

**TRADING STANDARDS INSTITUTE
CONSUMER CODES APPROVAL BOARD CIC**

SIXTH MEETING OF CONSUMER CODES APPROVAL BOARD

Minutes of Meeting held on 15th July 2014
One Great George Street, Westminster, London, SW1P 3AA

Present: C. Crawley (Chair), A. Foster, B. Hughes, L. Livermore, S. Brooker,
T. Perchard, V. Olowe, I. Manders, P. Rochester, R. Martin, R. Hodgkinson

In attendance: S. Langley, R. Martin

<u>Minute</u>	<u>Comments/Decision</u>	<u>Action</u>
	The meeting commenced at 10:00	
CCAB16	Minutes of the last meeting It was agreed that the Communications Plan should be included in the next agenda and Suzanne Kuyser would be invited to attend in October. Barbara Hughes should be invited to the next Communications meeting on 24 th July. Typing error on p2, last line - should read "in" instead of "on". Typing error on p5, 2 nd paragraph, 2 nd line down – should read "competent" not "competitive". Typing error on p5, 4 th paragraph, last line – should read "from BIS" not "for". Victor Olowe noted that in section CCAB12 "Potential New Code Sponsors", he is not a member of the Property Ombudsman but rather a member of the Property Ombudsman Council. Christine Crawley would like to record the Board's thanks to Arnold Pindar for his paper "The Consumer Trust Report" prepared by the National Consumer Federation. It was noted by the Board that the report was published in August 2013, when the TSI Consumer Codes Approval Scheme was in its infancy. Leon Livermore suggested investing some of TSI's time and Andy Foster to lead on an update of the review of codes.	

Subject to the above amendments, the minutes of the meeting held on 13th May 2014 were agreed as a correct record.

For Decision

CCAB17 **ABTA**

The Board received a paper from ABTA relating to deposit protection offered under their code.

The Board are to invite ABTA to apply for Stage 1 but has some questions to be raised during the consultation stage. The Board felt the proposals submitted by ABTA were acceptable, but want to see strong compliance monitoring, more take up beyond 50% of voluntary deposit protection and information on how ABTA will develop their code following new travel legislation coming in.

Action: Steve Brooker offered to discuss this and seek the view of Keith Richards from ATOL Consumer Panel.

SB

Action: It was also suggested to invite the TSI Lead Officer for Travel to participate in discussions about the ABTA code.
Sarah Langley to speak the TSI Lead Officer for Travel.

SL

CCAB18 **Applications for Approval**

Barbara Hughes left the meeting at this point due to a conflict of interest.

Christine Crawley thanked Sarah Langley and the codes team for their work on the applications.

a. Simple Products

The Board considered the Simple Products Code for Stage 1 approval.

The Board would like:

- to see firmer details on how vulnerable consumers will be treated under the code
- further use of plain language
- to consider a review of core criteria when the ADR directive comes in
- to see a timetable of key milestones, including when the CIC will be formed to oversee the code.

The Board are resolved to approve Stage 1 subject to the above observations.

The Board noted that the CIC are aiming for Stage 2 approval in October.

Issue of BSI Kitemark launch for a rival simple product was discussed by the Board. The Board requested that this be discussed with the Treasury,

Action: Leon Livermore and Sarah Langley to prepare some wording prior to announcing Stage 1 approved.

LL/SL

b. Consumer Code for Builders of Homes for Sale (Checkmate)

Barbara Hughes rejoined the meeting.

The Board considered the Checkmate code submission for Stage 1 approval.

Discussions included:

- What is covered by a New Home Warranty
- What is the value added by the code
- The 'gaps' within new home warranties covered by the code
- The Consumer Advisory Panel had carried out analysis of both National Home Builders warranty and Checkmate and found them to be overall a similar level of cover
- Previously Lloyds Mortgages were only using NHBC, but have now opened the market up to include Checkmate warranties for new builds that they offer mortgages on

The Board felt that overall the Code is very strong. Sarah Langley advised that the Consumer Advisory Panel had received a consumer checklist which may add further clarity on the Code's protection for consumers and agreed to forward a copy of this to the members of the Board.

SL

The Board are resolved to: Approve the Checkmate Code for Stage 1.

CCAB19 **Chair of Code Sponsors Panel**

The Board discussed the Panel's request to have its Chair present at every future Board Meeting. It was decided that this was not appropriate but that the Panel would be invited to submit an agenda item and for their Chair to attend that section.

It was agreed to offer the presence of Leon Livermore, Andy Foster or Suzanne Kuyser at future Code Sponsors Panel meetings.

Christine Crawley welcomed Ray Hodgkinson and he was introduced to the Board.

For Discussion and Debate

CCAB20 **Mircogeneration Certification Scheme and Home Insulation and Energy Systems Contractors Scheme**

Christine Crawley welcomed Paul Rochester, Senior Advisor at the Department of Energy & Climate Change and Ian Manders, Environment Operations Manager (Gemserv Ltd) to the meeting.

All were in agreement that an open dialogue must be maintained between the Consumer Codes Approval Board and the Department of Energy and Climate Change.

Paul Rochester informed the Board that they welcome healthy competition within the sector and are already considering how they can move towards multiple codes. Any dilution of standards would not be acceptable.

Paul Rochester informed the Board that due to the sector's unique issues, the Department of Energy and Climate Change feels that the introduction of multiple codes must be carefully managed.

Ian Manders raised the concern of sharing of history to ensure Certificated Bodies (CBs) were unable to join another CB if they had been forced to leave the original. Auditing standards and a Memorandum of Understanding could help to prevent 'code hopping' by members between codes and ensure members' history travels with them, if they swap between different code schemes.

The Board considered the possibility of a revised fee structure where there are multiple codes in one sector and additional checks have to be put in place to maintain standards.

The Board agreed that there is a higher level of risk in this area and as such, there must be a high standard of robust vetting and monitoring.

Action: Andy Foster and Sarah Langley are to work on basic principles and consider the minimum standards required in this sector. Department of Energy and Climate Change and The Microgeneration Certification Scheme to support TSI. This will be relayed to the Board once clarified.

Christine Crawley thanked Paul Rochester and Ian Manders for their attendance.

CCAB21 **The Carpet Foundation Monitoring Proposals.**

Sarah Langley updated the Board on the clarification provided by the Carpet Foundation.

AF/SL

The Board accepts that the Carpet Foundation is once again compliant, but noted that they should discuss questionnaire coding with Select Statistics.

Action: Sarah Langley to discuss this with the Carpet Foundation.

SL

CCAB22 **CCAS Finance Report and Annual Report**

The Board received an update from Roy Martin, TSI Finance Director. It was noted that at this time an audit had not been necessary due to the size of the CIC, but it was requested that going forward an audit programme be put in place.

Accounts are being reviewed, will then be signed off by two directors and will be filed at Companies House.

The Board requested some clarification of how figures are shown on the balance sheet and the possibility of both a covering paper and more script on activities, as we move into the next financial year.

Action: Roy Martin to distribute details of the CIC financial rules to the Board.

Leon Livermore asked that it be noted that TSI will not retrospectively claim back any reserves.

RM

Standing Items

CCAB23 **Liaison with Local, Regional and National Approved Trader Schemes**

Andy Foster updated the Board on the liaison with local, regional and national Approved Trader Schemes. Currently in the consultation period. Andy Foster will continue to receive consultation responses via the website and email until the end of August 2014. This will be followed by a report in October.

CCAB25 **Performance Measurement and Statistical Analysis**

This agenda item was withdrawn, as no developments to discuss.

CCAB26 **Finance, Audit, Risk & Performance Management**

Victor Olowe thanked Sarah Langley and the codes team for getting the risk register prepared and submitted so quickly.

It was noted there were 22 risks originally listed and therefore the risk register would need streamlining.

Questions were raised over the staffing capacity of the codes team and the ownership of risks. The Board will receive a paper in October detailing recommendation on resources. This will be passed through the Code Sponsors Panel also.

CCAS 12 – a new risk added relating to the capacity to deliver the CCAS objectives.

Christine Crawley thanked Victor Olowe for his work on the Risk Register.

Action: Sarah Langley to lead on the Risk Register and review quarterly. Ideas and comments should be submitted to Sarah Langley by September.

SL

CCAB28 **Consumer Advisory Panel**

Teresa Perchard provided the Board with a verbal update of the Consumer Advisory Panel's last meeting. It was highlighted that the priority must go to the new code sponsors engagement. The Board noted that the Codes team and Citizens Advice are working on identifying potential new code sponsors in priority areas over the summer and will report back to the Board at the October meeting.

The Consumer Advisory Panel is broadly positive about the direction of CCAS business.

Christine Crawley thanked Teresa Perchard for her work.

CCAB29 **Liaison with Code Sponsors Panel**

The Board individually introduced themselves to Ray Hodgkinson and outlined their roles.

Barbara Hughes explained her discussions with the previous Chair of the Code Sponsors Panel and expressed the Board's keenness to develop the conversation between the Code Sponsors Panel and the Board. It was agreed that Barbara Hughes will attend Code Sponsors Panel meetings and be the lead contact.

Barbara Hughes and Andy Foster attended the last Code Sponsors Panel meeting, where it emerged that the main Code sponsors' concerns were around Marketing, Strategy and Communications.

A subcommittee of Code Sponsors marketing and communications specialists including Motorcodes, British Healthcare Trades Association and The Property Ombudsman has now been formed and will be meeting for the first time on Thursday 24th July 2014, to work on joint marketing and communications activities with the TSI staff.

Christine Crawley explained the Board's decision in response to the Code Sponsors Panel's request for their Chair to attend all Board meetings. Ray Hodgkinson was informed that due to the nature of business discussed, an open invitation would not be appropriate, but the Code Sponsors Panel could submit an agenda item and the Chair could be present for that item and would be very welcome at future Board meetings.

Ray Hodgkinson declared that he found this most acceptable and stated his keenness to maintain a close working relationship and minimise the gap between the Code Sponsors Panel and the Board.

Leon Livermore offered to attend future Code Sponsors Panel meetings, alternating with Andy Foster and for Suzanne Kuyser to attend quarterly to provide an update on the Marketing and Communications actions plan.

Christine Crawley thanked Ray Hodgkinson for his attendance and thanked Barbara Hughes for her continuing work with the Code Sponsors Panel.

CCAB30 **Dates of the next meetings**

The Board agreed to hold the next meetings on:

Tuesday 14th October 2014 10:00 – 14:00
Tuesday 3rd February 2015

The venues and times to be identified by the programme team.

The meeting closed at 13:30

Signed

Date