

## Consumer Focus Board

### Meeting No. 19 Thursday 9 July 2009 AGENDA

Agenda for meeting of the Consumer Focus Board to be held on Thursday 9 July, 12 noon to 2.00pm at Conference Centre, Brit Oval Cricket Ground, Kennington, London SE11 5SS.

#### Closed Session

##### Organisation and Governance Issues

- Item 1 Apologies and announcements
- Item 2 Declaration of relevant interests
- Item 3 Minutes of previous meeting (MINUTES of 29 June 2009) *For approval - to follow*
- Item 4 Report from the Audit and Risk Committee ORAL report of the meeting held earlier in the day to formally approve the Annual Accounts.
- Item 5 Report from the Human Resources Committee ORAL report (MINUTES of 29 June 2009) *For information - to follow*
- Item 6 Approval of the Annual Report 2008/09 Draft previously circulated– *For Final approval*
- Item 7 CEO report and SMT Priorities PAPER 7.1 *For discussion*  
Finance and Resources update PAPER 7.2 *For information*  
Report from the working group on SMT Priorities ORAL *For discussion - to be continued in Awayday, following morning 9am to 1pm.*

#### Buffet Lunch

#### Open session

##### Policy Issues:

- Item 8 Follow up to the Joint Boards' Meeting: *Discussion*
- Item 9 White Paper: A Better Deal for Consumers PAPER 9.1 *For discussion*
- Item 10 Postal Services Bill Update ORAL LETTER to SoS
- Item 11 Outreach PAPER 11.1 *For decision*
- Item 12 Date of next meeting, September 15 2009 DRAFT AGENDA *For discussion*
- Item 13 Any Other Business To be notified to Chair in advance
- Item 14 Matters arising from minutes of previous meeting – if not covered
- Item 15 Review of meeting

#### Board and SMT Awayday to follow at the Oval Conference Centre:

- 3pm -7pm Main Board and SMT Awayday Papers enclosed *For discussion::*
  - 1. Annual Plan 2010-11
  - 2. Corporate Plan 2010-13
- 7pm- 7.30pm Optional Tour of Oval Cricket ground
- 7.30pm Dinner for Main Board and SMT
- Next day, Main Board & SMT Away Day, 9am -1pm - Focus on SMT Priorities (Paper 7.1)  
Closing with buffet lunch.