



Meeting Title:	Citizens Advice - Trading Standards Working Group
Date:	Tuesday 21st January 2020
Time:	10:30 – 13:30
Location:	200 Aldersgate London
Attendees	<p>Citizens Advice: Leanne Dullard, Jon Walters, Karen Wilkinson, Alex Smith Melanie McGinn</p> <p>Trading Standards</p> <p>Ken Daly (Scot);</p> <p>Gerry McNamara (CAS)</p> <p>Ivan Hancock (Dorset TSS, SWERCOTS ACTSO)</p> <p>Pam Wood (Lancashire TSS)</p> <p>Gina Green (Surrey TSS)</p> <p>Tracey Johnson (TSS/CitA)</p> <p>Carol Rice, (BEIS)</p> <p>Jane Connor - Doncaster / Yorkshire TSS</p> <p>Ben Searle - London- TSS</p> <p>Sandra Roberts - East Mids TSS Partnership Mgr</p>
Apologies	<p>Citizens Advice: Alli Dunstan</p> <p>Trading Standards: Judith Gordon (Hertfordshire TSS)</p> <p>(Dai Jones (Wales) , Kate Pike (Warrington/North West)</p>

1. Welcome and introductions

Leanne welcomed everyone to the meeting.

2. Outstanding actions from last meeting

There were 3 actions noted at the 02 Oct 2019 meeting:

1	Send something round to the group about the digital assistant tool before it goes live	JW to pick up on this in his update later in January meeting
2	Circulate the contact details for Elodie at ADS (for those TSS that are unable to access the ADS portal)	Complete
3	Circulate the engagement tab protocol template	JW to pick up on his update later in this meeting

3. Consumer Education and campaigns update

Please see Consumer Education and Campaigns slides

Consumer Education:

Melanie McGinn agreed to share information with the group on the forthcoming CEA Safeguarding conference. This information is provided below:



Safeguarding - Helping professionals and volunteers working in advice and enforcement identify and help people who find themselves in unexpectedly vulnerable situations.

This free event will be held between 10-4 on Wednesday 12th February at the City of London Offices, Walbrook Wharf 78-83 Upper Thames Street London EC4R 3TD

Speakers will include:

Professor Keith Brown – Safeguarding Lasting Power of Attorney

Katie Fry (Citizens Advice)– Gambling Support Project

Katherine Hart (CTSI DSC Lead Officer) – Doorstep Crime Training

Alison Farrar (National Trading Standards Estate and Letting Agents Team) Lettings Update – Vulnerable consumers in the Private Rented Sector

TBC – Modern Slavery

Karen Perrier (Money Advice Plus) – Surviving Economic Abuse Project

There will also be a short workshop about the future of the Consumer Empowerment Alliance as well as the AGM.

If you would like to attend please email

felicity.broder@brighton-hove.gov.uk and a final event invitation will be sent out. Please forward this invitation to any of your colleagues or partner agencies in advice or enforcement who may be interested.

Attendance is free and lunch will be provided, however please ensure that you pre book as we will not be able to accept delegates on the day.

Campaigns:

Last year we had to take the decision to postpone National Consumer Week (NCW) due to the general election.

Along with our campaign partners we have since agreed that the planned messaging (to make sure consumers know their rights after we've left the EU) is no longer necessary. Following the passage of the Withdrawal Agreement Bill, the transition period means not much will change for consumers in the short term; so this means we have decided

to cancel the campaign. However, we will return to usual with NCW 2020 provisionally taking place in late Autumn 2020.

Focusing on scams campaign.

Carol added there is likely to be a short run campaign to direct people to gov.uk website as all the no deal planning has been taken off the table but nothing big planned.

Big Energy saving week is running - had national radio and online coverage and over 500 events scheduled for this week.

Safer Internet day 11th Feb - campaign to link in with this date.

Consumer Protection Partnership - and National Cyber Security team and Home office are meeting so hopefully a sharing of data can be agreed.

4. Performance and operations update (including Scams Action)

Please see Performance and Operations slides

There has been a focus on Mini Projects with the delivery centres where we talked through trader creation and the continued importance of case notes.

New Freephone Telephone number for the consumer service - comms for Partners:

Leanne was pleased to announce we now have an agreement in place to make contacting our service free via a new 0808 telephone number which will be in place for English and Welsh clients very soon and also for Scams Action. The usual 0345 040506 number will remain active for a while as we transfer over and then eventually clients will be asked to re dial the new one. We anticipate that there will be queries from TSS on Websites and promotional materials.

If you need support for any of this please do let us know via

operations@citizensadvice.org.uk

The new freephone number will improve accessibility for clients to our service and also will prove really useful for driving demand.

Jon Walters and Tom Ballard from Citizens Advice mentioned this new change was forthcoming at the ACTSO meeting recently and the news was well received.

Questions asked:

Will it be free for mobiles and landlines? Yes it will be an 0808 number

Ivan H asked -How will that be paid for? No additional funding for this.

Carol R mentioned that funding is ring fenced for consumer but if any money can be found through efficiency savings that it could be used towards service development etc

How long will it take to phase out the 03454 number completely as our number appears on the back of all energy bills? We anticipate as last time when we changed from the 08454 number to the 03454 number several years ago that the change will take effect over the next few months and both lines will run concurrently. The 0345 number will not suddenly be cut off.

It will be on the agenda for an energy liaison meeting on 12 Feb 2020 in Glasgow with suppliers.

The IVR message on the 0345 number will be altered to reflect the new changes.

Ivan warned - There may be some grumbles if some TSS may have had some materials printed.

Comms will go out asap with the new telephone numbers confirmed and a support email will be made available for any queries.

Complaints:

The operations team is now working closely with Citizens Advice Client Services dept who will now be handling the early stage complaints with the delivery centres directly. Client services currently manage complaints for several other departments in Citizens Advice including the local citizens advice offices.

A conference call was held with all the delivery centres to communicate the new changes. Also a recent workshop was held prior to Christmas delivered by Operations on refresher training for complaints handling by the delivery centre team leaders and senior advisers.

5. Partner Satisfaction results feedback - Tracey Johnson

Tracey goes through all the verbatim comments provided on the survey.

If your local TSS officer is not sure how a process something or works - please can they add their contact details to the partner feedback so we can contact you back and provide you with the information requested.

TSS officers may say they don't want to access the old feedback excel form as it is a clunky process to find the form, complete it save it then send it in. We recommend where possible to use the google feedback form. You will find the form and the process noted on this link:

<https://www.citizensadvice.org.uk/consumer-partners/consumer-partners/business-processes/>

It goes directly to the centre, a much less clunky process.

Some of the themes of the feedback included:

- Copying and pasting of notes, why is the adviser talking about counterfeit notes of calls, when its been paid for by a card?

also webforms and web chat similar.

- the car was faulty - but not detailed what the fault was.
- Code change request to ops.
- Coded as doorstep - but not really a doorstep - off premises code . no code for contracted in their house. *Is there scope for splitting that out?*

Ivan - it is a priority for every TSS authority - it's not all true doorstep incidents.

We may be able to give an update on this, Alli is looking at coding as some new ones not featured such Pop ups, as coding does not tally.

- *TSS understanding why a case has been referred - some that the advisers have decided with or without. What is sometimes useful is when an adviser says Why they have sent it - they copy in notes from the TSS Protocol which details the reason for why they have sent it to make it clear.*
- *Discussion around reports on the Portal - Tracey said when a TSS wants to find data X it is sometimes confusing which report shall I use on portal to get this*

Action: Alli and Tracey to look at the reports on the portal- can we streamline them and provide guidance that gives an answer as to what each one contains and archive the ones not used. This would make searching for the relevant report a lot easier for TSS.

The latest PSAT survey has just gone out we would encourage you all to complete it and pass the request out to your contacts please.

Thanks to Tracey for going through the feedback comments.

6. Systems Update around Traders

Please see Systems Update slides

Looking to streamline RAST protocol enforcement

We have been doing work on Trader search - creation and tracking etc

Tracey suggested another area to review due to the confusion element

Action: Can we look at Flare Coding of animal health and welfare and animal feed - historically it will be farmed animals not domestic. Done differently in different authorities Licensing and Diff authorities .

If it's an unlicensed breeder its been referred due to animal welfare -

We are trying to get Trader Enhancements in place for April.

Gina - Brighton and Hove - issues with referrals linked to virtual office addresses. Is it possible to ask a C if accom addresses can be included?

JW answered - we are very reliant on the clients info - sometimes they will do a quick internet search themselves, do they have an address other than a PO box.

JW suggested If we put trader tracking behind the scenes it may help as a way round it.

Action: Alli to speak to Birghton and Hove for case examples from Gina where they have issues with referrals linked to virtual office addresses.

TJ - suggested if the advisers from a system perspective were forced / had to do a search first, before creating a trader that may be the key to getting this issue rectified.

TJ asked - where are we on the Trader Unknown? on name but yes on address details.

Action: Leanne to check with Alli and service support team on where we are with Trader Unknown and feedback to the group.

It was emphasised that advisers like to hear successful outcomes of

prosecutions from cases they have referred so all authorities are encouraged to feedback positively where possible please.

7. Whirlpool

JW talked about the recall last year, briefings were sent to all our advisers. Controversial nature of advice being don't use the machine for 3 weeks over Christmas is not ideal in practice for clients.

Whirlpool asked to meet with us with the aim being that they wanted to make sure the recall is a success. Jon met with Ian Moverley Director of UK Public Affairs who shared a poster on the recall and the information needed. We have put this info out to our Local Citizens Advice offices the poster on recall and information clients need, the fact you will get a new machine. We will include this as part of our update with the Minutes from today. We will do training with our advisers too.

It was the first time we have worked with a company following a recall, looking to do ongoing social media work and work with LCA's to progress it. Ben Searle from London TSS requested a copy of the social media work. JW agreed it would be sent out to all with the minutes.

Action: A copy of the social media work on Whirlpool to be circulated with the mins from the meeting

Action: Attach the posters from Whirlpool on recall to be circulated with mins from this meeting

8. Consumer Service Development Plan

Please see development plan slides

Webchat:

GMcN asked how long does the average webchat last? 21 mins.

How many chats are the advisers doing? More than one concurrently but no more than two at a time to retain the Quality of advice.

Training:

What are the dropout rates in training? Not a high amount now especially as the centres have honed their recruitment experience. They see less with open evenings and being forthcoming about what the job really entails. Original cohorts would not have had the luxury of listening to calls initially but now a suite of model calls being developed for each topic studied to illustrate real life scenarios.

Stats on Equal opps of recruitment? Would be held at a local level.

Aims for new areas of development:

Local office referrals for the consumer service.

TSS referrals come first. If it's in scope for TSS and second tier is available you would prefer it, if it's not available then we would look to cover it that way.

Giving clients something to refer to at the end of an advice call. Possibly Checklists, copy of notes, where this would be useful to clients.

On webchat, dual branding.

Scams Tool - one of the development areas will lead on to that.

What does consumer service need and what do our partners need? If from a local office.

A fit for purpose complete end to end set of systems.

Scams summit - to happen later this year.

JW: Tracey is doing some work on the satisfaction survey comments. JW will add anything important to the agenda for next time.

9. Scams Action Tool

Please see Scams Action Tool slides

10. AOB

Tenancy

- JW said we recently met with Alison Farrah. It's a bit edge of remit for our service but we do deal with contract law etc. The risk has been heightened that suggest revenge evictions have been reported more, if you are known to have reported your landlord, a revenge eviction can then take place against you.
- It's about how we share this with you, Jan Carton in our Expert Advice Team has sent a briefing pack to Alison F - we will share it with our advisers but the upshot is a client will need to get expert housing advice before you talk about further actions. An expert in housing will give clients the quality assured housing advice. The number of evictions is going up.

Action: JW to send a link with the minutes on revenge evictions in a recent report produced by Citizens Advice

- Feedback to TSS - the use of the feedback forms is for use on the particular case in question. FOI requests have been sent in on a feedback form. Please can they be directed to our FOI team foirequests@citizensadvice.org.uk

- The numbers are on the Portal.

Next Meeting date: 21 April 2020.

Action Summary:

No	Action	Owner
1	Alli and Tracey to look at the reports on the portal- can we streamline them and provide guidance that gives an answer as to what each one contains and archive the ones not used. This would make searching for the relevant report a lot easier for TSS.	TJ and AD
2	Can we look at Flare Coding of animal health and welfare and animal feed? - historically it will be farmed animals not domestic. Done differently in different authorities Licensing and Diff authorities .	TJ AD and LD
3	Alli to speak to Birghton and Hove for case examples from Gina where they have issues with referrals linked to virtual office addresses.	AD
4	Leanne to check with Alli and the	LD and AD

	service support team on where we are with Trader Unknown and feedback to the group.	
5	A copy of the social media work on Whirlpool to be circulated with the mins from the meeting	JW
6	Attach the posters from Whirlpool on recall to be circulated with mins from this meeting	JW
7	JW to send a link with the minutes on revenge evictions in a recent report produced by Citizens Advice	JW