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Consumer Codes implementation - Partner update

1 message

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6 October 2016 at 10:50

Dear partners,

We are pleased to inform you that we have been able to successfully implement phase one of the codes project.

From Monday 3 October, Citizens Advice consumer service advisers have been able to log cases using the new code families, and the additional fields that have been added.

We conducted significant levels of testing throughout the project, and we are pleased to report the functionality of the Flare system used by advisers is as we expected.

The majority of Local Authorities that use connectors to import referrals and notifications from the consumer service into their systems appear to have transitioned successfully. There has been some issues with one connector supplier in particular (Idox), and those Authorities can expect contact from them directly in the coming days. In the interim, referrals and notifications can be retrieved directly from your Secure Post Office account, in HTML format. Please contact us if you require any support in relation to this.

We have experienced some issues with the Partner Portal reports. This appears to have been as a result of significantly increased use by partners this week. Following further testing however this issue now appears to have been resolved. All data, including new codes, continued to successfully import into the portal during this time and will be available once the reporting issues are rectified and new reports updated to reflect the changes.

Of course with any change of this scale, some issues may still arise. To that end, if you have any urgent problems, please contact a member of the operations team initially via the consumer service duty number, 0300 5000 922, or by email, operations@citizensadvice.org.uk, and we will be happy to assist.

We have added information on the codes project to the partner pages [here](#) for reference, including codes lists, consumer service adviser guidance and other relevant documents and communications.

We will also be asking regional representatives to share a spreadsheet with you, which you may already have received, to allow you to log any issues to ensure we can then collate a central list. Please complete this and return to your regional representative, even if you report any issues to us through duty, to allow us to maintain a comprehensive record.

In addition to focussing on rectifying any issues you report to us and returning the reports to fully operational, we will now focus on ensuring the relevant portal reports are updated to include the new data fields. This work was always planned to follow new codes being included in referrals and notifications, and will be completed by 31st October 2016.

If you have any questions, please do not hesitate to contact us using the above information, and we will be pleased to assist.

Consumer Service Operations Team
0300 5000 922
[Citizens Advice](#)