

Consumer Focus Board

10.1

Title: CEO Report

Purpose: For information

Date of meeting: 16 September 2010

Responsible officer: Mike O'Connor

Prepared by: Mike O'Connor and SMT

Attachments: Directorate Reports

1 Overview

- 1.1 It has been just over two months since the last main Board meeting and staff have enjoyed well deserved breaks but, as this report shows, the organisation is firing on all cylinders. I believe that colleagues deserve particular credit for this work at a time of uncertainty which public bodies face given the need to cut the deficit. We are hopeful that the Government will bring about consolidation in the consumer institutional landscape in order that we can do a better, and more efficient, job for consumers.
- 1.2 In the coming period we will continue to deliver valuable outputs for consumers and carry out essential planning across the organisation for our 2011/12 work plan which we will issue for consultation at the end of November.
- 1.3 The actions needed to cut costs are in place and I am confident that despite reducing cost we will produce more and better outputs for consumers than ever before. Our analysis of external the views show how people value our work and our staff.
- 1.4 We are continuing to enjoy a good media profile and the press response to our work on Payday Lending and Pre Payment Meters was excellent. We are ensuring that we take forward action in these two areas be meeting with relevant bodies to encourage change.