

Consumer Codes Approval Scheme
Meeting: Code Sponsors Panel

Date: 22 April 2013
Time: 11am-1pm
Location: TSI London Office, Walbrook Wharf, 78-83 Upper Thames Street, London.

Present: Mark Cutler; Ray Hodgkinson; Chris Mason (Chair); Paul Sharpe; Stephen Vickers.

Attendees: Sarah Langley, Leon Livermore (agenda item 2i), Roy Martin (TSI); Steve Richardson (My Local Services) agenda item 2ii

Apologies: None

MINUTES

Meeting Started at 11am

1. Welcome

The previous meeting minutes (8 March 2013) were approved by the Panel with the following amendment:

“Scheme Governance Update

It was agreed that no code sponsor should use the approved code logo until the security solution is ready. “

The Panel requested that ‘agreed’ was changed to ‘stated by Andy Foster’, so the sentence reads:

It was stated by Andy Foster that no code sponsor should use the approved code logo until the security solution is ready.

Completed actions from the last meeting:

- Ask TSI insurance brokers if Code Sponsors Panel activities are covered by TSI’s professional indemnity insurance- *yes, the Panel is covered by TSI insurance.*
- Code Sponsors-Check with own organisations if their professional indemnity insurance covers them for Code Sponsor related activities- MCL confirmed that TSI would have to cover CCAS related activities. Awaiting response from other Panel members
- Andy Foster to share TSI CCAS three year plan with Code Sponsors Panel- *circulated by Roy Martin at the meeting. Electronic copy attached to minutes.*
- Roy Martin-TSI Finance Director to attend the next Panel meeting
- TSI to ensure the contract is clearer on when refunds may or may not be given to Code Sponsors- *the contract was amended to reflect the required changes.*

- The Panel discussed the use of the new TSI logo. It was reiterated that the logo should not be used until 1st April 2013.
- Code Sponsors were asked to speak to TSI if they experienced any difficulties in replicating the TSI logo, such as on business cards and headed paper-*issues have been actioned by TSI and Yoshki.*
- TSI to send a request to all Code Sponsors asking for specific evidence based examples to support the scheme launch. It was agreed that TSI must be clear on what they are asking for-*request sent, no information received yet.*
- TSI to approach the research company used by Motor Codes previously, to find generic evidence useful to promote the CCAS-*meeting has taken place, discussions ongoing regarding what is required and cost.*
- TSI to invite all Code Sponsors to launch day at TSI conference- *completed, some responses outstanding.*

2. Matters arising Matters arising

i. Introduction- Leon Livermore TSI CEO

Leon Livermore introduced himself to the Panel and shared his vision for the CCAS. Key points raised during a question and answer session between the Panel and Leon included:

- The TSI Board has been on a journey with taking over the responsibility for CCAS, and is fully committed to CCAS.
- TSI sees CCAS as a valuable tool to deliver on TSI's objectives
- CCAS is an opportunity to demonstrate to Government that self regulation can be an effective alternative to legislation.
- The Competition and Markets Authority and TSI are working together on scenario planning to identify how to deal with problem sectors and issues.
- CCAS and the Primary Authority Partnerships are complementary. There are currently Primary Authority pilots running with trade associations. TSI will look at their role within the Primary Authority regime once the pilot work has been completed.
- There is working going on nationally looking at intelligence and a number of projects that will bring businesses closer to regulators. It may be possible in a year's time that code sponsors will have access to complaints data relating to their members.
- TSI are having discussions with the various local authority approved trader schemes to identify how they can be aligned with CCAS.

Action:

SL to look into issue where a code sponsors accepted a new business into their approved code of practice scheme; and then was contacted by three separate trading standards services regarding the same issue. How can code sponsors have access to this information prior to accepting new members?

Panel to invite Alex Chisholm CEO of the new CMA to a future Panel meeting.

LL to provide a strategic update at future Panel meetings.

ii. MyLocalServices-Steve Richardson

Steve Richardson updated the Panel on the development of the TSI Trader Directory. (full presentation circulated with the minutes). Key points raised by Steve were:

- The directory will go live 1 May 2013.
- The directory on the TSI, Citizen's Advice and .gov.uk websites will advertise code members only. Code sponsors do not have to advertise on the Directory if they do not want to.
- Code sponsors can use the TSI Directory on their own websites if they want to.
- Code sponsors will have an admin log in to the Directory and can amend member's details, including suspending or deleting members.
- Training will be provided for each nominated administrator.
- The star rating used on the Directory will be optional. Code sponsors can use their own review date; they will need to agree parameters.
- The Directory operates on nearest town under search results. Distance searches can be considered as an option.

Paul Sharpe offered to host, if My Local Services needed to conduct some onsite testing.

The MLS contract is between ITSA Ltd a subsidiary of TSI, not the CIC running CCAS. Any income generated by the Directory would return to itsa Ltd, who has invested in the Directory.

Actions:

SR to supply test link page to code sponsors.

SR to provide additional data relating to the number of searches per day, number of new visitors to the website, the range of clients and other key statistics.

Code sponsors will need to provide My Local Services with a list of URL's for all their members.

SL to request nominations for administrators from all code sponsors.

TSI to provide more details on the MLS contract with itsa, including some detail on what the expected return might be and what the intention was in setting this relationship up with ITSA as opposed to *CIC-TA has provided information relating to the contract with the Panel members.*

iii. Finance Report- Roy Martin TSI Finance Director

Roy Martin presented an update on CCAS finances to the Panel. The Panel discussed the outline figures, and the following points were raised during discussions:

- The Panel were concerned that the marketing budget would be reduced over a three year period, and want to be kept informed on how income will be maximised. The cost of staffing for communications was also questioned.

- The Panel requested increased exposure of the commercial arrangements with both MLS and Yoshki.
- The Panel requested visibility of where funds would be spent and whether the CIC would be a break even business.
- Increased visibility of data and evidence would be required for figures presented.

The Panel agreed that they would require a 'management pack' quarterly, containing performance data and comparison search data for MLS, along with a financial report with spending and income broken down per month for sales, marketing, communications and spending on staff and brought in support, and comments on variations in the budget. The Panel also requested details of new applications to join the CCAS and the status of any new applications.

iv. Scheme governance update-Sarah Langley

Consumer Codes Approval Board- update

Sarah Langley updated the Panel on developments with the Board. Baroness Crawley has been announced as the Chair of the Board. Citizen's Advice has been invited to join the Board, along with Leon Livermore and Andy Foster representing TSI. The appointment process is ongoing for the three independent members and the Panel were invited to send a representative to observe at the interviews. (6 June 2013).

Consumer Advisory Panel-update

The Panel were informed that key stakeholders had been invited to an informal meeting for the Consumer Advisory Panel. Invitees were: Citizens Advice (England and Wales, Scotland and Northern Ireland), Age UK, Which?, National Consumer Federation, TSI Lead Officer for Consumer Education, and an independent member. Citizen Advice would chair the Consumer Advisory Panel.

The Panel discussed the role of both Panels and agreed that both Panel's must share information and have some transparency, as both Panels were working towards the same aims. The Panel also agreed that confidentiality was essential to ensure trust between the Panels.

3. Communications Update

The Panels noted a draft communications plan that had been circulated.

Action:

Each panel member to provide SL with their thoughts by email, to be compiled and shared between the Panel.

The Panel agreed to meet ahead of the June 18 CCAS launch to discuss communications. A tentative date of 28 May was set by the Chair.

Meeting concluded at 1pm