

Consumer Focus Board

Paper 5.1

Title: CEO Report

Purpose: For information

Date of meeting: 24 February 2010

Responsible officer: Mike O'Connor

Prepared by: Chris Rawlins

Attachments: Directorate Reports

1 Overview

- 1.1 As Board members are aware, I have been in post since 15 January 2010. Since my appointment I have spent a lot of my time talking to colleagues and Board members across the whole of the Consumer Focus Family.
- 1.2 I have decided to change the format of the CEO Report. From February 2010 onwards, the CEO Report will be a structured report from each Directorate, as follows:
- DCEO/GB Policy – Philip Cullum, Sarah Brooks, Adam Scorer
 - Finance and Operations – Graham Clarke
 - Consumer Focus Scotland – Marieke Dwarshuis
 - Consumer Focus Wales – Maria Battle
 - NSMC – John Bromley
- 1.3 Going forward, I will use this cover note to report on any salient matters that are not captured either in the Directorate Reports or in other papers.
- 1.4 Board is asked to note that I have tasked the Strategy Team to do the following:
- Review the Corporate Objectives and KPIs as set out on the Balanced Scorecard, bring forward recommendations to March Board
 - Review the hierarchy of Vision, Mission, Values etc and see if this hierarchy can be simplified, bringing forward recommendations to March Board
 - Prepare a Paper on Diversity for March Board, building on the launch of Diversity Training across the whole of Consumer Focus
 - Facilitate a process to report Impact in our 2009-10 Annual Report; lead the process of solidifying our approach to reporting Impact for 2010-11, ensuring the approach is proportionate, consistent and defensible
 - Prepare for the All Boards' Awayday as a curtain-raiser to the planning round 2011-12

2 Action for the Board

- 2.1 To **NOTE** the new format of the CEO Report.
- 2.2 To comment on matters arising from the Directorate Reports.