

Consumer Focus Board

Meeting No.17 Thursday 7 May 2009 AGENDA

Agenda for meeting of the Consumer Focus Board to be held on Thursday 7 May, at 9.30am to 3.10pm at Consumer Focus, Artillery House, Westminster, London SW1.

Closed Session

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|-------------|--------|-----------------------------------|-----------|---------------------|
| 9.30 - 9.32 | Item 1 | Apologies and announcements | | |
| 9.32 - 9.33 | Item 2 | Declaration of relevant interests | | |
| 9.33 - 9.38 | Item 3 | Minutes of previous meeting | (Minutes) | <i>For approval</i> |

Organisation and Governance Issues

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|--------------|--------|--|--|--|
| 9.38 -11.15 | Item 4 | CEO Report | | <i>For information and decision (Taken together)</i> |
| | | Overview | | Paper 4.1 |
| | | Finance Update 2008/09 and 2009/10 | | Paper 4.2 |
| | | Performance Management & KPIs | | Paper 4.3 |
| | | Forward Work Plan – work completed | | Paper 4.4 |
| | | Changes to GB Forward Work Plan 2009/10 | | Paper 4.5 |
| | | Timeline for corporate planning | | Paper 4.6 |
| | | Managing Strategic Risk | | Paper 4.7 |
| 11.15 -11.20 | Item 5 | Report from the Audit and Risk Committee | | minutes of 10.3.09 |
| 11.20 -11.25 | Item 6 | Report from HR Committee | | minutes of 17.3.09 |

Open session*

Policy Issues

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|--------------|---------|---|------------|-----------------------|
| 11.25 -11:55 | Item 7 | Programme Report: Disadvantage | Paper 7.1 | <i>For discussion</i> |
| 11.55 -12.10 | Item 8 | Policy Issue: Vulnerable Disconnections | Paper 8.1 | <i>For decision</i> |
| 12.10 -12.25 | Item 9 | Policy Issue: Financial Services | Paper 9.1 | <i>For decision</i> |
| 12.25 -12.45 | Item 10 | Policy Issue: Intellectual Property | Paper 10.1 | <i>For Decision</i> |
| 12.45 -12.55 | Item 11 | Prepare for discussion with Ed Richards | | (briefing paper) |

Closed Session

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|--------------|------------------------|------------------------|--|-------------------|
| 12.55 -13.00 | <i>Break for lunch</i> | | | |
| 13.00 -14.00 | Item 12 | Ed Richards, CEO Ofcom | | <i>discussion</i> |

Open session*

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|--------------|---------|---|------------------------------------|-----------------------|
| 14.00 -14.15 | Item 13 | Topical Issues and reports back from Chair, Country Chairs and Members | | |
| 14.15 -14.25 | Item 14 | Matters arising from minutes of previous meeting – if not covered | | |
| 14.25- 14.30 | Item 15 | Memberships and Affiliations | Paper 15.1 | <i>For decision</i> |
| 14.30- 14.40 | Item 16 | Outreach | Paper 16.1 | <i>For decision</i> |
| 14.40 -14.45 | Item 17 | Dates for next meetings: June 29, 5pm, London; and 9 July possibly York | | |
| 14.45 -15.00 | Item 18 | Any Other Business | To be notified to Chair in advance | |
| 15.00- 15.10 | Item 19 | Review of meeting | | <i>For discussion</i> |

*Attendance is open to members of the public. Members of staff may also be in attendance.