

## Consumer Focus Board

### Meeting No.16 Monday 16 March 2009 AGENDA

Agenda for meeting of the Consumer Focus Board to be held on Monday the 16<sup>th</sup> March 2009, at 11.00am to 3.30pm at Consumer Focus, Artillery House, Westminster, London SW1.

**10.45-11.00** Short private session.

#### Open session\*

**11.00-11.02** Item 1 - Apologies and announcements

**11.02-11.03** Item 2 - Declaration of relevant interests

**11.03-11.08** Item 3 - Minutes of previous meeting **(Minutes)** *For approval*

**11.08-11.20** Item 4 - Matters arising **(Paper 4.1)** *For approval*

#### Policy Issues

**11.20-11:45** Item 5 - Key Policy Issue: Financial Services Scoping **(Paper 5.1)** *For decision*

**11.45-12.05** Item 6 - Programme Report: International **(Presentation)** *For discussion*

**12.05-12.25** Item 7 - Topical Policy Issues and report back from Chair, Country Chairs and Members *For discussion*

**12.25-12.30** *Break for lunch*

**12.30-13.30** **Item 8 - Lord Mandelson (Secretary of State for Business, Enterprise and Regulatory Reform)** **(Private Session)**

#### Organisation and Governance Issues

**13.35-13:50** Item 9 - CEO Report *Verbal update*

- Performance Management and KPIs **(Paper 9.1)** *For information*
- Values **(Paper 9.2)** *For decision*

**13.50-14:30** Item 10 - NSMC Proposals for future **(Paper 10.1)** *For decision*

Item 11 - Extra Help Unit **(Paper 11.1)** *For information*

Item 12 - Outreach **(Paper 12.1)** *For preliminary discussion*

#### Private Session

**14.30-15.05** Item 13 - Finance Update **(Paper 13.1)** *For information*

Item 14 - Report from the Audit and Risk Committee *Verbal update*

Item 15 - Report from HR Committee *Verbal update*

Item 16 – Framework with Post Office Ltd **(Paper 16.1)** *For decision*

**15.05-15.30** Item 17 - Date and draft agenda for next meeting **(Paper 17.1)** *For discussion*

Item 18 - AOB *(to be notified to Chair in advance)*

Item 19 – Review of meeting *For discussion*

\*Attendance is open to members of the public. Members of staff may also be in attendance.