

**TRADING STANDARDS INSTITUTE
CONSUMER CODES APPROVAL BOARD CIC**

TENTH MEETING OF CONSUMER CODES APPROVAL BOARD

Minutes of Meeting held on 19 May 2015
City of London, Walbrook Wharf, 78-83 Upper Thames Street, London, EC4R 3TD

Present: C. Crawley (Chair), S. Brooker, B. Hughes, R. Martin, L Livermore, V. Olowe,
T. Perchard

In attendance: S. Langley, J. Guerreiro, J Negus (part)

<u>Minute</u>	<u>Comments/Decision</u>	<u>Action</u>
	The meeting commenced at 10:00.	
	The Chair welcomed everyone to the meeting and extended thanks to Sarah, Claire, Rachel and Karen for doing a magnificent job in getting everything read for the Board meeting. The Board expressed its appreciation of the work that had been undertaken.	
CCAB61	Minutes of the meeting held on 3 February 2015	
	CCAB53 amend last sentence to read "Andy Allen attend the CCAB Strategy Day..."	
	CCAB54 delete "was" from the penultimate sentence so it reads "it was felt that this may not be an accurate reflection..."	
	CCAB55 The financial information contained in the report for the Carpet Foundation had been challenged and confirmed.	
	CCAB58 Marketing plan – SL to confirm whether this had covered the whole of the UK or England.	SL
	There were no other matters arising.	
	Subject to the above amendments, the minutes of the meeting held on 3 February 2015 were agreed as a correct record.	

CCAB63 It was suggested that it might be helpful to the Board to know the key areas of risk to consumers and the mechanisms for addressing these as a summary on the front of the pack for new applications.

Concern was expressed about the possible duplication of effort between the Advisory Panel and the Board. It was agreed that it is important to strike a balance and to crystallise the pinch points and areas of risk. It was agreed that these would be highlighted in future.

SL

For Decision

CCAB64 **Building LifePlans Ltd Stage One Application for Approval**

The Board discussed Building LifePlans Application.

The Board resolved to:

Approve Stage One for Building LifePlans Ltd.

CCAB65 **Glass & Glazing Federation Stage One Application for Approval**

The Board discussed the Glass & Glazing Federation (GGF) application.

The Board resolved to:

Approve Stage One for the Glass & Glazing Federation.

CCAB66 **The Furniture Ombudsman Stage One Application for Approval**

The Board discussed The Furniture Ombudsman (TPO) application.

The Board resolved to:

Approve Stage One for The Furniture Ombudsman Consumer Code subject to satisfactory amendments being made to the complaints and redress section of the consumer code.

CCAB67 **Consumer Code for Home Builders Stage One Application for Review**

The Board reviewed the Consumer Code for Home Builders (CCHB).

The Board resolved to:

Approve Stage One for the Consumer Codes for House Builders subject to statistician sign off of the monitoring regime and approval by the Chair on behalf of the Board.

CCAB68 **Trust My Garage Stage One Application for Approval**

The Board discussed the Trust My Garage (TMG) application.

The Board resolved to:

Approve Stage One for Trust My Garage.

Standing Items

CCAB69 **Performance Indicators Report**

Steve Brooker presented the PI paper and thanked Karen Bolland for all her hard work collecting information from the Code Sponsors.

There were some gaps, but these are the sections where it is more difficult for sponsors to collect information.

It is important to set expectations for new Codes so they are clear of the Board requirements in terms of data collecting and reporting.

The Chair thanked SB for his report and echoed his thanks to KB for all her efforts.

The Board agreed the CCAS team should approach the Code Sponsors once more to fill in the data gaps, and then they should ask Ray Hodgkinson as chair of the Code Sponsors Panel to press the Code Sponsors on data collection.

The Board will then consider taking a stance on those Codes Sponsors who have not provided information. Possibly making it a condition of continued membership that Code Sponsors must collect and provide data in certain areas.

Facts and figures will be needed from the Code Sponsors in preparation for the annual report.

CCAB71 **ADR Directive**

Jane Negus gave an update on the ADR scheme and CTSI's role as a competent authority. An explanation of the auditing process was given.

The Board agreed to:

CTSI would like to see all new and existing CCAS Code Sponsors and their members signed up to the ADR scheme by July 2018.

MOU

The Board commented that the MOU is very comprehensive and potentially sets policy decision and model for future MOU's.

A question was raised as to who pays for processing MOU's in the future?

It was agreed to amend the last line from Code Sponsors **should** raise concerns, to **may** raise concerns and list the Code Sponsors the MOU applies to.

The Board agreed to keep the MOU under review.

The Board agreed to:

Approve the MOU subject to the amendments above.

CCAB73 **Dates of next meetings**

The next meetings were confirmed as:

Tuesday 21 July 10.00am-1.30pm

Tuesday 13 October 10.00am -1.30pm

The Chair expressed thanks to Teresa Perchard who was attending her last meeting, for her contribution and commitment to the CCAS Board over the past two years.

The meeting closed at 13:50

Signed

Date