Meeting Title:	**Citizens Advice – Trading Standards Working Group**
Date:	**Thursday 28th July 2016**
Time:	**10:30 – 13:30**
Location:	**200 Aldersgate London**
Attendees	**Citizens Advice: Jon Walters (JW) Karen Wilkinson (KW), Allison Dunstan (CitA),** **Stewart Gibson CAS** **Leanne Dullard (Agilisys)** **Carol Rice (BEIS)** **Gina Green, Bucks and Surrey TSS (Trading Standards South East), Pam Wood - Lancashire TSS, Simon Sumner - Staffordshire TSS (rep CEnTSA), Tracey Johnson - Gateshead TSS (rep NETSA), Angela Currie - East Riding TSS, Stewart Gibson (CAS), Sue Bunney - Essex TSS, Ivan Hancock - Dorset TSS (rep SWERCOTS and ACTSO), Georgina Heath - Lincolnshire TSS, Ken Daly - Dundee TSS (rep Scotland), Liz Smeed, Camden TSS, (LOTSA)**
Apologies	**Dai Jones, TSS Wales (rep WHOTS, Rebecca Webb - Kent TSS, Pamela Stewart - (CAD), Leah Shaw - Norfolk TSS (EETSA), Kim Stephens,** **Mark Burton (rep Trading Standards East Midlands), Anita Hunt (Telford), Louise Baxter (East Sussex)**

UPDATE AND ACTIONS FROM THIS MEETING

	1. Welcome and introductions Jon Walters (JW) welcomed everyone to the meeting. Everyone introduced themselves.	
	2. Outstanding actions carried forward from previous meetings All actions completed	
	3. Consumer Education update including an update from the Campaigns team See Consumer Education slide presentation attached, which JW presented. Beth Knight-Yamamoto from the Citizens Advice Campaigns team attended the meeting and went through an update on the recent and forthcoming work of the campaigns team. Scam awareness month –July - Now coming to a close; 300 organisations involved across the UK/GB in scam awareness this year compared to last year at 280; Wk1 of the campaign was led by COSLA and wk4 by CTSI - each organisation had a different focus, these included: Facebook Q&A Local bureau – Bristol worked with one client's story who had been hounded by mass marketing scams to create short film Leaflet drop – 100,000- dropped in Hull, Leicester, Brighton, Coventry - working with Royal Mail on this leaflet drop There has been an educational resource centrally. Scam packs allocated to all Bureaus and TSS. Attendance at TSI conference	

CMA, worked on car hire campaign – scams and how to avoid the pitfalls when hiring a car.

Adviser magazine - worked really well with external partners.

Edition 175 - Subscription traps - provided by Daniel Vandenburg Partner Intelligence team was produced.

Edition 176 - ADR and partnership working from the Consumer Service, written by Jon Walters with the FOS.

Edition 177 - currently discussing topics for this edition; the choices are Energy efficiency, Car Hire or Post.
Support for these articles from CTSI, CEA, ECC, FOS, TS is much appreciated and helps to provide holistic approaches to consumer issues.

Carol Rice – asked when will the figures be ready for distribution to all surrounding scams?
Currently working on this – our figures should be ready within the next two weeks, unsure about figures that are collated by stakeholders/other organisations.

National Consumer week
Agreed to start on the 28th November – Cyber Monday
Content still to be decided but the focus will be on electronic goods – which will include general advice/redress/safety
Electronic/ Electrical goods - to support the work of the CEPs and possibly for NCW
Carol Rice meeting with CitA Head of Digital – To see what can be added to the website.

Action: Simon Sumner asks if copies of the Adviser magazine can be brought to the next meeting to have a few to see/view.
JW to request copies from Mel Mcginn.

4. Performance and operations update (JW)

See slide presentation attached, presented by JW.

Dashboard discussed.
There have been a number of challenges to performance since the previous meeting
Volumes of contacts to the service have been well in excess of forecasted demand - by as much as 15%.
There have also been ongoing recruitment campaigns to seek to ensure appropriate numbers of advisers are within the service
While answer rates within the service have been impacted by these areas, other performance areas, such as quality, client satisfaction and partner satisfaction all remain above targeted levels
Contingency arrangements are in place to support performance

Agilisys completed some trend analysis to see if there were any trends in the increases, but the analysis did not identify anything.
KW mentioned that there had been no upturn in complaints about wait times though, which was a good thing.
Agilisys /Leanne Dullard explained the challenges facing them - staff attrition, increased call volumes.
LD also discussed Agilisys recent recruitment measures:
18 new advisors now on the phones – 1st week
6 new advisors due to go live on the phone on the 1st of August
21 advisors now in training
LD also explained about Agilisys training process which includes how the advisors are supported after undergoing their initial training period –Graduation Bay. Graduation Bay is where advisors receive additional support for up to 12 weeks when they go live on the phones.
Agilisys are considering recruiting again after the summer; this will enable the service to manage possible staff attrition due to the transition.

*Carol asked if it was easy to employ people – LD said in certain areas yes but in some areas it can be more challenging.

*Tracey Johnson – noted that her regional analyst had noted that their referral levels/notifications had dropped off in April, May and June?
*Gina Green – also noted that she had received feedback the same with levels dropping on notifications/referrals.

Action: JW to look at some regional stats for months April May and June – trader complaints types and out of scopes/analyse and share with the group

CAD Update
CAD take 15% of the volume of calls across the service and they have experienced the same increase in call volumes.
CAD operate from two call centres – Glasgow (the biggest), and Stornoway.
New advisors have also undertaken training in CAD and are live on the phones. CAD has stabilised and are currently performing to KPI's.

Referral project
Referral figures have fluctuated; 25-30% historically, but have previously decreased.
Improvement project work has been done in this area and KW discussed the referrals improvement project.

Sharing of best practice within the centres and both suppliers have been submitting trackers of referral levels by centre which has helped to pinpoint issues are and again sharing best practice on improvement activities.
We are pleased to report that during the past three months, although we have seen improvements in individual centres, we have not seen the dip in levels and are now concentrating on increasing a more consistent performance across the sites to raise overall levels.
Advisers recently took a safety quiz to highlight areas in criminal referral cases where advisers might be struggling. When the results were collated across all three sites, a quick reference guide has been implemented to help address weaker areas of knowledge.
Crib sheets have been created and have been shared within all the centres.

	AD has completed some tutorials with the team leaders within the centres to aid the running of reports on Flare/case handling system. Lots of positive work being undertaken and lots of work completed in this area. Ongoing work will look to review the training materials on criminal issues. *Leanne added that the tracker for criminal referrals looking at % of feedback on protocols adherence and referrals resulted in levels of action against advisors: 1st support and face to face one to ones; 2nd more formal meeting; 3rd disciplinary. Lots of work carried out on quality; work in the graduation bay, refreshers on referrals and crib sheets on all advisors desks. *KW added that there were lots of positives as well for staff/advisors who perform well/staff incentives, rewards have been given. *Carol asked "What was the process for criminal referrals when it involves a bureau"? JW – Process available on Cablink, also bureau do call the service to pass on the information. Post transition this will be an easier process for bureaus. *Tracey Johnson noted – When a case is updated – when a consumer calls back and updates a case, this causes problems at TSS end and is skews the figures, the updates present themselves as new complaint cases against a trader at TSS end. JW – On the Partner Portal there is a report that will show the correct figures /cases against updates on cases. This is possibly a problem that will correct itself with the introduction of the new codes/adaptor changes/what information imports into TSS and how. *Ivan Hancock added that there was a system called Tascomi that was being trialled in the S/West	

	JW added that 4 main IT providers had been identified as part of the codes project – Civica have worked with all these providers to ensure compatibility. Website volumes saw that there has been a further uplift in use of the Citizens Advice consumer pages, with a 6 per cent increase in pageviews between May and June The total number of unique users also increased by a similar percentage Reporting issues to Trading Standards and contact information for the consumer service continue to be the most visited pages	
	5. Partner Satisfaction (JW) See slide presentation attached, presented by JW. The most recent partner satisfaction survey was conducted in April 2016 All partners were given the opportunity to provide feedback on a number of areas regarding the consumer service, along with their overall satisfaction level We received a total of 121 responses to the survey BIS target Citizens Advice to achieve a 70 per cent or greater level of overall satisfaction Partners indicated high levels of satisfaction in a number of areas, with 81 per cent stating they were either satisfied or very satisfied overall with the consumer service Given the volume of data now available, there are plans in place to streamline future partner satisfaction reports, while still making data available for those that wish to receive it, JW asks the group for their thoughts. *Ivan Hancock suggests – maybe something that looks like the dashboard would be enough and would work. JW Next survey is due in Oct so maybe ready for the next meeting to discuss options. We want to encourage more responses opinions. * Angela Currie asks if feedback was collated regionally	

*Sue Bunney notes that it would be good to know where the responses have come from/area, so that more can be done to encourage areas to participate if they have not.

Action: JW to look at local area of responses to identify gaps/ email to the impact team and share with the group

6. Consumer Codes project
See slide presentation attached, presented by JW.

Civica connector development has been agreed and underway (around 130 partners)
All other connector companies received schemas and we remain in contact with them.
Everything is underway and to plan/target to go live on the 1st of Oct 2016.
Contingency plans are in place to ensure the transfer to intelligence data to partners will not be interrupted
Timelines for the project have been reviewed:
Collection of new data by advisers - 1st October
Complete report functionality - Partner Portal - 31st October.

Adviser content will be created as part of the project and passed to the contact centres
The centres will create training materials that will be used to ensure advisers understand how to use the new codes
Training will take place in the last two weeks of September, with approximately an hours training per adviser
Further partner communications will be shared presently regarding the project, along with an updated FAQ

*Carol Rice asked about detriment training and how this will be managed.
JW confirmed there will be training and a process to follow.
This will have to be managed by the centres very carefully, there will be a balance on seeking the information and if the information available is credible.

Carol also asks if this will increase call handling.
JW- There may be a slight increase in call handling but we do not envisage large increases as this will be managed.
CR – will this data be reportable
JW – Yes it will have the ability to be reported on.
*Angela Currie noted that her LA has already started to receive the new codes populated as work had been undertaken on their adaptor.
JW – this should not be the case and asked Angela to send him the details via email – case ref numbers and copies of the data if possible.

Action: Angela Currie to send information on new fields being populated to be investigated by Citizens Advice

7. Consumer service Transition
See slide presentation attached, presented by JW.

At the end of March 2017, the contract we have with our current contact centre supplier, for services across England and Wales, will come to an end
Handouts on FAQ's also given out to the group.
From April 2017 the consumer service will be delivered by a small number of Citizens Advice providers.
Our overarching approach will be to make as few changes as possible initially to ensure a smooth transition. We do want to continue to improve and develop the service in discussion with you and phased in over time.
We continue to seek to engage with partners in a number of ways to ensure information regarding the transition of the service is available:

Regular updates from the Operations team by email
Attendance at CTSI conference, where we hosted a number of drop-in Q&A sessions - these were well received speaking with around 50 partners who all seemed comfortable with the approach and decision to move to the network
Partner engagement sessions across England and Wales in November 2017

	The potential creation of a partner video, outlining our approach to transition - volunteers were requested to be involved in this from the group Publication of a partner engagement pack prior to go live Direct engagement with regional groups - Tom attended such a meeting in the NW recently with positive feedback Shortlisted applicants will be asked to present to a panel of experts, including senior Citizens Advice staff and a representative from the Trading Standards community Presentations will take place on the following dates: Large lots: 12 - 16 September 2016 Standard lots: 10 - 14 October 2016 Development/Welsh lots: 14 - 18 November 2016 We have asked for partner volunteers to join the panels and have so far secured two of the three we require – JW asks the group for volunteers or suggested people that may be suitable to be on the panel. If the group has any questions surrounding transition please email us - consumer.transition@citizensadvice.org.uk **8. TSS audit (JW)** See slide presentation attached, presented by JW. The previous audit took place earlier in 2016 67 Authorities submitted case reviews, a decrease from the previous audit where 84 participated A total of 3694 cases were reviewed, again a decrease from previous the previous audit where 5122 were evaluated Overall, the results were broadly similar in terms of satisfaction with cases Due to the low take-up rate - a decrease from 84 to 67 authorities on this occasion. At the previous meeting the group reflected on the decrease in participation	

Nonetheless the group also recognised the pressures on resource within the Trading Standards landscape.
Discussions with Georgina and Sue at TSEM who oversee the audit process, to consider a way forward
It was agreed that a survey following transition of the service around quarter three of 2017) would be beneficial to all parties
Between now and then, consideration can be given to how will be completed.

9. Trader tracking

Trader tracking is a process designed to allow Trading Standards partners to ask consumer service advisers to follow additional instructions over and above standard process when a particular trader is attached

Examples of these instructions can include:

Additional advice for clients

Seeking a referral to an alternative or additional authority (not Home/Primary authority referrals)

Requests for additional information from clients, if available.

We also perceive that more authorities now utilise the partner portal to obtain similar information to that which certain types of tracking might have originally provided

AD explains that she has sought feedback from several LA TSS's over Trader tracking and found 3 main areas that affect TSS:

The form is difficult to understand – New trader tracking form being formulated

Trader tracking works initially and then issues occur – AD explained about duplicates being created/duplicate trader records that will then not have any trader tracking attached to them. Very hard to manage duplicate trader records being created, as sometimes the advisors have to rely on the information provided by clients which can be wrong. – Work has been undertaken to try and assist advisors identify a trader record that has a trader tracking attached as a highlight will appear on the trader record that may have tracking attached, trader records are always being looked at to clean.

SPO – Some TSS did not know what an SPO was or did not know how to use it – some work being undertaken on this already.

We are therefore seeking views from partners on the current use and value of this process, and seeking to understand whether improvements would increase its use.

Ivan Hancock – BWC feedback- found the way this operates with the excel form cumbersome /manual form to amend rather than an upload.

Gina Green – feedback from TESSA – unsure of the process

Sue Bunney – suggested we add some information about Trader Tracking in the Partner engagement pack ahead of transition

Georgina Heath – feedback – Time-based is an issue as LA TSS do not know when tracking expires and how long a trader racking is applied is another –

Discussion took place over why a tracking cannot stay in place for longer, some say that they thought it was for legal reasons but unsure.

JW can think about adding something to Flare to highlight expiry dates.

Liz Smeed – Feedback – Happy to keep trader tracking but more guidance required.

Simon Sumner – feedback – Can a Tracking be attached to ask a client if a trader can be contacted about the details of the case – also more guidance required about this, can this be added to process – yes

10. AOB

The next meeting dates given out room 1 booked for next year also – dates provided

Next meeting room 1 Aldersgate 3rd Nov 2016

Next year's dates also room 1 booked:

18th Jan 2017

	28th March 2017 18th July 2017 17th Oct 2017 Georgina Heath – Complaint numbers have dropped feedback suggests that in her area that they have seen 13% decrease, where is the data going if not to TSS. Can research be commissioned into this –Ken Daly added that Ombudsman services have these types of stats. JW agreed a good idea but cannot commit Cita to this research. Carol Rice added that CPP can take a look at this. Tracey Johnson – Asks about who owns the consumer service data – please see guidance noted below and also attached a template of a DSA Gateshead and Bucks and Surrey TSS would like a copy of their DSA's **Action:** **AD to ask Jo Orsler for DSA to be sent to these two local Auth**	
	JW closed the meeting and thanked everyone for attending.	

Summary of Actions from today's meeting:

No	Action	Owner
1	Action: Simon Sumner asks if copies of the Adviser magazine can be brought to the next meeting to have a few to see/view.	JW

	JW to request copies from Mel Mcginn.	
2	Action: JW to look at some regional stats for months April May and June – trader complaints types and out of scopes/analyse and share with the group	JW/AD
3	Action: JW to look at local area of responses to identify gaps/ email to the impact team and share with the group	JW
4	Possible Action: JW/KW to send out Comms to say about the new fields.	JW/KW
5	AD to ask Jo Orsler for DSA to be sent to these two local Auth	AD

Requests for information relating to Citizens Advice consumer service data

Who owns the data?

Referrals

Where data is held by the Trading Standards Service, it is their data to choose to disclose if they so wish. By 'held' we mean data stored in their own systems. This would include referrals from the consumer service. Where the data comes from the consumer service via referrals, the Trading Standards Service together with Citizens Advice and Citizens Advice Scotland are joint data controllers.

Consumer Data Warehouse (Partner Portal)

Data held in the Citizens Advice Consumer Data Warehouse (CDW) accessed via the Partner Portal is owned by Citizens Advice and Citizens Advice Scotland and should not be disclosed to a third party without our prior permission unless provided for under section 2 of the Data Sharing Agreement (DSA) between the Trading Standards Service and Citizens Advice/Citizens Advice Scotland. Please see the Joint Investigations section below.

To disclose or not to disclose?

Freedom of information requests for data sourced from CDW

Sections 4.1 and 4.2 of the DSA sets out how Freedom of Information requests should be handled. For ease of reference the sections from the Citizens Advice DSA are replicated below. The DSA with Citizens Advice Scotland has the same clauses.

4.1 Where the Authority, in response to a request for Citizens Advice Consumer Information made? under the Freedom of Information Act 2000 or the Freedom of Information (Scotland) Act 2002, or the Environmental Information Regulations 2004 or the Environmental Information (Scotland) Regulations 2004, as applicable is considering disclosing Specified Consumer Information[1] obtained from the CDW, it will promptly consult with Citizens Advice before doing so.

4.2 The Authority will, in fulfilling obligations under the Freedom of Information Act 2000 or the Freedom of Information (Scotland) Act 2002, as applicable, or the Environmental Information Regulations 2004 or the Environmental Information (Scotland) Regulations 2004, as applicable, comply with the restrictions on disclosure under Part 9 of the Enterprise Act 2002 where the Citizens Advice Consumer Information[2] involved includes specified Information under section 238 (1) of that Act, and will comply with the Data Protection Act 1998 where the Citizens Advice Consumer Information includes personal data under that Act.

Requests for clients' data

If client information referred to you from the consumer service is to be disclosed this must only be done with expressed permission of the client. Such requests for information might come from the Police or the Insolvency Service. Clients give the consumer service permission to refer their case to Trading Standards and in so doing the referral information becomes their data as well as ours. The processing of personal data should not however be inconsistent with that for which it was provided i.e. in the context of the consumer service this is advice.

Joint investigations

Section 2 of the DSAs between the Trading Standards Service and Citizens Advice/Citizens Advice Scotland sets out the circumstances under which TSS can share Consumer Service Information including compliance with part 9 of the Enterprise Act 2002 and the Data Protection Act 1998.

Information not held

Where the information requested is not held by Trading Standards but you think that the consumer service might, please refer the requester to the Citizens Advice consumer service.

Clients, organisations or the Police who wish to request data can email foirequests@citizensadvice.org.uk

or write to:

Regulatory Officer
Citizens Advice
3rd Floor North
200 Aldersgate Street
London, EC1A 4ND

[1] “Specified Consumer Information” means consumer-related information which relates to the affairs of an individual during the lifetime of that individual or which relates to any business of an undertaking, corporate entity, partnership or sole trader during the existence of that undertaking, corporate entity, partnership or sole trader.

[2] “Citizens Advice Consumer Information” means any consumer-related information (including, but not limited to, personal data (as defined in the Data Protection Act 1998) and Specified Consumer Information –extracted by, or disclosed to, the Authority from the CDW