



Station Yard, Melling, Carnforth, Lancashire, LA6 2QY
Tel: 01524 555887 | Email: info@b4rn.org.uk

Vulnerable Customer Policy

1. Introduction

We firmly believe that the B4RN service should be available and accessible to all members of a community and are committed to ensuring fair and appropriate treatment for all.

To ensure this is the case, we understand that some of our customers may be vulnerable, for a wide range of reasons, and that some of our customers may require additional support and assistance.

This policy sets out the support services that are available to our customers who may have additional needs.

2. Which customers are vulnerable customers?

A customer may be vulnerable through circumstances or personal characteristics. There are many different factors, which may not always be obvious, that could lead to a customer being considered vulnerable:

- a) Physical disability
- b) Learning disability
- c) Physical illness
- d) Mental illness
- e) Age
- f) Low literacy
- g) Difficulties communicating
- h) Isolation
- i) Changes in circumstances, for example financial difficulties or bereavement

Everyone is different and everyone reacts to their circumstances in a different way. We understand that not everybody with a disability is vulnerable and that the need for additional support may be permanent or temporary. The best way to establish if a customer is vulnerable is through conversation and the understanding that situations may be dynamic.

3. How do we identify our customers' needs?

All customers whose circumstances require additional support should contact our customer services team as soon as possible. This will enable us to ensure that the correct support services are in place in a timely fashion.

We train staff to identify vulnerable customers, and to work with those customers to understand their needs, provide practical support, and agree with the customer the support services that are needed.



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We will keep a secure record of any relevant information supplied by customers to support the provision of additional services. This information is recorded on our system notes for internal use. We will ensure that we maintain contact so that we can continue to meet any change in needs. We also ask customers to keep our Customer Service Team up to date with any change in circumstances.

4. What support services are available?

- a) **Relay UK** (formerly Next Generation Text (NGT) Service or Text Relay Service)
The Relay UK service aims to help people with hearing and speech difficulties communicate over the phone. The service is best accessed via an app which is downloadable from the Google Play Store or Apple Store. Please see <https://www.relayuk.bt.com/> for more information.
<https://play.google.com/store/apps/details?id=com.bt.relayuk>
<https://apps.apple.com/gb/app/relay-uk/id1483202788>
- b) **Emergency Video relay Service for Deaf People (Emergency 999 Calls Only)**
The Emergency Video Relay Service enables British Sign Language users to contact emergency services in the event of an emergency via a video relay service. Calls can be made directly from their web site <https://999bsl.co.uk/> or by using an app.
<https://play.google.com/store/apps/details?id=com.sorenson.sli.bsl999>
<https://apps.apple.com/gb/app/999-bsl/id1609981468>
- c) **Financial Difficulties**
Customers who are struggling with financial difficulties should contact our Customer Service team at the earliest opportunity. We can offer support via preferred communication channels and, if requested, can discuss account details with nominated third-party debt advice agencies.
- d) **Social Tariff**
We offer a social tariff, on our broadband and voice packages, for customers receiving Council Tax Support. <https://b4rn.org.uk/get-b4rn/social-tariff>. This can be applied for whether you are an existing or new customer.
- e) **Battery Backup**
An uninterruptable power supply (UPS) can be used to prevent loss of service to the router and associated VoIP service during short power cuts. Battery backup devices can be provided to customers who are dependent on their landline service.
- f) **Document legibility.** If vulnerable customers need assistance reading, or understanding, any B4RN documents they can contact Customer Services for support.
- g) **Priority Fault Repair.** We repair all customer faults as quickly as practicable. Where a fault affects a vulnerable customer, we will ensure that the priority to fix the fault affecting a vulnerable customer is increased appropriately.



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h) Additional Contacts

Additional contacts, such as family members, can be added to an account for the purposes of account management. In the event of outages, or scheduled maintenance, additional contacts will be notified of works being carried out so they can provide support as necessary or for their peace of mind if they are unable to make contact.

i) UK Blind and Disabled Directory Enquiries

If you can't read or hold the phone book due to an impairment, illness or disability, you can apply for free 195 directory enquiries. This service requires registration by calling 0800 587 0195. A form will need to be completed which must be countersigning by a doctor, nurse or another medical practitioner who knows you. <https://www.rnib.org.uk/living-with-sight-loss/money-and-benefits/free-directory-enquiries-195-service/>

5. How do I contact B4RN?

Customers can contact us in the following ways:

1. Email: info@b4rn.org.uk
2. Telephone: 01524 555887
3. Post: B4RN, Station Yard, Melling, Carnforth, Lancashire, LA6 2QY