

# CHARTERED TRADING STANDARDS INSTITUTE CONSUMER CODES APPROVAL BOARD CIC

## SEVENTEENTH MEETING OF CONSUMER CODES APPROVAL BOARD

Minutes of Meeting held on 21 February 2017  
City of London, Walbrook Wharf, 78-83 Upper Thames Street, London, EC4R 3TD

Present: C Crawley (Chair), V Olowe, M Upton, L Livermore, H Woods , T Greenwood, K Daly

In attendance: A Simpson, J Guerreiro, C Fay, M Garnham

Apologies: B Hughes

### Comments/Decision

#### **Welcome**

C Crawley welcomed everyone to the meeting and introduced the new members of the Board, Tony Greenwood, Helen Woods and Ken Daly

#### **Minutes of the meeting held on 18 October 2016**

Correction third line - change "dour" to "our"

The minutes of the meeting held on 18 October 2016 were agreed as a true and accurate record of the meeting.

#### **Matters arising**

The Property Ombudsman education campaign has been successful to-date.

#### **Sennocke Build Zone Code of Conduct for Home Builders - Stage 2 submission**

The Board went through the Stage 2 assessment, audit report and Code of Practice.

#### **The Board resolved to:**

Approve Stage 2 for Sennocke Build Zone Code of Conduct for Home Builders

**It was agreed** that an indication of the length of the audit would be included in future audit reports.

#### **Consumer Codes for New Homes (CCNH) – Stage 2 Submission**

The Board was reminded that CCNH is an amalgamation of three

companies who are co-operating to strengthen the market.

CCNH was commended for its comprehensive work carried out on complaints processes which the auditor highlighted as best practice.

**The Board resolved to:**

Approve Stage 2 for Consumer Codes for New Homes.

**Memorandum of Understanding (MoU) across sectors**

The Office of Fair Trading had previously only allowed one code per sector to operate. This practice had not continued within the new scheme to allow competition in sectors.

The CCAB considered whether it was necessary to introduce MoUs for other sectors other than renewable energy as present. Trends showed that at the current time there had not been any significant issues between codes within the same sector which warranted the introduction of MoUs. The CCAB had previously discussed the issue of code hopping and whether this would be better placed as part of the code criteria.

**It was agreed** that this be considered as part of the review to strengthen the Code criteria.

**Use of Overseas Insurers**

All code sponsors had been contacted with a questionnaire in relation to their use of overseas insurers and whether adequate cover is provided. A Simpson went through the list of responses.

**It was agreed that** all code sponsors should either use a UK insurer or if an overseas insurer is used that this has passport rights or has equivalent protection in line with the Financial Services Compensation Scheme. A Simpson to advise affected code sponsors that they need to comply by the date of the next renewal.

**Meeting with BEIS**

Ray Hodgkinson, Chair of the Code sponsors Panel, and A Simpson had met with BEIS officials to discuss recognition from central government for the CCAS as well as options for financial support.

**Communications and PR Update**

Chris Fay, CTSI Communications and PR Manager, attended the meeting to provide an update. A new CTSI website has been launched which includes a Codes area.

As far as media is concerned Codes does well for media hits

within the mainstream press as well as the trade press.

The Codes Communications Sub-Group which involves representatives from the Code Sponsors has been reinvigorated. Whilst the CCAS has a low communications budget there are 24 Code Sponsors who have individual communications budgets and they should be encouraged to push out messages. Only half of the Code Sponsors are active members of the group.

Campaigns are designed to be as wide and simple as possible with three levels of engagement from Code Sponsors to share messages, send data to CTSI to be used or send their own messages. Key messages are not new ones but will be used to promote codes as a driver of choice for consumers. The top lines are new eg £50billion consumer spend is protected by CCAS. KPI information is coming in from Code Sponsors which will feed into key messages. BEIS has been supportive of the campaign and has agreed to supply a ministerial quote in principle.

V Olowe suggested that RSS feeds on the website eg code sponsors news stories or case studies would be helpful to promote messages.

#### **Any Other Business**

M Garnham advised that from July 2018 Code Sponsors need to approved ADR providers, there are currently two schemes that are using non-approved ADR providers. **It was agreed** that this point will be made at the forthcoming Code Sponsors Forum and that letters be written to the Code Sponsors that are currently not complying.

#### **Dates of next meetings**

The Chair advised that due to her non-availability we would need to look for an alternative date for the Strategy Day. J Guerreiro to ascertain availability prior to the May CCAB.

The May Board meeting will be taking place on 23 May.

J Guerreiro to send out options for dates for a CCAB in July.

Signed

Date