
Report to: Overview and Scrutiny Committee (Regulatory, Compliance and Corporate Services) **Date of Meeting:** 8 September 2015

Subject: Revised Customer Service Standards **Wards Affected:** All

Report of: Head of Locality Services - Commissioned

Is this a Key Decision? No **Is it included in the Forward Plan?** No
Exempt/Confidential No

Purpose/Summary

To provide the Overview and Scrutiny Committee (Regulatory, Compliance and Corporate Services) with an overview of the revised service standards that have been applied to previously published service standards predominantly as a result of approved budget savings and the budget setting process for the 2015/17 period.

Recommendations

That Overview and Scrutiny Committee:

- notes the changes to published service standards as a result of approved budget savings and the budget setting process 2015-2017. (Annex 1)
- notes the amended Trading Standards Service Customer Charter. (Annex 2)

How does the decision contribute to the Council’s Corporate Objectives?

	<u>Corporate Objective</u>	<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community		√	
2	Jobs and Prosperity		√	
3	Environmental Sustainability		√	
4	Health and Well-Being		√	
5	Children and Young People		√	
6	Creating Safe Communities		√	
7	Creating Inclusive Communities		√	
8	Improving the Quality of Council Services and Strengthening Local Democracy	√		

Reasons for the Recommendations:

To update Members on the revised published service standards in line with the 2015-2017 budget savings.

Implications:

The following implications of this proposal have been considered and where there are specific implications, these are set out below:

Financial Nil		
Legal Nil		
Human Resources Nil		
Equality		
1.	No Equality Implication	<input checked="" type="checkbox"/>
2.	Equality Implications identified and mitigated	<input type="checkbox"/>
3.	Equality Implication identified and risk remains	<input type="checkbox"/>

What consultations have taken place on the proposals and when?

The Chief Finance Officer has been consulted (FD 3750/15) and notes the report indicates no direct financial implications for the Council.

In the light of the approved budget savings for the 2015-2017 period, it is noted officers have now reviewed and either amended, deleted or added additional standards to take into account the impact of approved budget savings. Any proposed changes to published service standards are now shared with the relevant Cabinet Member prior to the published standard being amended.

The Head of Regulation and Compliance (LD 3033/15) has been consulted and any comments have been incorporated into the report.

Implementation Date for the Decision

Following the expiry of the “call-in” period for the Minutes of the Cabinet Meeting.

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Background

Feedback from the 2013-15 budget consultation process showed that nearly all residents who responded (97%) agreed with the principle that the Council should be open and transparent by speaking and listening to people and communities.

Officers across the organisation worked collaboratively to produce and publish service standards to provide residents with a greater appreciation of what they can expect to receive from services currently provided by the Council.

Phase One: consisted of operational frontline services (apart from Adult Social Care) – Approved December 2013.

The officers involved not only took a view as an officer of the Council but also with a view as a customer (Resident/Parent/Carer/Visitor) perspective as they recognised the importance of being open and transparent with customers. As a result the service standards were produced, approved and published.

Phase Two: consisted of Corporate and Adult Social Care service standards. These were developed and published during 2014. However, by the time these had been finalised and agreed by senior officers, it was too late to present an annual report to Overview and Scrutiny Committee in September of that year.

The officers involved focused primarily on Corporate communication, with the view that if the Council does not communicate effectively it runs the risk of misleading or misinforming the public or stakeholders about its practices and intentions, and internal protocols for employees to adhere to in relation to customer contact. These have been shared with the workforce and standardised methods of communication have been published in the One Council – Working Together document <http://intranet.smbc.loc/media/49981/Communications-Working-Together.pdf>

Alongside the above, Adult Social Care standards were reviewed; other Local Authority websites were researched and it was found that all Councils have published statements of intent rather than specific measurable metrics.

It was therefore recommended that the service statements associated to the five key areas within the ASC programme are utilised so that consistency to our strategic approach is applied. In addition, these standards are consistent with the new framework within the Care Act. Service statements were produced, approved and published.

Review

It was agreed that published service standards would be presented to Overview and Scrutiny Committee (Regulatory, Compliance and Corporate Services) annually in order for the Committee to take into account the impact upon standards of further financial savings that have been approved.

Any proposed changes to published service standards are shared with the relevant Cabinet Member prior to the published standard being amended

Therefore in light of the approved budget savings for the 2015-2017 period, officers have reviewed and either amended, deleted or added additional standards to take into account the impact of approved budget savings. (See Annex 1).

In addition to the changes to service standards, the Trading Standards Charter has been amended to replace the previous charter published in 2003 that was made redundant by national changes to the consumer landscape. The Charter defines the level of service a member of the public can expect from Sefton's Trading Standards Service.

Trading Standards Services differ across the country from one local authority to the next, depending on the spectrum of businesses and consumers in their area. With the funds available it is important to be clear how to access the service and what the service can and cannot do.

The Charter explains how consumers can report a problem to the Trading Standards Service via the national Citizens Advice Consumer Service. This ensures consumers are provided with advice on consumer rights and where appropriate the matter will be referred for action at local level.

The Charter explains what information is required and what is expected from potential clients and it also clearly states what the Trading Standards Service can and cannot do and typical response times, to avoid misunderstanding at a later stage. It also signposts the client to the Council's Corporate Complaint procedure should they be dissatisfied with service standards.

The Charter was agreed by Cabinet Member – Regulatory, Compliance and Corporate Services on 26 June 2015. The Charter will be published on the Trading Standards pages of the Council's website in due course with links to the Council's webpage on customer service standards. (See Annex 2).

In light of the recent managerial and portfolio changes, it was also necessary for the department service area column of the published standards document to be deleted to reflect the management changes that were implemented in August 2015. It was not considered necessary to retain and amend these titles as the service area is clearly shown on the published information, as can be seen in Annex 1.

Annex 1 – Published Service Standards (Phase 1 and Phase 2) Changes detailed below

Current Published Service Standard	Revised/Deleted/New Published Service Standard	Reason
<p>School Crossings</p> <ul style="list-style-type: none"> • Provide a safe passage across the road at designated crossing points for children walking to/from school at specific times. • Support a member of the public requiring assistance during the specific operating times at each designated crossing point 	<p>No Change</p>	
<p>Cleansing Services</p> <p>Refuse & Recycling</p> <ul style="list-style-type: none"> • Collect domestic refuse on designated collection days. • Collect recyclable waste on designated collection days • Collect bulky items of waste (for a charge) within a maximum of 15 working days <p>Street Cleansing</p> <ul style="list-style-type: none"> • Ensure that litter is removed from adopted roads and footways when they are periodically cleaned by our staff in order to achieve an acceptable level of cleanliness following each visit. • Periodically empty litterbins at sufficient frequencies to ensure that residents and visitors are able to dispose of their litter, including bagged dog-waste, responsibly. • Remove graffiti from Council property of a racial or obscene nature within 72 hours. • Remove graffiti from private property (for a charge) within 15 working days. • Remove all other types of graffiti from Council property within 56 days. 	<p>No Change</p> <p>Delete standard: <i>Remove all other types of graffiti from Council property within 56 days.</i></p>	<p><i>The service no longer has the resources to meet the published standard.</i></p>

<p>Public Toilets</p> <ul style="list-style-type: none"> • Provide public conveniences at a number of locations within the borough • Visit, inspect and clean public conveniences at least twice a day 	No Change	
<p>Vehicle Maintenance</p> <ul style="list-style-type: none"> • Provide MOT appointments upon request. • Offer free, no obligation quotations within 24-hours for servicing and/or repair work. • Regularly inspect and maintain Council operated vehicles to ensure the safety of drivers, passengers, other road users and the general public. 	No Change	

<p>Registration of Births Deaths and Marriages Service</p> <ul style="list-style-type: none"> • Provide a counter service for general enquiries at Waterloo Town Hall and Southport Town Hall • Offer appointments for birth registration/declaration within 5 working days of request • Offer appointments for death registration within 2 working days • Offer appointments for notices of marriage/civil partnerships within 5 working days. • Offer a priority counter service for same-day issue of certificates, this service is on demand or within 1 hour. (for a charge). • Offer individual citizenship ceremonies as well as group ceremonies • Provide a <i>Tell Us Once</i> service offered to death informants allowing the bereaved to reduce the number of agencies they have to inform of the death. This covers anything issued via the Department of Work and Pensions (DWP). 	<p>No Change</p>	
<p>Burials and Cremations service</p> <ul style="list-style-type: none"> • Offer a burials service Monday to Friday and require only 2 (working) days' notice, if booked before 10am; • Offer a same day burial service (on religious grounds) Sunday to Friday, if booked before 10am; • Accept burials using any type of coffin, such as wood or wicker or even no coffin at all; • Offer the crematorium chapel for a pre-burial service • Follow the 'Code of Cremation' practice and are 'Charter of the Bereaved' accredited for cremation provision 	<p>No Change</p>	

<ul style="list-style-type: none"> • Offer cremations Monday to Friday, and next day cremations are available, if completed booking forms are received by 10am; • Offer double time slots for extended service; • Welcome self-arranged funerals, which have been organised without a funeral director; • Provide a counter service for general enquiries, grave searches and memorial purchases; • Open our grounds every day of the year (closing times vary) • Inspect headstones and other memorials every five years; • Maintain the green flag status for the Thornton Garden of Rest, Southport Crematoria and Liverpool Road Cemetery. 		
<p>Coroner's Service</p> <ul style="list-style-type: none"> • Provide a coroner's service 24 hrs a day. • Open inquests in a timely fashion, determining cause of death and issuing verdicts as detailed within the Coroner's Charter for Sefton, Knowsley and St Helens. • Issue 'cause of death certificates' within 5 working days of completion of the Coroner's enquiries. • Deal with applications to repatriate a body abroad and provide a decision within 5 working days • Give a minimum of 5 days notice to people requested to attend an inquest. • Seek to hold inquests within 3 months of the death and aim to conclude them within 12 months. • Give advance public notice of inquests on the Council's website. • Respond to all general enquiries within 10 	<p>Delete standard: <i>Respond to all general enquiries within 10 working days</i></p>	<p><i>Due to the impact of the budget reductions, services no longer have the resources to be able to monitor this standard.</i></p>

working days		
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<p>Parks and Green Spaces Service</p> <ul style="list-style-type: none"> • Work in partnership with others to ensure parks are safe and well-used • Respond to health & safety concerns about park and highway trees and carry out essential work to reduce risk. • Provide 24 hour call out for park and highway tree emergencies • Inspect play areas at least fortnightly and manage them in accordance with British and European Standards • Repair play and other park equipment, whenever possible, within two weeks following inspection. • Inspect reported vandalism in parks within 72 hours • Attend to offensive graffiti in parks within 48 hours of a report / inspection • Check litter /dog waste bins daily and remove litter in parks weekly. • Respond to all enquiries within 10 working days 	<p>Delete standard: <i>Respond to all enquiries within 10 working days</i></p> <p>New Standard: <i>Empty litter bins in parks weekly new Support volunteer activity in parks to increase participation</i></p>	<ul style="list-style-type: none"> • <i>Due to the impact of the budget reductions, services no longer have the resources to be able to monitor this standard.</i> • <i>To promote health and wellbeing, and resilient communities, and to help deliver challenging transformation targets, the service now works with a large number of volunteers who help to maintain its parks.</i>
<p>Coast and Countryside Service</p> <ul style="list-style-type: none"> • Provide lifeguards at our four main beaches • Seek to maintain main amenity beaches and nature reserves free of litter • Provide access to coast and countryside areas for all including disadvantaged and excluded groups • Manage protected habitats and species in accordance with the Council's biodiversity duty • Respond to all enquiries within 10 working days of receipt • Manage coastal pinewoods as part of the Sefton Coast Woodland Plan to Forest Stewardship Council Woodland Accreditation. 	<p>Delete the following Standards:</p> <ul style="list-style-type: none"> • <i>Respond to all enquiries within 10 working days of receipt</i> • <i>Manage coastal pinewoods as part of the Sefton Coast Woodland Plan to Forest Stewardship Council Woodland Accreditation.</i> 	<ul style="list-style-type: none"> • <i>Due to the impact of the budget reductions, services no longer have the resources to be able to monitor this standard.</i> • <i>The service can no longer afford the renewal fees, or the staff resources required to deal with the stringent timber purchasing and management standards needed to retain this award.</i>

Environment

- Protect the public and environment from harm by providing a wide range of statutory regulatory services that include:
 - Respond to non-urgent Environmental Health issues within 10 working days
 - Respond to non-urgent Trading Standards issues within 10 working days.
 - Remove fly-tipped waste urgently (depending on its nature) or on the next scheduled street clean.
- Service legal notices when waste is deposited on private land and allow 21 days for compliance before considering contracting the removal of the waste.
- Investigate individual cases of littering & dog fouling where a statement is provided by a resident to identify the offender
- Provide treatment for Rats, Mice, Cockroach and Bedbugs for a charge (depending on circumstances).
- Capture or collect reported stray dogs the same day (7 day coverage) and repatriate to the homes of reported lost dogs or taken to kennels where they will be held for up to seven days awaiting reclaim. After this time unclaimed dogs will be offered for re-homing. A reclaimed dog will be delivered back to its home address. A release charge will apply to any dogs kennelled.
- Process **Taxi and Local Licensing** applications (subject to a statutory consultation period) will be issued within 28 days if no licence objections are received

New Standards:

- *Undertake all statutory action in accordance with the Council's Regulatory Enforcement Policy.*
- *Respond to **Environmental Health and Trading Standards** hazards raised by residents that have an imminent risk of harm as soon as possible, but by the next working day.*

Revised Standard:

- *Protect the public and environment from harm by tackling environmental, public health or safety hazards through proactive and reactive regulatory activities.*
- *Respond to non-urgent Environmental Health issues raised by residents on a risk of harm priority basis, but within 20 working days.*
- *Process **Taxi and Local Licensing** applications within 28 days, where no consultation objections are received.*
- *Give 21 days formal notice for the removal of putrescible waste if on private land, before arranging and recharging the landowner for its removal.*
- *Investigate cases of littering & dog fouling where a statement is provided by a resident to identify the offender, with a view to issuing a Fixed Penalty*

- *Due to the impact of the budget reductions, services no longer have the resources to be able to achieve the original standard.*

	<p><i>Notice.</i></p> <ul style="list-style-type: none"> • <i>Provide a charged treatment service for rats and other public health pests (subject to concessions).</i> • <i>Collect reported stray dogs the same day (7 day coverage) and repatriate to the homes of lost dogs or take them to kennels. If kennelled, dogs will be held for up to seven days awaiting reclaim, then offered for re-homing. A reclaimed dog will be delivered back to its home address on payment of a release charge.</i> <p>Deleted Standard:</p> <ul style="list-style-type: none"> • <i>Remove fly-tipped waste urgently (depending on its nature) or on the next scheduled street clean.</i> 	<ul style="list-style-type: none"> • This standard was incorrectly included within the Environment service area
<p>Highway Network</p> <ul style="list-style-type: none"> • Respond to all enquiries within 10 working days • Respond to construction of third party funded car crossings within 60 calendar days of receipt of payment • Conduct emergency inspections within 2 hours, and routine inspections within 10 working days on flooding, road traffic collisions and general highway related issues • Provide out of hours response to highway incidents delivered through Sefton Security • Inspect utility works and defects in accordance with national legislation • Further information on winter service will be provided through Council's Twitter account when weather is particularly severe 	<p>No Change</p>	

<p>Highway Maintenance</p> <ul style="list-style-type: none"> • Respond to all enquiries within 10 working days • Conduct inspections as a result of an enquiry or report: <ul style="list-style-type: none"> ○ within 2 hours for emergency inspections ○ within 24 hours for urgent ○ within 10 working days for routine <p>Inspect all footways and carriageways for defects 4 times per year</p> <p>Prioritise areas of footway inspected for defects 12 times per year</p> <ul style="list-style-type: none"> • Conduct 'driven' safety inspection of strategic highway (A, B and C roads) 12 time per year • Repair defects within a 2 hour, 24 hour or 28 day response by the contractor (depending on the severity) • Clean highway gullies and inspect them once per year with identified 'hotspots' twice per year, plus further ad hoc works as required • Cut highway grass verges 8 times per year. • Cut highway grass embankments twice a year • Cut highway hedges at least once per year (dependent on location) • Carry out highway weed sprays 3 times per year, plus further ad hoc works as required • Carry out general bridge inspections every 2 years and principal inspections of bridges every 6 years • Inspect the Promenade / Sea Wall twice a year 		
<p>Street Lighting</p> <ul style="list-style-type: none"> • Repair street light bulb failures within 3 working days of identification of fault • Carry out electrical testing of street lights on a 	<p>No Change</p>	

<p>rotation basis</p> <ul style="list-style-type: none"> • Clean street lights will be on a rotation basis • Conduct structural testing of steel street light columns on a rotation basis • Night scout street lights and illuminated street furniture every 6 weeks in summer (April to September) and every 3 weeks in winter (October to March) to identify bulb failures. 		
<p>Traffic Signals</p> <ul style="list-style-type: none"> • Inspect traffic signals once a year • Inspect 12 junctions each year for traffic congestion management. 	<p>No Change</p>	
<p>Leisure Centres</p> <ul style="list-style-type: none"> • Provide clean, safe and well maintained leisure centres at all times. • Check all toilets, showers and changing areas every 90 minutes and clean them immediately if required. • Ensure facilities are ready to use within five minutes of the end of the previous booking period, where equipment changeovers are necessary. • Ensure swimming pool temperatures are maintained at a minimum of 28°C for main pools and 30°C for learner pools. • Ensure swimming pool water quality is checked at least 8 times a day. • Ensure 90% of all lockers are in good working order. • Ensure up-to-date and accurate customer information for all activities is displayed within the facility. 	<p>No Change</p>	

<ul style="list-style-type: none"> Respond to customers' correspondence within 10 working days. 		
<p>School Admissions</p> <ul style="list-style-type: none"> Provide information, advice & guidance to support families through the admissions application and appeals processes. Ensure that all Sefton children of statutory school age are offered a place at a qualifying primary or secondary school in accordance with the published admissions criteria and statutory determined arrangements. Ensure that offers of school places are sent to parents/carers on the national allocation dates. Process standard in-year admissions applications within 20 school days. Ensure that In-Year admissions applications, where families require additional support in accessing a school place, are considered through the Statutory Fair Access Protocol, where necessary. (The 20 days processing does not apply to these applications). Process School Admissions Appeals and ensure they are heard within the statutory 30 school days for in year appeals and 40 school days for phased primary and secondary admissions. 	<p>No Change</p>	
<p>Home to School Transport:</p> <ul style="list-style-type: none"> Process home to school travel pass applications within 10 working days. Process home to school requests for specialist transport within 10 working days. Process home to school transport stage one appeals within the DfE recommended 20 working 	<p>No Change</p>	

<p>days of receipt.</p> <ul style="list-style-type: none"> • Process stage two Home to School Transport Appeals ensuring they are heard by a panel within the DfE 40 working days of receipt of the appeal. • Process eligible Post 16 SEN Transport completed applications before the start of the academic year. • Provide payment of school sixth form financial grants to schools and students as required. 		
<p>Customer Services – delivered by Arvato Government Services</p> <ul style="list-style-type: none"> • Be polite, helpful and professional. • Handle your enquiry in confidence and respect your right to privacy. • Provide you with accurate advice and information. • Try and resolve your enquiry at the first point of contact. • Answer your telephone calls within 20 seconds. • Greet you within 2 minutes and start dealing with your enquiry within 10 minutes at our One Stop Shops. • Respond to letters within 10 working days. • Respond to emails within 5 working days. • Respond to twitter enquiries on the same working day. 	<p>No Change</p>	
<p>Adults Social Care</p> <ul style="list-style-type: none"> • Person Centred Assessment looking at needs and strengths. • Supporting people to regain independence and confidence following illness. • Occupational Therapy Assessment and support. 	<p>No Change</p>	

- Holistic Carers Assessment
- Assessment of Existing support.
- Remaining at home with a community presence and remaining well.
- Helping to prevent admission to hospital by working with partners in health.
- Signposting to Sefton Directory and other support networks.
- Helping people to arrange their own care solutions.
- Safeguarding adults at risk.

Social Care services are provided to support the most vulnerable members of our community. If you are eligible for Social Care services in Sefton, you can expect the following:

Assessment

- Sefton will endeavour to provide you with an assessment as soon after initial contact as possible, dependent on level of urgency.
- We will tell you when services will start, when and how often they will be reviewed, when they will finish and what they will cost.

Prevention

- We will work in partnership with other organisations to provide a reabling service as

and when necessary to enable you to regain maximum independence and help you remain in your own home and community.

- We will aim to keep you supported in your own home and community for as long as possible in preference to long term residential care.

Safeguarding

- Sefton’s vision for all adults that access services, or who are at risk, are that real choice and control is afforded to them, or someone who can represent them, over what happens to them.
- Sefton, through partnership and community working endeavours to reduce the risk of abusive practices, streamline the process of identifying and alerting abuse and provide support and guidance to people who find themselves in abusive situations.

Information & Advice

- Sefton will offer service users, carers and families information and advice in a range of accessible formats in keeping with individual needs and wishes (e.g. verbally, letter, email, audio etc.)

Commissioning

- We will monitor the performance of services we commission to ensure that they deliver to the required contractual and legal standards of quality and safety.

Annex 2

Trading Standards Service Criteria Definitions and Issues Pursued.

- Definition of 'most vulnerable': Where the person is unable to assist themselves due to their age, disability, English not their first language, and they have no support network.
- Investigation of consumer complaints is triaged / prioritised on the impact on community wellbeing and the level of financial loss / consumer detriment, (typically greater than £500). Sefton Council is committed to supporting the 'most vulnerable' and local criteria when assessing our response.
- Typical response / commitment time – 10 working days subject to nature of complaint

Issues pursued	Pursued by Trading Standards	Details sent from Consumer Advice as:	Additional Information
ENFORCEMENT ISSUES:			
Animal Feed & Agriculture	Yes	Referral with commitment to contact	n/a
Animal Health & Welfare	Yes	Referral with commitment to contact	n/a
Anonymous tip offs	No	Referral without commitment	n/a
Anti social behaviour issues	No (but...)	Signpost To	Sefton Plus 0845 140 0845
Car Sales from street / home	Yes	Referral with commitment to contact	n/a
Counterfeit Goods	Yes	Referral with commitment	Trade or business only

			to contact
Consumer Protection General (false claims etc)	Yes	Referral with commitment to contact	n/a
Doorstep Crime / Itinerant traders	Yes - but only if client falls within 'most vulnerable' category	Referral with commitment to contact	n/a
Explosives / Fireworks Storage	No (but...)	Signpost To	Merseyside Fire Service 0151 296 4000
Fair Trading (including credit)	Yes	Referral with commitment to contact	n/a
Illegal Money Lending (including harassment)	No (but...)	Signpost To	Illegal Money Lending Team **** * ** *
Licensing Issues	No (but...)	Signpost To	Sefton Plus 0845 140 0845
Mock Auctions / One Day Sales	No	Referral without commitment to contact	n/a
No Cold Calling Zones	No	Referral without commitment to contact	n/a
Petroleum	No (but...)	Signpost To	Merseyside Fire Service 0151 296 4000
Port of Liverpool (Import Control – Animal Feed / Product Safety)	Yes	Referral with commitment to contact	In accordance with National Protocols
Pricing	Yes	Referral with commitment	n/a

			to contact	
Property	Yes	Referral with commitment to contact		n/a
Safety Complaints (potentially unsafe product that has caused injury or damage to property or an immediate risk of injury exists)	Yes	Referral with commitment to contact		Priority Assessment carried out / risk based response
Safety Complaints (potentially unsafe products where no injury or immediate risk exists)	Yes	Referral with commitment to contact		n/a
Scams	Yes - but only if client falls within 'most vulnerable' category	Referral with commitment to contact		n/a
Street / Market sellers	Yes - but only if client falls within 'most vulnerable' category	Referral with commitment to contact		n/a
Underage Sales	Yes	Referral with commitment to contact		Not Knives – refer to Police
Weights & Measures	Yes	Referral with commitment to contact		n/a
CIVIL / CONTRACT ISSUES:				
Arbitration & Mediation with Traders	Yes - but only if client falls within 'most vulnerable' category	Referral without commitment to contact		n/a
Contact trader on customer's behalf	Yes - but only if - (see additional info)	Referral without commitment to contact		Customer has made initial contact with trader and consumer detriment is > £500

County Court Assistance	Yes - but only if client falls within 'most vulnerable' category	Referral without commitment to contact	n/a
General help with complex customer issues	Yes - but only if client falls within 'most vulnerable' category	Referral without commitment to contact	n/a
General support for 'most vulnerable customers'	Yes	Referral with commitment to contact	n/a
Letter writing	Yes - but only if client falls within 'most vulnerable' category	Referral with commitment to contact	And if the customer has already written at least one letter or is incapable of doing so, eg due to a disability.
Verbal Advice	Yes - but only if client falls within 'most vulnerable' category	Referral with commitment to contact	And if the customer has made initial contact with trader and consumer detriment is > £500
BUSINESS:			
General Help with Business to Consumer cases	No	Notification only	n/a
General Help with Business to Business cases	No	Notification only	n/a
Business advice regarding a business' own trading practice	Yes	Referral with commitment to contact	'Home Authority' companies only
Trader Schemes (https://buywithconfidence.gov.uk)	Yes	Referral with commitment to contact	'Home Authority' companies only