

CROSS-PARTY GROUP ANNUAL RETURN

NAME OF CROSS-PARTY GROUP
Cross-Party Group on Consumer Protection for Home Energy Efficiency and Renewable Energy
DATE GROUP ESTABLISHED (the date of establishment is the date in this parliamentary session that the Group held its initial meeting, where the office bearers were elected and not the date that the Group was accorded recognition. All Groups should hold their AGMs on, or before, the anniversary of this date.)
4 th October 2017
DATE OF MOST RECENT AGM
3 rd October 2018
DATE ANNUAL RETURN SUBMITTED
1 st November 2018
DATE OF PRECEDING AGM [this date is required to aid clerks in verifying that the most recent AGM has taken place within 11-13 months of the previous AGM]
4 th October 2017 (Initial Meeting)
GROUP MEETINGS AND ACTIVITIES Please provide details of each meeting of the Group including the date of the meeting, a brief description of the main subjects discussed and the MSP and non-MSP attendance figures. Details of any other activities, such as visits undertaken by the Group or papers/report published by the Group should also be provided.
4th October 2017 2 MSPs, 10 non-MSPs At this initial meeting, the attendees of the group spoke why they were interested in its formation. Clare Haughey MSP and Ivan McKee MSP gave an insight into problems their constituents were facing and outlined possible action points for the

group going forward. At this initial meeting Clare Haughey MSP was elected as convener, and Ivan McKee MSP was elected as vice-convener.

6th February 2018

4 MSPs, 22 non-MSPs

At this meeting, the group heard of issues with the mis-selling of energy efficiency products through presentations from different stakeholders' perspectives. Hamilton Citizens Advice Bureau gave a presentation from consumers/ consumer groups; a representative of Wetherby Building Systems Ltd. spoke on the effect of companies mis-selling of energy efficiency products on other companies – i.e. those who aren't alleged to have breached the Green Deal Code of Practice; and Scottish Power gave a brief talk on the repercussions facing energy providers. These presentations were then followed by a Q&A between all attendees.

12th June 2018

3 MSPs, 18 non-MSPs

At this meeting, the group were given a presentation by Citizens Advice Scotland on the gaps in consumer protection under the Green Deal, followed by a discussion on the below points:

- Where in the process is redress falling down for customers?
- What advocacy work can be done by politicians, consumer groups and industry bodies to seek redress/compensation for claimants affected by Green Deal mis-selling?
- How can we better coordinate our efforts as a group to improve the redress process for existing complainants?

3rd October 2018

4 MSPs, 18 non-MSPs

At this meeting, which included the AGM, Tom Arthur MSP was elected as convener and James Dornan MSP as vice-convener. The group heard presentations from Trading Standards Scotland and Energy Saving Trust on handling complaints, joint working, and steps to prevent rogue trading, and then from the Green Deal Finance Company on their complaint handling process.

MSP MEMBERS OF THE GROUP

Please provide names and party designation of all MSP members of the Group.

Tom Arthur MSP, SNP

James Dornan MSP, SNP

Linda Fabiani MSP, SNP

Ross Greer MSP, Green

Alex Cole-Hamilton MSP, Liberal Democrats

NON-MSP MEMBERS OF THE GROUP

For organisational members please provide only the name of the organisation, it is not necessary to provide the name(s) of individuals who may represent the organisation at meetings of the Group.

Individuals	
Organisations	<p>1 Trading Standards Scotland</p> <p>2 Home Insulation & Energy Systems Quality Assured Contractors Scheme</p> <p>3 Hamilton CAB</p> <p>4 Energy Saving Trust</p> <p>5 HELMS Action Group Ayrshire</p> <p>6 East Ayrshire CAB</p> <p>7 Green Deal Finance Company</p> <p>8 Energy Action Scotland</p> <p>9 Green Deal Action Group Glasgow North East</p> <p>10 Citizens Advice Scotland</p> <p>11 SSE</p>

GROUP OFFICE BEARERS

Please provide names for all office bearers. The minimum requirement is that two of the office bearers are MSPs and one of these is Convener – beyond this it is a matter for the Group to decide upon the office bearers it wishes to have. It is permissible to have more than one individual elected to each office, for example, co-conveners or multiple deputy conveners.

Convener	Tom Arthur MSP
Vice-Convener	James Dornan MSP
Secretary	Citizens Advice Scotland
Treasurer	N/A

FINANCIAL BENEFITS OR OTHER BENEFITS RECEIVED BY THE GROUP

Please provide details of any financial or material benefit(s) received from a single source in a calendar year which has a value, either singly or cumulatively, of more than £500. This includes donations, gifts, hospitality or visits and material assistance such as secretariat support.

Details of material support should include the name of the individual providing support, the value of this support over the year, an estimate of the time spent providing this support and the name of the organisation that this individual is employed by / affiliated to in providing this support.

Groups should provide details of the date on which the benefit was received, the value of the benefit and a brief description of the benefit.

If the Group is not disclosing any financial information please tick the box to confirm that the Group has considered the support received, but concluded it totalled under the threshold for disclosure (£500).

Citizens Advice Scotland provided secretariat support. The cost to the organisation at an estimated 2 hours per month, over 12 months (Oct 17-Oct 18) is assessed to be around £336.

Citizens Advice Scotland also provided hospitality to the cost of £ 101.76.

Total value of financial and material benefit provided by Citizens Advice Scotland was estimated to be £437.76.

SUBSCRIPTION CHARGED BY THE GROUP

Please provide details of the amount charged and the purpose for which the subscription is intended to be used.

No subscription fee is charged.

CONVENER CONTACT DETAILS

Name

Tom Arthur MSP

Parliamentary address	M4.17 The Scottish Parliament Edinburgh EH99 1SP
Telephone number	0131 348 5863