

MINUTES OF A MEETING OF THE BOARD OF THE ISLE OF MAN OFFICE OF FAIR TRADING HELD ON 30TH JUNE 2023 AT 9.30 AM IN THE BOARDROOM, THIE SLIEAU WHALLIAN, ST JOHNS		
	TO PUBLISH	ACTION
PRESENT	Mr J C Wannenburgh MHK, Chairman (for items from 11) Mr S G Peters, MHK, Vice-Chairman Mr M J Bathgate, Member Mr L Wong, Member	
SUPPORTED BY	Mr J R Peet, Head of OFT Mr N R Taylor, Secretary to the Board	
2023/06/01	NEW BOARD MEMBER Mr B Murphy's appointment as a Lay Member on the Board had been confirmed by Tynwald. He was to attend the next meeting.	-
2023/06/02	CONFLICTS OF INTERESTS Members and officers considered agenda items in which they had interests or may have been conflicted. None were identified.	-
2023/06/03	MINUTES OF PREVIOUS MEETING HELD ON 26TH MAY 2023 The Minutes of the meeting of 26 th May 2023 were reviewed, agreed, and signed by the Vice Chairman as a true record of proceedings.	-
2023/06/04	MATTERS ARISING The Board Actions Update and Agenda Planner dated 22 nd May 2023 was noted.	-
2023/06/05	ISLE OF MAN ENERGY BILLING ISSUES The explanation of the nature of the customer audit undertaken by Manx Gas was noted. It was noted that there appeared to have been some billing issues in Jersey but not in Guernsey. The Chairman and Head of OFT had met with the legal officer in the Attorney General's Chambers concerning use of Part 1 of the Fair Trading Act 1996. Over 500 complaints had been received and the	

	OFT had assisted in achieving resolution of around 89%. This was to the huge credit of the staff team who were to be thanked for their efforts.	JRP
2023/06/06	FEES AND CHARGES Approval of revised fees had been confirmed at the June sitting of Tynwald. These were to be effective from 1 st August 2023. The Chairman had given the undertaking to review fees and charges again in August 2024 in his Tynwald speech.	JRP
2023/06/07	OFT STRUCTURE AND OFT/DEFA SERVICE LEVEL AGREEMENT The Board and Head of OFT had met with the Minister and senior officers of DEFA immediately after the previous meeting. The DEFA Deputy CEO had advised the Secretary that a formal response to the Board's letter of 24 th February 2023 would be issued to confirm the intention to support budgetary independence of the OFT, the Secretary being dedicated to OFT work and reporting to the Head of OFT, and the intention to work to relocate the staff team. Plans were to be progressed on receipt of the letter.	-
2023/06/08	STAFFING AND SUCCESSION PLANNING The Senior Trading Standards Officer planned vacancy was being progressed. Members were keen to progress this key role replacement. The primary target audience was via the Trading Standards Institute. The National Standards Authority of Ireland was also to be considered. On the OFT staff chart, two existing vacancies appeared. Budget would only allow for one to be replaced. Proposals with regard to independence were adding different considerations as to what post might be most beneficial. A proposal would be determined.	JRP/ NRT
2023/06/09	BUSINESS PLAN 2023/24 The draft plan was discussed as follows: <ul style="list-style-type: none"> • To revise 'staffing' to explain the breakdown of 7 full-time staff, 6 part-time and 2 vacancies. • The General Product Safety Regulations were secondary legislation to progress. • Estate Agents Bill. The drafter wanted instruction by October 2023. • Video Recording Licensing. It was intended to remove licensing provision at some future point. • Competition investigations. To clarify with "as and when needed". • To check introduction wording with the Chairman. 	NRT

2023/06/10	HOME IMPROVEMENT COMPLAINTS <p>The paper dated 23rd June 2023 was discussed. This described the increasing sums involved in home improvement complaints/disputes and options Government might take to assist and support the public.</p> <p>The Board agreed to:-</p> <ul style="list-style-type: none"> • The Head of OFT contacting the Courts to explore the possibility of raising the upper limit of small claims; • The Head of OFT preparing a paper for consideration at a meeting prior to January 2024 outlining how a Home Improvements Ombudsman Scheme might function; and, • The OFT engaging with the Department of Environment, Food and Agriculture's Planning and Building Control Directorate with a view to producing joint guidance for householders undertaking home improvements and identifying any gaps in their respective powers in relation to home improvement disputes. 	JRP
2023/06/11	MEETING DATES <p>Mr Wannenburg joined the meeting.</p> <p>Due to limited availability, it was agreed to replace the July and August meeting dates with one meeting to be on 15th August 2023.</p>	NRT
2023/06/12	ANY OTHER URGENT BUSINESS <p><u>INFORMATION COMMISSIONER</u> The Information Commissioner had issued an investigation outcome and reprimand dated 28th June 2023. The circumstances of this were explained.</p> <p><u>CARE COSTS</u> The Head of OFT discussed a previous investigation into care costs on the Island. The matter may warrant re-visiting.</p> <p><u>SUMMERLAND MEMORIAL 30TH JULY 2023</u> The Chairman was to represent the OFT at the memorial event.</p> <p><u>TT REVIEW</u> The Head of OFT and HSWI had raised various issues and concerns with the TT organisers following the 2023 festival.</p>	- - - -
2023/06/13	<p>The meeting closed at 11:50.</p> <p>Signed _____</p> <p>Dated _____</p> <p>Chairman</p>	