

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

NINTH MEETING OF CONSUMER CODES APPROVAL BOARD

Minutes of Meeting held on 3 February 2015
One Great George Street, Westminster, London, SW1P 3AA

Present: C. Crawley (Chair), R. Martin, T. Perchard, S. Brooker, V. Olowe

In attendance: S. Langley, C. Love

Apologies: L. Livermore, B. Hughes,

<u>Minute</u>	<u>Comments/Decision</u>	<u>Action</u>
	The meeting commenced at 10:00	
CCAB48	Minutes of the meeting held on 14 October 2014 Teresa Perchard noted that CCAB35 the following paragraph should be changed to ' The Board discussed the future growth of the scheme, and the financial support that could be offered by TSI and asked that a letter of assurance from the TSI Executives on the Board should be produced'. Subject to the above amendment, the minutes of the meeting held on 14 October 2014 were agreed as a correct record.	
CCAB49	Minutes of the meeting held on 10 December 2014 The Chair had not had a previous opportunity to review and approved the minutes of the meeting of 10 December. The Board agreed that the Chair would review the minutes with the meeting and circulate them to the rest of the Board. For Decision	
CCAB50	Checkmate Code Stage Two Application for Approval The Board discussed the Checkmate submission for stage II approval.	

The Board resolved to:

Approve Stage Two for the Checkmate code.

CCAB51 Building LifePlans Ltd Stage One Application for Approval

The Board discussed Building LifePlans Application.

The Chair asked that BLP be thanked for their efforts in writing the code however there were still some outstanding issues. The Board looks forward to seeing the revised submission in May.

For Discussion and Debate

CCAB52 Microgeneration Certification Scheme and Home Insulation and Energy Contractors Scheme

The Board received an update from Sarah Langley on the current status of the MOU.

The Board asked that it be noted that they thanked RECC for taking the time to write to them and that they have looked in great detail at the letter and contents.

SL

The Board had a full discussion on the topic and look forward to a speedy resolution for the MOU.

The Board would like to see an organisational diagram of the governance of the joint working, once it has been established.

SL

Sarah Langley to circulate the draft MOU to the Board when it is completed.

SL

Standing Items

CCAB53 ADR Directive

In Leon Livermore's absence, Roy Martin gave an update on the ADR Directive.

The Board were asked to note that a Workshop was being arranged on the 19 March for all Code Sponsors and that a representative from BIS had been asked to attend.

SL

The Board asked for a timetable to be put together of when existing Code Sponsors have to be fully compliant with Directive.

SL/AA

	<p>The Board asked that Andy Allen attended the CCAB Strategy Day to discuss the Directive further.</p>	
CCAB54	<p>Performance Measurement and Statistical Analysis</p> <p>Steve Brooker gave an update on Performance Measurement and Statistical Analysis</p> <p>Steve Brooker asked that Karen Bolland be thanked for all of her hard work in this area.</p> <p>The Board discussed the interesting data provided in the report and felt the Code Sponsors should be able to supply the missing data. The Board agreed a letter should be sent from the Chair to the Code Sponsors to stress how valuable the information they were asked to supply to the Scheme was. Steve Brooker to put together a draft letter for the Chair.</p> <p>Teresa Perchard asked that there be an indication on the report as to whether the Code covered England, Wales, Scotland, Northern Ireland or just England.</p>	SB
CCAB55	<p>Finance, Audit, Risk & Performance Management</p> <p>The Board discussed the report supplied by Roy Martin, it was agreed that it would be useful if commentary could be added alongside the numbers within the report.</p> <p>The Board asked that a financial forecast be put together and brought to the Strategy Day for discussion.</p>	RM/VO RM
CCAB56	<p>Consumer Advisory Panel</p> <p>Teresa Perchard presented a paper to the Board highlighting the work of the Consumer Advisory Panel.</p> <p>The Board discussed the contents of the paper and agreed the Panel were a valuable part of the approval process.</p> <p>Teresa Perchard asked that a letter be sent from The Chair to the Panel members to thank them for their hard work and for their input into the approval process.</p> <p>Teresa Perchard agreed to produce a draft letter for the Chair.</p> <p>It was agreed by the Board that Sue Edwards should be invited to the strategy day.</p>	TP

CCAB57 **Potential New Code Sponsors**

Sarah Langley presented an update paper on the potential new code sponsors and their progress to date.

The Board discussed the progress with the various new codes. The Board were reassured that there is still plenty of interest in CCAS and new applicants in the pipeline.

It was noted that some applicants had made little or no progress in the last six months and the Board considered whether a time limit for activity should be set for those that had made no progress for a considerable amount of time.

SL/CC

CCAB58 **Marketing Plan and Update on Campaigns**

Sarah Langley presented an update on the Marketing Plan for 2015 and the upcoming campaigns.

The Board asked whether the campaign covered Great Britain or the UK, as the stats referred to numbers in England.

The Board envisaged a stronger relationship with the Citizens Advice and their support for CCAS.

The Board asked that a letter be sent to Gillian Guy to thank Sue Edwards for her efforts in supporting the scheme, as Chair of the Consumer Advisory Panel

The Board reviewed the marketing campaign and felt the following key messages should be reviewed and made clearer:

- Redress schemes.
- "click to verify"

CCAB59 **AOB**

Leon Livermore submitted a paper in his absence on the Approved Trader Schemes Call for Evidence.

The Board discussed the paper.

The Board asked that the following change be made on p.2 point 3 "TSI has developed and is delivering a successor to The OFT scheme".

CCAB60 **Dates of the next meetings**

The Board agreed to hold the next meetings on:

Tuesday 19th May 2015 10:00 – 13:00

Tuesday 21st July 2015 10:00 – 13:00

Additional meeting – Strategy Day: Tuesday 24th March 10:00 – 16:00

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

The meeting closed at 13:05

Signed

Date