Supporting vulnerable customers
Putting you back in control

June 2018
Hello

We’re really keen to support our more vulnerable customers who might need extra help with communications.

The products and services we talk about in this guide are for everyone. But they can be especially useful for people affected by conditions like dementia, short-term memory loss, learning difficulties or an obsessive compulsive disorder.

We hope you find this booklet useful.
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How to avoid repeat calls and huge bills

People make repeat calls (and other repetitive actions) because they might not remember that they’ve already done something, or because doing something over and over again gives them a sense of security.

Often, customers call a number they remember from some time ago, perhaps a family member or friend. Others dial short or simple numbers, like 100, 123 (speaking clock) and 118500 (directory enquiries).

Sometimes, customers make repeat calls many times a day. And because some of the numbers are charged at premium rates, it can be a shock when the bill arrives.

Our free Network Controlled Calling (NCC), 123 and 118 Call Barring services can help people in these situations avoid soaring phone bills.
How Network Controlled Calling (NCC), 123 and 118 Call Barring work

We’ll talk with you, a family member or main carer, to agree a list of up to ten phone numbers that can be called. We then arrange a restricted service on the landline so that only these agreed numbers, the emergency services (999 and 112) and BT’s Fault Repair Service (151) can be called.

NCC isn’t suitable if you need more than ten numbers to be called on a regular basis, if you regularly call any international numbers or if any of the listed numbers often need changing (this can only happen once every six months).

In these cases, 123 and 118 Call Barring can bar calls to commonly called numbers like 123 (speaking clock) and numbers starting with 118 (directory enquiries).

**How to find out more and order these services**

Email the team at ncc.g@bt.com or call them on 0800 919 591 (8am – 5pm, Monday to Friday). You can also find out more on NCC and 123 and 118 Call Barring at bt.com/ncc

NCC is a specialised service. Not all numbers can be barred and some UK exchanges might not run the service. Please check with us when you call to find out more.

Once we know the numbers to be dialled (like the doctor, social worker, carer, family, friends, careline or pendant alarm ‘dial out to’ numbers), you just need a few other details and we’ll set things up for you.

When calling an agreed number, the full dialling code needs to be used. So it might be easier to have a phone with a memory. See some suitable phones by clicking on ‘choose a phone’ at bt.com/includingyou
Try before you buy

You can try out our range of phones at any of our 140 try before you buy centres. For more information and to find your nearest centre, you’ll find loads of helpful stuff in the ‘try before you buy’ section on bt.com/includingyou

Some things to look out for when you’re choosing a phone
Illnesses, learning difficulties and mental health conditions can bring with them their own communication problems. We don’t have all the answers but here are some ideas that can help increase someone’s independence and reduce isolation.

Don’t make things complicated, look for a phone with:
• large, clear, well-spaced buttons
• stored numbers that can be dialled with easily accessible memory buttons
• speed dial buttons
• large memory buttons with space for a picture of the person the button will call.

Avoid phones that:
• have lots of buttons or keys that can be confusing
• store functions behind menu options that you have to scroll through
• have ‘soft keys’ with multiple functions depending on where you are in the menu.
The importance of Power of Attorney

It’s no secret that the UK population is ageing. As we get older, we’re more likely to develop health problems and illnesses. So more and more of us are arranging for someone we trust to look after our affairs for us when we won’t be able to. One way of doing that is with a Power of Attorney (PoA).

It’s a good idea to think about it and talk about it sooner rather than later.

The law in this area can be complex – so find out about Power of Attorney, its different formats and Court of Protection orders at [bt.com/poa](http://bt.com/poa)

If you’re looking after someone’s affairs, you can also download the **Accessing and sharing information** guide from the [Alzheimer’s Society website](http://alzheimers.org.uk) for advice – whether you have legal power, permission only, or just need some help.
Dementia Friendly Communities

We’re a member of the Prime Minister’s Champion Group on Dementia Friendly Communities and have supported the programme from the start.

It’s really important that people with conditions like dementia are involved and included in their communities and able to continue doing the everyday things many of us take for granted – like shopping, banking and visiting the pharmacy.

Businesses and organisations have an important role to play in our communities, by making sure customers affected by these conditions are well supported.

We’re proud to be one of only ten organisations included in the Dementia Friendly Business Guide from the leading dementia charity, the Alzheimer’s Society.

The guide explains how businesses across the country can unite in their commitment to become dementia friendly, so that the 850,000 people currently living with dementia in the UK feel supported and included in their communities. The guide can be downloaded from bt.com/ncc
Help us to help you

We know it’s sometimes hard to talk about getting old or no longer being able to do what used to be easy. But sadly it’s a fact of life.

We’ve supported many thousands of customers in these situations and found that the sooner family, friends, carers or loved-ones contact us about their situation, the more options they have to choose from.

So please do contact us at the earliest opportunity. You can email us at ncc.g@bt.com or call us on 0800 919 591 (8am – 5pm, Monday to Friday).

Please be certain of the numbers you want to dial with NCC as numbers can only be changed every six months. And please remember that there might occasionally be numbers that we can’t bar. Thank you.
Need more support?

Go to bt.com/includingyou
You’ll find lots of information about our products and services, help and support, news, advice and information all in one place.

The site is fully accessible and you can change font sizes and background colour to suit you. It also works with Browsealoud, which reads out web pages and highlights each word as it’s spoken. This can be really useful if you need help reading or seeing a computer screen. Many pages also have information in British Sign Language (BSL).

Or call 0800 800 150 and ask us to send you a copy. If you prefer information in large print, audio (CD) or Braille, go to bt.com/mediatypes
Take a look at thesilverline.org.uk
It’s a UK-wide, 24-hours-a-day freephone helpline for older people. It connects people to local services and activities and offers a befriending service if you’re lonely. It can also support older people who are experiencing abuse or neglect and make sure they’re protected. We’ve been proud to support The Silver Line from the start.
Available in other formats including Braille, large print or audio CD. Please go to bt.com or call 0800 800 150.