



Institute of Consumer Affairs
Minutes of the
36th Annual General Meeting
3.15pm Wednesday 2nd November 2011
at the Office of Fair Trading
Fleetbank House, 2-6 Salisbury Square, London EC4Y 8JX

1. Members Present

Alan Miles, Chris Benson, Bob Imrie, Carole Bell, Linda Cartwright, Jacqui King, Graham Lambert, Gill Mitchell, Michele Shambrook, Sue Payne, Debbie Canning, Dawn Coupe, Carol Edwards, Judith Gubbay, Gerry Hearne, Sue Marks, Alice O'Connor, Sam Park, Peter Shears and Pam Swingler.

2. Apologies were received from

Ann Kaye, Helena Twist, Kath Carney, Judy Maher, Duncan Smith, Barbara Snow, Robin Spice, Peter Stonely, Michelle Anderton, Christine Norman and Sheila Lahey.

3. The Chairman welcomed everyone

4. Minutes of 35th Annual General Meeting held 1st December 2010.

There were no matters arising and the minutes were accepted as a true record.

5. Presentation of the Annual Report for 2011

Reports from Officers:

The Chairman, Alan Miles, reported a more optimistic view, noting that the afternoon Seminar Speakers had illustrated how the wheel is turning and that as 2012 approaches the consumer advice landscape becomes clearer.

The Treasurer, Bob Imrie, showed the current position of the Institute and how it has stabilised due to the drastic savings made this year. ICA cannot risk running courses which will not show a profit. The accounts will be audited soon and a complete Annual Report will be circulated.

Membership Secretary, Jacqui King was pleased to announce some new members had joined, but many have resigned or not renewed. The NIS membership has fallen due to Local Authorities not paying and there is a consequent membership loss.

Members present decided that non-payers should have their membership terminated and the Membership Secretary was instructed to commence the termination process with immediate effect. Follow up with Mike Dixon of Citizens Advice, or his Learning and Development Staff, on NIS membership and training was suggested, they will be recruiting 200 or so new advisers.

Publications Officer, Jacqui King reported that the electronic version of Help and Advice has been well received.

Members asked about the online Watchdog service which ICA contributed to, but this only appears to have produced one issue.

Training Officer, Gill Mitchell reported on how a training course planned for earlier in the year had to be cancelled, but the package for Essex had taken place.

Members suggested training on the Consumer Rights Directive and Regulatory Bodies were possibly of interest and some LAs may have end-of-year training budgets.

6. Election of Officers

No nominations had been received.

The Chairman thanked Elaine Todd, who had resigned from the Committee earlier in the year and Robin Spice who was standing down today.

The Chairman and the rest of the Executive Committee were proposed en bloc and this was agreed. The Chairman called for volunteers to join the Committee, especially to balance the retired /working membership.

The meeting agreed that Gerry Hearne should be appointed to an Executive position of Officer without Portfolio subject to Gerry agreeing that the time commitment would not be too onerous.

There was some discussion on the role changes in service to advice and enforcement. There may be a role for ICA to provide education or events back up for depts.

Members were pleased to learn that the CD telephone number will remain the same for consumers. Michele Shambrook described the training for new CA staff and the in service training.

Sub Committees will remain the same

Publications Committee: Jacqui King, Kathy Lewis, Bob Imrie and Ann Kaye.

Proof Readers: Alan Miles and Bob Imrie.

Training Committee: Graham Lambert and Gill Mitchell.

Events Committee: Chris Benson, Alan Miles, Jacqui King, Linda Cartwright.

External Representatives

Consumer Education Liaison Group

Michele Shambrook

TrustMark

Alan Miles

National Consumer Federation

Bob Imrie will replace Sue Payne

National House Builders Council

Judith Gubbay

The Consumer Action Network has been disbanded.

The Chairman closed the meeting and thanked all who attended.