

CHARTERED TRADING STANDARDS INSTITUTE CONSUMER CODES APPROVAL BOARD CIC

FOURTEENTH MEETING OF CONSUMER CODES APPROVAL BOARD

Minutes of Meeting held on 24 May 2016
City of London, Walbrook Wharf, 78-83 Upper Thames Street, London, EC4R 3TD

Present: L Livermore (Chair), B Hughes, V Olowe

Apologies: C Crawley, S Brooker, M Upton

In attendance: A Simpson, J Guerreiro

Comments/Decision

Welcome

In the absence of Christine Crawley, who had sent apologies to the meeting as she was unwell, L Livermore had agreed to chair the meeting. L Livermore welcomed everyone to the meeting and gave apologies also from S Brooker and M Upton who were on leave.

Although he was not present at the meeting this was officially S Brooker's last meeting, due to work commitments he had decided not to stand for a further three year term. A vote of thanks was recorded for S Brooker's commitment to the Board and for all the work he had done around performance management allowing the Board to demonstrate the benefit CCAS is having.

Minutes of the meeting held on 23 February 2016

Last sentence amend "placed" to "place".

Second paragraph "SL to clarify to reduction..." amend to "SL to clarify the reduction..."

Subject to the above amendment, the minutes of the meeting held on 23 February 2016 were agreed as an accurate record of the meeting.

Matters arising

The governance of CCAB specifies that the consumer representative on the Board is from Citizens Advice. This is something that may need to be revisited in the future and to potentially widen the scope to include other consumer organisations.

Sennocke BuildZone – Stage 1 application for approval

The Board discussed the Sennocke BuildZone application.

The Board resolved to:

Approve Stage 1 for Sennocke BuildZone.

Building Lifepans Ltd (BLP) – Stage 2 application for approval

The Board discussed Building Lifepans Ltd Stage 2 application.

The Board resolved to:

Approve Stage 2 for Building Lifepans Ltd with the caveat that the Board will seek further evidence once the code is up and running. For any additional monitoring that the Board wishes to commission the cost is to be borne by the code sponsor.

Report on the Consumer Code for Homebuilders proposed monitoring

L Livermore declared an interest in relation to this item as he sits on the NHBC Council.

A Simpson provided the background information in relation to the Consumer Code for Homebuilders (CCHB) who had been granted partial Stage 1 approval last year.

The Board resolved to:

Approve Stage One in full for Consumer Code for Homebuilders.

Performance Indicators

A Simpson advised that the initial report had been submitted in February. There were still some gaps in the reporting and this had been due to Code Sponsor staff changes. A Simpson is discussing this with MotorCodes and hopes to have the figures completed once the motor industry trends report has been published.

Concern was expressed over the number of complaints that had reduced since last year and whether the information supplied was correct. A discussion took place on the robustness of the information that is provided by Code Sponsors and it was suggested that a declaration is sought from the Code Sponsor confirming that the information is correct. This is a matter which should be raised with the Code Sponsors Panel. B Hughes, in her Code Sponsor liaison role, would welcome an invitation to the next Code Sponsors Panel meeting and would be happy to stress the importance of this data.

Framework for the Consideration and Prioritisation of New Code Areas

A Simpson presented his report on the prioritisation of new codes areas and solicited views from the Board on how that would work.

It was agreed that a framework was needed to consider whether certain sectors should be pursued but this would be indicative

rather than exact, that it would be helpful to have reference to consumer detriment but not necessarily relying on complaints. When using a more structured approach questions were raised as to where the data would come from.

A discussion took place as to whether a consumer code would impact on consumer behaviour for example for doorstep crime it is unlikely to have much impact but would have a lot of regulatory coverage. In some cases questioning whether a code is the right solution is important and when it is not influence could be used with government to this effect.

A Simpson was thanked for his report which was a really good starting point.

Finance report

The Board expressed its thanks for the good work that has been undertaken in regard to the finances of the CCAB.

Replacement Directors

It was agreed that the recruitment for replacement directors for S Brooker and R Martin would start mid June. Some initial work will be done electronically with the Board regarding what skills are needed, initial thoughts are that someone with performance management and/or communications experience would be beneficial.

The next meeting will be on 19 July. J Guerreiro to look at availability for October and February.

Signed

Date