

Signposting Vulnerable Customers

No organisation can serve all customer's needs; however, you can still play a part in helping customers access the support they need, through signposting.

This document includes a list of organisations and resources that could be valuable if a customer reveals a challenge that is beyond the scope of you and your company. It is not conclusive, so there is space for your team to add local and national contacts that are relevant to your customers and services.

Alcohol Addiction/Dependency

Alcoholics Anonymous <https://www.alcoholics-anonymous.org.uk/>

Autism/Asperger's

National Autistic Society <https://www.autism.org.uk/>

Bereavement

Cruse Bereavement <https://www.cruse.org.uk/>

Child Death Helpline <http://childdeathhelpline.org.uk/>

SAMM <https://www.samm.org.uk/>
(Support after Murder or Manslaughter)

The Bereavement Register <https://www.thebereavementregister.org.uk/>
(On average, a deceased person will continue to receive 110 items of direct mail during the first twelve months following their death. This free service removes the names and addresses of deceased loved ones from mailing lists)

Brake Charity <http://www.brake.org.uk/>
(A charity supporting bereaved families of victims of road accidents.)

Bullying

Bullying UK <https://www.bullying.co.uk/>

Ditch the Label <https://www.ditchthelabel.org/>

Bully Online <https://bullyonline.org/index.php>

Resources for Signposting

Cancer

Macmillan Cancer Support <https://www.macmillan.org.uk/>

Leukaemia <https://www.leukaemiacare.org.uk/>

Carers

Carers UK <https://www.carersuk.org>

Dementia

Alzheimer's <https://www.alzheimers.org.uk/>

Diabetes

Diabetes UK <https://www.diabetes.org.uk/>

Downs Syndrome

Downs Syndrome Ass. <https://www.downs-syndrome.org.uk/>

Financial

Money Advice Service <https://www.moneyadviceservice.org.uk>

Step Change <https://www.stepchange.org>

National Debt Line <https://www.nationaldebtline.org/>

Debt Advice Foundation <http://www.debtadvicefoundation.org/>

Christians Against Poverty <https://capuk.org/>

Business Debt <https://www.businessdebtline.org/>

Mental Health & Money <https://www.mentalhealthandmoneyadvice.org/en/>

Money Expert <https://www.moneyexpert.com/>

Money Saving Expert <https://www.moneysavingexpert.com/>

Resources for Signposting

Turn2Us	https://www.turn2us.org.uk/
Vulnerability Registration Service	https://www.vulnerabilityregistrationservice.co.uk/
Action Fraud	https://www.actionfraud.police.uk/
Mailing Preference Service	http://www.mpsonline.org.uk/
Phone-paid Services Authority (PSA)	https://psauthority.org.uk/

Mental Health

Mind	https://www.mind.org.uk
Mental Health UK	https://www.mentalhealth.org.uk
Rethink	https://www.rethink.org
Saneline	http://www.sane.org.uk
Bipolar	https://www.bipolaruk.org/
Calmzone	https://www.thecalmzone.net/
Samaritans	https://www.samaritans.org/
Action for Happiness	https://www.actionforhappiness.org/

Emotional/Domestic Abuse

Support Line	https://www.supportline.org.uk
Women's Aid	https://www.womensaid.org.uk
Victim Support	https://www.victimsupport.org.uk
Relate	https://www.relate.org.uk
Refuge	https://www.refuge.org.uk
Elder Abuse	https://www.elderabuse.org.uk/
Rape Crisis	https://rapecrisis.org.uk/

Resources for Signposting

National Stalking Helpline <https://www.suzylamplugh.org/Pages/Category/national-stalking-helpline>

Gambling

GamCare <https://www.gamcare.org.uk/>

Gamblers Anonymous <https://www.gamblersanonymous.org.uk/>

GamAnon <http://gamanon.org.uk/>

Homelessness

Shelter <https://england.shelter.org.uk/>

Older People

Age UK <https://www.ageuk.org.uk/>

Our Valuable Contacts:

Training

If your team would benefit from improving their knowledge and awareness of specific conditions or situations which can cause vulnerability, the following organisations deliver online or in-house training.

Addiction/Dependency

Future Learn – Understanding Drugs and Addiction

<https://www.futurelearn.com/courses/understanding-drugs-and-addiction>

Autism/Asperger's

National Autistic Society

<https://www.autism.org.uk/professionals/training-consultancy/online.aspx>

Bereavement

Cruse Bereavement

<https://www.cruse.org.uk/training/loss-and-bereavement-awareness-training/dates>

Customer Service for Vulnerable Customers

Helen Pettifer Training

<https://www.helenpettifer.com/vulnerable-customers.html>

Dementia

Dementia Awareness Training

<https://www.alzheimers.org.uk/dementia-professionals/training-consultancy/training-individuals>

Suicide

Zero Suicide Alliance

<https://www.zerosuicidealliance.com/training/>

Papyrus

In-house <https://papyrus-uk.org/training/>

Open <https://papyrus-uk.org/upcoming-training-courses/>

Scams

Friends Against Scams

<https://www.friendsagainstscams.org.uk/become-a-friend>

Resources for Signposting

Mental Health

Mind - Mental Health Awareness

<https://www.mind.org.uk/workplace/training-consultancy/upcoming-courses/mental-health-awareness/?ctaId=/workplace/training-consultancy/courses-for-anyone/courses-for-anyone/mha-training/>

St John Ambulance

<http://www.sja.org.uk/sja/training-courses/mental-health-first-aid/mhfa-champion.aspx>

MHFA England

<https://mhfaengland.org/>

Mental Health UK

<https://mentalhealth-uk.org/training-and-consultancy/>

Our Trusted Training Providers:

Additional Resources

Autism

Some individuals may carry an Autism Alert Card with them for situations when communication may be challenging



Carers

A carer's guide to looking after someone

<https://www.carersuk.org/help-and-advice/get-resources/looking-after-someone>

Jointly App

Developed by Carers UK, Jointly, is an innovative mobile and online app that is designed by carers for carers.

Jointly makes caring easier, less stressful and more organised by making communication and coordination between those who share the care as easy as a text message.

<https://www.carersuk.org/search/jointly-app>

Dementia

Dementia: A Practical Handbook for Working People Caring for a Loved one

Sue Grogan

https://www.amazon.co.uk/Dementia-Practical-Handbook-Working-People/dp/191150522X/ref=sr_1_2?qid=1574672241&refinements=p_27%3ASue+Grogan&s=books&sr=1-2

Dementia: The One-Stop Guide: Practical advice for families, professionals, and people living with dementia and Alzheimer's Disease

June Andrews

https://www.amazon.co.uk/Dementia-One-Stop-Practical-professionals-Alzheimers/dp/1781251711/ref=sr_1_1?keywords=understanding+dementia&qid=1574672312&s=books&sr=1-1

Hidden Disabilities - Sunflower Lanyard

The Sunflower Lanyard provides a subtle but visible sign enabling staff to recognise that the wearer (or someone with them) may require some extra help, time or assistance when interacting with the organisation.



<https://hiddendisabilitiesstore.com/index.php>

Toolkits for Employers

Suicide Prevention

<https://www.bitc.org.uk/toolkit/suicide-prevention-toolkit/>

Domestic Abuse

<https://www.bitc.org.uk/toolkit/domestic-abuse-toolkit/>

Mental Health in the Workplace

<https://www.bitc.org.uk/toolkit/mental-health-for-employers-toolkit/>

Supporting Carers in the Workplace

<https://www.bitc.org.uk/toolkit/support-carers-in-the-workplace/>

We've found this useful: