

Dear partners,

Please find attached our monthly update on the transition of the consumer service.

Best wishes,

Tom Ballard
Operations Manager

Consumer service transition

Partner update: March 2017

The transition: a summary

From April 2017, the consumer service will be delivered by a small number of local Citizens Advice delivery centres. The transition to the new delivery centres started in February 2017.

What's already happened:

We are pleased to report that during February both Gateshead and Manchester (with Sheffield) went live taking general consumer calls. We closely managed their call volumes on the initial days to allow time for their advisers to settle, and the initial results in term of performance and quality have been promising.

We continue to undertake a number of additional quality checks centrally to assess the output from our new delivery centres. This work will complement the work being undertaken by them to assess and support their advisers.

Where quality issues have been identified, they have not been unexpected given that the advisers are new and still getting to grips with the service. Pleasingly, the majority of the development areas we've identified have related to process adherence rather than the level or accuracy of advice. The management teams at these centres have been working closely with their advisers, supported by us, to provide coaching and training to correct any issues as they arise.

We continue to encourage partners to feedback any issues you become aware of. This will help us and the new centres in our development of the new teams. Feedback can be provided through our existing process, details of which can be found on our [partner pages](#).

This month, the next wave of delivery centres went live, commencing with Caerphilly on 20th March. Information about the new delivery centres, and their respective go-live dates, can be found below:

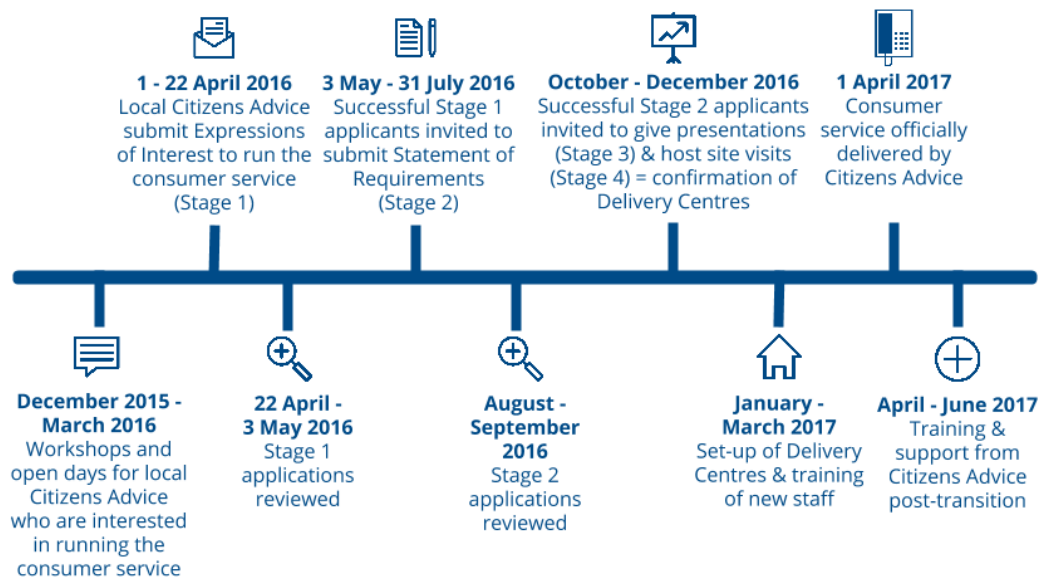
Delivery centre	Advice areas	Status
Gateshead	General consumer, energy, post	General consumer - Live Energy and post - Live
Manchester (with Sheffield)	General consumer, energy, post	General consumer- Live Energy and post - 27/03/2017
Caerphilly	General consumer	Live

Cardiff and Vale*	General consumer	Live
Staffordshire North and Stoke-on-Trent	General consumer	03/04/2017
Torfaen	General consumer	15/05/2017
West Lindsey	General consumer	15/05/2017

* Cardiff and Vale will also be responsible for delivering our Welsh language service, across all advice areas and channels

We will closely monitor the proficiency of the delivery centres in the coming weeks, and continue to support them as we transfer increasing proportions of the service across from our current supplier.

Here's a reminder of the transition timeline:



What's happening now:

We're now focussed on the performance of the new delivery centres that are already live, and are working closely with their management teams on a daily basis to assist them as required.

We are also in the final stages of preparation for the next wave of centres. Final systems testing and review checklists are being completed, and advisers at these centres have undertaken their written and call based assessments with some very pleasing results.

The short film and partner readiness pack we have been preparing are now complete and will be circulated separately to this update. They will also be hosted on our partner pages for ongoing reference and for any partners that were not on the original distribution list. Please feel free to share the links accordingly.

Current performance

Inevitably, our existing provider has found it difficult to maintain their performance at optimum levels as they approach the end of their contract with us.

Quality of advice provided to consumers and the timeliness and quality of referrals to you will continue to be of the highest priority. As the new providers come on board, we have started to see wait times across the service improve. As volume has moved to the new delivery centres, the overall performance has stabilised and we would expect this to continue to improve in the weeks ahead as the other centres come on line.

We have implemented a series of contingency measures to support the delivery of the service. These include prioritising clients that contact the service with urgent issues, such as doorstep crime, product safety or disconnection of energy supply. A significant number of clients have benefitted from this approach, and have been answered in under a minute.

Partner feedback has increased on cases from last month. This is not unexpected, and remains under our target level of no more than 2 per cent requiring corrective action. This information is invaluable in the development of our advisers, and we are grateful for the additional work being undertaken by partners to submit this. Please do keep your feedback coming, we really appreciate it.

An outline of February's performance is provided below:

	Quality	Webform Responses (3 WD)	Client Satisfaction	Partner Satisfaction	Average speed to answer (seconds)	Forecast accuracy (GC)	Referrals as a % complaint cases	Volume of complaints
Target	70% 'Good'	100%	80%	<2%	-----	95% - 105%	-----	n/a
	72.98%	98.28%	96.00%	1.44%	243	99.77%	41.82%	27

It should be noted that there was an error in the previous set of performance figures for January relating to complaint figures. This should have read also as 27, and not the figure that was reported. This was due to a process error, and we apologise for this. All other data in the previous update has been verified as accurate.

What's happening next:

We'll continue to work closely with the new delivery centres, spending time on-site with each of them and helping them to reach full capacity as quickly as possible.

We will also be working closely with our final three delivery centres, in Staffordshire North and Stoke on Trent, Torfaen and West Lindsey, to support them as they prepare for their go-live dates in April and May.

We will also meet with Tracey Johnson, who works with Trading Standards in Gateshead. Tracey will be taking up a secondment on a part time basis with our centre in Gateshead, to further inform engagement with partners. Tracey starts her new role in early April, and already works closely with Citizens Advice through her position on our Trading Standards Working Group. We look forward to agreeing how best we can work together to continue to maintain and develop our strong partner relationships and satisfaction.

If you have any questions relating to the transition project, please direct these to our dedicated email address - consumer.transition@citizensadvice.org.uk - and a member of the project team will be pleased to respond.

Best wishes,

Tom Ballard

Operations Manager - Citizens Advice consumer service