

CONSUMER FOCUS MAIN BOARD MEETING NO.25

Agenda for the meeting to be held on Wednesday 24 March 2010, 9.30 - 3.30pm at Artillery House, Artillery Row, Westminster, London SW1P 1RT.

Private session:

- Item A Chair's update
- Item B Board Appraisal and Board Development Paper B
- Item C Consumer Advocate

Open Session: All attendees welcome

- Item 1 Apologies and announcements
- Item 2 Declaration of relevant interests
- Item 3 Minutes of previous meeting (24.02.10) Minutes for agreement
Oral Update A&R 22.03.10 Oral
- Item 4 Chairs' oral update To note
- Item 5 Chief Executive's Report Paper 5.1 to note
- Item 6 Finance and Resources Report Paper 6.1 to note

5 Minute Break

- Item 7 Annual Plan 2010-2011 Paper 7.1 for decision
- Item 8 Balanced Scorecard Paper 8.1
- Item 9 Supercomplaint Paper 9.1 for comment
- Item 10 Diversity Strategy Paper 10.1
- Item 11 Post Office banking services Paper 11.1
- Item 12 Matters Arising Paper 12.1
- Item 13 Any other Business
- Item 14 Review of meeting

Lunch

FORMAL BOARD MEETING ENDS: Seminar session: Board with SMT and Secretariat only

- Item D Consumer Landscape Paper D

NEXT MEETING:

Wednesday 12 May: Consumer Focus Main Board
9.30am – 3.30pm, Bristol