

MINUTES OF A MEETING OF THE BOARD OF THE ISLE OF MAN OFFICE OF FAIR TRADING HELD ON 28TH APRIL 2023 AT 9.30 AM IN THE BOARDROOM, THIE SLIEAU WHALLIAN, ST JOHNS		
	TO PUBLISH	ACTION
PRESENT	Mr J C Wannenburgh MHK, Chairman Mr S G Peters, MHK, Vice-Chairman Mr M J Bathgate, Member Dr M Maska, Member Mr L Wong, Member	-
SUPPORTED BY	Mr I Mansell, Director of OFT Mr J R Peet, Head of OFT Miss M Ridgway, Trainee Trading Standards Officer (minutes)	-
2023/04/01	CONFLICTS OF INTERESTS Members and officers considered agenda items in which they had interests or may have been conflicted. None were identified.	-
2023/04/02	MINUTES OF PREVIOUS MEETING HELD ON 31ST MARCH 2023 The Minutes of the meeting of 31 st March 2023 were reviewed, agreed, and signed as a true record of proceedings.	-
2023/04/03	MATTERS ARISING The Board Actions Update and Agenda Planner dated 20 th April 2023 was noted. <u>DECLARATIONS OF INTERESTS</u> The Chairman signed an annual declaration to complete those made by other Members. <u>LEGISLATION</u> There was discussion around progression of the secondary legislation required under the Competition Act 2021 and of the secondary legislation required to increase particular statutory fees.	-
2023/04/04	OFT STRUCTURE and OFT/DEFA SERVICE LEVEL AGREEMENT The Chief Officer of DEFA was to attend the next Board meeting to discuss the issues raised in submissions. There was discussion around the OFT budget, income generation and income adjustments. A significant income stream was Non-Resident	-

	Trader licensing, though this was heavily dependent on TT/Grand Prix visiting traders.	
2023/04/05	STAFFING AND SUCCESSION PLANNING An update on planned retirements was given. Recruitment was ongoing for the Director who was to retire at the end of May 2023.	-
2023/04/06	ISLE OF MAN ENERGY BILLING ISSUES A further media release had been issued and this had generated a significant number of new complaints. The number of complaints being received and the nature of those complaints were to be reviewed at the end of May. The Chairman and Head of OFT were to attend further meetings with the Attorney General's Chambers and the Communications and Utilities Regulatory Authority. Isle of Man Energy was to be asked to provide the precise parameters of its customer audit.	JRP
2023/04/07	ESTATE AGENTS ACT The Senior Trading Standards Officer was timetabling this.	-
2023/04/08	OFT LAY MEMBER ADVERTISEMENT The Head of OFT was to contact the Cabinet Office for an update on the recruitment process. Interviews were scheduled for 10 th May 2023.	-
2023/04/09	TRADING STANDARDS ENFORCEMENT UPDATE The paper dated 14 th April 2023 was noted. Details of inspections were to be included in the Annual Report.	JRP/ NRT
2023/04/10	CONSUMER ADVICE & DEBT STATISTICS The papers dated 12 th April 2023 were noted. The issue of consumers being faced with significant or prohibitive costs when considering seeking civil redress for substandard home improvements was discussed. The Head of OFT was to prepare a paper outlining potential solutions. The last table in the paper was to be updated with dates and re-circulated.	-

2023/04/11	FSOS STATISTICS The paper dated 12 th April 2023 was noted. Two new Adjudicators had been appointed.	-
2023/04/12	EQUALITY STATISTICS The paper dated 12 th April 2023 was noted.	-
2023/04/13	RISK REGISTER The paper dated 19 th April 2023 was noted. Retirement dates referred to were to be updated. There was a query about update training required for Lay Members. The Secretary was to clarify this.	JRP NRT
2023/04/14	YEAR END FINANCIAL SUMMARY The paper dated 19 th April 2023 was noted. This was to be discussed further when the Secretary was present.	-
2023/04/15	PARLIAMENTARY QUESTIONS Hansard of the following was noted: <ul style="list-style-type: none"> Tynwald question for oral answer April 2023 from Dr Haywood re number of IOM Energy complaints. 	-
2023/04/16	ANY OTHER URGENT BUSINESS The following matters were also discussed: <ul style="list-style-type: none"> Heating fuel costs complaint. Airport parking charges complaint. Broadband charges complaint. Subscription 'traps' – legislative developments in the UK. 	-
2023/04/17	The meeting closed at 11:30. Signed _____ J C Wannenburg MHK _____ Dated _____ 26 th May 2023 _____ Chairman	