

# CHARTERED TRADING STANDARDS INSTITUTE CONSUMER CODES APPROVAL BOARD CIC

## NINETEENTH MEETING OF CONSUMER CODES APPROVAL BOARD

Minutes of Meeting held on 11 July 2017  
City of London, Walbrook Wharf, 78-83 Upper Thames Street, London, EC4R 3TD

Present: C Crawley (Chair), B Hughes, L Livermore, V Olowe, H Woods

In attendance: A Simpson, K Lockwood, A Scorer

Apologies: M Upton, K Daly, T Greenwood

| <u>Minute</u> | <u>Comments/Decision</u>  | <u>Action</u> |
|---------------|---|---------------|
| CCAB177       | <b>Welcome</b><br>Baroness Crawley welcomed all present at the meeting and advised that the meeting would begin before L Livermore arrived.   |               |
| CCAB178       | <b>Minutes of the meeting held on 23 May 2017</b><br>The following corrections to be made to the minutes<br><br>CCAB172 p4 "combat" amend to "support"<br>CCAB173 p4 first paragraph add "lack of" to read "due to a lack of flow of information"<br>CCAB173 P4 fourth paragraph add "applications" to read "independent applications should be the arbiter"                                |               |
| CCAB179       | <b>Matters arising</b><br><br>V Olowe asked about the email from L Livermore regarding the new chair. This would be picked up in L Livermore's update on Nominations for next Chair.  |               |
| CCAB181       | <b>Nominations for next Chair</b><br><br>L Livermore explained that we do not have to have a Chair according to our constitution. We could have a rotating Chair for each meeting and L Livermore could sign off the papers with the convenience of this being able to be done at Head Office.<br><br>We can either recruit from within the Board or we can advertise for someone external. |               |

V Olowe believes there should be a Chair of the Board, but does not want to put himself forward due to a possible conflict of interest with his role within The Property Ombudsman.

B Hughes proposed interest in the role of Chair, but will need to check with her employer first.

CCAB182 **Speeches**

L Livermore gave a speech to thank Christine Crawley for all her hard work over the past few years as both Chair of the Board and President of CTSI. L Livermore stated that the Consumer Codes Approval Scheme is in a much better place now than when it began and that is partly down to the hard work from Christine. L Livermore then presented Christine with a gift from the Board.

C Crawley added that the Consumer Codes Approval Scheme is going to be looked to more and more with Brexit, and people will be looking to keep standards high.

C Crawley thanked L Livermore.

It was stated that the next meeting would not be compromised with no Chair and we will see what happens going forward.

CCAB184 **CMA update on Care Homes**

A Simpson gave a verbal update on the CMA evidence gathering process.

The Board agreed that the deadline to respond to the CMA will need to be extended to give Non Executive Directors time to make comment.

CCAB185 **Any Other Business**

C Crawley had written a short paragraph regarding the vision.

"To be part of the solution for UK consumers in reducing detriment and improving choice in accessing trusted and reputable traders and businesses"

It was suggested that a flowchart of applications for each code is created for the Board.

CCAB186 **Date of the next meeting**

Wednesday 18 October.

Signed

Date