

People's Partnership

People's Partnership (previously B&CE Holdings) has provided workplace pensions for over 80 years. With a focus on Profit for People, it has always been a shareholder-free company. Therefore, profits are reinvested to help its customers achieve favourable outcomes.

The company takes pride in making the pensions process simple to understand and easy to manage. They have a 5-star defaqto rating, yet are committed to continuous improvement. In addition, they provide wide-ranging support to community and charity projects.



The Opportunity

People's Partnership were keen to fully embed the fair treatment of vulnerable customers within the company culture. To achieve this, they identified the need for:

- Training for decision makers - Committee Members & Executive Leadership T
- Training for Proposition, Product, Marketing, Distribution, Digital teams
- Support the creation of an online training program for Customer Service Staff
- Consultancy services to help embed vulnerability into its business culture, define its goals, review its current practices, identify its strengths and areas for improvement, and recommend solutions.

Why Helen Pettifer Training?

In 2022, Helen Pettifer Training delivered a series of sessions for the team. This training was well received, yet People's Partnership recognised they didn't have the structure in place to nurture the learning and help keep vulnerability a key focus. They decided that an in depth partnership and support programme was the best approach to achieve this.

The Outcome

People's Partnership report that the Pathways Support Programme has equipped colleagues with the tools, knowledge, and confidence to better identify and assist customers in vulnerable circumstances. It has helped them to gain valuable insights into their strengths, areas for improvement, and ways to drive sustained focus on this important topic internally. In addition, we provided People's Partnership with modular training content, which they are converting to their online learning and development platform. This has been described as 'a huge step up from the existing training'.

"The Vulnerable Customers Pathway Programme has been an invaluable resource for our organisation. As a business committed to understanding and supporting all our customers, we wanted to align our procedures, processes, customer journeys, and products with delivering positive outcomes for our customers, particularly for those with additional support needs. The programme was very well-structured to meet our objectives, with fantastic support and insights provided by Jenna throughout. We highly recommend the Pathways Programme to any organisation committed to embedding vulnerability into their business culture and striving for excellence in customer care." — Chris Hobbs, People's Partnership