

Annex A

2010/11 DRAFT ANNUAL PLAN

1. Chairs' Foreword (Welsh language version to be produced)
2. Executive Summary (Welsh language version to be produced)
3. What we stand for
4. About Consumer Focus
 - i. Who we are
 - ii. What we do
 - iii. How we work (focus on disadvantaged/vulnerable consumers, sustainability)
5. Our Evidence Based Approach
6. Delivering a Fair Deal for Consumers
 - 6.1. Our 2010/11 Forward Work Programme (**for consultation**)
 - i. GB
 - ii. NI
 - iii. Scotland
 - iv. Wales (including welsh language version)
 - 6.2. Additional work we do
 - v. Extra Help Unit
 - vi. Complaints of general interest
 - vii. Consumer Focus Labs
 - viii. Externally Funded Projects
 - ix. National Social Marketing Centre
7. Strengthening our capacity to deliver results
8. Pride in Performance: Achieving results and demonstrating impact
9. Funding and Risks (including Consumer Council water, Consumer Advocate, new CEO, preparing to work with a new Government etc).
10. How to respond and the way forward