

Trading Standards Working Group meeting

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17 April 2018

Agenda

- 1. Welcome & introductions - 10.30 - 10.35 KW
- 2. Actions from the last meeting - 10.35 - 10.45 KW
- 3. Consumer education update -10.45 - 11.00 MM
- 4. Scam Awareness Month campaign - 11.00 - 11.10 AS
- 5. Performance and operations update 11.10 - 11.40 KW & LD
- 6. Torfaen Delivery Centre introduction - 11.40 - 12.00 SG
- 7. Case Notes mini project - 12.00 - 12.15 LD
- 8. Notifications - 12.15 -12.35 TJ
- 9. TSI symposium - 12.35 - 12. 45 KW/ALL
- 9. Consumer service development Plan - 12.45 - 13.05 TB
- 10.General Data Protection Regulations - 13.05 - 13.20 TB
- 11. AOB 13.20 - 13.30 KW

Consumer Education update

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For England and Wales
Feb - April updates

Consumer Education pilot training session

We are hosting a couple of Consumer Education training sessions to the network including,

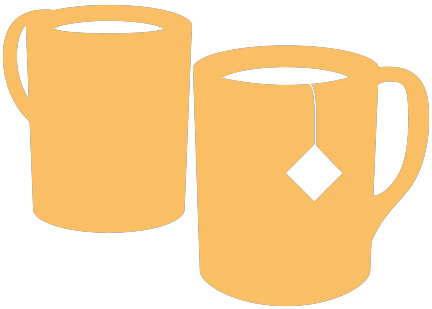
- What is consumer education?
- Who's who in the consumer landscape/ partnership working
- Incorporating CE into other areas of work
- Importance of intel to the consumer service and TS

We held our first session on 23rd March with very positive feedback. Plans for Manchester, Devon and London are underway!



Supporting the consumer network

- **CEA training day** - including payment services, GDPR and corrosive substance TS training
- **Supporting the network** - CitA workshop for LCAs to establish how to better support their work.
- **CEP** - work with CEPs to support their work and events.
- **Recovery Space** - Money and Mental Health event, discussion with StepChange about their Breathing Space campaign



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- **FACT** - illegal streaming/ Kodi boxes and impact on consumers
- **Boiler Plus** - the government response to the Heat in Buildings consultation – and how it will impact consumers.

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- **The Property Ombudsman** - CCRs article
- **One more tbc**

New member to the board

- **We are delighted to welcome Tracey Johnson to the Advisor Editorial Board Consumer team. Support for Tracey's addition to the board was unanimous!**



Up and coming events

- **June** - Attending CTSI symposium
- **March - June** 4 x Consumer Education training events in Birmingham, Devon, London and Manchester
- **Scams Awareness Month** - checklist education materials, currently being developed, ready for end of April.

Proposed new topics

- **New look CE page** - to be developed from April to August
- **Mental Health** - resources to be explored
- **Parking tickets and fines** - hot topic which has a lot of interest!!



For more information about the consumer education resources please go to

www.citizensadvice.org.uk/about-us/how-we-provide-advice/our-prevention-work/education/education-resources/education-resources/

Contact Melanie McGinn

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Performance and Operations

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Performance and Operations

- There have been consistent improvements in the proportion of cases passing the quality standard, with the target having now been met across the service for a number of months
- Partner satisfaction remains in excess of target levels, with levels of partner feedback also decreasing
- Client satisfaction target levels have been achieved, the wider details from this survey are now being analysed
- Referral levels as a proportion of cases handled remain above 40%

Performance and Operations

March 2018

	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
	74.50%	88.56%	97.48%	1.76%	132	94.74%	41.46%	12

Please note quality result is taken from February 2018, as March results are finalised after the meeting date.

Performance and Operations

- The service was severely impacted by the adverse weather in March.
- While this was a significant challenge, this allowed us to ensure our contingency processes are robust and the service could continue to operate
- Six delivery centres were closed entirely, the remainder impacted to a lesser degree however still encountered staffing challenges
- To manage the situation, and ensure client journeys were protected, we were able to initiate processes using callbacks that ensured the identification of urgent or vulnerable cases.
- Messages were added to, and updated on, the website to manage expectation and reassure clients that webforms remained open
- There was a residual impact to performance as the centres returned to BAU
- Increased number of sites allowed the service to withstand these extreme circumstances more readily

Performance and Operations

- The service is preparing a number of train the trainer sessions around travel and doorstep crime
- End of year audits are now being undertaken on site at each delivery centre
- We are currently undertaking a case notes mini project the drive improvement in this area
- Samantha Greenland, Operations Manager from Torfaen Citizens Advice joins us today to talk through their experience of setting up and delivering the consumer service

Case notes mini project

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Background

- There is some variation in standard of case notes between centres and advisors across the service.
- Case notes has also historically regularly scored below average as a category in partner satisfaction surveys and on Trading Standards audits.
- Consistency is constantly emphasised, and we are looking to strive to further improve this across the delivery centres through this mini project.

Aims

- To ensure more consistency, better quality and higher standards of case notes across the service
- Key messages to our centres include:
 - Partners require clear case notes to make the most of the shared intelligence
 - Clients can request a copy of their own case notes and advisors need to be aware that these can be used by a client to go to court with
 - Case notes should be factual (not opinionated) impartial, a true reflection of the call and clear next steps and client expectations managed

Actions taken so far

- Analysis of partner feedback regarding case notes and the reasons for the feedback
- Reviewed the file review forms and the quality monitoring forms around the areas that we mark on case notes and picked those elements out to make these the key drivers for the project
- Initiated the project by inviting all of the centres team leaders to participate in a conference call
- Centres asked to identify examples of best practice to share with the other centres. This exercise was very well received with all participants contributing and sharing best practice

Next steps

- We plan to run more group sessions to self identify what unacceptable case notes look like and which elements contribute to this
- We will then look at how will the delivery centres will track their own continuous improvement activity. The aim is to take away identified actions after each call

Longer term actions

- Operations are offering ongoing assistance to train all team leaders and centre managers on how to run data quality reports to ensure data fields are being completed. This will pinpoint specific advisors who need additional support in this area
- Coaching plans for each advisor on case notes and accuracy checks completed by trainers and quality lead's and data reviews
- Additional checks on case notes quality to be made from initial training onwards
- Review of the approved abbreviations list

Referrals and Notifications

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Where we were in January 2018

- At the last working group Citizens Advice reported that referrals were around 41.74% of complaints received by the service
- Bearing in mind, every trading standards complaint should have either a referral, notification or both attached to it
- The 41% does therefore not reflect the total amount of case data passed to partners

Question?

- Are Citizens Advice underselling their service by not including notifications in the figure of complaints reported to trading standards?

The rationale

- Referrals - are referred for either a criminal offence or the service offers further civil assistance.
- Notifications are also important especially where the notification is to the trader's trading standards service.
- Notifications could contain intelligence that would highlight a trader's potential to becoming a rogue business overtime where ultimately trading standards may have some intervention e.g. enterprise action.
- Some protocols also state notification only.

Discuss

- Should CA also report to TS the % of notifications?

Consumer service Development Plan

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Development Plan

- Intelligence
- Webchat
- Training
- Trader referrals
- Network engagement

Jon Walters will be leading on development plan activity to drive these areas forward.

General Data Protection Regulation (GDPR) update

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Thank you

