

CONSUMER FOCUS BOARD

PAPER <5.1>

Title: Chief Executive's Quarterly Report

Purpose: For discussion

Date of meeting: January 12th 2009

Responsible officer: Ed Mayo

Prepared by: Ed Mayo, Sarah Daly

Attachments: CEO Report

A Overview

1. This report gives an overview for the Board of the work and status of Consumer Focus since we began on 1st October 2008.

B Action for the Board

2. The Board is asked to:
 - a. DISCUSS the content and
 - b. COMMENT on the format for this and future reports.

C The key issues

3. This report develops the format of the first CEO Report that I presented to the Board in early November 2008. In particular, as we develop work to implement the Forward Work Programme, it is possible to present a more systematic account of the status and progress of work.

4. I intend the CEO report to be a key way of supporting the Board's scrutiny and decision making by providing a regular snapshot of the organisation, through which the Board can track trends over time, including performance in relation to the corporate objectives you have set and the allocation of resources and handling of risk in relation to this. The report will be quarterly in-depth and at summary level for meetings in between.
5. The Board will be aware that there remain gaps still to fill in this reporting framework. Notably, the Board has set a timeline for developing metrics on impact by June 2009. In line with this timetable, we are developing but do not yet have common systems in place for capturing performance data on work across the Consumer Focus family. While there are performance metrics in this current report, I have more work to do before I can bring forward a working summary table of trends on key corporate performance indicators.

D Proposal

6. I welcome discussion by the Board on the performance of the organisation over the first quarter and feedback from Board members on format of this report.

E Resources

7. The CEO report sets out how the overall organisation is performing on using our resources to achieve the goals that the Board has set.

F Next steps

8. On finance, it is the intention to report to the Board quarterly on current year expenditure to date and forecasts to the end of the current year. The first of these reports will be put to the early February Board meeting, based on figures as at the end of December. It will include expenditure on externally funded areas of work, as well as the core funded work.
9. A slimmed down CEO report will come to future meetings that fall outside of the quarterly cycle, with the next in-depth CEO Quarterly Report due for the fourth quarter of 2009-2010.