

CHARTERED TRADING STANDARDS INSTITUTE CONSUMER CODES APPROVAL BOARD CIC

FIFTEENTH MEETING OF CONSUMER CODES APPROVAL BOARD

Minutes of Meeting held on 19th July 2016
City of London, Walbrook Wharf, 78-83 Upper Thames Street, London, EC4R 3TD

Present: C Crawley (chair), L Livermore , B Hughes, V Olowe, M Upton

Apologies: J Guerreiro

In attendance: A Simpson,

Comments/Decision

Welcome

C Crawley opened the meeting and gave thanks to L Livermore for chairing the last meeting. B Hughes joined the meeting via phone.

Minutes of the meeting held on 24th May 2016

The minutes of the meeting held on 24th May 2016 were agreed as a true and accurate record of the meeting.

Matters arising

A Simpson mentioned the consumer facing document from BLP discussed at the last meeting. A Simpson had received this the day before the meeting which shows a flow chart. AS to circulate via email.

B Hughes mentioned about the Code Sponsors Panel (CSP) and that she wanted to know the dates of future meeting. A Simpson to send B Hughes a list of the upcoming CSP meetings.

Motor Codes Limited (MCL)– Vehicle Sales Code – Stage 1 submission

C Crawley mentioned that this was traditionally an area with a high level of consumer detriment. Trading standards services have in the past tried to get a used car code together.

V Olowe stated that you can tell that this code was written by an experienced code sponsor and that the consumer advice and checklist was good.

The Board resolved to:

Approve Stage 1 for Motor Codes Limited – Vehicle and Sales Code subject to statistical sign off.

AEDIS – Consumer Code for Residential Warranties – Stage 1 Submission

The Board resolved to:

Approve Stage 1 for AEDIS – Consumer Code for Residential Warranties

Marketing and Communications Update

A Simpson advised that the codes now has a twitter account (@consumercodes). On the 9th August we are having our first codes sub-group meeting. The idea of this group is to bring together the marketing and communications power of our codes and use them to send through joint messages and work on campaigns common to our cause. Chris Fay (CTSI communications manager) and A Simpson will be attending.

Karen Bolland (CCAS Marketing Officer) is still on maternity leave but will be returning soon.

Finance update

The finance report was noted by the Board.

Any Other Business

L Livermore advised that adverts to replace Steve Brooker on the CCAS board will go out in the first week of September.

The next meeting will be on 18th October

Signed

Date