

# Trading Standards Working Group



July 2022

# Agenda

- Welcome & introduction
- Actions from the last meeting
- BEIS Update
- Consumer campaigns and education update
- Performance and Operations update
- Protocol updates
- Break
- Telephony update
- Multi Factor Authentication
- CMA
- AOB

# BEIS Update



Carol Rice

# Education Update



July 2022

# Consumer Education resources

There is a selection of resources in a number of formats;

- Group work/ teaching/ training resources - the larger resources
- 1:1 sheets to discuss with clients and work through
- Consumer education leaflets to print and distribute
- Best practice guides - created for use by local offices.
- Videos clips within the resources

The images provided in the following slides show how the pages look and how to operate them; by clicking on the plus icon, it will provide a drop down menu for each topic area. You can click on the resource you want to look at and it will open it up, alternatively if you want to open the resource in a new tab hold down the ctrl and click the link.

:

# Consumer Education page layout

rewarding, challenging and fun. We have a range of roles in local Citizens Advice and Witness Service, want to find out more?


[Our volunteer opportunities](#)

See our latest campaigns  
Read our policy research work  
Find out about the impact of our advice



For more information and advice.

[Search](#)



Is there anything wrong with this page? [Let us know](#)

<b>Advice</b>	<b>Resources and tools</b>	<b>More from us</b>	<b>About Citizens Advice</b>
Benefits	Adviser resources	About us	How we provide advice
Work	Education resources	Annual reports	The difference we make
Debt and money	Accessibility	Contact us	Support us
Consumer	Site search	Complaints	How Citizens Advice works
Family	A to Z of advice	Media	Disclaimer and copyright



[www.citizensadvice.org.uk/about-us/our-work/our-prevention-work/education/](http://www.citizensadvice.org.uk/about-us/our-work/our-prevention-work/education/)

## Consumer education resources

This content applies to England and Wales. See content for [Northern Ireland](#), [Scotland](#).

We produce consumer education resources on a range of consumer issues. The materials are free to download. The activities are designed for advisers, educators and group leaders to use to raise awareness of consumer rights and responsibilities and for learners to develop the skills and confidence to deal with consumer issues.

The resources are provided free of charge but are subject to copyright, either Citizens Advice or third party as indicated on individual resources.

### Consumer education activity packs

Our consumer education activity packs are designed for trainers to raise awareness of consumer rights and responsibilities. Trainers can use them to help learners develop the skills, confidence and knowledge to deal with consumer issues.

In this section

[Our prevention work](#)

[Action on Gambling Harm](#)

[Big Energy Saving Network 2021/22](#)

[Citizens Advice consumer education](#)


[Citizens Advice education resources](#)

[Financial Skills for Life](#)

## Consumer education factsheets

Our consumer topic factsheets are grouped by theme. They can be used independently by clients but can also be used by trainers as part of a learning session or during advice delivery.


### Vehicle factsheets

[Buying a car](#) 

[Buying a used car](#) 

[Car clubs](#) 

[Getting help from a motor trader](#) 

[Hiring a car](#) 

[Problems with a car repair](#) 

[Close](#)

### Contracts factsheets

### Doorstep crime factsheets

### Scams factsheets

## Consumer education best practice guides

Best practice guides have been produced and shared by local Citizens Advice offices to provide guidance on different ways to engage with consumers, work in partnership or run a consumer campaign locally.

[Building partnerships](#)

[Developing a targeted campaign - secondary ticketing](#)

[Phone scams](#)

## Consumer education leaflets

Our consumer education leaflets have been developed to help raise awareness of issues in the consumer landscape. They can be used in support of group sessions, the advice process and outreach work.

[Lootboxes - in app purchases](#)

[Green homes - checking for misleading claims, scams and rogue traders](#)

[Smart meters](#)

[Misleading online practices - English](#)

[Misleading online practices - Welsh](#)

## If you have an enquiry about our consumer education resources

For enquiries, including resources in alternative formats, please email [education@citizensadvice.org.uk](mailto:education@citizensadvice.org.uk).



# Next areas of work

- **Consumer education and Cost of Living** - this will be our next section for the website. This section will cover various aspects of consumer rights and consumer behaviours that can help reduce detriment. Each section will have a signposting resource.
- **Decarbonisation and home efficiency measures** - discussions with **Mark Burton, Regional Intelligence Analyst (RIA)** and **Lisa Foster, Partnership Manager** (both TS East Midlands) and Energy team (CitA) have formed this area. We will be creating content on a number of topics including home installations, misleading claims, trusted trader schemes, scams and consumer rights.

# Miscellaneous updates

- **Scams awareness** - worked with the campaigns team to create content and share content with our CE network.
- **Solicitors Regulation Authority** - continuing to help sign post for consumer advocacy issues
- **Team updates** - sharing new content internally within CitA and the LCA network
- **Hull and East Riding CA** - working with LCA to produce the next Best Practice toolkit to be added to the resource library. This toolkit is based on how to create video resources, with specific reference to the Register My Appliance consumer safety campaign.
- **CE training day** - working on updating the (pilot) training day for LCA

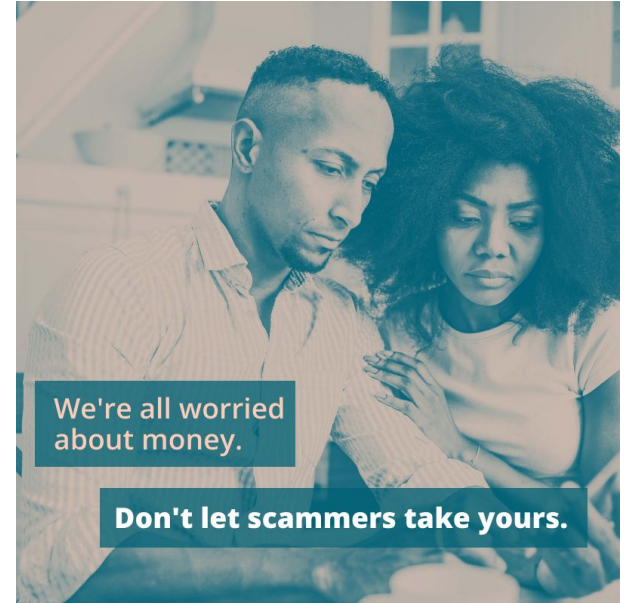
# Campaign update



July 2022

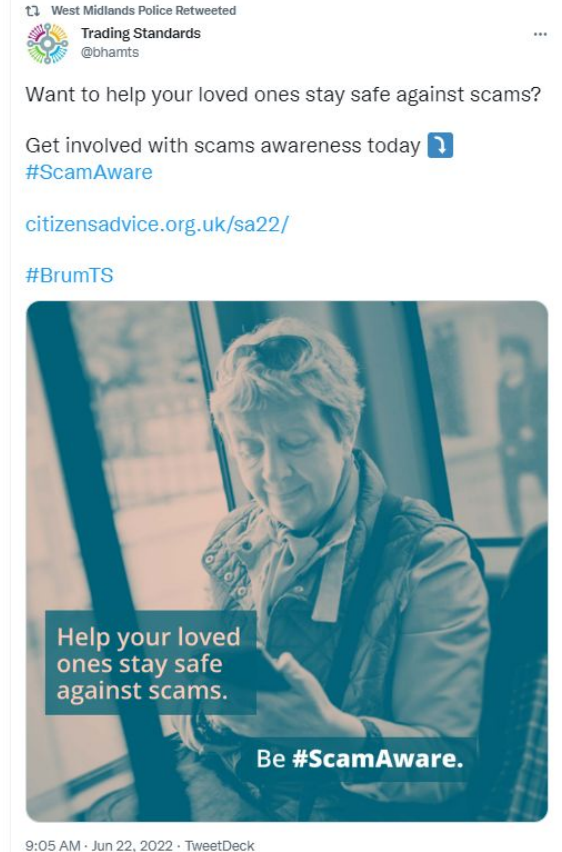
# Scams Awareness Fortnight 2022

- This year's campaign focused on **scams and the cost of living crisis**
- Scammers are likely to **target people with increased financial pressures**, for example, by pretending to be energy companies, luring people with "too good to be true" deals
- It is of heightened importance to make sure people have the knowledge they need to **spot a scam**, and empower them to **take action** when they see one



# Campaign results highlights

- Over 500 organisations took part, helping to protect people from scams in their communities.
- The campaign generated a range of broadcast, print, online and radio coverage, including Sky News, BBC R4, ITV Lorraine Show, The Times and The Daily Telegraph and more.
- There were over 5,500 posts on social media using #ScamAware, reaching nearly 9 million people.
- Our paid social media advertising reached over 5.3 million people.



## What's next?

- We are completing a full evaluation of this year's Scams Awareness campaign, ready for circulation by the beginning of August
- We'll continue planning National Consumer Week 2022 and will provide more details on messaging and plans as we progress

# Performance & Operations update



July 2022

# Performance and Operations

- Overall the service handled **198,043** general consumer contacts throughout quarter one which is a decrease of **11,000** contacts when compared to the previous quarter however this is broadly consistent with quarter one 2021/22
- Client Satisfaction results were achieved at **94%**
- Quality of advice consistently exceeded KPI levels throughout the quarter at both a local and national level
- Referral levels remained consistent across the quarter



# Trends - Q1

<b>Goods / Services</b>	<b>Number of cases</b>
Used car	10541
Air	1858
Car MOT, service and repairs	1806
Upholstered furniture (e.g. sofas)	1713
Roofing, roof sealing and chimney repairs	1642

# Consumer service website page views

April		May		June	
Grants and benefits to help you pay your energy bills	89,629	If your flights delayed or cancelled	137,130	If your flights delayed or cancelled	270,314
If your flights delayed or cancelled	75,967	Grants and benefits to help you pay your energy bills	105,843	Grants and benefits to help you pay your energy bills	97,614
Report to Trading Standards	32,325	Report to Trading Standards	36,020	Report to Trading Standards	40,029
If you need more help about a consumer issue	32,140	If you need more help about a consumer issue	34,050	If you need more help about a consumer issue	37,068
How to read your smart electricity meter	31,995	Check if you can get your money back after a scam	22,375	Get airline compensation for lost or delayed luggage	27,339
How to read your energy meter	27,073	You can't afford to top up your pre-payment meter	18,839	Check if you can get your money back after a scam	24,361
How to read your smart gas meter	23,680	Getting your money back if you paid by card or paypal	16,880	Getting your money back if you paid by card or paypal	20,999
Check if you can get your money back after a scam	22,301	Solve an ongoing consumer problem	16,274	Solve an ongoing consumer problem	18,081
You can't afford to top up your pre-payment meter	21,197	How to read your smart electricity meter	15,796	You can't afford to top up your pre-payment meter	16,286

# Protocol update



# The Leasehold Reform (Ground Rent) Act 2022

- As the enforcement body is it likely that there will be a requirement for advisers to send cases through for civil assistance? If so please could protocols to updated to reflect this where necessary
- If it is unlikely that civil assistance will be provided, we propose that all cases of this nature are referred without commitment to avoid client expectations being raised where it is explained that TSS have enforcement powers

# Break



July 2022

# Telephony



# Telephony Update

- The consumer service will be migrating to a new telephony platform in December 2022.
- As part of the migration we intend to begin the decommissioning of the 0345 telephone number, ensuring that appropriate messaging and signposting is present on the relevant lines
- As part of our migration preparations, we are reviewing all telephone numbers that are associated with the consumer service. Currently there are 321 numbers. We will be reaching out to TSS to update you on our findings and also our plans to potentially reduce the total number in use

# Multi Factor Authentication

The logo for Citizens Advice, featuring a white speech bubble with a tail pointing towards the bottom-left corner. Inside the bubble, the words "citizens" and "advice" are stacked vertically in a dark blue, sans-serif font.

**citizens  
advice**



# Multi Factor Authentication

- From 28 July MFA is being introduced to all users accessing RAST / Partner Portal. This will enhance security and align with industry standards
- Upon log in, an email will be sent to the accounts' registered email address. Users will need to either enter the passcode on the email or click on the link included within 20 minutes to complete authentication. Once MFA is completed, future attempts to log in within the next 8 hours will not require this step
- Ensure Partner Portal / RAST users are aware. Business admins were emailed previously. If you think the email address/es we hold for your organisation may be incorrect, please contact consumer operations so this can be double checked ahead of the change going live
- Note this doesn't affect access to referrals and notifications via the SPO

# CMA



Jon Walters

# AOB

The logo for Citizens Advice, featuring the text "citizens advice" in a dark blue, sans-serif font, centered within a white speech bubble shape. The speech bubble has a small tail pointing downwards and to the left.

**citizens  
advice**

# AOB

- Date of next meeting Tuesday 18th October 2022
- Energy rebate scams
- Future meetings

# Thank you

The logo for Citizens Advice, featuring the text "citizens advice" in a dark blue, sans-serif font inside a white speech bubble shape with a small tail pointing downwards and to the left.

**citizens  
advice**