

Consumer Focus Board

Paper 5.1

Title: Consumer Focus Draft Annual Plan 2010/11

Purpose: For discussion and approval

Date of meeting: 13 October 2009

Responsible officer: Chris Rawlins

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Attachments: Annex A: Draft Annual Plan 2010/11

1 Overview

- 1.1 The 2010/11 Annual Plan identifies the work that Consumer Focus will undertake in the fiscal year 2010/11 to operationalise the strategic direction set out in the Corporate Plan 2010/13.
- 1.2 Following Board approval, and beginning 31 October 2009, the draft Annual Plan will undergo a three month consultation with stakeholders. The Annual Plan will be published in its final form in March 2010, ready to be operationalised by 1 April.
- 1.3 To comply with the Welsh Language Scheme Guidelines, a full version of the Annual Plan will be placed on our Website in Welsh language. A hard copy of this version will also be available.
- 1.4 This paper seeks Board approval for the full draft of the draft Annual Plan 2010-11, parts of which have already been presented to the Board as individual papers. This is attached at Annex A.
- 1.5 Additionally, this paper gives a brief overview of the consultation process and planned external events.
- 1.6 Design work and any final minor amendments to the wording will be done subsequent to approval by the Board of the draft Annual Plan.

2 Action for the Board:

- 2.1 The Board is asked to **APPROVE** the draft Annual Plan 2010/11 for consultation from 31 October 2009 and **NOTE** the event dates for Consumer Focus's external Annual Plan consultation launch events.

3 Background

- 3.1 In line with the Pride in Performance framework and building on key Board decisions at the 9 July and 15 September meetings, Consumer Focus, Consumer Focus Scotland, Consumer Focus Wales and Consumer Focus Post have put together rigorous

business cases for projects to be undertaken in 2010/11. These were assessed through governance reviews at the national level and a summary of the business cases for Consumer Focus Scotland, Consumer Focus Wales and Consumer Focus Post was submitted to each nation's Board for consideration and approval, with the proposed GB Programme being submitted to main Board on 15 September, when further feedback from Board members was invited.

- 3.2 In addition to our forward work programmes, the Annual Plan includes an overview of additional work undertaken including the Extra Help Unit, Complaints of General Interest, Externally Funded Projects, the changing role of NSMC, and Corporate Services.

4 Launch of consultation event – Annual Plan

- 4.1 To ensure Consumer Focus complies with its requirement under the Consumers, Estate Agents and Redress Act 2007, we will undertake a three month public consultation on the draft Annual Plan starting from 31 October to 31 January 2010.
- 4.2 Consultation provides the opportunity to test the strength of our proposed work programme and helps determine any gaps or areas where our work could effectively be extended or strengthened. Involving stakeholders in the development of our Annual Plan is a critical stage in our annual corporate planning process and consultation provides valuable information about what Consumer Focus should and should not do.
- 4.3 To launch the consultation of the draft Annual Plan, Consumer Focus will be hosting events in London and Birmingham, Consumer Focus Wales in Cardiff and Consumer Focus Scotland in Glasgow.
- 4.4 The first GB event is scheduled for **5 November** in the format of a breakfast forum. The second GB event will take place in Birmingham on **11 November**.
- 4.5 The event led by Consumer Focus Wales in Cardiff is scheduled for 26 November and the event will assume the same format as the London event.
- 4.6 Consumer Focus Scotland will hold an event at their offices some time towards the end of November.
- 4.7 Details of how stakeholders should respond to us will be set out on the face of the draft Annual Plan and repeated in our press release to be published on 31 October. Stakeholders will be encouraged to respond to us either via post or by email.
- 4.8 During the consultation period, various meetings will be held between programme teams and key stakeholders. Team leads will be expected to feed relevant information back to the Strategy Team. Simultaneously, where necessary, the Strategy Team will contact relevant team leads for input or to arrange to meet stakeholders on concerns/views which they raise.
- 4.9 A record of comments received will be collated and considered at the end of the consultation period – 31 January 2009.

Other matters relating to the draft Annual Plan

- 4.10 The draft Annual Plan for consultation will be published as a text document. The design of the final version of the Annual Plan 2010-11 will match other Consumer Focus publications.
- 4.11 Consumer Focus is required to provide an estimate of overall expenditure in the draft Annual Plan delivered for consultation. However, the process of prioritising our projects, assigning resources (including staff costs) and identifying flagship pieces of work will be led by the Director of Finance and Operations during the 3 month consultation period

5 Proposal

- 5.1 The Board is asked to approve the draft Annual Plan 2010/11 for consultation from 31 October 2009 and note the event dates for Consumer Focus's external Annual Plan consultation launch events.

6 Next steps

- 6.1 The external consultation will commence on 31 October 2009 and finish on 31 January, 2010. We will review consultation responses in February 2010, with initial feedback to the February Board meeting before submitting the final Plan to Board for sign off at its meeting on 25 March 2010.