

CHARTERED TRADING STANDARDS INSTITUTE CONSUMER CODES APPROVAL BOARD CIC

EIGHTEENTH MEETING OF CONSUMER CODES APPROVAL BOARD

Minutes of Meeting held on 23 May 2017
City of London, Walbrook Wharf, 78-83 Upper Thames Street, London, EC4R 3TD

Present: C Crawley (Chair), K Daly, T Greenwood, L Livermore, V Olowe, H Woods

In attendance: J Guerreiro

Apologies: B Hughes, A Simpson, M Upton

Comments/Decision

A minute's silence was observed at the start of the meeting in memory of the Manchester attack victims.

Welcome

Baroness Crawley advised that she would be stepping down as Chair of the CCAB after the July meeting as she is no longer able to give the time and focus the scheme deserves because of Brexit and legislation changes which will be taking up her time in the future. She applauded the scheme and the Board, the members of which have unique and important skills. She thanked the Board for its support adding that she has been proud to be chair for the past four years and looks forward to watching the scheme grow.

Leon Livermore advised that it is the responsibility of the Board to appoint a Chair which can be either from amongst themselves or go out to recruitment. L Livermore will send an email to all members of the Board to see if anyone would be interested in taking on this role which would be considered at the next meeting.

Minutes of the meeting held on 21 February 2017

The following corrections to be made to the minutes

"CCASS" amend to "CCAS"
add "when" to read "when trigger points are hit"
amend "Cdoes" to "Codes"
amend "approved" to "approve"

Matters arising

Questions from the minutes had been picked up from the updated actions list.

Concern had been expressed at the Code Sponsors Forum regarding communication in relation to the cancellation of the

contracts with Yoshki and My Local Services. This had been communicated via the Code Sponsors Panel but the minutes have not been circulated or published. It was agreed that for matters as important as this there needs to be direct communication with the Code Sponsors.

3-year Strategic Plan

The language used in the documents needs to be reviewed eg the use of CCAS, CTSI and CCAB. L Livermore to review this with A Simpson.

The objectives in the strategic plan had been devised on three levels - what is the minimum we want to achieve, where would we like to go and the driving ambition.

In the strategy document it was agreed to change the wording to "five pillars" instead of "four pillars" to include value for money.

The vision was revisited. It was agreed that everyone should review this and bring suggestions to the July meeting for an amended vision and whether to have a separate mission statement.

Underpinning the strategic objectives are priority actions which will be updated annually, the strategic plan being a live document. Progress against these actions would be measured and brought to each Board meeting.

L Livermore went through each of the strategic objectives.

Finance Update and approval of 2016 accounts

The statutory accounts were circulated. The list of directors to be amended. The accounts were agreed.

It was agreed to reappoint Haslers as the financial auditors.

Next meeting at 1.00pm.

Any Other Business

K Daly advised that he would be attending a BHTA reception at Holyrood House.

Signed

Date