



Each Home Counts Implementation Plan: Consumer Protection

(Date last updated: 20 February 2018)

1. Purpose and Objectives

Delivery of the Code of Conduct and Consumer Charter (Recommendations 1 & 2)

Also responsible for Recommendation 3 on the sustained promotion of the quality mark, and Recommendation 4 on the redress process.

2. Workstream Leads

Liz Male (independent) & Peter Broad (Citizen's Advice)

4. Members of the Workstream

Wider Stakeholders		
National Glazing Federation	National Energy Foundation	NFRC
Citizen's Advice	Gas Safe Register	PCA
Energy Saving Trust	Health & Safety Executive	BEAMA
BSI	RECC	Green Deal Finance Company
BNP Paribas / LaSer UK	MCS	SPS Envirowall
Partner Finance	Which? Trusted Traders	Worcester Bosch
National Housing Federation	TrustMark	Passivhaus Trust
National Housing Maintenance Forum	FMB	Kinnell Group
Orbit HA	Competent Persons Association	Residential Landlords Association
Chartered Trading Standards Institute / Approved Codes	Forum	National Landlords Association
Civalli	GGF	Green Deal Consortia
National Consumer NICEIC / Certsure	Helix	EDF Energy
Elmhurst Energy	HIES	Rockwool
National Insulation Association	NAPIT	FENSA
CIGA	Ofgem	Corgi Fenestration
SWIGA	Ombudsman Services Federation	HHIC
INCA	Stonely Training	Stroma
BBA	Parity Projects	MIMA
Telefonica	Retrofit Academy	
Smart Energy GB	Construction Products Association	
Energy UK		
Gemserv		

5. Connection with other workstreams

Impacts on all other workstreams.

6. Key Activities (with timings and outputs)

	Key activities	Date to be completed	Status	Comments
1.	1 st draft Code of Conduct		Complete	
2.	2 nd draft Code of Conduct and Implementation Board review		Complete	
3.	3 rd Draft Code of Conduct (in two parts)		Complete	
4.	4 th Draft Code of Conduct		Complete	
5.	5 th Draft Code of Conduct (in three parts)		Work in progress following meeting in Feb 2018	
6.	Possible workstream meeting to work through issues of contention		n/a	Not possible without Framework in place
7.	Broader industry consultation on Code of Conduct		n/a	Not possible without Framework in place
8.	1 st Draft Customer Charter		Complete	
9.	2 nd , 3 rd and 4 th Draft Customer Charter		Complete	
10.	Broader industry consultation on draft of Customer Charter		n/a	Not possible without Framework in place
11.	Initial recommendations on a redress process (within Code of Conduct requirements)		Complete	
12.	Options for 'Single Promise Guarantee' to be reviewed by new Guarantee Protection work stream?		n/a	'Single Promise Guarantee' concept now rejected
13.	Draft quality mark brand guidelines and marketing/promotional strategy		In progress by Quality Mark team	

7. Resourcing

This section should be used to report resources needed to implement listed activities going forward

Personal time input by work stream leads.

Any workstream meetings will require resources from BEIS.

8. Risk Management

List three key risks or issues that may affect the delivery of this workstream; the risk level and any mitigating actions to counter such risks or/and issues

Risks or issues	Impact	Risk/ issue level L, M, H	Mitigation / Actions
Potential risk of time constraints affecting work stream leads.			
Potential delays from any difficulties in resolving areas for disagreement – e.g. on insurance/financial protection, complaints handling/dispute resolution timescales, extent of background checks/inspections required on businesses, cold calling, commission payments, etc.			

9. Activities in the last Month until next Implementation Board meeting including envisaged time of completion:

- a. Code of Conduct draft v5 in progress, separating document into three parts for then cross-referencing with draft Framework by Quality Mark team.
- b. Everything handed over to Quality Mark team.

10. Activities over the next three months including envisaged time of completion:

n/a