

# CONSUMER CODES APPROVAL SCHEME CODE SPONSORS PANEL MEETING

Minutes of Meeting held on 23 April 2018

**Meeting Room 3, 4<sup>th</sup> Floor, City of London, Walbrook Wharf, 78 -83 Upper  
Thames Street, EC4R 3TD**

Present: Ray Hodgkinson (Chair)(BHTA), Bill Fennell (Vice Chair)(TMO) Gerry Fitzjohn (TPO), Sarah Langley (CCNH), Faisal Hussain (HIES)

In attendance: Sue Steward (CTSI), Kristie Lockwood (CTSI), Karen Bolland (CTSI)  
Ken Daly (CCAB)

Apologies: Ian Studd (BAR)

	<u>Comments/Decision</u>	<u>Action</u>
1.	<p><b>Welcome</b></p> <p>The Chair welcomed everyone to the meeting and thanked them for attending.</p> <p>The minutes and actions of the previous meeting on 12 February 2018 were discussed and approved.</p> <p><b>Campaign Update</b></p> <p>S Steward gave an update on the theme of the campaign. One theme was needed and Brexit was the initial idea for the theme. However, this was rejected by the Panel at the last meeting. S Steward added that those who have expressed negativity towards Brexit as the theme have not been giving any further feedback with ideas as to a theme they would prefer to see.</p> <p>Alternate Dispute Resolution (ADR) is coming more to the foreground of consumer protection. Consumer codes and ADR have always been there for consumers. Consumers want reassurance that there is a backup if things go wrong. A clear and simple strap line is needed, as well as, consumer awareness of CCAS.</p> <p>It was decided that we would move away from Brexit as the theme.</p>	

**4. KPIs**

K Bolland told the panel that she had received data from everyone, although some sponsors haven't provided certain data which had impacted the data from last year, and that we are now 5 billion lower than the previous year. K Bolland explained that a lot of the sponsors do not want to give an estimated figure.

K Bolland added that there has been an increase in website visits and media mentions. There are over 53,000 members now.

K Bolland asked if it would be possible for Code Sponsors to keep a log of what cases go to ADR, the outcome and what happens after, as this would be great information for CCAS to have.

It was added that it would be good to mention this at the forum, and actually say who gave figures and who didn't.

**ACTION – RH – Ray to draft an email to express disappointment about the figures feedback.**

**RH**

**5. Insight Survey**

It was agreed that the results K Bolland provided from the survey were a good start. Although there were only 14 responses from the 60 people that the survey was sent to, these responses were from 13 different codes. It was suggested that it might be an idea to highlight the responses from those who are on the Panel to those who are not, to see the difference in those answers.

**ACTION – KB – Karen to feedback the difference in responses to the Panel.**

**KB**

**ACTION – KB – As a first review, Karen to go through the points from the meeting.**

**KB**

**6. Forum Planning**

The Panel had a discussion on the plans for the Forum. The date of the Forum will be Monday 24 September. The meeting will take place at the Motor Ombudsman offices in Westminster. The theme will be 'Raising Industry Standards'.

**ACTION – KL – Kristie to create a draft agenda for the Forum and circulate to the Panel for any comments.**

**KL**

**7. BEIS Report Update**

R Hodgkinson and B Fennell met with BEIS on two separate dates. R Hodgkinson told the Panel some of the points discussed at the most recent meeting. The main things asked of BEIS by the Panel was for financial support, awareness and endorsement.

It was said that a collective response back to BEIS, as a Panel would be that endorsement and resources are needed. Financial resources would be helpful, even if a one off to begin momentum.

BEIS will want a return on their investment, they understand some of the non-financial issues CCAS faces and may be able to do something to help with that.

When asking BEIS what impact Brexit might have, they were dismissive and said Britain will have the strongest consumer protection in Europe.

The Panel discussed the marketing budget of large companies such as Checktrade, Trustmark and Which? They have huge marketing budgets. CCAS does not have the resources to compete with these budgets. A Government endorsement would be a great help for the CCAS scheme as you cannot pay for Government endorsement.

The Key points for the Panel response to BEIS are:

- ADR
- Resources issue
- Government endorsement, financial or not
- Consumers in all areas need protection

## **8. AOB**

R Hodgkinson raised the issue around the use of the logo by members of the Code Sponsors. He told the Panel how the numbers of people displaying the logo is appallingly low and if something went wrong, somebody could be sued for misrepresentation.

Item for next meeting agenda – CCAS logos on websites.

### **Date of next meeting**

Thursday 12 July 2018