

Consumer Focus Board

Paper 4.1

Title: Consumer Focus Corporate Plan 2010 - 2013

Purpose: For approval

Date of meeting: 13 October 2009

Responsible officer: Chris Rawlins

Prepared by: Chris Rawlins, Mark Steinmeyer, Rashidat Familusi

Attachments: Annex A: Corporate Plan 2010 - 13 (Proof version)

1 Overview

- 1.1 The Corporate Plan 2010 - 13, which replaces the High Level Strategic Framework, was initially discussed at the Board meeting on 29 June 2009 and was the subject of further debate at the all Boards' awayday on 30 June. The text of the draft Corporate Plan was presented to the Board at its meeting on 9 July 2009 for initial comments. A further revision was presented to Board on 15 September.
- 1.2 The final text for approval is essentially the same as that presented to Board on 15 September. In view of comments made at that meeting, we now refer to Consumer Focus as an Evidence-Based Advocacy Body. The section under 'Disadvantage, Vulnerability and Sustainability' has been reworded to encapsulate our proactive plans over the next three years. A paragraph has also been added regarding our commitment to refining our definition of 'disadvantaged and vulnerable consumers'.
- 1.3 In addition, various minor changes have been made to the text in general to reflect more accurately the work we do and to strengthen the responsibilities and priorities of the organisation.

2 Action for the Board

- 2.1 To approve the Consumer Focus Corporate Plan 2010 - 13 for publication.

3 Next steps

- 3.1 The publication version of the Corporate Plan will be distributed to stakeholders with the draft Annual Plan on 31 October. It will also be posted on our website.
- 3.2 We will make it clear that the Corporate Plan is for information only and is not in itself an object of consultation.