



Vulnerability
Registration
Service

Supporting your Team in Supporting Vulnerable Customers

February 20, 2024
11:00 - 12:45
zoom 



NATIONAL SUPPORT NETWORK

BPA QUALITY POLLS & RESULTS

How confident do we feel in our current approach to supporting vulnerability in our Customers?

Answer	% of Votes
We often get it wrong	8%
Generally Ok, but could be better	89%
I consider our organisation to be expert in all aspects of customer vulnerability	3%

Has Agent Empathy improved, worsened or stayed the same, compared with 12 months ago?

Answer	% of Votes
Improved	42%
Worsened	18%
Stayed the Same	29%
Unsure	11%