

Consumer Focus Board

Paper 7.1

Title: Ensuring the quality of our policy advocacy

Purpose: For information

Date of meeting: 15 September 2009

Responsible officer: Philip Cullum

Prepared by: Philip Cullum

Attachments: Annex A: Ensuring the quality of our policy advocacy

1 Overview

- 1.1 Our impact depends to large part on the quality of what we do, and it is essential that our work is credible and robust. It will often come under serious scrutiny from those we are trying to persuade and in particular from those whom we are criticising or arguing against, and it needs to be able to withstand such scrutiny. This means that our research needs to be conducted properly, our analysis needs to be coherent, accurate and fair, and our proposals need to be workable.
- 1.2 The attached paper sets out general principles for the whole of Consumer Focus, along with processes to ensure the quality of our GB advocacy. It builds on previous Board decisions, such as our intellectual framework for policy and which issues need to come to the Board for resolution, and sits alongside other guidance for staff on determining our policy stances. Similar processes are being developed for Consumer Focus Wales, Consumer Focus Scotland and Consumer Focus Post, reflecting their ways of working and governance, to be agreed by their Boards – we will advise the main Board when these are in place.

2 Action for the Board

- 2.1 To discuss and note the attached policy.

3 Resources

- 3.1 This requires no additional resources.

4 Next steps

- 4.1 The principles will be communicated to all staff, and the processes for GB work will be implemented in relevant teams. Parallel processes will be developed, agreed and implemented for the work of Consumer Focus Scotland, Consumer Focus Wales and Consumer Focus Post.