



WORLD  CQI |  IRCA
QUALITY WEEK 2022

**Quality conscience:
doing the right thing**

7 – 11 NOVEMBER 2022

TELL US HOW YOU WILL
BE CELEBRATING **#WQW22**.

Protecting Vulnerable consumers

How organizations are delivering positive outcomes when people need it most

Natasha Bambridge BSI

Consumer Vulnerability – The scale of the issue

The FCA Annual report included a Post-Covid vulnerability snapshot

27.7 million

adults across the UK showed one or more characteristics of vulnerability.

An Increase of 15%



2.5 million

People in the UK are living with **cancer**



310 people

Declared **bankrupt** or insolvent per day Feb-Apr 2021



1 in 6 adults

Experience common **mental health** problems every week



23%

of us suffer anxiety when dealing with service providers

14.1 million

UK residents have a **disability**



Dementia affects almost



1 million people in the UK

10 Reduced Inequalities



Poll Question

How confident are you in your companies processes to ensure vulnerable customers are identified & handled effectively?

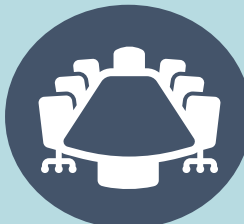
Inclusive service - through Design to delivery

“the standard is fantastically helpful not just for
Financial services but all services”

Richard Lloyd OBE
Interim Chair, Financial Conduct Authority



ISO 22458:2022



Organizational commitment
Principles & strategy



Inclusive
design



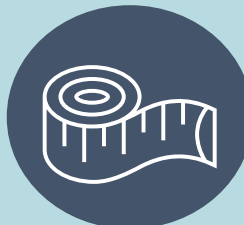
Resources
To support
service delivery



Identifying Vulnerable
consumers



Responding to
Vulnerable consumers



Monitoring
Evaluation & Improvement

Testing the Vulnerable Consumer outcome

Assess organizational Capability to: ISO 22458:2022

Test the output of their Consumer Vulnerability system through Management Information



FCA FINANCIAL CONDUCT AUTHORITY



ofwat
Utility Regulator Northern Ireland



ofgem
Utility Regulator Northern Ireland



Un-regulated



bsi
Inclusive Service
Financial Services
KITEMARK™



bsi
Inclusive Service
Water Services Provision
KITEMARK™

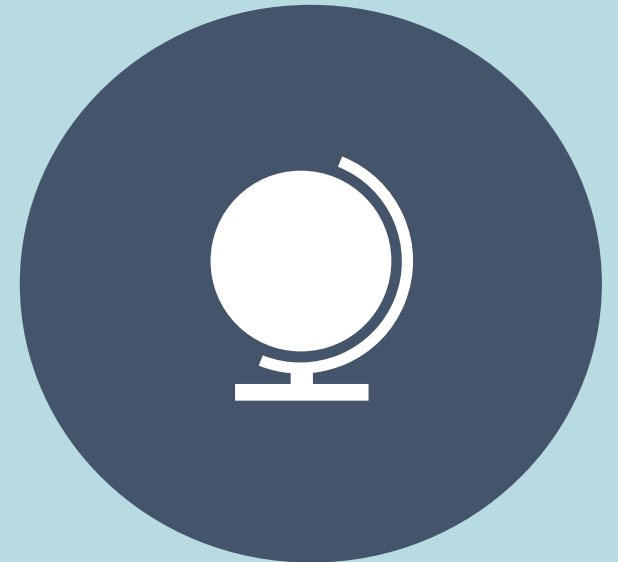


bsi
Inclusive Service
Energy Provision
KITEMARK™



bsi
Inclusive Service
KITEMARK™

Benefits of Kitemark certification



How can organizations support vulnerable consumers?



Benchmark where you are today

- Talk to BSI
- Standard is available on the BSI Knowledge
- Gap analysis can be conducted to the Kitemark certification scheme
- Training available



INTERNATIONAL

QUALITY

AWARDS 23

PART OF QUALITY LIVE

Entries open Monday 9 January

quality.org/IQA23