

Consumer Focus Board

Paper 7.1

Title: Annual Plan 2010/11

Purpose: For decision

Date of meeting: 24th March 2010

Responsible officer: Adam Scorer

Prepared by: Adam Scorer

Attachments: Annex A: Consumer Focus Annual Plan 2010/11

1 Overview

- 1.1 The Board is asked to agree the Annual Plan 2010/11.
- 1.2 The final page on resources and performance will be sent electronically to Board members by 19 March.
- 1.3 The Annual Plan will be published and distributed on 31 March.

2 Issues

- 2.1 **Resource Allocation.** There remains some further work to be completed on the allocation of resources to certain projects. Allocation against the current budget situation will be complete before the 24 March. However, it may be the case that the exact resource available for every project may not be known until end of April as any efficiency savings achieved through the GB programme restructure and the confirmation and allocation of grant to the Consumer Advocate are realised.
- 2.2 **Phasing.** Work will take place in April to agree the timelines for projects over the financial year and a report will be produced for SMT that demonstrates how projects will be phased to:
 - achieve efficient procurement and research;
 - achieve greatest impact in the external environment;
 - manage workload over the year
 - provide an appropriate degree of flexibility within the year to respond to new issues or a changed financial position.
- 2.3 **Performance monitoring.** A revised balanced scorecard and quarterly reporting structure will provide Board and others with a clearer oversight of the performance of projects over their lifetime.

3 Next Steps

- 3.1 **Summaries.** A summary pamphlet along the lines of the Who We Are, What We Do leaflet will be produced for the website and as a 'calling card' for Consumer Focus. Similar documents will be produced by Consumer Focus Scotland and Consumer Focus Wales.
- 3.2 **Distribution.** Copies and links to the Annual Plan will be sent to stakeholders over the week following publication. MPs and Peers mailings will take place after the general election expected in May.
- 3.3 **Press statement.** A short press statement will be prepared for 31 March. Press activity on the Annual Plan themes will be timed to coincide with the appointment/commencement of the Consumer Advocate.