

Evaluation of Enterprise Act training for TSS: Annexes

**Evaluation report prepared for the
Office of Fair Trading by IFF research
on the training of Local Authority
Trading Standards Services (TSS) in
Part 8 of the Enterprise Act**

December 2006

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A TOPIC GUIDE FOR EXPLORATORY GROUP DISCUSSIONS

Introductions

Explain aims of survey
Ask respondents to introduce themselves – name, length of time working in Trading Standards, any particular areas of responsibility within the department

Use of Enterprise Act

Extent of use made of EA02
Overall importance as a 'tool' for Trading Standards Officers
Whether feel have sufficient understanding of when to use EA02

Barriers to making 'more' use of EA02 (is this about knowledge/confidence at all?)

IF HAVE LIMITED INVOLVEMENT BECAUSE OTHERS IN OFFICE TAKE LEAD ON EA02

- How determine when to refer cases to others for EA02 action
- Whether would be any value in personally knowing more about EA02 powers

How 'types' of action taken under EA02 could be categorised

- Formal v. informal etc.

Frequency of Undertaking each type of action (how many 'actions' would be in progress at any one time?)

Explain that may want to measure levels of activity in terms of EA02 in quantitative questionnaire. Obtain views on time periods over which appropriate to ask about numbers of actions taken

FOR EACH CATEGORY OF ACTION MENTIONED

Obtain description of stages involved in taking action

- What happens first? Next? Who is involved (beyond Trading Standard Officer initiating action)?

Circumstances under which would consult OFT on a case

- Ease / usefulness of consulting with OFT

Circumstances under which would seek information from third parties under Section 225

- Ease / usefulness of doing this

Ways in which 'success' of use of EA02 could be judged

Ways in which 'appropriateness' of using EA02 could be judged

Ways in which 'efficiency' of using EA02 could be judged

- Is it about 'time taken' (between which points)? Is it appropriate / possible to talk about an 'average' amount of time taken on a case?
- Is it about number of outcomes that are 'successful' etc.?

Barriers to more efficient use of EA02

Level of use of CRW in taking / recording EA02 action

Circumstances under which refer to CRW

Usefulness of CRW (particularly in terms of interacting with other Trading Standards agencies

Factors that would encourage greater use of the CRW

Change in Use of Enterprise Act

Any changes recently in:

- Frequency of use of EA02
- Types of action taken under EA02
- Efficiency of use of EA02
- Contact with OFT around EA02
- Contact with third parties under Section 225
- Use of the CRW

FOR EACH CHANGE

Factors driving change and relative importance of these
Whether regarded as positive or negative developments

Obtaining information on EA02

Sources of information about EA02 (other than training) and relative importance / usefulness of these

Types of training attended

Views on the quality and content of the training

Overall usefulness of training

- Impact on understanding of powers under EA02
- Impact on number of actions taken under EA02
- Impact on working practices
 - Whether making 'better' use of EA02 and evidence of this
- Impact on relationship with OFT
- Impact on relationship with other Trading Standards officers (based within other authorities)
- Impact on understanding of features of CRW

Whether information obtained through training has been disseminated to others not attending training (and if so – How?)

Perceived value in OFT delivering training

Views on 'additionality' of OFT training

If OFT training had not been available – ways in which information on EA02 would have been disseminated. What is usual practice?

- Comparison with way in which other legislative changes have been communicated
- How does OFT training compare? Has it led to greater improvements or quicker improvements in practice than has been the case with other types of training / dissemination of information?

Overall impact of EA02

Extent to which feel that increased powers under EA02 are leading to decreases in illegal trading practices (and evidence of this)

- Whether this can be attributed to impact of OFT training at all

Extent to which feel that increased powers under EA02 are leading to quicker cessation of illegal trading practices (and evidence of this)

- Whether this can be attributed to impact of OFT training at all

Extent to which increased powers under EA02 are leading to decreases in consumer detriment (and evidence of this)

- Whether this can be attributed to impact of OFT training at all

EXPLAIN NEXT STEPS, THANK RESPONDENTS AND CLOSE DISCUSSION

B QUESTIONNAIRE FOR QUANTITATIVE TELEPHONE INTERVIEWS

PRIVATE & CONFIDENTIAL	Trading Standards Training Mainstage Questionnaire	J4175 April 2006
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ASK TELEPHONIST

Good morning / afternoon. My name is XXX and I'm calling from IFF Research. Please can I speak to <name of Trading Standards personnel or professionals>?

Transferred	1	
Hard appointment	3	MAKE APPOINTMENT
Soft Appointment	4	
Refusal	8	CLOSE
Not available in deadline	9	
Engaged	10	
Fax Line	11	
No reply / Answer phone	12	
Residential Number	13	
Dead line	14	
Company closed	15	
Individual not known / no longer works here	16	

ASK RESPONDENT

Good morning / afternoon. My name is XXX and I'm calling from IFF Research. We have been commissioned by the Office of Fair Trading to conduct research on use of the EA02 legislation among Trading Standards personnel and professionals. Would you be willing to take part in an interview? It should take around 15-20 minutes?

Yes	1	CONTINUE
No – refusal	2	CLOSE

INTERVIEWER NOTE IF RESPONDENT ATTEMPTS TO TRANSFER TO SOMEONE ELSE IN DEPARTMENT, OR SAYS THAT SOMEBODY IN THE DEPARTMENT HAS ALREADY PARTICIPATED IN THE RESEARCH: **We are interested in speaking to individual Trading Standards personnel and professionals regardless of how much or how little you use the EA02 legislation. We may have already spoken to other individuals in your department but would also like to hear your views.**

Is it convenient to speak to you now, or should I call you back at a better time?

INTERVIEWER NOTE: It may be more convenient for the respondent to conduct the interview by mobile phone. Please record telephone number if this is the case.

OK - continue	1	GO TO Q4
Hard appointment	2	MAKE APPOINTMENT
Soft Appointment	3	
Refusal	4	CLOSE
Wants reassurances	5	SHOW REASSURANCES

REASSURANCES:

If you have any queries please call Katie Carter at IFF Research on 020 7250 3035; or the Market Research Society freephone number 0500 396999.

Contact at the Office of Fair Trading is David Stallibrass (Tel: 0207 211 8149)

Please be reassured that all responses will be strictly confidential, and will not be attributed to any individual or department. Results will be reported on a completely anonymous basis.

We work strictly within the Market Research Code of Conduct

Contact details have been provided by the Office of Fair Trading

The interview will take around 15-20 minutes to complete depending on your responses.

ASK ALL

Could I first of all ask you a couple of questions about yourself and your job role....

Does the nature of your current job mean you are ever in a position to be involved in cases using civil legislation?

INTERVIEWER NOTE: It does not matter if the respondent has never actually used EA02 or civil action; we just want to know whether they are in a position to use this kind of action should they feel it appropriate..

Yes	1	CONTINUE
No	2	THANK AND CLOSE IF NOT RECEIVED TRAINING - ?CONTINUE IF HAVE BEEN ON TRAINING

[QUESTION DELETED]

ASK ALL

How long have you worked in Trading Standards?

Less than 6 months	1	CONTINUE
6 months – less than a year	2	
1 year – less than 2 years	3	
2 years – less than 5 years	4	
5 years – less than 10 years	5	
10 years +	6	
Don't know	7	
No longer working in Trading Standards	8	THANK AND CLOSE

ASK ALL

And how long have you worked in a job role that means you have exposure to cases where civil action might be appropriate?

Less than 6 months	1	CONTINUE
6 months – less than a year	2	
1 year – less than 2 years	3	
2 years – less than 5 years	4	
5 years – less than 10 years	5	
10 years +	6	
Don't know		

ASK ALL

7a) **Please can you tell me which of the following best describes your job role?**

Head of service	1	CONTINUE
Manager of a team	2	
Trading Standards Officer	3	
Enforcement Officer	4	
Consumer Advisor	5	
Assistant or support staff for Trading Standards Officers	6	
Lawyer assisting Trading Standards Officers	7	
Another role related to Trading Standards (SPECIFY)	5	
Not involved in Trading Standards activity at all	6	THANK AND CLOSE

ASK ALL

Have you been on any of the following OFT run training courses? MULTICODE

INTERVIEWER NOTES:

Introductory training = half a day course

Enhanced and advanced = whole day course

Key difference between enhanced and advanced is that a lawyer / barrister will be present at the advanced training. The advanced training also does NOT use PowerPoint slides. To qualify for advanced training, you would have to have attended some other EA02 training.

EA02 roadshows	1	
Introductory training on EA02	2	
Enhanced training in use of EA02	3	
Advanced training in use of EA02	4	
DO NOT READ OUT Other training run by the OFT (SPECIFY)	5	
None of these	6	

8a) DUMMY VARIABLE – RECORD HIGHEST LEVEL OF TRAINING ATTENDED. THIS IS TEXT TO USE FOR TEXT SUBSTITUTIONS THROUGHOUT

EA02 roadshows	1	CHECK QUOTAS
Introductory training	2	
Enhanced training	3	
Advanced training	4	
OFT Training	5	
No training	6	

ASK IF ROADSHOW IS HIGHEST LEVEL (Q8A/1)

When did you attend the EA02 roadshow?

RECORD MONTH AND YEAR	1	
Don't know	2	

ASK IF ATTENDED INTRODUCTORY TRAINING IS HIGHEST LEVEL (Q8A/2)

9a) **When did you attend the introductory training on EA02?**

RECORD MONTH AND YEAR	1	
Don't know	2	

ASK IF ATTENDED ENHANCED TRAINING IS HIGHEST LEVEL (Q8A/3)

When did you attend the enhanced training in use of EA02?

RECORD MONTH AND YEAR	1	
Don't know	2	

ASK IF ATTENDED ADVANCED TRAINING IS HIGHEST LEVEL (Q8A/4)

When did you attend the advanced training in use of EA02?

RECORD MONTH AND YEAR	1	
Don't know	2	

Measuring use of part 8 of EA02

ASK ALL

- 11a) **Have you or the individuals you manage personally ever been involved in any cases that have used EA02 action <IF ATTENDED ANY TRAINING: Q8A/NOT 5: either before or after attending training> - in this we are including cases where the possibility of EA02 action is mentioned at the consultation stage as well as those that progress further?**

Yes	1	
No	2	
Don't know	X	

IF BEEN INVOLVED WITH ANY CASES (Q11a/1)

- 11b) **And in terms of your involvement with EA02 cases, have you....? READ OUT AND CODE ALL MENTIONED**

Personally led cases	1	
Assisted on cases that others have led	2	
Managed individuals who have been leading cases	3	
Don't know	X	

DUMQ12) NATURE OF ACTION TO ASK ABOUT

Personally led	1	IF HAVE LED ANY CASES AT ALL (Q11B/1)
Assisted on	2	IF HAVE ASSISTED BUT NOT LED ON ANY CASES (Q11B/2 AND NOT 1)
Managed only	3	IF ONLY MANAGED CASES (Q11B/3 AND NOT 1 OR 2)
Don't know	X	Q11B/X

READ TO ALL WHO HAVE LED/ASSISTED AND MANAGED CASES (Q11B/(1 OR 2) AND I'd now like to ask you about the EA02 cases that you have <text from DUMQ12 >. Later on in the questionnaire, I'd like to ask you about the cases that your team or department have been involved in as a whole.

ASK ALL WHO HAVE LED OR ASSISTED IN SOME CASES (DUMQ12/1 OR 2)

How many cases have you <text from DUMQ12 > over the past 6 months that used part 8 of the EA02 to seek a court order against a trader?

INTERVIEWER NOTE: Instances where the court order was sought but not obtained should be included

WRITE IN

IF DK

Roughly how many cases of this sort do you think you've <text from DUMQ12 > over the past 6 months?

None	1	
1-2	2	
3-5	3	
6-10	4	
11 or more	5	
Don't know	X	

ASK ALL WHO HAVE SOUGHT A COURT ORDER (Q12>0 or Q12ran/2-9)

I'd like to ask you to break down these cases into those that were:

- Successful either because the court order was obtained and the trader appears to have ceased illegal practices or because the trader breached the order and was prosecuted or because illegal trading stopped before prosecution
- Unsuccessful either because the court order was not obtained or the order was obtained, the trader breached it and was not prosecuted
- Or where it is too early to tell

And of those <insert number of cases from Q12> cases, how many have been....

A)	Successful because the court order was obtained and the trader so far appears to have ceased illegal practices	WRITE IN NUMBER
B)	Successful because the court order was obtained, the trader breached it and was prosecuted	WRITE IN NUMBER
C)	Successful because the court order was not obtained but the trader ceased illegal practices before they were prosecuted	WRITE IN NUMBER
D)	Unsuccessful because the court order was not obtained and the trader continued illegal practices	WRITE IN NUMBER
E)	Unsuccessful because the court order was obtained, the trader breached it but was not prosecuted	WRITE IN NUMBER
F)	Too early to tell	WRITE IN NUMBER

CATI CHECK – ENSURE SUM AT Q13 ADDS TO NUMBER GIVEN AT Q12

ASK ALL WHO ATTENDED TRAINING (Q8A/NOT 5)

13a) Prior to attending the OFT training, had you <text from DUMQ12 > any cases that used part 8 of the EA02 to seek a court order against a trader?

Yes	1	
No	2	
Don't know	X	

ASK ALL THAT HAVE ATTENDED TRAINING AND HAD SOME CASES PRIOR TO TRAINING (Q8A/NOT 5 AND Q13A/1)

Have you personally used part 8 of EA02 to seek a court order in more, less, or about the same number of cases per month since attending the <insert highest level of training attended> training?

More	1	
About the same	2	
Less	3	
Don't know	X	

ASK ALL THAT HAVE ATTENDED TRAINING AND HAVE SOUGHT A HIGHER NUMBER OF COURT ORDERS (Q14/1)

Has this increase in the number of EA02 actions been a result of the <insert highest level of training received>?

Yes – completely	1	
Yes – partially	2	
Not at all	3	
Don't know	4	

ASK ALL WHO HAVE LED OR ASSISTED IN SOME CASES (DUMQ12/1 OR 2)

How many cases have you <text from DUMQ12 > over the past 6 months that used part 8 of the EA02 to seek Undertakings from a trader?

INTERVIEWER NOTE: Instances where the Undertakings was not signed by the trader should be included

WRITE IN

IF DK

Roughly how many cases of this sort do you think you've been involved in over the past 6 months?

None	1	
1-2	2	
3-5	3	
6-10	4	
11-20	5	
21-40	6	
41-50	7	
51 or more	8	
Don't know	X	

ASK ALL WHO HAVE SOUGHT UNDERTAKINGS (Q16>0 or Q16ran/2-9)

I'd like to ask you to break down these cases into those that were:

Successful because the trader appears to have ceased illegal practices – either with or without signing the Undertaking

Unsuccessful either because the trader did not sign the Undertaking, had not ceased illegal practices and a court order has not been sought

Have progressed to the next level because a court order has been sought

Or where it is too early to tell.

And of those <insert number of cases from Q12> cases, how many have been....

A)	Successful because the trader signed the Undertaking and ceased illegal practices	WRITE IN NUMBER
B)	Successful because the trader did not sign the Undertaking but ceased illegal practices anyway	WRITE IN NUMBER
C)	Unsuccessful because the trader did not sign the Undertaking and did not cease the illegal practices and a court order was not sought	WRITE IN NUMBER
D)	Taken to the next level - the trader did not cease illegal practices and a court order was sought	WRITE IN NUMBER
E)	Too early to tell	WRITE IN NUMBER

CATI CHECK – ENSURE SUM AT Q17 ADDS TO NUMBER GIVEN AT Q16

ASK ALL WHO ATTENDED TRAINING (Q8A/NOT 5)

17a) **Prior to attending the OFT training, had you <text from DUMQ12 > any cases that used part 8 of the EA02 to seek Undertakings from a trader?**

Yes	1	
No	2	
Don't know	X	

ASK ALL THAT HAVE ATTENDED TRAINING AND HAD PREVIOUSLY SOUGHT UNDERTAKINGS (Q8A/NOT 5 AND Q17A/1)

Have you used part 8 of the EA02 to seek Undertakings in more, less, or about the same number of cases per month since attending the <insert highest level of training attended> training?

More	1	
About the same	2	
Less	3	
Don't know	X	

ASK ALL THAT HAVE ATTENDED TRAINING AND HAVE SOUGHT A HIGHER NUMBER OF UNDERTAKINGS (Q18/1)

Has this increase in the number of EA02 actions been a result of the <insert highest level of training received>?

Yes – completely	1	
Yes – partially	2	
Not at all	3	
Don't know	4	

ASK ALL WHO HAVE LED OR ASSISTED IN SOME CASES (DUMQ12/1 OR 2)

How many cases have you <text from DUMQ12 > over the past 6 months in which the business concerned was advised at the consultation stage that civil legislative action might be taken under part 8 of the EA02, but where no further civil legislative action was taken?

WRITE IN

--

IF DK

Roughly how many cases of this sort do you think you've been involved in over the past 6 months?

None	1	
1-2	2	
3-5	3	
6-10	4	
11-20	5	
21-40	6	
41-50	7	
51-99	8	
100 or more	9	
Don't know	X	

ASK ALL WHO HAVE USED EA02 IN CONSULTATION STAGE (Q12>0 or Q12ran/2-9)
I'd like to ask you to break down these cases into those that were:
Successful because the trader appears to have ceased illegal practices without any further action being taken
Unsuccessful because the trader did not cease illegal practices and no further EA02 action has been taken
Have progressed to the next level because Undertakings have been sought
Or where it is too early to tell.

And of those <insert number of cases from Q12> cases, how many have been....

A)	Successful because the trader ceased illegal practices	WRITE IN NUMBER
B)	Unsuccessful because the trader did not cease the illegal practices and no further EA02 action was taken	WRITE IN NUMBER
C)	Taken to the next level because the trader did not stop illegal practices and Undertakings were sought	WRITE IN NUMBER
D)	Too early to tell	WRITE IN NUMBER

CATI CHECK – ENSURE SUM AT Q21 ADDS TO NUMBER GIVEN AT Q20

21a) ASK ALL WHO ATTENDED TRAINING (Q8A/NOT 5)
Prior to attending the OFT training, had you <text from DUMQ12 > any cases where you advised a trader at the consultation stage that civil legislative action might be taken under part 8 of the EA02, but where no further civil legislative action was taken?

Yes	1	
No	2	
Don't know	X	

ASK ALL THAT HAVE ATTENDED TRAINING AND INVOLVED IN CASES WHICH MENTIONED EA02 AT CONSULTATION STAGE PRIOR TO TRAINING (Q8A/NOT 5 AND Q21A/1)

Have you advised businesses at the time of consultation of the possibility of civil action under part 8 of the EA02 in more, less, or about the same number of consultations per month since attending the <insert highest level of training attended> training?

More	1	
About the same	2	
Less	3	
Don't know	X	

ASK ALL THAT HAVE ATTENDED TRAINING AND HAVE SOUGHT A HIGHER NUMBER OF UNDERTAKINGS (Q22/1)

Has this increase in the number of consultations in which businesses are advised of the possibility of EA02 action been a result of the <insert highest level of training received>?

Yes – completely	1	
Yes – partially	2	
Not at all	3	
Don't know	4	

ASK ALL WHO HAVE LED OR ASSISTED IN SOME CASES (DUMQ12/1 OR 2)

How many cases have you <text from DUMQ12 > where requests for information from third parties have been made under Section 225 in the past 6 months?

WRITE IN

IF DK

Roughly how many cases of this sort do you think you've been involved in over the past 6 months?

None	1	
1-2	2	
3-5	3	
6-10	4	
11-20	5	
21-40	6	
41-50	7	
51-99	8	
100 or more	9	
Don't know	X	

ASK ALL WHO ATTENDED TRAINING (Q8A/NOT 5)

24a) **Prior to attending the OFT training, had you <text from DUMQ12 > any cases where requests for information from third parties had been made under Section 225?**

Yes	1	
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No	2	
Don't know	X	

ASK ALL THAT HAVE ATTENDED TRAINING AND MADE REQUESTS PRIOR TO TRAINING (Q8A/NOT 5 AND Q24A/1)

Have you made more, less, or about the same number of requests for information from third parties under Section 225 since attending the <insert highest level of training attended> training?

More	1	
About the same	2	
Less	3	
Don't know	X	

ASK ALL THAT HAVE ATTENDED TRAINING AND HAVE MADE MORE REQUESTS (Q25/1)

Has this increase in the number of requests for information under Section 225 been a result of the <insert highest level of training received>?

Yes – completely	1	
Yes – partially	2	
Not at all	3	
Don't know	4	

Knowledge and confidence in using part 8 of EA02

ASK ALL

What would you say stops you from using part 8 of the EA02 more often than you currently do?

DO NOT READ OUT, CODE ALL THAT APPLY

Lack of training	1	
Not appropriate to the work I do	2	
Somebody else in the department deals with these cases	3	
Don't understand the process	4	
Colleagues do not understand the process	5	
Find it time consuming	6	
Find it ineffective	7	
Prefer to pursue criminal convictions	8	
Nothing – I use it at every opportunity	9	
Other (specify)	10	
Don't know	11	

27a) [text sub for trainees: **Other than the OFT training that you have attended**] **What sources of information have you used to find out about the EA02?**

DO NOT READ OUT – CODE ALL MENTIONED

The Consumer Regulation website	1	
Talking to colleagues	2	
Internal training sessions	3	
OFT website (not CRW specifically)	4	
Other (specify)	5	
Don't know	X	

ASK ALL THAT HAVE ATTENDED TRAINING (Q8A/NOT 5)

Following your <insert highest level of training attended> training, would you say that you are making better use of your powers under EA02?

Yes	1	
No	2	
Don't know	3	

ASK ALL

Do you think you would benefit from [text sub for trainees: more] training in the use of your powers under EA02?

Yes	1	
No	2	
Don't know	3	

[Q30 REMOVED]

[Q31 REMOVED]

ASK ALL

On a scale of 1 to 5 where 1 means "a complete understanding" and 5 means "no understanding whatsoever", how would you rate your understanding of part 8 of EA02 as a whole?

A complete understanding	1	
	2	
	3	
	4	
No understanding whatsoever	5	
Don't know	X	

ASK ALL THAT HAVE ATTENDED TRAINING (Q8A/NOT 5)

And how would you rate your understanding of part 8 of the Act as a whole prior to your <insert highest level of training attended> training?

A complete understanding	1	
	2	
	3	
	4	
No understanding whatsoever	5	
Don't know	X	

ASK ALL

Overall, how confident are you using your powers under Part 8? 1 “very confident”, to 5 “not at all confident”.

Very confident	1	
	2	
	3	
	4	
Not at all confident	5	
Don't know	X	

ALL THAT HAVE ATTENDED TRAINING (Q8A/NOT 5)

And your confidence in doing so before your training?

Very confident	1	
	2	
	3	
	4	
Not at all confident	5	
Don't know	X	

ASK ALL

In particular, how confident are you in drafting the necessary documents needed for taking Part 8 action by which we mean documents such as warnings letters, letters asking for Undertakings or Statements of Undertakings themselves?

Very confident	1	
	2	
	3	
	4	
Not at all confident	5	
Don't know	X	

ALL THAT HAVE ATTENDED TRAINING (Q8A/NOT 5)

And your confidence in drafting documents before your training?

Very confident	1	
	2	
	3	
	4	
Not at all confident	5	
Don't know	X	

ASK ALL

Would drafting EA02 documents relating to cases you are involved in be your responsibility or would it typically be handled by a colleague or a separate department? MULTI-CODE ACCEPTABLE

ADD IF NECESSARY: We are talking here about documents such as warnings letters, letters asking for Undertakings or Statements of Undertakings themselves

My responsibility	1	
Colleague	2	
Separate department	3	
Depends on the case	4	
Don't know	X	

ASK ALL

In cases where civil court action under EA02 is required as part of a case, do you find this tends to take more or less time to prepare for than preparing for a criminal case would do?

READ OUT, CODE ONE ONLY

A lot more time	1	
A little more time	2	
About the same amount of time	3	
A little less time	4	
A lot less time	5	
No experience yet	6	
Don't know	7	

Support and interaction with OFT and other Trading Standards departments (incl. use of CRW)

ASK ALL

Have you ever visited the OFT's Consumer Regulation Website (the CRW)

ADD IF NECESSARY: **The CRW is an OFT-run site that contains general information for businesses and enforcers about compliance with and enforcement of Part 8 of the EA02. There is also a password-protected area for enforcers to share case information.**

Yes	1	
No	2	
Don't know	X	

ASK IF HAVE VISITED CRW (Q40/1)

Are you registered to access the password-protected areas of the CRW?

ADD IF NECESSARY: In addition to the publicly accessible general information, registered users – typically EA02 enforcers – can access and add to a database of case information relating to EA02 investigations

Yes	1	
No	2	
Don't know	X	

ASK ALL WHO ARE REGISTERED TO ACCESS CRW (Q41/1)

Have you ever recorded any information on the CRW?

Yes	1	
No	2	
Don't know	X	

ASK IF ARE REGISTERED TO ACCESS CRW AND HAVE RECORDED INFORMATION (Q42/1)

N43) **Have there been any occasions where you have recorded cases at the stage where....?**
READ OUT AND CODE ALL MENTIONED

ASK FOR ALL NOT MENTIONED AT N43

N43A) **And have you had any cases where you could – in theory – have recorded cases at the following stages even though you decided not to?**

	N43	N43A	
There has been a breach of an enforcement order / Contempt of Court proceedings	1	1	
An enforcement order has been obtained	2	2	
Undertakings have been sought	3	3	
The possibility of EA02 action has been mentioned at the consultation stage	4	4	
You have issued a notice under Section 225	5	5	
You have the intention to investigate a trader but no action has been taken yet	6	6	
Some other non-EA02 action related to the case or the individual involved has been taken	7	7	
None of these	V	V	
Don't know	X	X	

ASK FOR EACH MENTIONED AT N43

N43B) And in terms of cases where you have recorded information relating to <insert text from N43>, have you recorded information on all cases where this has happened, some cases or only a few cases?

	All cases	Some cases	Few cases	Don' t know
There has been a breach of an enforcement order / Contempt of Court proceedings	1	2	3	X
An enforcement order has been obtained	1	2	3	X
Undertakings have been sought	1	2	3	X
The possibility of EA02 action has been mentioned at the consultation stage	1	2	3	X
You have issued a notice under Section 225	1	2	3	X
You have the intention to investigate a trader but no action has been taken yet	1	2	3	X
Some other non-EA02 action related to the case or the individual involved has been taken	1	2	3	X

[Q43 DELETED]

43a) IF RECORD CONSULTATION STAGE (N43/4)
You said that you have recorded cases where EA02 action has been mentioned at the consultation stage. At what points during the consultation stage do you record information on the CRW?

WRITE IN

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ASK IF RECORDED INFORMATION ON CRW Q42/1 AND ATTENDED ANY TRAINING (Q8A/NOT 5)

Would you say the amount you record on the CRW has increased or decreased as a consequence of attending the OFT's EA02 training? Or were you not registered to record information on the CRW before attending training?

Increased	1	
Stayed the same	2	
Decreased	3	
Not previously registered	4	

ASK ALL REGISTERED TO USE CRW (Q41/1)

Do you consult other enforcers' case data in the password-protected area of the CRW for guidance and information regarding EA02?

Yes	1	
No	2	
Don't know	X	

ASK IF REGISTERED TO USE CRW (Q41/1) AND ATTENDED ANY TRAINING (Q8A/NOT 5)

Has your use of the CRW to consult other enforcers' case data increased or decreased since attending training?

Increased	1	
Stayed the same	2	
Decreased	3	
Don't know	X	

ASK IF HAVE SEEN CRW (Q40/1)

Do you use the Consumer Regulation Website (the CRW) as a source of general information and guidance in relation to EA02?

Yes	1	
No	2	
Don't know	X	

ASK IF USE CRW FOR GENERAL INFORMATION (Q47/1)

How often do you do this?

READ OUT, CODE ONE ONLY

Often	1	
Occasionally	2	
Rarely	3	
Don't know	X	

IF HAVE SEEN THE CRW (Q40/1) AND ATTENDED TRAINING (Q8A/NOT 5)

Has your usage of the CRW as a source of information increased or decreased as a result of attending the OFT's EA02 training?

Increased	1	
Stayed the same	2	
Decreased	3	
Don't know	X	

ASK ALL WHO HAVE BEEN INVOLVED WITH SOME EA02 CASES (Q11A/1)

How much contact do you have with the OFT in relation to EA02. Would you say that you consult them....?

In the majority of cases where there is a possibility of EA02 action	1	
In some cases	2	
In rare cases	3	
Never	4	
OTHER (WRITE IN)	0	
Don't know	X	

50a) IF EVER CONTACT OFT (Q50 / NOT 4 OR DK)
In what sorts of situations would you contact the OFT?
 DO NOT READ OUT, CODE ALL THAT APPLY

Complex legal cases	1	
Cases in which you believe OFT to have had prior involvement with the business	2	
Cases involving large businesses	3	
Other	4	
Don't know	X	

IF HAVE CONTACT WITH OFT AND HAVE ATTENDED TRAINING (Q50/NOT 4 OR DK)
 AND Q8A/NOT 5

Has your level of contact with the OFT this increased or decreased as a consequence of attending the OFT's EA02 training?

Increased	1	
Stayed the same	2	
Decreased	3	
Don't know	X	

ASK ALL WHO HAVE BEEN INVOLVED WITH SOME EA02 CASES (Q11A/1)
Other than the OFT, what other enforcer organisations have you contacted in relation to EA02?

Other Trading Standards departments	1	
Department for Enterprise, Trade and Investment (Northern Ireland)	2	
The Civil Aviation Authority	3	
The Director General of Electricity Supply for Northern Ireland	4	
The Director General of Gas for Northern Ireland	5	
The Director General of Telecommunications	6	
The Director General of Water Services	7	
The Gas and Electricity Markets Authority	8	
The Information Commissioner	9	
The Office of the Rail Regulator	10	
Community Enforcer from other EEA states (VERBATIM: SPECIFY NAME OF BODY AND STATE)	11	
Other	12	
None	V	
Don't know	X	

IF HAD CONTACT WITH OTHER ENFORCERS (Q52/NOT V or DK)
52a) How regularly do you contact other EA02 enforcers in relation to EA02? Would you say that you talk to other enforcers.....? READ OUT AND CODE ONE ONLY

ADD IF NECESSARY: **Other EA02 enforcers include other Trading Standards departments, the Department for Enterprise, Trade and Investment (DETI) in Northern Ireland, designated industry specific enforcers such as the Civil Aviation and the Director General of Telecommunications, and “community enforcers” from other EEA states**

In the majority of most cases where there is a possibility of EA02 action	1	
In some cases	2	
In rare cases	3	
Never	4	
Don't know	X	

IF HAD CONTACT WITH OTHER ENFORCERS (Q52/NOT V or DK) AND ATTENDED TRAINING (Q8A/NOT 5)
Has your level of contact with other enforcers increased or decreased as a consequence of attending the OFT's EA02 training?

Increased	1	
Stayed the same	2	
Decreased	3	
Don't know	X	

ASK ALL
On a scale of 1 to 5, where 1 is “very supported” and 5 is “not at all supported” how supported do you feel by the following agencies in using your powers under the EA02?

	1 Very supported	2	3	4	5 Not at all supported	Never used / no experience	DK
Other Trading Standards departments	1	2	3	4	5	6	X
OFT	1	2	3	4	5	6	X
Internal legal counsel	1	2	3	4	5	6	X
External legal counsel (inc. outsourced legal counsel)	1	2	3	4	5	6	X

Views on training attended

TRAINEES ONLY, NON-TRAINEES SKIP TO NEXT SECTION
ASK ONLY ABOUT HIGHEST LEVEL OF TRAINING ATTENDED [FROM Q8A]

ASK ALL THAT HAVE ATTENDING TRAINING

How did you feel about the level of detail on the [text sub: HIGHEST LEVEL OF TRAINING ATTENDED] course you attended? Did you think there was ...

READ OUT, CODE ONE ONLY

Too much detail	1	
Right amount of detail	2	
Too little detail	3	
Don't know	X	

Did you think the balance between theory and practical, real-life examples in the [text sub: HIGHEST LEVEL OF TRAINING ATTENDED] course was correct? Was there ...

READ OUT, CODE ONE ONLY

Too much time spent on theory	1	
The correct balance	2	
Too much time spent on real-life examples	3	
Don't know / can't remember	X	

Was the length of the course correct? Was the course ...

READ OUT, CODE ONE ONLY

Too long	1	
The right length	2	
Too short	3	
Don't know / can't remember	X	

Would you say you were provided with enough detail on the [text sub: HIGHEST LEVEL OF TRAINING ATTENDED] training course on where and how to obtain additional information about the use of EA02?

Yes	1	
No	2	
Don't know / can't remember	X	

ASK IF NOT PROVIDED WITH ENOUGH INFORMATION (Q59=2)

What was missing?

WRITE IN

ASK ALL THAT HAVE ATTENDING TRAINING

Overall, how satisfied were you with the [text sub: HIGHEST LEVEL OF TRAINING ATTENDED] training you received, on a scale of 1 to five where 1 is highly satisfied and 5 is highly dissatisfied.

Highly satisfied	1	
	2	
	3	
	4	
Highly dissatisfied	5	
Don't know / can't remember	X	

Do you have any suggestions as to how the [text sub: HIGHEST LEVEL OF TRAINING ATTENDED] course might be improved?

WRITE IN

In your opinion, having attended the course, do you think that the OFT are the most appropriate body to be delivering EA02 training?

Yes	1	
No	2	
Don't know	X	

IF BELIEVE OFT NOT APPROPRIATE (Q62=2)

Why do you say this?

ASK ALL THAT HAVE ATTENDING TRAINING

Have you shared any of the information you learnt on OFT training with your colleagues in any of the following ways?

READ OUT, CODE ALL THAT APPLY

Through formal training sessions	1	
Through informal channels – chatting to colleagues having difficulties with EA02, etc.	2	
Neither of these	3	
Don't know	X	

Overall Impact of EA02

ASK MANAGERS ONLY - OTHERS: THANK AND CLOSE

READ TO MANAGERS (Q11B/3)

We would now like to ask you a few questions about the use of EA02 across all the Trading Standards Officers that you manage. This should only take another 5 minutes at the most.

First of all, can I ask how many Officers or other Trading Standards Staff you are responsible for managing?

WRITE IN

READ TO MANAGERS (Q11B/3)

For the rest of my questions, please can you answer for this group of staff as a whole.

ASK ALL MANAGERS (Q11B/3)

Over the last 6 months, how many cases have there been in your department or team where part 8 of the EA02 has been used to seek a court order against a trader?

INTERVIEWER NOTE: Instances where the court order was not obtained should be included

WRITE IN

IF DK

Roughly how many cases of this sort do you think there have been over the past 6 months?

None	1	
1-2	2	
3-5	3	
6-10	4	
11-20	5	
21-40	6	
41-50	7	
51-99	8	
100 or more	9	
Don't know	X	

ASK ALL WHO HAVE SOUGHT A COURT ORDER (Q66>0 or Q66ran/2-9)

I'd like to ask you to break down these cases into those that were:

Successful either because the court order was obtained and the trader appears to have ceased illegal practices or because the trader breached the order and was prosecuted.

Unsuccessful either because the court order was not obtained or the order was obtained, the trader breached it and was not prosecuted

Or where it is too early to tell

And of those <insert number of cases from Q66> cases, how many have been....

A)	Successful because the court order was obtained and the trader ceased illegal practices	WRITE IN NUMBER
B)	Successful because the court order was obtained, the trader breached it and was prosecuted	WRITE IN NUMBER
C)	Unsuccessful because the court order was not obtained	WRITE IN NUMBER
D)	Unsuccessful because the court order was obtained, the trader breached it but was not prosecuted	WRITE IN NUMBER
E)	Too early to tell	WRITE IN NUMBER

ASK ALL MANAGERS (Q11B/3)

And again over the last 6 months, how many cases have there been in your department or team that have used part 8 of the EA02 to seek Undertakings from a trader?

INTERVIEWER NOTE: Instances where the Undertakings was not signed by the trader should be included

WRITE IN

IF DK

Roughly how many cases of this sort do you think your department or team has been involved in over the past 6 months?

None	1	
1-2	2	
3-5	3	
6-10	4	
11-20	5	
21-40	6	
41-50	7	
51-99	8	
100 or more	9	
Don't know	X	

ASK ALL WHO HAVE SOUGHT UNDERTAKINGS (Q68>0 or Q68ran/2-9)

I'd like to ask you to break down these cases into those that were:

Successful because the trader appears to have ceased illegal practices – either with or without signing the Undertaking

Unsuccessful either because the trader did not sign the Undertaking, had not ceased illegal practices and a court order has not been sought

Have progressed to the next level because a court order has been sought

Or where it is too early to tell.

And of those <insert number of cases from Q68> cases, how many have been....

A)	Successful because the trader signed the Undertaking and ceased illegal practices	WRITE IN NUMBER
B)	Successful because the trader did not sign the Undertaking but ceased illegal practices anyway	WRITE IN NUMBER
C)	Unsuccessful because the trader did not sign the Undertaking and did not cease the illegal practices and a court order was not sought	WRITE IN NUMBER
D)	Taken to the next level - the trader did not cease illegal practices and a court order was sought	WRITE IN NUMBER
E)	Too early to tell	WRITE IN NUMBER

ASK ALL MANAGERS (Q11B/3)

And again over the last 6 months, how many cases have there been in your department or team where you have advised businesses at the consultation stage that civil action might be taken against them under part 8 of the EA02, but where no further legislative action was taken?

WRITE IN

IF DK

Roughly how many cases of this sort do you think your department or team has been involved in over the past 6 months?

None	1	
1-2	2	
3-5	3	
6-10	4	
11-20	5	
21-40	6	
41-50	7	
51-99	8	
100 or more	9	
Don't know	X	

ASK ALL WHO HAVE USED EA02 IN CONSULTATION STAGE (Q69>0 or Q69ran/2-9)
I'd like to ask you to break down these cases into those that were:
Successful because the trader appears to have ceased illegal practices without any further action being taken
Unsuccessful because the trader did not cease illegal practices and no further EA02 action has been taken
Have progressed to the next level because Undertakings have been sought
Or where it is too early to tell.

And of those <insert number of cases from Q70> cases, how many have been....

A)	Successful because the trader ceased illegal practices	WRITE IN NUMBER
B)	Unsuccessful because the trader did not did not cease the illegal practices and no further EA02 action was taken	WRITE IN NUMBER
C)	Taken to the next level because the trader did not stop illegal practices and Undertakings were sought	WRITE IN NUMBER
D)	Too early to tell	WRITE IN NUMBER

ASK ALL MANAGERS (Q11B/3)
70a) How many cases have there been in your department or team where requests for information from third parties have been made under Section 225 in the past 6 months?

WRITE IN

IF DK
Roughly how many cases of this sort do you think you've been involved in over the past 6 months?

None	1	
1-2	2	
3-5	3	
6-10	4	
11-20	5	
21-40	6	
41-50	7	
51-99	8	
100 or more	9	
Don't know	X	

Has anyone in your department or team apart from yourself attended the...?

INTERVIEWER NOTES:

Introductory training = half a day course

Enhanced and advanced = whole day course

Key difference between enhanced and advanced is that a lawyer / barrister will be present at the advanced training. The advanced training also does NOT use PowerPoint slides. To qualify for advanced training, you would have to have attended some other EA02 training.

OFT Introductory training on EA02 and/or roadshows	1	
OFT Enhanced training in use of EA02	2	
OFT Advanced training in use of EA02	3	
None of these	4	
Don't know	X	

[Q72 DELETED]

ASK IF OTHER PERSONNEL AND PROFESSIONALS HAVE ATTENDED TRAINING

(Q71/NOT 4)

72a) Do you feel that your department has been taking the following types of EA02 action in more, less, or about the same number of cases since Trading Standards personnel or professionals have attended OFT training?

	More cases	Same number of cases	Fewer cases	Don' t know
Seeking court orders against traders	1	2	3	X
Seeking Undertakings from traders	1	2	3	X
Advising businesses at the consultation stage that civil action might be taken against them under part 8 of the EA02	1	2	3	X
Making requests for information from third parties under Section 225	1	2	3	X

[Q73 DELTETED]

ASK FOR EACH AREA WHERE ACTIVITY HAS INCREASED (Q72A/1)

73a) **And do you feel that the increase in the number of occasions where your staff are <insert text from Q72a> is a result of staff having attending OFT training?**

	Yes - completely	Yes - partially	Not at all	Don' t know
Seeking court orders against traders	1	2	3	X
Seeking Undertakings from traders	1	2	3	X
Advising businesses at the consultation stage that civil action might be taken against them under part 8 of the EA02	1	2	3	X
Making requests for information from third parties under Section 225	1	2	3	X

ASK ALL MANAGERS IN DEPARTMENTS WHERE SOMEONE HAS ATTENDED OFT TRAINING (Q41/NOT 4)

Please tell me whether each of the following have increased, decreased or stayed the same since your Trading Standards personnel or professionals attended OFT training...?
 READ OUT AND CODE ONE ONLY

	Increased	Stayed the same	Decreased	Don't know
The speed with which your department is typically able to deal with illegal trading	1	2	3	X
The breadth of cases your department are able to pursue	1	2	3	X
The effectiveness of your department as a whole	1	2	3	X
The level of illegal trading in your area	1	2	3	X
The level of consumer detriment resulting from illegal trading practices in your area	1	2	3	X

THANK RESPONDENT AND CLOSE INTERVIEW

C TOPIC GUIDE FOR FACE-TO-FACE INTERVIEWS

1. Introduction

Introduce self, IFF, OFT

We're conducting this research to accompany the telephone survey about the Enterprise Act 2002 that you took part in a few weeks ago. The research is on behalf of the Office of Fair Trading and we'll be discussing your use of the Act and the support the OFT provide to help you use it, in a bit more depth

If you have any queries please call Stefan Schäfer at IFF Research on 020 7250 3035; or the Market Research Society freephone number 0500 396999.

Contact at the Office of Fair Trading is David Stallibrass (Tel: 0207 211 8149)

Confidentiality - Please be reassured that all responses will be strictly confidential, and will not be attributed to any individual or department. Results will be reported on a completely anonymous basis. We work strictly within the Market Research Code of Conduct

We will be asking for numerical estimates of the impact of EA02 and OFT's training at points in this interview. Even if you're not sure of the exact figures, best-guesses, ballpark figures and order-of-magnitude indications will still be a great help and allow us to put into context the impact that this legislation is having.

2. Way in which EA02 cases are handled within department

Could you first of all just explain to me how you handle EA02 cases within your department?

Do some officers only deal with civil cases and some with criminal cases?

How well does this work as a system?

How do you decide which cases merit civil action and which criminal prosecutions?

Do you make use of the Consumer Direct Database of cases? In what ways? Does this have an effect on your use of EA02?

ADD IF NECESSARY: This database contains a log of calls to the Consumer Direct phone line and this information can be of use in constructing EA02 cases

3. Level of use of EA02

How do you feel that the level of use made of EA02 within your department compares with other Trading Standards departments?

Are you making more or less use of EA02?

Why do you think this is?

Do you think you could make more use of EA02? **IF YES** – What stops you from doing so?

Could EA02 be made more effective in preventing consumer detriment? If yes, how?

What is the trend in terms of level of use of EA02 within your department?

Is it increasing?

IF YES – Slowly or rapidly? What has been behind this increase? What have been the impacts of increased use of EA02?

4. Changes that using EA02 has brought about

Prior to EA02, how would the cases that are currently being actioned under EA02 have been treated? Would criminal action have been taken or no action at all?

Discuss with relation to cases where Undertakings have been sought.

Discuss with relation to cases where the possibility of EA02 action is raised at the consultation stage.

I'd really like to try to understand the impact that EA02 has had on the operation of your department and to quantify this if at all possible. As a result of using EA02 have any of the following changed:

The amount of staff that your department requires to handle cases of illegal trading?

The amount of support from outside your department (either internal to Trading Standards or external) that you require to handle cases of illegal trading?

Internal working practices?

The speed with which you are able to handle cases of illegal trading?

FOR EACH CHANGE THAT HAS TAKEN PLACE

How has this changed (AS MUCH DETAIL AS POSSIBLE)? In a positive or negative way?

Can you give examples?

Has this change had any financial impact on your department? Have there been any financial savings (or costs incurred)? Can you give me an indication of the size of these – however rough (say across a year)?

Have there been any time savings for the staff in your department? Can you give an indication of the size of these (maybe on a monthly basis)? How has this additional time been used?

Comparing your operations at present with prior to the introduction of the Enterprise Act:

In roughly how many cases do you get business to change their behaviour per year?

Has the Enterprise Act led to a change in this number of cases? By how much? (percentage or number)

Is there a change in the average time it takes to get business to change behaviour? Is it, on average, quicker now that you have the option to use EA02 powers? By how much?

What is the average level of known consumer harm in each case where you get businesses to change behaviour?

Does EA02 mean that you can now handle **larger** cases / more severe infringements? By how much?

Does it mean you can handle **more** cases? Are the extra cases larger or smaller than those you were taking on before EA02? By how much?

For each case that you successfully pursue, what – in your personal opinion – is the number of similar illegal practices that remain untouched?

Do you feel that the EA02 is acting as a deterrent to traders who might otherwise engage in illegal practices? What sort of traders? Why? Any examples?

How large do you think this deterrent effect might be? (number of cases?)

What makes you say that? (less observed bad behaviour / word on the street / gut feeling)

IF MENTION EARLIER THAT CASES ARE NOW HANDLED QUICKER:

Do you consider that your ability to act on cases of illegal trading more quickly has meant that fewer consumers experience detriment from these traders?

Would you be able to put a figure on the number of consumers who may have been 'saved' from experiencing illegal trading as a result? (Helpful to explore even with relation to one or two example cases).

5. Extent to which changes have been a result of OFT training

I know that you have had some staff attend OFT training on the use of EA02. To what extent has the use of OFT training impacted on the level of use of EA02 within your department?

Has it only had an impact for the staff who attended training or has learning been disseminated more widely? How has learning been disseminated?

What do you think would have happened if the OFT training had not been available? Would staff have used EA02 at all or used it less or used it less appropriately? How would information about EA02 have been disseminated to staff?

Would some of the benefits that we've discussed not have happened at all or happened later? Which benefits?

How much longer would it have taken your staff to their current level of proficiency if they had not been on OFT training? Why – what would they have lacked?

6. Use of the CRW

How much use does your department make of the CRW website?

Does anyone in your department enter data about cases on to the website? How many people? Who (job title(s))?

At what stages do they enter data about your cases? Do you enter cases where the possibility of EA02 action is raised at the consultation stage? Why / why not? Do you have a department 'policy' on entering data on the CRW or is it up to individual officers?

What prompted you to first start entering data onto the CRW website? Was it related to individuals attending OFT training on EA02 in any way?

Do members of your department use the CRW as a reference source? IF YES: Everybody dealing with civil cases or just some people?

What prompted individuals to start using the CRW as a reference source? Was it related to individuals attending OFT training on EA02 in any way?

What benefits do you derive from using the CRW?

How could it be made more useful for your department?

THANK RESPONDENTS AND CLOSE DISCUSSION

D TOPIC GUIDE FOR TELE-DEPTH INTERVIEWS

Introduction
<p>Introduce self, IFF, OFT</p> <p>Briefly explain aims of research / background to the project</p> <p>Confidentiality</p> <p>Check details, role in department, level of experience, training attended (including any non-OFT training)</p>
Background to use of EA02
<p>Generally, how confident do you feel in use of EA02?</p> <p>Is the EA02 a good thing?</p> <p>Does it make your job easier?</p> <p>Does it save time?</p> <p>How much time?</p> <p>Does it prevent consumer detriment that otherwise you wouldn't have been able to stop?</p> <p>What sort of activities does it stop? Does it mean you can stop some activities earlier (examples)?</p> <p>Can you make an estimate of how much consumer detriment has been avoided? (INTERVIEWER NOTE: This could be in numbers of businesses that have stopped illegal practices / number of consumers that they could otherwise have impacted on etc. etc.)</p> <p>What are its advantages?</p> <p>What are its disadvantages?</p> <p>What areas of EA02 are clear / unclear / don't work as expected or hoped?</p> <p>How could it be made more effective in preventing consumer detriment?</p> <p>What stops you making more use of your powers under EA02?</p> <p>What are your general thoughts on the OFT training (REFER TO QUANT. STAGE RESPONSES AS PROMPTS FOR FURTHER DETAIL)?</p> <p>With hindsight are there any additional areas that the training could have covered in order to help you make more use of EA02?</p> <p>Do you make use of the Consumer Direct database? In what ways? Does this have an effect on your use of EA02?</p> <p>ADD IF NECESSARY: This database contains a log of calls to the Consumer Direct phone line and this information can be of use in constructing EA02 cases</p>

Use of the CRW
<p>How much use do you make of the CRW? What do you use it for?</p> <p>Do you use the password protected area (REFER TO ANSWERS FROM TELEPHONE SURVEY)</p>

IF USE PASSWORD PROTECTED AREA

Do you enter data about cases on to the website?

At what stages do you enter data about your cases? Do you enter cases where the possibility of EA02 action is raised at the consultation stage? Why / why not? Do you have a department 'policy' on entering data on the CRW or is it up to individual officers?

What prompted you to first start entering data onto the CRW website? Was it related to you attending OFT training on EA02 in any way?

IF USE CRW AT ALL

Do you use the CRW as a reference source?

What prompted you to start using the CRW as a reference source? Was it related to attending OFT training on EA02 in any way?

What benefits do you derive from using the CRW?

IF NOT USED CRW / NOT USED CRW PASSWORD-PROTECTED AREA

Are you aware of CRW / password-protected area?

IF NOT AWARE - EXPLAIN CRW – is it something you would use / can see a need for?

ASK ALL

Why do you not use the CRW (/more often). Possible issues ...

Usability/accessibility

Speed

Reliability

Accuracy of information

Amount of information

Type of information

Not used by colleagues?

Not used widely enough across the country?

Department policy?

Anything else?

Do your colleagues use the CRW?

Do enough other enforcers use it to make it worthwhile?

What would make you use the CRW more often?

What improvements could there be to the CRW?

Impact of training (for those that had undergone some OFT EA02 training)

What has been the impact of attending OFT training on the amount that you use EA02?

Since attending training, how has your use of EA02 changed in terms of likelihood to:

Seek court orders

Seek Undertakings

Mention EA02 at the consultation stage

Make requests for information under Section 225

If a particular kind of activity has increased following training, has training caused increase in E02 activity or been coincidental

Why did OFT EA02 training have (/not have) an effect?

Was the practical or the theoretical element of the training more effective?

What if anything was the precise content that caused this effect?

What might be added to the training to increase impact on your EA02 activity?

Was the increase just a product of greater EA02 awareness rather than specific to the content of the course?

What effect would not going on OFT EA02 training have had on your EA02 activity?

Would you have got training from another source (Colleagues? Own research?)

Have you given training, or passed on the knowledge and skills learnt at the training, to another source?

Support with EA02

Do you receive support from your in-house legal department on EA02 cases?

How well-versed / confident are in-house legal team?

What is in-house legal team's attitude towards EA02?

What support have you received from other parts of your department/ from colleagues?

What support have you provided for other parts of your department / for colleagues?

What other sorts of support or training would you like OFT to provide centrally?

... with regard to EA02?

... generally?

Are there any organisations you receive support from?

If any support from other organisations, how does this support compare with OFT?

THANK RESPONDENTS AND CLOSE DISCUSSION