

CONSUMER FOCUS MAIN BOARD MEETING NO.22

Agenda for the meeting to be held on Tuesday 1 December 2009.

9.15 – 3rd Floor Capital Tower, Greyfriars Road, CF10 3AG

Tour of CF Wales, overview of work and CF Labs presentation.

10.30 Onwards – Hilton Cardiff Hotel, Kingsway, Cardiff, CF10 3HH

10.30 Private session: for Board only

Item A Chair's update: CEO appointment report

Closed Session: Board with SMT and Secretariat only

Item B Chair's updates:

- Implementing Consumer Advocate
- Any other as needed

Item C HR Committee report

Item D A&R Committee report

11.30 Open session items: all attendees welcome

Item 1 Apologies and announcements

Item 2 Declaration of relevant interests

Item 3 Minutes of previous meeting (13.10.09) For agreement

Item 4 Chair's updates:

- Consumer Council Water Verbal
- Communications Consumer Panel Update Verbal

Item 5 CEO report (incl. Q 2 reports) Paper 5.1 to note

Balanced scorecard

SMT priorities

Update on potential revisions to Forward Work Programme

Item 6 Finance and Resources Report Paper 6.1 to note

12.30 Lunch

1.00pm	Item 7 Implementing Consumer Advocate *	Discussion
	Item 8 Policy issues – Regulation:	
	- Debate on Regulation	Paper 8.1 For decision
	- Scotland’s conversation	Verbal
	Item 9 Topical policy issues:	Verbal Update
	- Corporate use of Research Findings	Paper 9.1 For decision
	- Postal Services	Paper 9.2 For information
	- CF Wales fuel poverty update	Verbal
	- Any other as needed	
	Item 10 Programme: CF Labs	Note presentation from am
	Item 11 Super Complaint	Paper 11.1 for decision
	Item 12 Matters arising	
	Item 13 Any other business	
	- Board Meetings 2010	
	Item 14 Review of meeting	
2.30	Close	

NEXT MEETINGS:

Monday 20 January: Consumer Focus Main Board
9.30am – 2.30pm, Artillery House

* Item 7: It is anticipated that the BIS public consultation paper will be available by the time of the meeting – if this is not the case this item may be dropped