

22 June 2017**Citizens Advice Consumer Service Update**

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Purpose of the report

To update the Committee in relation to the progress of the national Citizens Advice Contract and the work of the Relationship Manager.

1. The transition is close to being completed and all centres are now live on handling calls.
2. Quality audits are taking place in the centres to ensure that the service is going in the right direction. Most of the issues being identified for rectification are process related and not in relation to the development of the advisers.
3. The management teams in all centres continue to work with advisers, offering side by side sessions, coaching and training where appropriate and continue to refine the output of their advisers with support from central operations.
4. Centres are concentrating on performance measures as well as quality processes, to ensure all aspects of the service are being delivered well.

Role of the Relationship Manager

5. The role of the Relationship Manager has already shown some benefit to both the Citizens Advice service and Trading Standards. Ensuring protocols are up to date and contain sufficient information for advisers to be able to signpost or direct a call has been one of the areas looked at first.
6. Aide memoirs have also been produced for the advisers containing relevant information that would give trading standards an early indication as to whether there was a relevant complaint to be investigated.
7. Future work involves identifying best practice and sharing this around all of the centres, getting all case notes up to a high standard, identify trends, in complaints and action feedback sent from local trading standards services.

Recommendation

8. The Committee is asked to note the information.

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