



Consumer Codes Approval Scheme Consumer Advisory Panel Meeting

Date: 7 July 2015
Time: 14:00 – 14:45

Location: Telephone Conference

Present: Fraser Sutherland (Chair), Jane Negus, Alison Farrar, Nick MacAndrews, Helena Twist

Attendees: Sarah Langley, Rachel Martin

Apologies: Sue Edwards, Caroline Jacobs, Geoffrey Woodroffe, Jane Vass, Jim Humble

Minutes

The meeting started at 14:00

1. Welcome and introductions

Fraser welcomed everyone to the meeting.

2. Declarations of interest

No declarations of interest were noted.

3. Minutes of the last meeting

The minutes of the previous meeting (27 April 2015) were reviewed and approved by the Panel with Sarah confirmed that any snagging issues were captured and actioned along with CCAB snagging for those codes approved at Stage 1.

There was also request for Fraser to provide a Scottish version of the BLP Code for their glossary.

4. RAC Service and Repair Code – Stage 1 Assessment

a) Review

The Panel engaged in a discussion regarding the RAC Service and Repair code application. The main points of the discussions are recorded below.

Overall the Panel commented on how clear and well written this code is. There was suggestion that it could be used as a "gold standard" example to future applicants.

Alison noted that the sections entitled "What it means to you" are particularly useful and offers clarity to a consumer.

Helena commented on the fact an initial inspection takes place and any previous damage and mileage is noted. This heads off many of the usual complaints from consumers suggesting damage or extra mileage occurred after they left their vehicle.

- **Page 1 - Definitions**

- "Customer" needs clarification. Does this refer to a business or a consumer?
- Are business customers such as fleet or company cars covered by the Code? Possible issues identified as ADR is not an option for business users. (page 12, point 1).
- The Panel asked that "Original Equipment Standards" be added to the list of definitions as it is referred to on page 5, point 7.
- Clarification needed on new or used equipment.
- Could "estimate" and "quote" be added to definitions? Noted on page 6, point 3 – clarification would be useful here.

- **Page 11 – Conciliation Service**

- The Panel felt this section was long winded and that a flow chat of the process would be more beneficial.
- Point 9 refers to a "submission fee", the Panel asked for an indication of how much this fee would likely be.

The Consumer Advisory Panel agreed that they would support RAC's Stage 1 application being presented at the next Board meeting if the points above are addressed.

The Panel commended Sarah on her work with the RAC.

Helena and Alison left the telephone conference at 14:30.

5. CCAS Update

Sarah updated the Panel on the progress of the five codes submitted for stage 1, all were either approved, or approved with conditions. The Board thanked the Panel for their great work in reviewing and supporting the applications.

Apart from the RAC Service & Repair Code, there are no more new codes in the pipeline. The CCAS team are spending the summer approaching possible code sponsors, to try to encourage more applications.

Teresa Perchard has left the CCAB, and Citizens Advice have been asked to appoint a new representative on the Board.

Sue and Sarah have discussed how the Panel can cope with future peaks and a heavier workload. Sue will discuss this with Fraser as co-chair and it will be an agenda item at the next Panel meeting.

Sarah is conducting a review of the fees for Stage 1 and Stage 2 and the length of time an Expression of Interest is open for. Following a decision on this, existing fees will also then need to be reviewed. They were fixed for 3 years after transferring from the Office of Fair Trading and this timeframe is nearly complete. Discussions will begin at the October Board meeting.

Sarah advised the Panel on the current staffing levels within the team and requested their consideration for the time being.

6. Any Other Business

The date of the next meeting of the Panel:

Wednesday 30th September 14:00 – 16:30.

The meeting concluded at 14:45