

**Consumer Codes Approval Scheme**  
**Meeting: Code Sponsors Panel**

Date: 29 May 2013  
Time: 10.30am-12.30pm  
Location: TSI London Office, Walbrook Wharf, 78-83 Upper Thames Street, London.

Present: Mark Cutler; Ray Hodgkinson (Chair); Paul Sharpe; Stephen Vickers.  
Attendees: Tony Allen, Suzanne Keyser  
Apologies: Chris Mason, Sarah Langley

## **MINUTES**

Meeting Started at 10.30am

### **1. Welcome**

The previous meeting minutes (22 April 2013) were approved by the Panel.

### **2. Matters arising**

PS raised the issue of access to data held by the Citizens Advice Consumer Service with a view to ensuring greater transparency and more effective decision making. TA advised that CitA are working on completing the data protocols with trading standards.

SV raised the issue of the search option of viewing only trading standards approved businesses is on the second not the first page. SV raised the issue of ensuring that the combined trade association/TSI logo appears on the search results screen.

PS raised the issue of when the directory will appear on CitA and .gov.uk websites. TA advised that TSI are working on this development.

The Panel asked for a standing agenda item on partnerships and sub-contractors.

The Panel discussed how all code sponsors could engage with each other and work as a group. They agreed it would be beneficial to arrange an event for all existing code sponsors in the autumn, and invite recent applicants to the CCAS too.

TA/SL to explore options for an event.

### **3. Communications Update**

SK gave an update on the draft communications strategy circulated to the Panel. There is a restructure of the TSI Communications function. There are additional staff being recruited to support the Consumer Codes scheme and the broader role of the new functions adopted by TSI.

SK provided an update on the launch of the Consumer Codes Approval Scheme at the TSI Conference. The problem was generating good case studies where the consumer was willing to speak to the press.

SK provided an update on BIS and Ministerial Support for a more controversial approach – i.e. this is the first time government have overtly backed self-regulation since the banking crisis. BIS are keen to highlight the important role of trade associations in contributing to economic growth.

RH (on behalf of CM) raised the issue of ensuring that CCAB measure the effectiveness of coverage. SK said TSI routinely use a company to carry out evaluation of conference coverage. Heroes Awards/CCAS will be the main stories this year.

TA provided an update on plans for the role of the code sponsors at the TSI Conference. Important that TSI Press Office has access to contact details for the code sponsors. Code Sponsors requested to provide copies of any of their own press releases to the TSI press office.

The Minister (Jo Swinson) will be at the Conference from 10.00 am to 1.00pm on 18<sup>th</sup>. Focus will be on the CCAS launch, but she has some other duties as well. Plan is for the speech at 11.00am followed by attendance at the CCAS Stand (A3/4) to launch the scheme. Opportunity for individual photocall with each code sponsor receiving their Certificate of Approval (photo with Minister/Baroness Crawley) followed by a group photo. Then the Minister has asked to meet the new/potential code sponsors + photocall.

The Panel reviewed the ongoing communications plans. Broadly accepted, with an emphasis on building awareness of the scheme amongst consumers.

The Panel considered the need for a full meeting of all current/potential code sponsors. The Panel decided to wait until the Autumn, with a view to hosting a Code Sponsors Forum then, once the implementation phase had passed. TA asked to prepare a proposal for hosting an event linked to the All Parliamentary Group on Consumer Affairs and Trading Standards. This could be on the Terrace at the House of Lords. It was agreed by the Panel to prepare the proposal on the basis that the costs would be split between the code sponsors – provided it was reasonable.

#### **4. Governance**

TA provided a brief update on Governance. The interviews for the remaining places on the Board would be held on 6<sup>th</sup> June.

There is still more work to be done to formalise the membership and terms of reference for the Consumer Panel.

## **5. Any Other Business**

RH raised the issue of securing deposit protection and guarantees in the current insurance market place. TA agreed to meet with RH to discuss in more detail. TA agree to circulate details of a report commissioned by the Double Glazing and Conservatories Ombudsman Service into insurance back guarantees.

The Panel asked about new codes in track. TA said that so far five expressions of interest had been received (one more than target) and that he was confident of meeting the targets set out in the business plan for stage one and two approval. This was partly because of the advanced state of some of the codes that were under consideration.

PS raised the issue of a visit from Yoshki seeking to sell their services. TA advised panel members that Yoshki were in the market to sell their solution and code sponsors would need to assess the value of that. TSI was giving no assurance or warranty about that and it was entirely up to code sponsors. TSI had commissioned Yoshki for one year to develop a solution, but as part of that deal we had agreed to keep the terms confidential. Code sponsors are advised to negotiate with Yoshki on a solution that meets their needs at an affordable price.

TA asked the Chair to draw lots for the order of on site audits. The audits would start during July and take place at intervals of roughly one per month. The randomly selected order (out-of-a-hat) are:

July	Vehicle Builders and Repairers Association
August	Renewable Energy Consumer Code
Sept	British Association of Removers
Oct	Motor Codes (Car Servicing and Repair)
Nov	Bosch Car Servicing
Dec	Motor Codes (New Cars)
Jan	Carpet Foundation
Feb	Debt Managers Standards Association
Mar	British Healthcare Trades Association
Apr	Institute of Professional Willwriters

TA/SL would make contact with the code sponsors to arrange mutually convenient times within these months to carry out a two-day on site audit of their systems and procedures.

RH suggested that the dates for the next three meetings should be discussed with CM and then set in diaries to provide plenty of notice.

Meeting concluded at 12.30 pm