



Consumer Codes Approval Scheme Meeting: Code Sponsors Panel

Date: 19 January 2015
Time: 11.00 – 13.00
Location: Motor Codes Offices, 71 Great Peter Street, London, SW1P 2BN

Present: Ray Hodgkinson (Chair)(BHTA), Stephen Vickers (BAR), Holly McAllister (MC), Mark Cutler (RECC), Paul Sharpe (IPW)

Attendees: Sarah Langley (TSI), Claire Love (TSI), Andy Allen (ECC)

Apologies: Leon Livermore (TSI)

MINUTES

1. Welcome

Ray Hodgkinson welcomed everyone to the meeting and thanked them for attending the Motor Codes offices on this occasion.

The previous meeting minutes (29 September 2014) were approved by the Panel.

2. ADR Update

Andy Allen gave an update on the ADR and also advised the panel of the probable costs to businesses. The costs were as follows

- £10k for the certification of larger schemes and then a cost of £7k per annum.
- £7k for certification of middle band schemes (high 100's of complaints) then a cost of £3k per annum.
- £6k for certification of the lower level scheme and then a cost of £2k per annum.

The Panel were asked to note that certification has to be in place by the 9 July 2015, the guidance for this will be sent out at the end of February 2015. BIS will have a residual scheme in place by the 9 July 2015. This scheme is to cover any sectors where there is not an official scheme in place.

It was decided that an ADR Workshop should be set up for Code Sponsors, which would include BIS. A provisional date of the 19 March was agreed.

Holly McAllister advised the Panel that there is a BIS roundtable meeting on the 13 February and advised that she would send an email regarding this to the other Panel members.

It was decided that a letter should be written to all Codes Sponsors asking for figures on resolved and unresolved complaints.

Action: Sarah Langley to arrange for a letter to be sent out to all Code Sponsor

Action: Holly McAllister to send email re BIS roundtable on the 13 February.

3. Resignation of Stephen Vickers

Stephen Vickers informed the Panel that he would be leaving BAR at the end of May 2015 and would no longer be able to be a member of the Panel after this time.

The Panel discussed appointing a new Vice Chair it was thought that this would be done towards the end of 2015.

4. Matters arising

i. Comms & Marketing Update

Sarah Langley gave an update on the current comms and marketing activity. This included the YouGov campaign and the marketing plan for 2015. The Panel members were asked to send any feedback they may have on the plan to Karen Bolland.

Sarah Langley asked that the Panel members to send any stories they may have to Karen Bolland for inclusion in the Codes consumer campaign which is due to run the w/c 23 February.

Action: Panel members to send any feedback on the marketing plan to Karen Bolland.

Action: Panel members to send stories to Karen Bolland for inclusion in the Codes consumer campaign.

ii. Code Sponsors Forum and Feedback & Codes Logo Campaign

The Panel felt that Code Sponsors Forum held at One Great George Street on the 25 November 2014 was a great success. It was agreed that this was a better format than the previous year.

iii. CCAS Finance Update

Ray Hodgkinson asked what the predicted income from new Codes would be over the coming year. Sarah Langley to feedback to the Panel on this.

Ray Hodgkinson requested that copies of the letters sent to BIS regarding funding and to the Naming and Approvals Board regarding the logo be circulated with the minutes.

Action: Sarah Langley to feedback to the Panel on the predicted income from new Codes.

Action: Claire Love to circulate the letters sent to BIS and to the Naming and Approvals Board with the minutes.

Action: Sarah Langley to supply the Board with an update on the current BIS budget.

iv. Performance Measurement & Indicators

Sarah Langley gave an update to the Panel on the Performance Measurement and Indicators.

Sarah Langley to give an update on Performance Measurement Indicators after the Board strategy day in March.

5. Scheme governance update

Sarah Langley advised the Panel that there were a number of codes coming through the approval process. The Panel were also advised that some of the new codes were taking longer to go through the process due to the complexity of their code.

Sarah Langley also advised that there was a steady stream of new enquiries for the Consumer Codes Approval Scheme.

6. AOB