

CONSUMER FOCUS MAIN BOARD MEETING NO.23

Agenda for the meeting to be held on Wednesday 20 January 2010, 9.30 - 3.30 pm at Artillery House, Artillery Row, Westminster, London SW1P 1RT.

9.30 Private session: for Board only

Item A Chair's update

Item B Introduction of new CEO, Mike O'Connor

9.45 Open session items: all attendees welcome

Item 1 Apologies and announcements

Item 2 Declaration of relevant interests

Item 3	Minutes of previous meeting (01.12.09) HR Committee report and minutes A&R Committee report and minutes	Minutes for agreement to note to note
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Item 4	Chair's updates: (if needed)	Oral
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Item 5	CEO report	Paper 5.1 to note
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Item 6	Finance and Resources Report including preliminary year end forecast	Paper 6.1 to note
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Item 7	Follow up topics: - Vulnerable disconnections review	Paper 7.1 for information
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Item 8	Policy: - Consumers at a disadvantage	Paper 8.1 for decision
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Item 9	Topical Policy: - Financial Services update	Paper 9.1
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Item 10	Matters arising - Communications Consumer Panel	
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Item 11	Any other business - Board Meetings 2010	
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Item 12 Review of meeting

Closed session: Board with SMT and Secretariat only

Item C Potential financial position for 2011-12 and beyond Oral Update

12.30 FORMAL BOARD MEETING ENDS

12.45 - 3.30 Strategic discussion: Board with SMT and Secretariat only

NEXT MEETINGS:

Wednesday 24 February: Consumer Focus Main Board
9.30am – 3.30pm, Artillery House