

# CONSUMER CODES APPROVAL SCHEME CODE SPONSORS PANEL MEETING

Minutes of Meeting held on 18 July 2017  
The Motor Ombudsman, 71 Great Peter Street, London, SW1P 2BN

Present: R Hodgkinson (Chair)(BHTA), B Hughes (CCAB), B Fennell (TMO) G Fitzjohn (TPO), I Studd (BAR)

In attendance: A Simpson (CTSI), K Lockwood (CTSI)

## Comments/Decision

1.

### **Welcome**

The Chair welcomed everyone to the meeting and thanked them for attending.

The previous meeting minutes of 7 March 2017 Teleconference were approved by the Panel.

2.

### **Service Director Update**

A Simpson informed the Panel that Mandy Garnham has now left CTSI and the Codes team. She has gone on to a role as the Learning Development Manager at the Governance Institute.

A Simpson went on to tell the Panel that his role now falls under the Policy Team, which is a much better move for the Consumer Codes Approval Scheme (CCAS). Adam Scorer, the new Policy Director at CTSI sends his apologies as he would like to attend one of the Panel meetings in the future, but was unable to attend today's meeting.

This is a positive step for CCAS and B Hughes added that she has worked with Adam previously and what Adam will bring to the scheme will be an added positive.

A Simpson read through an update provided by the Consumer Codes Marketing Lead, Karen Bolland.

The latest Comms working group was in June, the minutes from this meeting would have been sent to all Code Sponsors. There is currently a face to face meeting planned for September at the Glass and Glazing Federation (GGF) offices.

A discussion was then had about displaying the Code logo. It was suggested that the only reason Home Builder Codes join the scheme is to be on the Lloyds list. The Panel asked has CTSI considered putting a clause about logo display as part of the application. It was also said that we need to encourage people as much as we can to display the logo.

A Simpson told the Panel that part of the Code application is detailing how the Code Sponsor intends to market the scheme.

A Simpson explained that part of what CTSI are doing at the moment is rewriting our strategy which will also include a Comms strategy.

The Panel asked if we could liaise with Lloyds about displaying the logo as part of their rules. B Fennell added that if the Home Builder Codes are not showing the CCAS logo, then what benefit are Lloyds actually getting?

A Simpson told the Panel that some work was done internally earlier in the year about who is displaying the logo.

It was said that we could do with a campaign about showing the logo. This will be done internally.

**ACTION – K Bolland – Karen to invite Ray Hodgkinson to the next Comms meeting to encourage others to use the logo.**

It was discussed by the Panel at which point do we go 'Nuclear' on enforcing display of the logo. It was agreed that we would give the Codes the chance to comply first.

As a Panel, we are looking more closely to see who is complying and we would like to see a review on Code Compliance.

**ACTION – Karen to look into a review of Code compliance for displaying the CCAS Logo.**

A Simpson briefly mentioned Elite Insurance no longer taking on new business. Everyone in the Homes Sector has been written to to make sure they declare to us if they are using Elite Insurance and what they are putting in place instead.

**3. ADR Compliance**

The final date for ADR compliance is July 2018. There are just 2 Code sponsors that are left to comply.

**5. BEIS Report**

The Panel discussed the paper that is being drafted to be sent to BEIS later this year. A Simpson, B Fennell and Leon Livermore are working on the BEIS paper, which has been built on what was drafted the previous year by R Hodgkinson.

The Panel agreed that using a case study at the end of the paper would be a good idea, how CCAS has benefited a particular sector and how it has benefit consumers and why.

**ACTION – A Simpson to send the Panel the headings for the BEIS report.**

A Simpson told the Panel that the CCAS has a lot of stability and

as a community interest company we do not have the same pressures as other organisations. The scheme is there to reduce consumer detriment.

**ACTION - All members of the Panel to send any thoughts for the BEIS paper to A Simpson.**

R Hodgkinson suggested that we should write to all MPs for their support.

**ACTION – A Simpson to speak to Adam Scorer about writing to all the MPs.**

## 6. Forum Update

The Panel discussed the list that was created during the Forum workshop in May. A 'Fit and Proper Person' was discussed and it was asked if Code Sponsors and performing proper checks on members, including reputation checks.

It was then discussed about another Forum in early winter. A date has been agreed for 27 November 2017.

**ACTION – K Lockwood to secure a meeting room for the Forum.**

The Panel then asked if the Board has a new Chair yet. A Simpson told the Panel that there is no Chair yet. The current Board members have until Friday 21 July to express an interest in the Chair position.

## 7. Governance

The Panel looked at the current Terms of Reference paper and discussed if we think the Panel needs expanding as we now have more Codes and more Code Sponsors to when the Panel was first formed.

It was agreed to expand the panel from 5 to 7 members to each represent a Code Sponsor. It was agreed that a letter would be sent around to all Code Sponsors from R Hodgkinson to express and interest in joining the Panel.

**ACTION – K Lockwood to work with R Hodgkinson to write a letter and send to all Code Sponsors.**

It was agreed that the Panel has got to a stage where it needs to be more sophisticated and the Terms of Reference will need to be re written. It was also suggested that the Terms of Reference document is missing a vision. It might be a good idea for the New Panel to work on this document.

Between now and the next meeting we will hold an election for new members to join the Panel.

8.

**Date for the next meeting**

2 October 2017, 10.30am at the City of London offices.

Eleni Chalkidou will be invited to attend towards the end of the meeting.