

Dear partners

As you will be aware, the Citizens Advice consumer service is currently transitioning from our current provider to be delivered by the Citizens Advice network. Copies of previous communications on this project can be found on the [consumer service Partner Pages](#).

We have already taken a number of steps to ensure partners remain informed around the project through Q&A at the CTSI conference in Telford earlier in the year, via the Trading Standards working group which we convene regularly, and email communications. Over the coming weeks and months we will be updating you more regularly on progress.

In addition to the above however, we wanted to take the opportunity to engage more fully with our Trading Standards partners to outline the progress we have made on the project, offer reassurance around our intentions to offer the service in the same way with existing processes remaining in place, and provide you to opportunity to answer and questions you may have.

We are therefore holding a number of Consumer Service engagement sessions across the country through November. They will be held in the following dates and locations and will run from 10.30am to 1.30pm:

9 November - London  
10 November - Leeds  
23 November - Birmingham  
24 November - Cardiff

We would encourage as many of our Trading Standards partners as possible to attend, although we will initially offer one place per authority to ensure as many individual Trading Standards services can be represented as possible. If you wish to join us on any of these days, please express our interest to [operations@citizensadvice.co.uk](mailto:operations@citizensadvice.co.uk) and we will confirm your place.

Address information for each of our offices can be found [here](#).

We look forward to welcoming as many of you as possible.

Best regards