



Consumer Codes Approval Scheme Meeting: Code Sponsors Panel

Date: 20 September 2013
Time: 11.00 – 13.00
Location: TSI London Office, Walbrook Wharf, 78-83 Upper Thames Street, London.

Present: Chris Mason (Chair), Sarah Lepak (for Ray Hodgkinson), Paul Sharpe, Stephen Vickers
Attendees: Sarah Langley, Tony Allen, Magda Podeszwa
Apologies: Mark Cutler, Ray Hodgkinson

MINUTES

Meeting Started at 11.05

1. Welcome

Chris Mason welcomed everyone to the meeting.

The previous meeting minutes (10 July 2013) were approved by the Panel.

2. Matters arising

i. Partnerships and sub-contractors

The Panel engaged in a discussion regarding switching on Yoshki:

- it has been reported that some of the code sponsors' members' are still displaying the OFT logo on their websites. Tony Allen informed the Panel that a member of Consumer Codes Approval Scheme team is currently reviewing the correct usage of "TSI Approved Code" logo on code sponsors' members' websites
- the Panel confirmed that they have also been checking their members' websites for the correct usage of the codes logo. Stephen Vickers advised that BAR contacted local TS officers to support the enforcement of the members' logos' changes
- it has been strongly suggested that a generic letter from OFT on the subject of changing members' logos would be supportive in enforcing the necessary

amendments. Tony Allen informed the Panel that such request has already been sent to OFT with no response. The Panel insisted on contacting OFT again to have the letter issued

- Sarah Langley was asked to investigate who should be contacted at Yoshki regarding members who leave
- Chris Mason noted that Yoshki have contacted Motor Codes regarding attaching other logos to the sponsor's website, however the issue was regarded as no high priority and the Panel confirmed to keep the current status quo
- the Panel suggested a request for a monthly update on Yoshki development as part of management report
- Tony Allen advised that Yoshki will be switched on for all code sponsors as soon as the feed from MLS to Yoshki has been verified and confirmed to contain exactly the same data

Action: Tony Allen to contact OFT regarding the logo changes letter

ii. TSI Directory – Financing

The Panel discussed recent developments:

- the TSI Approved Codes Directory has had 25,987 visitors during July 2013, a 17.4% increase on the previous month
- Tony Allen advised the Panel that MLS core directory is working correctly, no errors with search facility have been reported
- Sarah Lepak reported an issue where a phone number overlay for most frequently used resource (high searches) sets off 0843 number and changes the number in the MLS directory. Other sponsors knew about this problem but were not aware that it was part of the initiative
The Panel agreed that this activity is misleading and should be stopped at once.
- Chris Mason inquired if it was possible to have a visibility of the amount of traffic generated by MLS per code sponsor
- the Panel agreed that MLS directory may not suit all code sponsors' members
- the issue of alternative providers or TSI setting up its own directory was raised. Tony Allen explained that other providers had been contacted at first but MLS seemed the best suited at the time. Tony has also informed the Panel that the idea of TSI managing its own directory was originally researched but got rejected.
However, in the light of some code sponsors expressing their increasing uncertainty, it was agreed that the relationship with MLS should be reviewed by the Board

Action:

Tony Allen to contact MLS to resolve the 0843 number issue
MLS operation to be reviewed by the Board

iii. Mutual recognition and respect between Code Sponsors

The Panel discussed the matter of mutual recognition and respect between code sponsors operating in the same area:

- it was agreed that the terms of mutual recognition and respect between code sponsors have not been specified and clarified sufficiently
- Sarah Langley and Tony Allen agreed to work on creating a consultation paper ready for the Panel's review by 29th October 2013
- the Panel debated over some prospective code sponsors advertising their future membership in a misleading manner. Tony Allen stressed that maintaining balance between the need of promoting the process and not preventing transparency is vital
- Chris Mason requested the position of supporting prospective code sponsors to be reviewed (as current activities of some prospective code sponsors may potentially cause reputational and commercial damage to the existing code sponsors).
The Panel agreed that the issue should be taken for the Board's consideration.

Action:

Sarah Langley and Tony Allen to work on creating a consultation paper ready for the Panel's review by 29th October 2013

Pre-approval publicity to be reviewed by the Board

iv. CCAS Financial Update

The Panel was provided with a CCAS financial update:

- Chris Mason enquired when the CCAS business plan and budget for 2014 would be set. Tony Allen informed the Panel that he is currently working on developing the management report containing the end of year projections which should be ready towards the end of November.
The Panel requested to see the vision paper produced by Baroness Crawley at the previous Board meeting (3 July 2013).
Additionally, they would like to be able to familiarise themselves with the vision paper that the Baroness is preparing for the Code Stakeholders Lunch (29 October 2013)
- the Panel also debated their role and authority level and how the processes should be set between the Board and the Panel. It was confirmed that the Panel's key role is to hold the Board to account regarding how the money from subscriptions is spent.
The Panel agreed that the vision for CCAS future should be set and established within the next six months

Action:

The vision papers to be circulated before 29 October 2013.

v. Finance, Audit and Risk

Sarah Langley and Tony Allen provided an update for the Panel:

- the risk register has been reviewed (with the only change being the added Scottish independence risk)
- the Panel requested more detailed performance information
- first onsite code sponsor's audit has been carried out at Vehicle Builders and Repairers Association. The results of the audit are available on TSI website.

Paul Sharpe enquired why TSI would not issue a press release for VBRA audit. Tony Allen informed the Panel that this is an individual choice of each code sponsor how they would like to advertise their audit's results. If a code sponsor required a press release from TSI for their audit results, TSI would accommodate this request

- Chris Mason suggested that code sponsors could be awarded with a certificate after a successful audit
- the schedule for the following code sponsors' audits has been arranged
- Tony Allen confirmed that the long term plan is to carry out the audits annually

vi. Conference Communications Report and TSI Conference 2014 space decision

The Panel was presented with the TSI Conference 2013 Communications Report but did not find it sufficiently informative.

It was suggested that the CCAS should promote more objective based communications. Paul Sharpe suggested that the codes could have a designated hashtag (#) for the next year's conference.

The Panel agreed that the communications plan needs to be revised and the communications report needs to be improved.

The Panel discussed the Consumer Codes space at TSI Conference 2014.

Tony Allen informed the Panel that he had contacted the code sponsors earlier asking to share their views regarding the use of the space designated to codes.

The subject was met with a very apathetic response and was left for the Panel's final decision.

Taking the views of the codes sponsors into account, the Panel agreed that a separate space for codes was not required.

vii. Elections of Code Sponsor Panel 2014

The Panel discussed possible options for the election method:

- it was decided that for continuity and consistency reasons the membership of the Panel is filled (five members) and set for the first three years
- after the initial period an element of rotation may be introduced (creating one-year, two-year and three-year roles)
- it was suggested that after the first three year period, the elections could be held at the same time as the code sponsors' forum
- the Panel enquired whether observers would be allowed to attend the Panel's meetings. Tony Allen confirmed that members of the board of directors of CCAB have a right to attend meetings of the Panel in an observer capacity. Additionally, each member of the Code Sponsors Panel may appoint an alternate to represent him or her, as stated in the Panel's constitution
- the Panel agreed that its members should engage more actively with other codes sponsors between the Panel's meetings (for example: telephone conference or web conference) to keep up to date with current and emerging issues

viii. Code Sponsors Forum agenda

The Panel discussed the agenda for the next Code Sponsors Forum (29 October 2013):

- it was agreed that the chair of the Panel should chair the Forum
- the Panel requested that a space for open discussion was added to the Forum's agenda as a last item before lunch (to replace Sarah Langley's presentation on code sponsors' onsite audits)
- the Panel suggested to invite Andy Foster to give a Communications and Marketing Plan presentation as a last session at Code Stakeholders Lunch (possibly to replace Tony Allen's Business Education presentation)

3. Scheme governance update – Sarah Langley

Sarah Langley provided the Panel with the Consumer Codes Approval Scheme update:

- there were no new formal Expressions of Interest registered
- a significant interest in the scheme has been noted, where the interested organisations have approached the Consumer Codes team
- Tony Allen and Sarah Langley are meeting one prospective code sponsor a week, on average
- Paul Sharpe inquired about the lack of progression in prospective code sponsors approval stages. Tony Allen agreed that the process is taking longer than anticipated and explained that this is due to internal issues of individual prospective code sponsors
- Consumer Advisory Panel met on 9 September 2013 to discuss their role and objectives. The Panel's membership was confirmed and it was decided that Citizen's Advice, represented by Sue Edwards will chair the Panel (shared with CA Scotland). The Panel has also decided to hold one session a year dedicated to consumer detriment matters.

The minutes of the meeting are currently being reviewed by the Chair.

4. Any Other Business

The dates for the next two Panel's meetings have been agreed:

Friday 22 November 2013 11:00 – 13:00 TSI London Office (to be confirmed)

Thursday 20 February 2014 11:00 – 13:00 TSI London Office (to be confirmed)

Meeting concluded at 13:05