

CHARTERED TRADING STANDARDS INSTITUTE CONSUMER CODES APPROVAL BOARD CIC

TWENTIETH MEETING OF CONSUMER CODES APPROVAL BOARD

Minutes of Meeting held on 18 October 2017
City of London, Walbrook Wharf, 78-83 Upper Thames Street, London, EC4R 3TD

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

In attendance: A Scorer, A Simpson, J Guerreiro

Apologies: M Upton

| <u>Minute</u> | <u>Comments/Decision</u> | <u>Action</u> |
|---------------|--|---------------|
| CCAB186 | <p>Chair of CCAB</p> <p>L Livermore welcomed everyone to the meeting and started by offering apologies regarding the lack of communication and feedback in relation to the Chair of the CCAB. At the last meeting it was agreed to canvas views on a replacement Chair for Christine Crawley - whether this should be from within the Board or whether the net should be cast wider. The general consensus from the Board was to see what was available in the marketplace. It was agreed that it was not possible to do that straight away. The first step would be to understand what the Board wanted from a Chair, review the skillset needed and then to devise the process.</p> <p>A Scorer had canvassed views from the Board the previous day on an interim solution and B Hughes had put herself forward to step in as interim Chair for the next couple of meetings. L Livermore thanked the Board for its support and for B Hughes' help in assuming the role as interim Chair.</p> <p>B Hughes took over the chairing of the meeting, adding that she was happy to help and to keep things moving until the Board decided what it wanted to do going forward.</p> | |
| CCAB187 | <p>Minutes of the meeting of 11 July 2017</p> <p>Adam Scorer to be added to list of attendees.</p> <p>CCAB181 fourth paragraph add the word "possible" to read "...due to a possible conflict of interest..."</p> <p>Correction of typo CCAB181 second paragraph change "r" to "or".</p> | |

K Daly suggested that A Simpson speaks to Citizens Advice to try to get a link to Consumer Codes as part of its consumer advice system so that when a complaint is received regarding an organisation that is a member of a Codes scheme this will be flagged up.

CCAB195 **Codes Criteria Refresh**

Thanks were extended to H Woods for her help with the codes criteria work to-date.

Consideration has been given to a fit and proper person test which has proven quite difficult to define across the spectrum of codes areas. It was decided that this should not be too descriptive in the Codes Criteria, that Code Sponsors should be making checks proportionate to the risks and that records are kept.

CCAB198 **Any Other Business**

A question was raised as to whether consideration had been given to the introduction of the General Data Protection Regulations in May 2018. L Livermore advised that a review of all data had been carried out across CTSI and CCAS does not hold personal data beyond low risk contact information.

CCAB199 **Dates of next meetings**

J Guerreiro to discuss possible dates with B Hughes for 2018 and then send options via a Doodle Poll. It was suggested that future meetings start at 11.00am to allow Board members to obtain better value train fares.

JG

Signed

Date