
Consumer Code of Practice British Association of Removers Ltd (BAR) Desktop Audit June 2026

Background Information

The British Association of Removers Limited (BAR) Code of Practice is one of the most established Consumer Codes Approval Scheme (CCAS) Codes. It continues to provide enhanced consumer protection within the removals sector. As of June 2026, BAR has 354 members within the Code.

BAR is required under the Code to provide surety for advance payments (cash, BACS payments and debit card payments only) for private residential removal and storage contracts concluded in the United Kingdom. This provides an important consumer protection measure in the event of a BAR member suffering financial failure whilst responsible for undischarged removal contracts.

Audit Process

The audit comprised a desktop review of the documentation submitted in advance of the audit, supported by an online discussion with BAR representatives. Particular focus was given to areas where there had been organisational or operational change since the previous audit, together with BAR's arrangements for maintaining effective oversight of the Code.

The audit focused on the following areas:

- Governance arrangements, including the leadership transition and planned governance review.
- Implementation of the revised model Terms & Conditions.
- Member monitoring and compliance assurance, including oversight of the external inspection programme.
- Membership changes during the audit period.
- Ongoing operation of the Code, including any significant developments since the previous audit.

Audit Summary

The audit found that the BAR Code continues to operate effectively and remains compliant with the requirements of the Consumer Codes Approval Scheme (CCAS).

The audit focused on areas where organisational or operational changes had occurred since the previous audit. Discussions confirmed that the transition to the new Director General has been completed with no immediate changes to the operation of the Code. A wider governance review is planned, although no significant governance issues were identified.

BAR has introduced revised model Terms & Conditions and has established arrangements to support member implementation ahead of the October 2026 deadline. Members may adopt either the BAR model Terms & Conditions or demonstrate equivalence, which is subject to review and approval by BAR. Compliance will continue to be monitored through the existing pre-submission process and annual inspection programme.

The audit also reviewed BAR's oversight of the external inspection process. Evidence demonstrated that inspection activity, non-conformances and corrective actions continue to be monitored through established reporting arrangements, supported by quarterly management information and member feedback. No significant concerns were identified regarding the effectiveness of these arrangements.

Overall, the audit found that BAR continues to operate appropriate governance, monitoring and compliance arrangements in support of the Code.

New Members

During the audit period, BAR received 12 applications for membership, and 20 members left the Code.

The audit reviewed two completed application files, including the application documentation, inspection reports and supporting evidence. The review confirmed that applications had been appropriately assessed and that identified improvement actions had been followed up prior to membership approval.

Overall, no concerns were identified in relation to the operation of BAR's membership application process.

Existing Member Inspections/Audit

The audit reviewed BAR's arrangements for monitoring member compliance through its external inspection programme.

During the audit, BAR outlined the assurance arrangements supporting the external inspection process. Quality Service Standards Ltd (QSS) undertakes inspections on behalf of BAR using appropriately qualified Lead Auditors with specialist knowledge of the removals sector. BAR also explained that the auditors undertake assessments against recognised industry standards, including BS EN 12522, providing additional assurance regarding auditor competence and consistency.

Evidence reviewed demonstrated that inspection findings continue to be recorded within a bespoke database, enabling BAR to monitor inspection outcomes, analyse recurring areas of non-conformance and oversee corrective actions. Quarterly management reports reviewed during the audit demonstrated that inspection activity, non-conformance trends and clearance performance continue to be monitored by the Board.

The audit also reviewed BAR's arrangements for obtaining member feedback following inspections. Member feedback is analysed alongside inspection outcomes, providing an additional mechanism for monitoring the quality and consistency of the external inspection programme.

Overall, the evidence reviewed demonstrated that BAR has established effective oversight arrangements for the external inspection programme and continues to obtain appropriate assurance of member compliance.

Membership Withdrawal and Sanctions for Non-Compliant Member Businesses

The audit reviewed BAR's arrangements for managing member non-compliance and the operation of its disciplinary process.

A disciplinary case file was reviewed, including formal correspondence, warning notices and follow-up actions. The evidence demonstrated that BAR applied its disciplinary procedures appropriately, monitored the member's progress and closed the case once the identified issues had been satisfactorily resolved.

The audit also considered membership changes during the reporting period. BAR confirmed that 20 members left the Code during the audit period. This was not considered to indicate any significant concerns regarding the operation of the Code. It was noted that continued consolidation within the removals sector, including larger organisations acquiring smaller businesses, has contributed to membership movements. No trends were identified that would operate to the detriment of consumer protection.

Overall, the evidence reviewed demonstrated that BAR continues to operate appropriate arrangements for managing member compliance and disciplinary matters.

Terms and Conditions

The audit reviewed BAR's implementation of the revised model Terms & Conditions. BAR confirmed that members have until October 2026 to implement either the BAR model Terms & Conditions or approved equivalent terms. Where members retain bespoke Terms & Conditions, BAR operates an equivalence assessment process to ensure that consumer protections are maintained, obtaining legal advice where appropriate.

BAR confirmed that implementation will continue to be monitored through the pre-submission review process and the annual external inspection programme. Following the implementation deadline, failure to adopt either the BAR model Terms & Conditions or approved equivalent terms will be recorded as a non-conformance.

Overall, the arrangements reviewed demonstrated that BAR has established an appropriate implementation and monitoring framework for the revised Terms & Conditions.

Marketing and Advertising by Member Businesses

The documentary evidence reviewed did not identify any material changes to BAR's arrangements for monitoring compliance with marketing and advertising requirements during the audit period.

Customer Service Provisions

The documentary evidence reviewed did not identify any material changes to BAR's customer service arrangements during the audit period.

Consumer Complaints Process

The pre-audit questionnaire confirmed that BAR continues to provide Alternative Dispute Resolution through the Furniture and Home Improvement Ombudsman. No material changes to these arrangements were identified during the audit period.

Customer Satisfaction and Feedback

The audit reviewed BAR's arrangements for obtaining feedback on the external inspection process. Documentary evidence demonstrated that inspection feedback continues to be collected, reviewed and reported as part of BAR's oversight of the inspection programme.

No material changes to BAR's customer satisfaction and feedback arrangements were identified during the audit period.

Conclusions

The audit concluded that BAR continues to fulfil its obligations as a Consumer Codes Approval Scheme (CCAS) Code Sponsor.

The evidence reviewed during the audit demonstrated that BAR continues to operate appropriate governance, member oversight and compliance arrangements. In particular, the audit found that appropriate controls are in place to support implementation of the revised Terms & Conditions, oversee the external inspection programme and monitor member compliance through established reporting and disciplinary arrangements.

The audit also confirmed that BAR has appropriate arrangements for monitoring the effectiveness of its external inspection programme, including oversight of Quality Service Standards Ltd (QSS), analysis of inspection outcomes and member feedback, and regular reporting to the Board.

No significant issues were identified during the audit. Overall, the evidence reviewed provides assurance that the BAR Code continues to operate effectively and that its arrangements continue to provide appropriate protection for consumers.