy forms, how to deal with customer's accounts who are insolvent Reason for Training - Refresher for those who have been on the training before and for those who have not attended and who deal with papers from the Insolvency Service. Attendees – Billing & Collection Team (cont.)</p> <p><u>Pre Action Protocol 11th April 2018</u> - Content: Court Enforcement Services PAP procedures Reason for Training- To ensure that the team are confident in how the Pre-action Protocol Works and how to deal with the account if the customer responds to the LBA. Attendees – Billing & Collection Team</p>		Via Vulnerability Champions Gurgle updates Charity awareness days. CCT briefings across the business	

Key:

Customer Services Induction training = a basic level of understanding of what vulnerability is, the effects of vulnerability, how to identify it and how to effectively respond to vulnerability triggers. Introduction to the role of the Customer Care Team and available services (i.e. tariffs, PSR, digital etc). Discussion based on case studies. Process to report vulnerability and record on systems.

Briefing notes = updates/refresher training for process and IT system changes (email and via team meetings)

E-learning = via Video Arts, short training clips on varying themes. Available at any time via personal log in. Links to specific subjects can be send to staff as required.

Vulnerability Champions = upskilling and empowering members across all departments to become champions for vulnerability. Role is to update their teams on awareness and training. Champion will cascade information to ensure teams knowledge and skills are maintained.