



Overview

- how working with creditors on their processes and staff training can better support customers in vulnerable circumstances
- some common challenges and barriers to change and how to approach these
- real life case studies of improvements in credit and debt collection practices from Money Advice Trust training and consultancy services



About our consultancy

- Expertise: Senior consultants Chris Fitch and Colin Trend created TEXAS and IDEA, which are now used industry-wide
- Practical approach: More than 'awareness raising'
- Experience and evidence: decades of running National Debtline and Business Debtline and training the debt advice sector
- Money re-invested into National Debtline and Business Debtline



What's your definition?

vul|ner|able

[ˈvʌln(ə)rəb(ə)l]

In need of special care, support, or protection because of age, disability, or risk of abuse or neglect

FCA definition of vulnerable customer

...someone who, due to their personal circumstances, is especially susceptible to detriment, particularly when a firm is not acting with appropriate levels of care.

Ofgem definition of vulnerable customer

when a **consumer's** personal circumstances and characteristics combine with aspects of the market to create situations where they are: significantly less able than a typical **consumer** to protect or represent his or her interests in the energy market

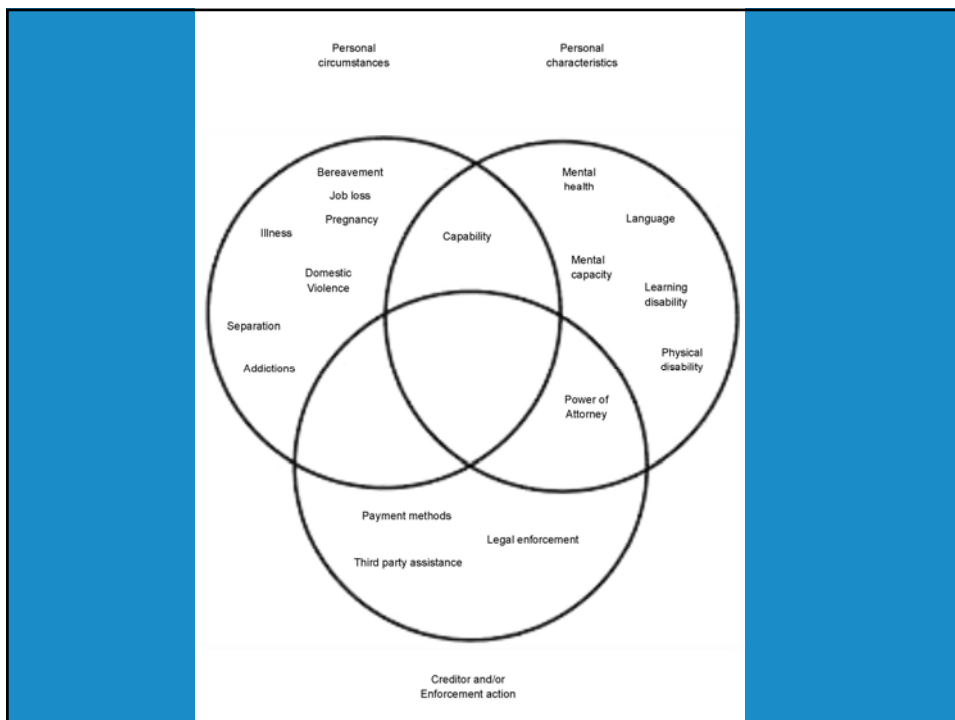
Ofwat definition of vulnerable customer

“A customer who due to personal characteristics, their overall life situation or due to broader market and economic factors, is not having reasonable opportunity to access and receive an inclusive service which may have a detrimental impact on their health, wellbeing or finances.”

vulnerable

exposed to detriment

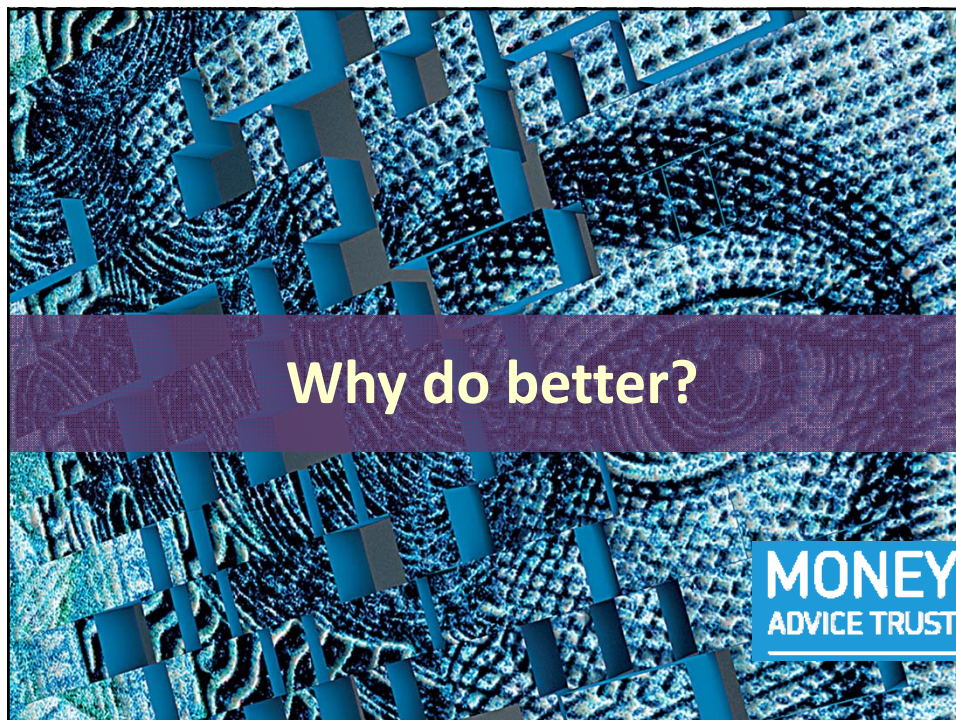
condition, situation, organisation





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These things can be frustrating...
...but we need to take a constructive approach.



Think like a creditor...



Our team

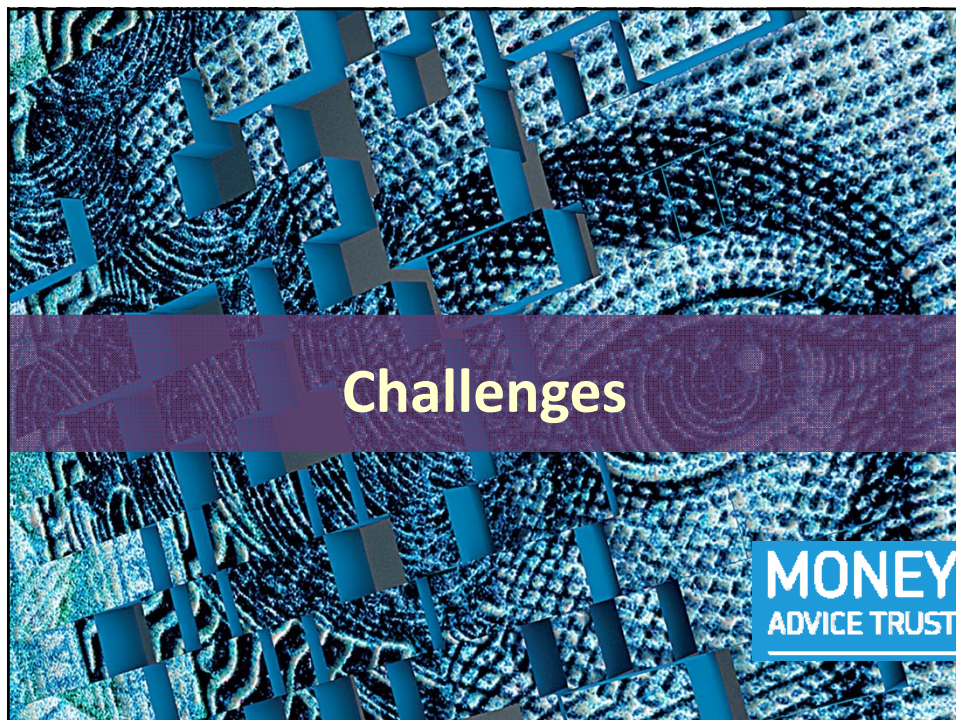
For each project, we draw on a team which includes:

- Subject matter experts in vulnerability, mental health, and creditor best practice
- A pool of experienced trainers
- Learning and development project managers
- Specialists in learning design and learning technology.

What's covered?

We have worked with previous clients to:

- Develop a vulnerability framework, strategy or policies
- Ensure existing policies and practices are fit for purpose
- Identify policy and process gaps
- Establish training needs and priorities
- Develop and deliver courses that reflect an organisation's needs and values
- Embed best practice across organisations
- Develop tailored courses and content to address specific themes and challenges
- Evaluate the impacts of training



Think like a creditor...

Challenges

- Data protection concerns
- complexity of material
- staff staying within boundaries
- internal politics
- commercial pressures
- complex systems
- balancing affordable lending with responsible lending

Case studies

Take a look at the case studies provided, discuss them with your colleagues.

Does anything surprise or interest you?

Our track record

We have worked with more than 160 companies

We have delivered training to over 11,000 staff



96% of participants rated our face-to-face training as good or above

Taking the next steps

To learn more about our offer please contact:

learning@moneyadvice.org.uk
Learning and Development Consultant
M:07931366772

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