

Forward Work Programme to March 2010
Performance Report



STATUS		
Green	(On Schedule)	87.50%
Amber	(Behind Schedule)	4.41%
Red	(Significantly Behind Schedule)	0.00%
Blue	(Activity Completed)	8.09%

FWP	Phase	Activity Description	Geographic Coverage	Q1 Progress Update April - June 2009 Significant Accomplishments and/or Challenges	Q1 Status
Disadvantage					
1.1	1-3	Campaign, in partnership with others around an agreed Fuel Poverty Charter, for the implementation of an urgent package of measures that will address the needs of consumers in the face of rising energy prices.	GB Scotland	<p>GB - An ever stronger coalition was built during this period. The Women's Institute and have joined a coalition that now includes the Association of Charity Officers, Age Concern, Association for the Conservation of Energy, British Energy Efficiency Federation, Centre for Sustainable Energy, Child Poverty Action Group, Consumer Focus, Compass, Counsel and Care, Disability Alliance, Federation of Private Residents Associations, Friends of the Earth, GMB, Help the Aged, National Right to Fuel Campaign, NCT, SERA, the Sustainable Energy Partnership, and Unison.</p> <p>Scotland - CFS is a member of the Fuel Poverty Forum, which oversees delivery of the Scottish Government's Energy Assistance Package, the main initiative to address fuel poverty in Scotland. CFS represented at all meetings and working groups, and contributed to the Forum's ongoing workplan.</p>	

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1.2	3	Develop and promote our understanding of the needs of vulnerable consumers, including learning from work that has followed the Disability Discrimination Act Part 3 on duties in relation to the provision of goods, facilities and services. This could potentially leading to support for or sponsorship of a Publically Available Specification from British Standards Institute. This could facilitate the implementation of the Consumer Protection Regulations, which transposed the Unfair Commercial Practices Directive into UK law.	GB NI (Post)	We have held initial meetings with contacts at British Standards Institute to agree a plan to develop a standard on Inclusive Service Delivery. Consumer Focus will be represented on the planning committee and will be in an ideal position to influence the content of the standard to ensure that vulnerable and disadvantaged consumers needs are given due consideration. First meeting is scheduled for November 2009.	
1.3	2-3	Identify and promote good practice by suppliers across a number of sectors for dealing with vulnerable consumers, with an initial focus on the treatment by companies of customers in debt.	GB	We commissioned an omnibus survey on how consumers are managing their debt in the financial crisis. Our analysis of the results of the survey brought up particular issues in relation to the problems faced by right-to-buy homeowners in managing their mortgages in the financial crisis and also their greater level of indebtedness in terms of second mortgages and loans secured on their homes. We began to put together a briefing paper to highlight the results and make recommendations for action on behalf of central and local government, social housing landlords, the regulators and the courts. Over this period, we submitted responses to the OFT's consultations on its guidance on second charge lending and its Financial Services Strategy, advocating that homeowners in default should receive the maximum support and forbearance from their lenders and that safeguards should be in place to prevent irresponsible lending in the future.	

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1.4	3	Consumer Focus will identify and promote the needs of consumers who are disadvantaged by their lack of access to the internet. Government, business and regulators are increasingly relying on the internet to provide information and services to consumers – including essential services, or elements of those services such as billing. In line with our wider campaign on Access for All, we will develop recommendations for action, including the scope for a new universal service obligation to promote digital inclusion.	GB	We commissioned a consultant to write a report on the digital divide faced by low income consumers. This was published on the Consumer Focus website in May 2009. One of the key recommendations was for greater Government leadership in co-ordinating the Digital Britain strategy and ensuring that access, affordability and usability are top of the agenda in the universal roll-out of broadband. This and other recommendations from the report have been used to influence the debate on low income consumers access to the internet. Over this period, we also responded to Ofcom's consultation on Access and inclusion and to the Digital Britain interim report.	
1.5	2-3	Conduct outline scoping work to inform possible future policy work on financial inclusion, drawing on the work and achievements of the Financial Inclusion Taskforce, activities underway at devolved levels, the development of generic advice, work on financial capability and the efforts of credit unions and community development financial institutions.	GB	In April, we submitted a response to the EU Commission's Consultation on basic bank accounts. As part of the initial scoping work for this project, we forged new links with key organisations in the financial inclusion sector, such as Toynbee Hall and the Financial Inclusion Centre. We were asked to join the Financial Crisis Audit framework panel at the Financial Inclusion Centre	
1.6	2-3	Explore the scope for developing a framework for evaluating and promoting best practice and innovation in terms of action by companies to support fuel poor customers, including a focus on payment methods, support on energy-saving measures and access to best tariffs.	GB	We have focused on the need for government to mandate social tariffs - telling energy suppliers who should receive the tariffs and their value. We campaigned for those eligible for cold weather payments to become the eligible group for social tariffs and for the social tariff to provide the cheapest deal to fuel poor consumers. We took these proposals to the Fuel Poverty Advisory Group and the Secretary of State and we had indications that the argument to legislate was being considered.	

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1.7	2-3	Develop and promote policy action in more depth on two recommendations within Consumer Focus' wider Fuel Poverty charter, in the context of any developments over the winter in terms of action by Government, regulator or companies.	GB	The Fuel Poverty [private members] Bill to tackle fuel poverty developed key recommendations in the charter and was debated at Second Reading on 20 March. The key demand was for a fuel poverty strategy and a government commitment to bring homes of the fuel poor up to the energy efficiency level of homes built today. The House was still debating at the end of the day's session and so the debate was adjourned until the 30 June and was further adjourned to the 16 October. But key proposals to make homes more energy efficiency were supported by 205 MPs in an early day motion, the governments' Fuel Poverty Advisory group and the EFRA select committee's report on the 10 June (Ed Mayo and Jonathan Stearn had provide oral evidence on the 15 December). We commissioned research from the Centre for Sustainable Energy and ACE to provide definitive costings for our proposals.	
1.9	1-3	Explore ways to promote the interests of children as consumers, including: the scope for classifying websites as advertising, so these are subject to the same rules; the potential for a partnership with the National Children's Bureau around a children's consumer panel; linking up with the book Consumer Kids co-written by Consumer Focus CEO Ed Mayo; and co-operating with US agencies to achieve better harmonisation of marketing codes and children's privacy codes.	England	We made a significant contribution to the consultation on CAP/BCAP codes focussing in particular on the online protection of children from marketing of products. Met with Agnes Nairn to discuss drafting a piece on de-bunking the marketing codes to children. This work was originally scheduled to start June/July 2009 but due to other work priorities it will start in Aug 2009. Jill Pitt was invited by Dept of Children, Schools and Families to a confidential read though of the executive summary of the Buckingham Report on the impact of the commercial world on children's wellbeing.	
1.10	1-3	Build on former WCC work by continuing to monitor trends in indebtedness and financial exclusion in Wales.	Wales	Membership of Welsh Assembly Government's Financial Inclusion Strategy Steering Group and the Advisory Group for the Financial Inclusion Champion for Wales. Finalising scoping for a specific project on financial exclusion to undertake this year.	
1.11	2-3	Conduct scoping work for a project to explore older people's finances in Wales.	Wales	Meetings held with Age Concern/Help the Aged and Older Peoples Commissioner.	

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1.12	1	Respond to Welsh Assembly Government forthcoming financial inclusion strategy consultation.	Wales	Response submitted on 1st May 2009.	
1.13	2	Organise a Roundtable to discuss and make recommendations to about the poverty premium paid by people on low incomes who have pre-payment meters, no internet access etc.	Wales	Roundtable held on 16 June. Written up and submitted to partner organisation. Results from preparatory focus groups to be published as a separate report in September 09.	
1.14	1	Promote access to civil justice and participate in the Review of the Civil Courts, led by Lord Gill. We will also hold a seminar to explore further the possibilities for a public legal education strategy in Scotland.	Scotland	Public Legal Education Seminar report published in May 2009. Met with Scottish Government representatives in June 2009 to discuss future development. Work continuing to develop our strategy in this area. The Gill review of the civil courts - to which Sarah O'Neill is a policy adviser - is expected to publish its report in late September.	
1.15	1	Provide policy support for the Administrative Justice Steering group, established by the Scottish Public Services Ombudsman, and chaired by Lord Philip. We will publish a report looking at the role of administrative justice within Scotland.	Scotland	The second report of the Administrative Justice Steering Group was launched on 25 June. At the launch, the Minister for Community Safety announced that the Scottish Government intends to take forward proposals for a Scottish Tribunals Service following the first report of the Steering Group in October 2008. Consultation on the proposals is expected to begin shortly.	

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New		Review of Research on Disadvantaged and Potentially Vulnerable Households in the Privately Rented Sector	Scotland	Final report received from Shelter. Report used to produce a joint CFS and Shelter policy paper, will be submitted for consideration at the September Board of CFS.	

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Energy Market					
2.1	1	Ensure that the consumer voice is heard in Ofgem's Governance Review, and that the recommendations of the 2008 BERR Select Committee and the Ofgem probe are acted upon to ensure they deliver improvements for consumers.	GB	<p>Submitted responses to further Ofgem consultations on the introduction of an Undue Discrimination Licence Condition. Such a condition will be implemented in September.</p> <p>Responded to Ofgem consultation on market transparency. Also attended stakeholder workshop on greater market transparency and regulatory accounts.</p> <p>Responded to OFT consultation on Centrica's proposed purchase of a 20% equity stake in British Energy.</p> <p>Responded to Ofgem discussion paper on liquidity in the GB wholesale energy markets.</p> <p>Produced analysis of the relationship between wholesale and retail energy prices and identified the potential for price cuts of up to £76 per customer.</p> <p>we have responded to the May 2009 Ofgem retail market remedies consultation and attended stakeholder meetings with Ofgem regarding the implementation of the remedies. We are currently responding to the final decision paper and will continue to liaise with Ofgem on the introduction of these remedies.</p>	
2.2	2	Champion innovation and experimentation in the structure of energy tariffs, working constructively with companies and with input from other stakeholders, so that those who use less no longer pay more, for example by investigating how the move from pre-paid to credit meters can be facilitated as a route out of fuel poverty. This may inform work in other markets.	GB	<p>We have held discussions on this and the work will be further explored in the joint review of debt and disconnection with Ofgem. The current economic climate have seen companies push to get consumers on secure payment method, including PPMs.</p> <p>Work on undue discrimination has also help this situation and there is ongoing dialogue on proposed tariff structures in light of smart meters.</p>	

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2.3	2	In the context of current policy developments, develop a strategic plan for Consumer Focus's role in improving the working of energy markets at UK, EU and international levels.	GB	Work commenced on the development of the strategic plan which fed into the corporate planning process. Outcomes from this work will be reflected in the 2010/11 Annual Plan. This activity is considered complete.	
2.4	3	Explore the case for further advocacy on a potential regulatory gap by developing our understanding of the needs of energy consumers who are outside mainstream regulation (e.g. district heating).	GB	We received a strong response to our call for evidence, with more than 100 submissions from consumers detailing their experiences of using heating fuels. These submissions are being analysed to help develop our policy / advocacy positions. Meetings have also been held with key stakeholders including DECC and NEA as part of the information gathering process.	
2.5	3	Implement the initial stages of Consumer Focus' strategic energy plan.	GB	Refer to 2.3. Work discontinued and now complete.	
2.6	1-3	Explore campaign action on the indexation of gas in relation to oil, including through the International programme, in engaging European Commission and MEPS.	GB	Attended meeting with DECC to discuss oil indexation of long dated energy contracts. Following this meeting we have identified that the lack of liquidity in the GB wholesale energy markets are a greater concern than the oil indexation of energy contracts.	
2.7	1-3	Ensure the consumer voice is represented in Ofgem's electricity distribution price review, and the Industry Codes and Governance Review.	GB	This work is ongoing. Consumer Focus has completed consultation responses on the Distribution Price Control Review, Industry Code Governance Review, RPI-X@20 review and transmission access issues. We have also attend a range of meetings with stakeholders around these issues and also attend as consumer representatives on the Balancing and Settlement Code Panel and the Connection and Use of Service Panel.	
2.8	1-3	Promote sustainable development by advising stakeholders on consumers' attitudes to renewable energy and energy efficiency, and how to influence them.	Wales	Meeting held with Sustrans re Sustainable Transport Plan. Responded to Welsh Assembly Government Sustainable Development Plan consultation. Responded to Welsh Assembly Government National Energy Efficiency and Savings Plan consultation.	

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2.9	1-3	Prepare to work with the Welsh Assembly Government on energy pricing and switching rates in Wales once the results of the current Ofgem probe are known.	Wales	Responded to Ofgem probe consultation. Working on further research into particularly low rates of switching in Wales.	
2.10	2-3	Develop an understanding of problems facing those who are off the gas network and reliant on heating oil, propane or other fuels.	Wales	Research has been commissioned. Discussions also held with colleagues in the Regulated Industries Team re: their project work in this area.	
New		Consumers' understanding of energy charges & knowledge of their rights in the energy market	Scotland	Following a series of consultations on different aspects of the retail probe, Ofgem indicates that the conclusions will be announced in the autumn of 2009. Depending on the detail of this process, it may be appropriate to re-focus this proposed study to test <u>consumers' understanding of the changes introduced.</u>	
New		Attitudes to switching energy suppliers among disadvantaged consumers	Scotland	Report on disadvantaged consumer attitudes to switching energy suppliers to be submitted to Board in July. Findings included in submission of CF response to Ofgem retail probe consultations. Next steps: CFS intends to campaign strongly on switching in 2010/11, given indications that Ofgem will address many of the technical barriers highlighted by consumers in the study. Discussion on timing and methodology are <u>underway.</u>	
New		Experience of consumers not on the gas grid	Scotland	Work on this area is being undertaken by CF at GB, with preliminary findings expected in the autumn of 2009. Depending on the results of this work and the extent to which there is evidence of a different position in Scotland, it may be appropriate to commission a more in-depth study.	
New		Energy Efficiency	Scotland	Report on consumer attitudes to energy efficiency to be submitted to July Board. Will be published on CFS website by end September. It is likely that the findings will inform ongoing work, particularly through the Fuel Poverty Forum, rather than being a stand alone area.	

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Post					
3.1	1-3	Promote quality customer service through the Hooper Review and related developments, raising consumer concerns such as pricing, mail integrity, collection, delivery and compensation.	UK	The Postal Services Bill was introduced into the House of Lords to implement the recommendations of the Hooper Review. Consumer Focus developed several proposed amendments to the Bill, which were tabled in the Lords and readied for tabling in the Commons. CF also undertook major research into the effects of part privatisation of Royal Mail Letters on Consumers/Competition. The findings were not published as the Government chose to defer the Bill. The findings could be used if the Bill is resurrected in the future. CF sent a letter to Lord Mandelson detailing our concerns surrounding the suspension of the Bill, with a call to advance the regulatory proposals in a new piece of legislation.	
3.2	1-3	Track the universal service obligation of postal services to ensure they meet consumer needs and that exceptional cases are clearly and openly justified.	UK	Received and analysed Royal Mail's collection exception reports and circulated to the nations.	
3.3	1-3	Encourage the regulator to incorporate consumers' needs into its policy and regulation development.	UK	Waiting for Royal Mail to provide feedback on the delivery convenience services it introduced for the 2008 Christmas period. Responded to Postcomm's consultation on Royal Mail's application for exceptions to its universal service obligations in the UK, Northern Ireland and Scotland. Have discussed with Royal Mail and Postcomm the responses to the Postcomm consultation to review Royal Mail's Postcode address file code of practice to decide on how to take on board and reject the views of the respondents. Responded to Postcomm's consultation on Royal Mail's application to introduce a sustainable mail product. Notified Postcomm of our view regarding the financial implications for Royal Mail's if it was fined due to poor quality of service results due to industrial action related to transformation activities. Will respond to Postcomm's notification to extend the date to review the collection exception direction. Scoping the possibility of joint research projects with Postcomm examining the postal	

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3.4	1-3	Support advice agencies with information and resources, linking into the Glasgow team to help them advise post and energy consumers.	UK	Consumer community has been established, CPACE work with colleagues in other teams to send out regular info and communications to a growing network of advice agencies. Energy Impact is a policy briefing we send to EHU and Consumer Direct, specifically for consumer advisers the Energy Impact links the evidence advisers gather to the policy changes and lobbying work CPACE does. Over time and as the Consumer Focus website develops, we will use the Partners site in a more sophisticated way to engage with and facilitate two way dialogue with advice providers and community groups.	
3.6	1-2	Provide evidence to Royal Mail Group and An Post of service failures in postal service between Northern Ireland and Ireland, and identify action plans for improvements.	NI	Ipsos Mori have been appointed to undertake Telephone Survey with Borders Users; as well as a Mail Survey between Northern Ireland and the Republic of Ireland and Depth Interviews with Business users of cross border mail. Telephone interviews have now been completed and the mail survey is underway. Depth interview are planned to take place at the beginning of September. We are currently undertaking desk research into the issue of international mail. Also, after an information request to RM we have been provided with an valuable information detailing volumes and procedures for cross border mailing. A report will be drafted after the research is completed followed by a media campaign in November 2009. <i>Whilst research investigations takes place within phases 1-2, publishing of this information is on track for quarter 1.</i>	
3.7	2-3	To research the customer experience of Royal Mail's delivery services and Callers Offices to seek to improve services.	NI Scotland	NI - As part of the Annual Omnibus Survey, Consumer Focus Post will focus a significant proportion of this survey gathering customers' perception and experience of Royal Mail's delivery services and Callers Offices. The Invitation to Tender will be issued in Mid-September with quantitative research taking place during November 2009. Scotland - Ongoing monitoring being undertaken. Latest Royal Mail complaints data and quality of service data received and analysed. Letter sent by Consumer Focus to Lord Mandelson highlighting concerns about the regulatory situation following the delay of the Postal Services Bill. Working with colleagues across Consumer Focus to improve information received from Royal Mail.	

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3.8	1-2	Ongoing evaluation of the impact of cross channel deliveries between Great Britain and Northern Ireland and the impact of quality of service for the Northern Ireland postal consumer.	NI	Ipsos Mori have been appointed to undertake this research. An initial meeting has been set up for the 4th September with Ipsos Mori to discuss how we will go about undertaking this research. However, due to the on-going strike action by RM Staff throughout GB. The commencement of the mail survey will be delayed until the current industrial action has been resolved - but we will update as necessary.	
3.9	1-3	Monitor and investigate issues in respect of the quality of service provided by postal service providers in Scotland, England and Wales at a devolved level.	UK	Scotland - Briefing paper to be presented at the Board in July. Next Steps: Research findings will be shared with Royal Mail and meeting scheduled to discuss improvements. GB - Received Royal Mail's quality of Service reports for quarters 2, 3 and 4 as required by its Licence. Currently in the process of implementing statistical tools to allow for easier analysis of QoS data.	
3.10	1-3	Conduct exploratory scoping work on parcel delivery solutions for rural areas of Scotland.	Scotland		
New		Survey into consumers' views of the postal service in Scotland	Scotland	Survey questions drafted and quotes being received for delivery of omnibus survey in September/October 2009. Final report on the outcomes of the survey will be submitted to the Board by the end of 2009.	
New		Research on the Network Change Programme: One Year On in Argyll and Bute	Scotland	Final report will be submitted to September Consumer Focus Scotland Board.	
Sustainability					

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4.1	1-3	Working with the Energy advocacy programme, promote ideas for a more transparent and effective market for sustainable energy. Make an authoritative consumer contribution to the Government's proposals relating to the new renewable strategy, and inform debates relating to the Energy Bill, including the scope for feed-in tariffs for electricity, gas and heat and the roll-out of work on smart meters.	GB	Responded to consultations on the: Heat and energy saving strategy, Feed-in tariffs, Smart Meters.	
4.2	2-3	Review the advice (including 'green claims') and measurement tools available to carbon conscious consumers, in order to assist good practice.	GB (NI Post)	Our report on environmental claims in advertising, Green expectations, was published at the end of June. Companies are marketing the environmental credentials of their products to win the hearts of consumers keen to do their bit to save the planet. Our innovative research project, which was part-funded by Defra, highlighted increasing consumer scepticism about green claims, which is in danger of turning into cynicism. The research suggests that in order for consumers to have confidence and trust in green claims, companies need to follow the 3Cs: clarity, credibility and comparability.	
4.3	3	Explore and scope the consumer agenda on adaptation to climate change, including factors that would ease the transition and develop plans to promote solutions to consumers, opinion leaders or policy makers as appropriate.	GB		
4.4	3	Develop a plan to take forward the National Consumer Council's (NCC) programme of mystery shopping on the performance of supermarkets on key issues, such as sustainability and health.	GB	Methodology completed and fieldwork underway	

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4.5	3	Conduct research, building on the success of 'Greening Supermarkets', in order to produce a methodology for a league table of responsible clothing retailers, for completed publication in a future period. The assessment would take into account social and energy/ environmental issues and include indicators that reflect the different stages of the clothing lifecycle.	England		
4.6	2-3	Quantify the costs and benefits of living a sustainable lifestyle in a period of uncertainty about the economy and energy supplies, with a potential initial focus on domestic appliances.	England	PID agreed	
4.7	3	Conduct scoping work on whether competition in one or more selected markets are distorted to the detriment of consumers by a failure to internalise environmental costs.	GB		
4.8	1-3	Participate in policy work on issues of food, health and sustainability, such as sharing the secretariat function for the Cross Party Group (CPG) in the Scottish Parliament on Food - with the Scottish Food and Drink Federation - and the Action Plan developed by the Welsh Assembly Government.	Scotland	Four dates booked for session up to Christmas. Currently working on programme of speakers – Minister approached to present new Scottish food policy Recipe For Success which was launched in June. This is a broad document – an action plan is needed and clarity as to steps forward. It is hoped this will be focus of CPG.	
4.9	1-3	Use previous work on the lunchtime choices of pupils as a platform on which to develop policy in this area, in order to promote access to healthy and nutritious food.	Scotland Wales	Proposal for development of Out to Lunch report, by taking forward recommendations in a school, being discussed.	

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4.10	1-3	Take forward work on the policy framework in Scotland on energy efficiency and microgeneration to ensure that all consumers, regardless of income, tenure or social circumstance can benefit from microgeneration technologies.	Scotland	Microgeneration is likely to have an increasingly important role in heating and in addressing fuel poverty, particularly for rural consumers without access to mains gas. CFS intends to commission a scoping study, combining desk research and engagement with stakeholders, to explore ways in which disadvantaged consumers' access to the benefits of micro-generation technologies can be improved, taking existing perceptions into account. This study will also look at the use and issues around the use of combined heat and power (CHP) in urban areas, will be commissioned later in 2009.	
4.11	1-3	Develop scoping work on recycling in Scotland and work to ensure a consistent, consumer-focused approach across Scotland's local authorities to the provision of recycling facilities, making it easier for consumers to make positive behavioural choices.	Scotland	Desk-based research background paper undertaken, outlining the policy position in other European countries. It is intended that this will inform a response to the Scottish Government's Zero Waste consultation, due for release in August.	
4.12	1-2	Contribute to the development of the Welsh Assembly Government's Quality of Food for All Action Plan to help implement the recommendations of the recent Welsh Consumer Council (WCC) report on Malnutrition amongst older people.	Wales	Have written to Minister asking for update on progress on Action Plan. Due to meet the Minister in October for further discussions. Welsh Assembly Government work on this has slowed as resource and attention has been directed to the restructure of the NHS.	
4.14	1-3	Input to the Welsh Assembly Government on sustainable energy and consumption as part of its statutory duty regarding sustainability.	Wales	Responded to Welsh Assembly Government Sustainable Development Plan consultation. Responded to Welsh Assembly Government National Energy Efficiency and Savings Plan consultation.	
New		Sustainable Development & the Consumer	Scotland	No progress in the first quarter. It is intended that this will be started towards the end of the year.	

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New		Climate Change and Environmental Attitudes and Behaviours	Scotland	There is increasing interest in, and emphasis on, behaviour change as a means of addressing sustainable development issues, but less evidence of practical work including a consumer viewpoint being taken forward in Scotland. The Scottish Government's Climate Change Delivery Plan, in particular, makes reference to the preparation of an engagement strategy. CFS has asked for more detail on this and will continue to seek opportunities to contribute to this debate.	
Open Markets					
5.1	1-3	Inform BERR's consumer law review so that it delivers appropriate protection for consumers. Work with the International advocacy programme to inform the EU review of consumer law.	GB (NI Post)	Continued engagement on Consumer Rights Directive; input to BIS Consumer White Paper; consumer research on unfair commercial practices underway (report published in August)	
5.2	1	Develop and promote best practice for regulators' advancement of the consumer interest in order to make the consumer voice louder and to ensure that consumers are put at the heart of the better regulation agenda.	GB (NI Post)	Brainstorming held with staff and Board members which fed into a paper on the topic. This project is now considered complete.	
5.4	3	Define and implement a rolling campaign on consumer 'digital rights' in the information society, with the triple objective of well-functioning online market, achieving a fair balance between consumer and intellectual property rights holders and giving consumers a secure digital environment and effective control of their data. This will work closely with European and international consumer organisations.	GB	Substantial submission to Digital Britain initiative; consultation responses on Digital Rights Agency and digital inclusion; speech by Ed Mayo at Digital Safety Conference; Board paper on fair use exception	

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5.5	1-3	Ensure that consumers needs are taken into account in the digital switchover through the continuation of the Digital Diary project, and related work at GB level, including action to keep track of research and data on the impact of the digital TV switchover on consumers, particularly on consumers who are blind or partially sighted.	GB	GB - Watching brief at GB level Scotland - Final Digital Diary report published in June 2009, which received widespread media coverage. Met with Digital UK in June to discuss the latest switchover issues. Follow up work in the STV region, involving the Consumer Network, now being considered.	
5.7	1-3	Keep capacity available to monitor issues of consumer detriment where new evidence emerges in our research or in the media of problems that are current in relevant markets. This will include scope to conduct research on consumer experience of markets:· that may deliver poor value – including sectors with high levels of complaints, such as garages, furniture and builders, · where consumers may be particularly dependent, such as with vets, or users of residential homes or day care, or · where consumers may be particularly dependent, such as with vets, or users of residential homes or day care, or · where consumers may be particularly dependent, such as with vets, or users of residential homes or day care, or · where consumers may be particularly dependent, such as with vets, or users of residential homes or day care, or · where consumer representation is weak, such as airport regulation.	GB	Consultation responses on ticket touts and advertising codes. Proactive markets work on consumer prepayments and financial services reported on separately. Breakfast event on confident consumers, hosted by John Fingleton and Phillip Cullum, arranged for 24 November.	
5.8	2	Explore options with BERR on possible consumer interest and involvement in employment standards.	GB	Advocacy work on fair tips has continued	

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5.9	2-3	Production of an updated (4th) edition of Legal System of Scotland.	Scotland	Published.	
5.10	1-3	Advocate for an effective governance system of any new system of regulation for the Scottish legal profession.	Scotland	Submitted response to Scottish Government consultation in April 2009. Met with Law Society of Scotland and Faculty of Advocates in June 2009 to discuss governance issues. Met with SG representatives in June 2009 to discuss some of our concerns. Legal Profession Bill now to be introduced to Parliament in September 2009.	
5.11	3	Undertake a market study of the take-up and use of legal expenses insurance, to determine and promote its usefulness for consumers who do not have access to legal aid but who want to pursue a complaint through the courts. The Financial Ombudsman Service has undertaken some research in this area on which this would build	GB		
5.12	2-3	Promote appropriate consumer information on the labelling of meat by the retail sector in Scotland.	Scotland	New national food policy states Scotland will press for mandatory country of origin labelling under EU food info to consumer negotiations. Feedback from BEUC is that other Member States pushing for voluntary labelling. ML asked BEUC to work on EU Agricultural Product Quality dossier as currently this also covers country of origin labelling. National food policy also states intention to rollout food origin and labelling tool kit for caterers and to develop guidelines for use of Saltire/Scottish. This is being followed up with Food Industry unit.	
5.13	2-3	Work with Trading Standards to promote awareness of digital switchover scams.	Wales	Mystery shopping exercise completed. Results to be collated and analysed. Publicity campaign scheduled for July/August.	
5.16	3	A review of advantages and disadvantages of advice services in Wales	Wales	Commissioned work on effectiveness of advice services as source of public service improvement data delivered to Welsh Assembly Government. Further discussions to be had with CFW Board re: this project.	

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5.18	1-3	We will champion the interests of consumers in relation to property management services, working with the Office of Fair Trading to ensure their work is informed by the consumer perspective.	Scotland	The Board approved the general approach for the test case on land maintenance companies on the 12th May. Met with Angela Constance MSP, who has a large number of constituent complaints regarding this issue. Met with members of the All Party Parliamentary Group looking at land maintenance issues (Willie Rennie MP and Gordon Banks MP). They intend to publish a report on the issue in the near future. SO and JW are in the process of identifying a suitable individual to provide a legal opinion.	
NEW	1-3	Consumer attitudes to GM foods	Wales	Omnibus research commissioned, repeating work done 4 years ago by predecessor body WCC. Results being written up for September publication.	
NEW	1-3	Monitoring of ICT take-up in Wales	Wales	Omnibus research commissioned, repeating work done over a 10 year monitoring period by predecessor body WCC. Results being written up for September publication.	
NEW		Financial services and the recession	GB	The Focus on Finance seminar series has begun. The first seminar was on the level of regulation needed in financial services. The seminar, chaired by Christine Farnish, included a paper by John Howard and panellist contributions from Otto Thoresen of Aegon and Neil O'Brien of Policy Exchange. The initiative has its own microsite: www.focusonfinance.org.uk . The consumer prepayments report was drafted over Q1 (it was published in August).	
NEW		Consumer Conditions Survey	GB	The research phase was completed. we are releasing a series of short papers on the findings in the Autumn.	
New		Consumer Conference: Fairness and the Consumer	Scotland	The conference will take place on the 29th October in Edinburgh. Key speakers for the event have been confirmed. The programme content is in the process of being finalised as are workshop facilitators/chairs.	
New		Review of exceptions in Scotland	Scotland		
New		Planned and Coordinated Advice Provision	Scotland	After discussions, this item will now comprise a policy paper 'Where is the consumer in civil justice?' Research has begun, but paper will be informed by the civil courts review, currently expected to report in September 2009.	
New		Affordable credit in Scotland – mapping of the current position	Scotland	OFT has announced that it will undertake a review of high cost consumer credit in the UK. Meeting with OFT in August 2009 to discuss how our research fits with their work.	

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New		Food Standards Agency/Consumer Focus Scotland Calendar Competition	Scotland	initial meeting held with colleagues in the Food Standards Agency Scotland in May. Key messages for the calendar were agreed with approval from all parties, including the Scottish Government. It is proposed that letters inviting entry will go to all primary school head teachers in August.	
New		Guidelines on service re-configuration in public services	Scotland		

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Community Services					
6.1	1	Scrutinise the final closure proposals in the current post office closure programme under the time-limited branding of Postwatch.	UK	Our inherited scrutiny role continues, including 'on the ground' activity. One NCP case remains outstanding and a degree of wrap up activity is also required. Alongside this we continue to monitor the delivery of promised improvements to those PO branches expected to receive additional custom as a result of nearby closures.	
6.2	1	Working with the Disadvantage advocacy programme, co-ordinate provision of information to, and responses from, stakeholders to the Government's upcoming decision on the future of the post office card account. Develop understanding of the impacts across the consumer experience (access to benefit payments, bill payments, postal services etc) and promote the need for alternatives as appropriate.	UK	Following the Parliamentary profile that CF gained at the time of the Poca announcement, research with low-income consumers that will identify their requirements from a bespoke financial services product and the appetite for offering this at the post office, is nearing completion.	
6.3	2-3	Identify the services that are essential in a sustainable community and explore the future role and importance of Post Offices as community services, particularly in a rural and island setting. To include options for common approaches for lifeline community services which may include banks, shops, theatres, pubs or post offices. Promote findings to opinion leaders and policy makers and use learning to inform the application of rural proofing in our programmes.	UK	Yet to commence	

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6.4	3	As part of wider work on the theme of access, working with the Open Markets programme, complete scoping work to explore the use of GIS and other segmentation and analytical tools in order to assess the state of community access to services across Britain.	GB (NI Post)	Project refocused and will see Community & Public Services focus on the extent to which GIS can be used to identify access to those essential community services identified at 6.4. Yet to commence	
6.5	1-3	Monitor changes to the post office network, including an evaluation of outreach services in urban and rural areas, and their impact on the quality of service available to UK consumers in line with the Code of Practice agreed with Post Office Ltd.	UK	Initial analysis of outreach services ('Within Reach') published and accompanied by a call for evidence from MPs who had outreach services in their constituencies. Their responses will feed into our larger piece of research that has gauged consumer views on and satisfaction with outreach services. A report and recommendations based on the research will be published in the Autumn. We continue to monitor POL's business as usual changes to the network in line with the Code of Practice and remain ready to handle any complaints that may arise from this, which POL proves unable to resolve.	
6.6	2	Analyse the effectiveness of engagement of consumers and other stakeholders in the network closure programme, and inform Postcomm's evaluation of the effectiveness of the programme in meeting the Government's objectives.	UK	GB - Qualitative and quantitative research commissioned from the agency Accent. First drafts of the research report have been ready and we are working with Accent to refine these with a view to publishing in September. Scotland - Ongoing monitoring being undertaken. Meeting held with key stakeholders to discuss future of Post Offices in Scotland post 2011. Position paper on this now being drafted. Met with Royal Mail to discuss outreach services in the Western Isles. Douglas Sinclair and AM attended mind mapping session on Post Offices, hosted by Jim Mather MSP, Minister for Energy, Enterprise and Tourism. Input given to Consumer Focus research projects on POCA, the NCP consultation process, and outreach services.	

FWP	Phase	Activity Description	Geographic Coverage	Q1 Progress Update April - June 2009 Significant Accomplishments and/or Challenges	Q1 Status
6.7	2-3	Investigate alternative models for the delivery of services traditionally offered at the post office, including by local authorities or as social enterprises, in England and the devolved administrations in Scotland, Wales and Northern Ireland, in the context of the Government's intention to review the delivery of postal services from 2011.	UK	Scoping work with the Social Enterprise Coalition on a proposal for producing a 'national inventory' on social enterprises offering post office services across the UK is continuing. CF's written and oral evidence has had clear influence on Business & Enterprise Select Committee's report on the future of the network. Engagement with three main political parties on future of the network is ongoing.	
6.8	1-3	Explore the scope for a Community Services Advisory Group, to take forward the successful work of Postwatch's Counters Advisory Group which brought together stakeholders with an interest in the post offices network.	UK	The CAG has been reconvened and rebranded as the Post Offices Advisory Group. Chaired by Roger Darlington, the Group meets quarterly. Peter Luff, Chair of the Business and Select Committee previewed the Committee's report on the future of the PO network at the June meeting.	
6.9	1	Determine and promote as necessary the need for cross-Whitehall Community Service Action Group to work together to find long term solutions both in terms of using the post office to provide local and national government services and products and for funding the post office network.	UK	Government itself has convened a cross-departmental committee to investigate services that can be offered through the PO network. CF will work with the POAG to influence this.	

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6.10	2-3	Complete scoping work to assess where Consumer Focus can make most difference in championing the consumer interest in the British and devolved housing markets. This can include exploring options such as: building on previous related work by the Scottish Consumer Council (SCC); exploring the experience of leaseholders; looking at the needs of owner occupiers, including around disrepair and repossession; researching the consumer experience of the Home Information Pack, including energy information; action around social housing in alliance with tenant groups; local authority services for people that are homeless.	GB	Scoping work underway on the rights of tenants in the private rented sector in England, with a particular focus on the lack of information available to prospective tenants on the track-record of the landlord or the underlying condition of the property. We will look to prepare a policy paper advocating that this information be available to prospective tenants as part of the licencing and registration proposals the government is currently considering and have responded to the government's Private Rented Sector: Professionalism and Quality consultation to this effect.	
6.11	1-3	Scrutinise Post Office Limited's review on each closure and outreach service as per their agreed review time-frame.	NI	Research company has been appointed and quantitative research commences w/c 1st September 2009. It is our intention to work closely with an active lobbying group in Northern Ireland called Rural Community Network, who are also doing separate similar research on this area. A meeting has been scheduled with RCN for 7th September 2009. This project is a companion to the workplan item 6.5 for GB. The Northern Ireland component needed to be held back because Outreaches in NI were a late element of the NCP, mostly set up in late 2008 - and still too early to carry out an evaluation.	
6.12	1	Production of an updated (3rd) edition of Moving Home in Scotland in light of the forthcoming introduction of the home report in December 2008.	Scotland	Both the book and a shorter online guide to Buying and Selling a Home in Scotland were published on 29 May.	
6.13	1	Publication of the second edition of Common Repair, Common Sense- a comprehensive guide for owners with common repair responsibilities.	Scotland	We have consulted the Scottish Government and local authority housing officers on the text. This has now been finalised and is being designed for publication. Publication is expected in September	

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6.14	2-3	Promote the development of the single survey and home report, taking part in the Scottish Government's Home Report Implementation Group, and campaign for the introduction of standard builders' missives	Scotland	Completed.	
6.15	2-3	Promote the voice of rural communities by working with the new Rural Development Council on the recommendations developed previously by the SCC.	Scotland		
6.16	2-3	Monitor and inform the development of legislation on consultation and school closures by the Scottish Government.	Scotland	Following the publication of the Schools (Consultation) (Scotland) Bill, CFS sponsored a Parliamentary Reception on Scotland's Rural Schools in April 2009. The reception was well attended by parents, education professionals and MSPs. The Bill is being considered by the Education and Lifelong Learning Committee and written evidence has been submitted.	
6.17	2-3	An analysis of the Welsh Assembly Government rural and urban regeneration policies, with particular reference to those made in the 'One Wales' policy document to scope the potential for Post Offices as community hubs (noting that Royal Mail Group has already started work in engaging with the Welsh Assembly Government and the WLGA).	Wales	Research has been commissioned, looking at the effects of closure on particular communities.	
Public Services					
7.1	1-3	Promote high quality consumer engagement in public services, for example by exploring the next steps for the current partnership in England with Involve in relation to the nine principles of stakeholder engagement	GB	We have commissioned a paper about the potential for using professional competencies on engagement to drive up the quality of consumer engagement and are now scoping research that will build on the paper's findings. A dialogue with Involve has been maintained.	

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7.2	2-3	Promote the need for, and inform, the development of a robust approach to measure customer experience and satisfaction with public services.	GB	This topic has moved on leaving much less of a clear opening for CF to make a valuable contribution on detailed metrics. There is the opportunity to promote a different approach to this project, e.g. an experiment around a public services version of http://getsatisfaction.com . Scoping work is being undertaken to examine this.	
7.3	3	Organise a cross-sectoral event to assess progress on citizens' redress in public services since the publication of work and recommendations by the London School of Economics and National Audit Office in early 2005, including lessons from the different devolved contexts on redress.	GB	This project has been dropped by the Board. However, the LSE is conducting its own review of progress that has been made since 2005 and Consumer Focus sit on the 'expert panel' for this project. In addition, the Centre for Public Service Partnerships is close to completing report that will estimate the number of public service partnerships in England, the features of those partnerships and resultant issues of concern for consumers. It is anticipated that this will identify concerns relating to redress.	
7.4	2-3	Scope and identify up to three projects to address areas of consumer detriment, representative of all Consumer Focus' strategic goals and avoiding duplication with existing campaigns. Potential areas for work include sectors that have a more complex service relationship with users, including police services, having your child 'statemented' and social services more widely, including in relation to children protection orders.	England	The two pieces of work nearing completion on Jobcentre Plus and Direct.gov have resulted from this project. Both are nearing completion, with the expectation that final reports will be published by the end of October. Scoping work is commencing on police services, with a view to adopting this as the third project. We are meeting with Louise Casey on the topic in September.	
7.5	1-3	Advise the Welsh Assembly Government on its programme of citizen-centred public service reform.	Wales	Commissioned work on effectiveness of advice services as source of public service improvement data delivered to Welsh Assembly Government. Further discussions will take place in the Autumn following the publication of new research by the Welsh Assembly Government. A meeting has also been set with the Minister responsible for the reform programme in Wales.	
7.6	2-3	Promote consumer and citizen-centred reforms on health, building on previous work by the Welsh Consumer Council.	Wales	Response submitted to Health Reform plans. Meeting with the Minister has been scheduled for October.	

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7.7	1-3	Campaign for a reliable and affordable transport infrastructure through evidence provided to the Public Transport Users Committee.	Wales	Update on plans for the committee has been announced by the Deputy First Minister. Letter to be sent asking for explanation of latest delays.	
7.8	1-3	A review of patient and communities involvement in decision making in the light of the proposed restructuring of the NHS in Wales.	Wales	Response submitted to Health Reform plans. Meeting with the Minister has been scheduled for October.	
7.9	2-3	Engaging parents on national representation, building on previous work by the SCC. We will carry out a series of workshops with parents in local areas to explore their views on the roles and responsibilities of a national parents' body and report on the findings to the Scottish Government.	Scotland	Making the Difference research report published June 2009. Launched to coincide with the Scottish Government's national parents conference and their announcement of the intention to support the development of a National Parents Forum. Report findings discussed with the Scottish Government and the National Parental Involvement Coordinator. Issues regarding communication on curriculum for excellence to be taken forward through the Parental Involvement Advisory Group.	
7.10	1-3	Identify the current levels of parental involvement and representation in education, and assess the impact of the legislation by comparing the results to previous SCC surveys.	Scotland		
7.11	1	Publication of The A-Z of Scots Education Law: A Guide for Parents (Third Edition).	Scotland	Published December 2008.	
7.12	1-2	A significant programme of work in the area of e-Health is likely to be taken forward in the year 2008-9 by the Scottish Government. Opportunities for Consumer Focus Scotland include the promotion of greater patient and public at all levels; direct involvement in the development of information governance, with particular reference to patient confidentiality and promotion of patient access to electronically held records.	Scotland	Have continued to represent the consumer interest on the NHS eHealth Programme Board and the Emergency Care Summary Project Board. Prepared a short leaflet on eHealth developments for use in relation to any public involvement activity in the eHealth programme. This will form the basis of discussions about a more general piece of information for members of the public about the eHealth programme.	

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7.13	1-3	The SCC achieved a considerable degree of consensus with key stakeholders that there is a significant gap in relation to public and patient involvement at national level, and that there is scope and commitment to fill this gap. Consumer Focus Scotland will work with key stakeholders to develop proposals to tackle this issue.	Scotland	A seminar on patient safety on 10 May organised by Consumer Focus Scotland and Action against Medical Accidents provided an opportunity to promote the need for better structures to support public involvement at national level. Spoke at conference organised by the Royal College of Physicians of Edinburgh on public involvement in decisions about rationing services on 22 June. Met with Susan Douglas-Scott, Chief Exec of the Long Term Conditions Alliance to discuss this, amongst other areas of common interest. The Scottish Health Council has been tasked with taking this forward.	
7.14	1-3	Develop and promote the user focus in the inspection, audit, regulation and complaints handling of public services in Scotland in the light of the programme of reform following the Independent Review of Inspection, Audit, Regulation and Complaints Handling of Public Services in Scotland (the Crerar Review).	Scotland	User focus: Seven Key Tests published April 2009. The paper was well received by stakeholders and we received a number of comments on its usefulness. The Public Services Reform Bill includes a proposal to place scrutiny bodies under a duty to promote continuous improvement in user focus. CFS sponsored and JW spoke at a seminar on complaints handling in the voluntary sector, run by the Association of Chief Officers of Scottish Voluntary Organisations in June. There were approximately 30 participants and the evaluation forms were positive about this event.	
7.15	1-3	We will continue the work of the SCC to promote the needs of all parents, including the need for stronger parental representation in relation to schools, particularly in consultations on school closures and the future of rural schools.	Scotland	See 6.16 and 7.9 - 7.10	
7.16	1-3	We will campaign for better ways of informing consumers about the results of local authority hygiene inspections when they are looking to eat out, drawing on the success of the Scottish scheme launched by the Food Standards Agency in late 2006.	Scotland	Food Hygiene Information Service (FHIS) Steering group now disbanded and Implementation Group set up which ML member. Now looking to align Eatsafe award with FHIS. Currently 25/32 Local Authorities have said they will implement FHIS. Lead officers working group set up to help with practical issues. ML gave presentation on FHIS at BEUC Food group June 29.	

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New		Class Actions	Scotland	Awaiting the outcome of the civil courts review. The review report is expected to be published in September 2009.	
New		Patient and Public Health Information Strategy	Scotland	Regular monthly meetings with staff from NHS 24 ensure that Consumer Focus and HRIS can contribute to ongoing developments in the strategy and the new service. Spoke at conference on patient health information on 21 April on how much had changed since the previous conference on this subject three years ago. Attended seminar on assuring the quality of patient information in London, which will inform future work in Scotland in this area	
New		Consumer advocacy in transport	Scotland	Initial research undertaken, and ongoing liaison meetings with Passenger Focus Scotland. No further work planned for this financial year.	
New		Commercial Sponsorship in the Public Sector	Scotland	Following publication of the guidelines for the public sector and for schools in the last financial year, a conference was held in June 2009. The conference was run by Public Service Partnership and CFS were the main sponsors. The conference provided an opportunity for those working in the public sector to discuss the guidelines and the issues around sponsorship with colleagues. Around 60 participants attended and Douglas Sinclair spoke at this event. No further work on commercial sponsorship is planned for this financial year	
New		Review of Trading Standards in Scotland	Scotland	Omnibus research on consumer perception of trading standards is complete. As second strand of research work has been commissioned to examine the consumer experience of trading standards. This is scheduled to be completed by the end of September.	
New		Consumer Conditions in Scotland Survey	Scotland	Ipsos MORI have provided a final report on the Scottish booster of this UK survey. The survey explores consumer experiences in 8 poor performing markets in Scotland (including energy). The findings are being prepared for publication in the Autumn.	
New		Research on Court Users' Experiences	Scotland	The research report is being finalised for publication. It will be submitted to the civil courts review and the Scottish Government before publication in late July.	
New		Quality of Water in Water Coolers	Scotland	Scottish survey nearly complete. Problems have arisen with coding of samples, meeting August to discuss. Letter sent to English water Inspectorate following several queries. Care Commission has written new guidelines on water coolers following Consumer Focus Scotland report.	
Customer Service					

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8.1	1-3	Track complaint data in key sectors across England, Scotland, Wales and (for post) Northern Ireland to identify and promote options for improvements to services in collaboration with the relevant advocacy programmes	GB (NI Post)	Analysis has initially focused on energy and postal complaints to date due to ongoing access issues to Consumer Direct data in other sectors. Energy complaints analysis has been carried to support CPACE, Regulated Industries and the EHU while postal complaints analysis has been carried out for Public & Community Services, Regulated Industries, CF Scotland and CF Wales.	
8.2	1-3	Publish data on complaints in the post and energy sectors to help consumers make an informed choice, developing more meaningful indicators where possible. We will continue the energywatch confidence code in partnership with internet price comparison sites.	GB (NI Post)	Negotiations with Consumer Direct continue to allow the use of its data in published performance metrics. We are undertaking work to investigate the use of company performance metrics in other sectors such as water and financial services. We are about to launch a consultation to review the Confidence Code We have also been in discussions with BSI who are keen to use the Code as the template for a standard on internet price comparisons. Two new switching sites were awarded accreditation in the quarter.	
8.3	3	Monitor the implementation of redress systems and complaint handling standards on a regular basis and undertake a formal review of how they are working in the energy and postal sector one year on, in collaboration with others to ensure that this is adding value and operating with particular regard to the needs of vulnerable consumers.	GB (NI Post)	Manage relations with Consumer Direct and the Energy Ombudsman, holding quarterly meetings with both organisation and regularly communicating with them between meetings. Joint seminar with BIS planned to review the Consumer Voice programme a year on and establish whether energy consumers are benefitting from the new arrangements in the way envisaged.	

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8.4	1-3	Support advice agencies through the provision of information and policy resources to help them advise energy and post consumers.	GB (NI Post)	<p>See 3.4 for specific initiatives. In addition we are continuing to develop and grow relationships with a range of partners including national debtline, CAB, CCCS. Beginning a roll out of 13 half day events across the nations and English regions to</p> <ul style="list-style-type: none"> • Build new (and improve upon existing) linkages with local community and advice groups. Promote and raise awareness of the Partners website, Advice Agency Knowledge Base and Confidence Code. • Update advice providers and community groups on Consumer Focus' work to date. • Increase membership of Consumer Community and encourage two way dialogue with this audience. • Provide opportunities to encourage grassroots support for our campaigns. 	
8.5	2-3	Scope consumer needs and the opportunities to influence improvements in the mobile phone sector, working with the Ofcom Consumer Panel to define this work and a potential partnership going forward. This will inform and complement, rather than duplicate, the work underway by Ofcom – including the recently published Mobile Sector Assessment.	GB	Successfully carried out consultation <i>Mobile: What's the problem?</i> to scope consumer detriment in the mobile phone sector and commissioned research. Findings and campaign priorities due to be published September.	
8.6	1-3	Monitoring information about the experience of Welsh consumers and in particular Welsh Language speakers who contact the Extra Help Unit. Advise on any Welsh Assembly Government initiatives that Welsh consumers might be eligible for.	Wales	Welsh Assembly Government has published proposals for changes to energy efficiency support scheme in Wales. CFW has responded and now awaits final proposals.	
International					

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11.1	1-3	Contribute to the reviews of consumer law underway in the EU, for example on issues of redress. Explore and advocate options for improvement, which might include consolidation of legislation, more effective private and collective redress, and improved enforcement.	GB (NI Post)	Continued lobbying on the draft Consumer Rights Directive. Successfully influenced the reports of the European Parliament Legal Affairs and Internal Market committees, the House of Lords EU scrutiny committee report and BIS policy. Participated to BEUC campaign team meeting to decide upcoming strategy. Attended a DG SANCO hearing on collective redress.	
11.2	1-3	Contribute to the new Citizens' Energy Forum and the third energy package, campaigning for appropriate Charter amendments to be retained and the work on the charter taken forward.	GB	CPACE have contributed to a working group that has produced a good practice statement on energy billing, this will be presented at the 2nd Citizens Energy forum in September. We are also working closer with BEUC on energy issues and providing advice in the absence of their energy expert. EU argues that main asks from Charter are now incorporated into Third Package; scoping discussion opened with CI whether sustainability provisions merit further action.	
11.3	1-3	Work with the Open Markets team to lobby on the EU telecommunications legislation and the review of copyright in the EU (particularly on the proposed directive on copyright term) and participate in the BEUC digital campaign team.	GB	Lobbied on the telecoms package which goes into conciliation in the autumn. Contributed to BEUC's position papers on targeted and behavioural advertising and profiling, and multi-territory licensing of music on-line and BEUC's 2010 workplan.	
11.4	2	Participate in the BEUC team and project for the pan-EU consumer manifesto leading to elections in late spring 2009, promote to UK candidates. Develop post election strategy of engagement with MEPs and, later, the new Commission and cabinets.	GB (NI Post)	Organised mailing with Which? to disseminate manifesto to prospective and incumbent MEPs, liaised with BEUC, Which? and other public Affairs within CF to have impact. The development of our post-election engagement strategy is well under way.	
11.5	1-3	Proactive collaboration with DG Sanco on the consumer markets scoreboard which is going into its market investigation phase. Explore the development of common investigations/research projects with partners across the EU.	GB	Hosted a meeting with DG Sanco and colleagues from Denmark and Norway to share expertise and experience on consumer research. Participated in a bid for DG Sanco's tender on Consumer Market Studies with BEUC and partners from Europe.	

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11.6	2-3	Participate in the OECD Committee on Consumer Policy, in particular on the development and rollout of the consumer policy toolkit.	GB (NI Post)	Participated in the OECD Consumer Policy Committee meeting in April. Continued participation in the toolkit project which should be signed off by the committee in October. Developed cooperation on e-commerce including contributing to the planning of the OECD/FTC e-commerce conference to be held in Washington DC this year and development of a cross-country mystery shopping survey on mobile commerce	
11.7	1-3	Leadership of the TACD Intellectual Property Working Group and participation in the TACD information society working group. Building on work by the NCC, influence OECD follow-up of the Future of the Internet Ministerial, in particular direct civil society representation in communication policy making at the OECD.	GB	Participated in the TACD annual meeting in Brussels in June. Contributed to the work of the intellectual property and information society working groups through drafting and contributing to policy resolutions and planning and chairing the IP working group meeting.	
11.8	2-3	On the global level explore how to take forward the work of energywatch together with Consumers International in developing a global Energy Consumers Charter and to achieve its incorporation in a revised UN guideline for consumer protection.	GB	Initial meetings held with CI to review CF prioritisation of sustainability provisions of Charter. This issue to be picked up in joint strategy meeting between CF, CI and BEUC in September.	
11.9	1-3	Actively participate in the BEUC sustainable energy campaigns group, with major input on energy labelling and the implementation of the EU sustainable consumption action plan.	GB	Together with BEUC we successfully defended the A-G label within the European Parliament debate and vote on labelling of electrical/electronic equipment. This led to a Commission survey over the summer on consumers' understanding of energy efficiency labels on electronic equipment; despite minimal advance notice, we participated in a discussion with the Commission and Member States on the methodology for this study. In addition, we also participated in the first meeting of the Retail Forum and the first Working Group	

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11.1	1-3	Participate in the TACD Climate Change and Sustainability Working Group, in particular development of policy and advocacy to influence US and EU policy in the climate change agreements follow-up to Kyoto Protocol in Copenhagen, December 2009.	GB	Ensured that the new TACD climate change working group got off to a good start by leading the group, drafting resolutions and participating in the annual meeting. We have also opened a dialogue with both BEUC and CI to co-ordinate the voice of the consumer movement in the international negotiations. The next meeting is scheduled for 9 September.	
11.11	1-3	Inform the development of European quality standards for mail services which underpin the European Directive on Postal Services.	GB	Provided input to the consumer representative on the European postal standards committee	