

Dear partners,

Please find attached the first of our monthly updates on the transition of the consumer service during the implementation phase.

Best wishes,

Tom Ballard
Operations Manager

Consumer service transition

Partner update: December 2016

The transition: a summary

As we have outlined previously, our intention is to deliver the consumer service through a small number of local Citizens Advice delivery centres from April 2017 onwards, with the transition to the new delivery centres commencing from February 2017.

What's already happened:

We have now completed the assessment and selection of the local Citizens Advice offices that will deliver the consumer service in England and Wales following the transition of the service.

The process was rigorous, including written applications, presentations and site visits. We were particularly pleased to have partner representation on the selection panels to inform our decision making.

The successful delivery centres are outlined below, along with some information about how the service will be divided between them:

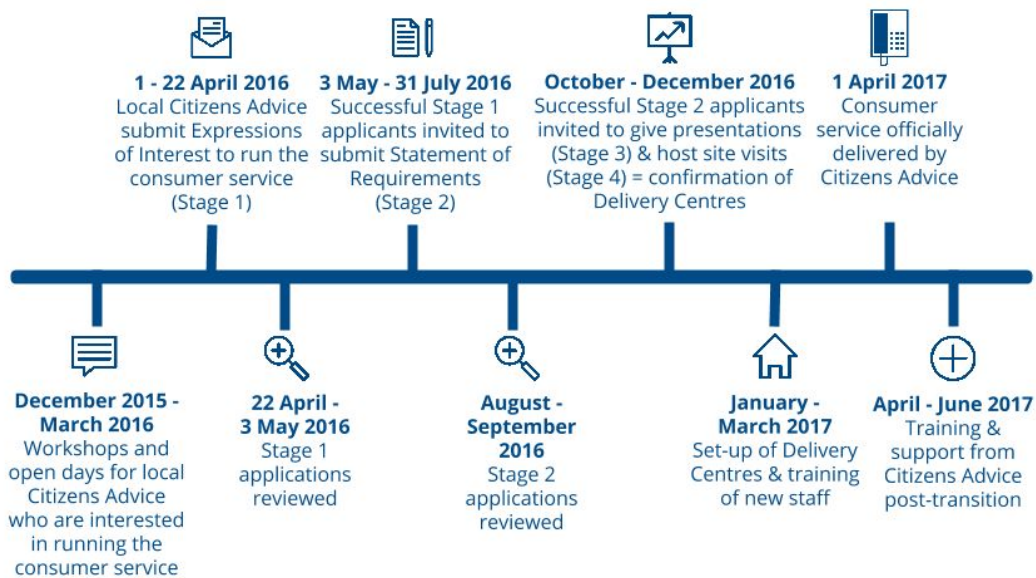
Delivery centre	Advisers (FTE)	Advice areas
Gateshead	30	General consumer, energy, post
Manchester (with Sheffield)	30	General consumer, energy, post
Caerphilly	20	General consumer
Cardiff and Vale of Glamorgan*	20	General consumer
Staffordshire North and Stoke-on-Trent	20	General consumer
Torfaen	5	General consumer
West Lindsey	5	General consumer

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

In addition to the application process, we conducted a number of Trading Standards engagement workshops across the country in November. The aim of these workshops was to provide a fuller update on the transition of the service and provide the

opportunity for questions and additional discussion. I am pleased to say that these events were very popular and feedback suggests they were well received by all attendees. Slides from these events were shared with everyone who was able to join us, and we have also added them to our partner pages. You can access the partner pages [here](#).

Here's an overview of the transition timeline:



The Department for Business, Energy and Industrial Strategy (BEIS) supports our approach, and we continue to update them on our progress. They have clear expectations that the service will continue to be delivered to at least the same scope and operational standards following the transition of the service. This is absolutely our intention.

What's happening now:

We are already working closely with the new delivery centres to ensure that they are ready for transition. We have prepared a detailed implementation plan that maps out the shifting of the service with individual responsibilities defined across each centre.

Furthermore, we are providing support to each of them to ensure that they have a full and detailed understanding of the service. Members of our team are working with each centre on key areas, including:

- Quality monitoring
- Performance management
- Referrals
- Energy & post (where relevant)
- Complaint management

Our plan staggers the go-live for each delivery centre, allowing the service to transition gradually between February and April, and the current provider in England and Wales, Agilisys, will continue to deliver the service until July to ensure continuity of service. They will also support the transition by providing training and other support resources.

We will work closely with all parties to maximise performance and remain in close contact with BEIS and you throughout.

Current performance

As we outlined in our last update, inevitably, our existing provider will find it difficult to maintain their performance as they approach the end of their contract with us.

Please be assured that we will do everything we can to keep the impact of these changes to a minimum and will be paying particular attention to both the quality of advice provided and the timeliness and quality of referrals to you.

We have a number of contingency plans in place that we will invoke as circumstances require. These include messages on the telephone system, aligning access of our webforms with our service opening hours to consolidate adviser resources and additional staff being provided internally by our existing supplier.

I want to reassure you that maintaining client experience and partner satisfaction will remain at the heart of our service provision throughout this period. The latest partner satisfaction results are encouraging, showing an increase in satisfaction with the service across a range of areas. We are delighted by these results and hope that they will give us a strong basis on which to build over the coming months. Further details on these latest results will follow soon.

An outline of December'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
	71.68%	100.00%	96.00%	0.97%	210	77.29%	40.53%	6

What's happening next:

From a partner perspective we are keen to continue to provide you with as much information as possible around the project. To that end in the early part of 2017 we aim to create a short film outlining our approach to transition for those who were unable to attend our workshops.

We will also be creating a Partner Readiness Pack which will outline all the additional information you may wish to have to hand for reference. Of note, given the nature of the transition is to move the service in its existing format (retaining systems, processes, advice model, referral pathways and data access for partners) this document should not need to be particularly extensive, but will ensure you are aware of any changes that impact you.

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