

## November to January 2012

### November

#### Energy

##### GB

1. Publish microgeneration report (Audrey Gallacher – energy team)
2. Publish Consumer Checklist (Audrey Gallacher – energy team)
3. Participate in Carbon Revenues for Retrofit campaign (led by Transform UK). Campaign aims to secure major funding from ETS for energy efficiency measures. (Audrey Gallacher – energy team)
4. Respond to interim report of Hills review. (Audrey Gallacher – energy team)
5. Publish report on Green Deal and solid wall insulation - part of Consumer Focus's contribution to Green Deal consultation includes recommendations for improving Solid Wall Insulation take-up, particularly in social housing - a major aim of Green Deal (Audrey Gallacher – energy team)
6. Publish 2011 fuel poverty projections for England, Wales, Scotland & UK. The projection will show the impact of price rises on fuel poverty levels (Audrey Gallacher – energy team)
7. Publish further work on suppliers' policies regarding wrongly imposed termination fees following a price rise (Audrey Gallacher – energy team)
8. Send Ofgem feedback about the performance of the Energy Ombudsman (Audrey Gallacher – energy team)
9. Write to suppliers and update Ofgem about our work on improving the placement of Consumer Direct details on bills and websites (Audrey Gallacher – energy team)
10. Consumer Focus Labs to re-launch the energy help finder section of our website. The help finder is the most visited part of the Consumer Focus website.

##### Scotland

11. Year 2 of Energy Best Deal Campaign – online and face to face training sessions for money advisors in a range of settings on how to help vulnerable people switch supplier and get a better energy deal (Trisha McAuley)
12. Attend Scottish Government's Fuel Summit with big six. Hosted by Cabinet Secretary for Finance and Sustainable Growth and Cabinet Secretary for Infrastructure and Capital Investment (2 November, Trisha McAuley)

##### Wales

13. Launch of switching report

## Post and Post Offices

### **GB**

14. Publish Devon Knows report into responses to the post office closure programme in Devon
15. Respond to Ofcom's call for input into Universal Service Obligation (Robert Hammond – Post and Post Office team)
16. Publish 'front office for government' report – early November (Andy Burrow – Post and Post Offices team)
17. Attend bilateral meeting with European Commission Unit responsible for upcoming Postal Users Forum confirmed for 4 November (Jill Johnstone - international & consumer rights team)
18. Attend third European Commission meeting to discuss ongoing research into postal services (Jill Johnstone - international & consumer rights team)
19. Publish report on Post Office/Credit Union tie-up, highlighting potential benefits for low income consumers and negotiating personal budgeting risks associated with universal credit (Andy Burrows)
20. Commence public affairs and stakeholder empowerment activities to support launch of PO Locals area pilots in Devon, South Yorkshire, Gloucestershire and Herts (Andy Burrows)
21. Issue report on long-term impacts of PO closures (Andy Burrows)

### **NI**

22. Publish Front Office for government report - early November.

## Rest of the Economy

### **GB**

23. Christine Farnish to give evidence to Treasury Select Committee on 2<sup>nd</sup> November and Sarah Brooks to attend BBA Consumer group roundtable on Financial Services Bill – 24 November (Sarah Brooks – Financial services Team)
24. Submit our Inquiry into Managing Debt to BIS Committee - 14 November (Sarah Brooks – Financial services Team)
25. Submit Merits of Joint Statutory Instrument to Committee on draft cost SI on Digital Economy Act £20 appeals fee – 9 November (Jill Johnstone - international & consumer rights team)
26. Publish consumer research on awareness of legal music services (Jill Johnstone - international & consumer rights team)
27. Jointly host parliamentary event with Pictfor Digital Economy on Hargreaves recommendation on minimum standard for collecting societies/copyright licensing - 8th November: (Jill Johnstone - international & consumer rights team)
28. Respond to BEREC's consultation on net neutrality (Jill Johnstone - international & consumer rights team)
29. Represent Consumer Focus at the BEUC General Assembly 17-18 November (Jill Johnstone - international & consumer rights team)

30. Publish BECTA report together with National Education Network on Copyright licensing in schools and educational establishments (Jill Johnstone - international & consumer rights team)
31. Represent UK consumers at the ECCG meeting - end of November/beginning of December (Jill Johnstone - international & consumer rights team)
32. publish Law Commission analysis of the proposal for an optional European common sales law (Jill Johnstone - international & consumer rights team)
33. Hold Joint policy event with TaxPayers Alliance/Big Brother Watch on website blocking - 30 November (Jill Johnstone - international & consumer rights team)
34. Publish think piece on consumer empowerment in a changing world – (Richard Bates - consumer empowerment team)
35. Consult on draft action plan (with Citizens Advice) on empowering vulnerable consumers (Jonathan Stearn)

## Scotland

36. Launch Customer Forum, innovative – a new project on consumer engagement in the water industry, in partnership with Water Industry Commission for Scotland (early November, Trisha McAuley)
37. Possible National Consumer Week parliamentary event for stakeholders and MSPs at Scottish Parliament. Lunchtime briefing on key consumer issues in Scotland, plus drop-in session. Cabinet Secretary for Infrastructure and Capital Investment confirmed as host. (w/c 28 November, Karen Jordan)

## Wales

38. Respond to the proposed compact agreement between the Welsh Government and the WLGA, which will include plans for the National Trading Standards Service for Wales (Rhys Evans)
39. Undertake media work on Food Hygiene Ratings Scheme – calling for full disclosure of inspection reports.(Rhys Evans)

## December

### Energy

#### GB

1. Hold stakeholder roundtable on Credit Reference and the Energy Industry (Audrey Gallacher – Energy Team)
2. Hold energy efficiency and renewable solutions for off-gas consumers event jointly with EEP and DECC
3. Publish time of use omnibus research - early December) (Audrey Gallacher – energy team)

## Post and Post Offices

### GB

4. Attend first meeting of High level group in Brussels to discuss Universal Postal Obligation Service at an EU level (Robert Hammond – Post and Post Office team)
5. Respond to the BIS consultation on PO mutualisation (Robert Hammond Post and Post Office team)
6. Participate in the launch of the Postal users Forum in early December (Jill Johnstone - international & consumer rights team)
7. Influence BIS and Post Office Limited on service standards transformation, using tracker and QoS data and mutualisation consultation as a vehicle (Andy Burrow – Post and Post Office team)

### Scotland

8. Call for continuation of Post Office Diversification Fund (possible partnership campaign – running December to March when new funding awards are announced by Scottish Government (Sarah O'Neill)

### Wales

9. Meetings with Welsh Government to discuss and influence next round of the Post Office Diversification Fund (Rhys Evans)
10. Publish short report on Post Office Locals in Wales (Rhys Evans)

## Rest of the Economy

### GB

11. Publish a think piece paper setting out the potential for collective switching in markets where consumer inertia has become commonplace (Richard Bates)
12. Participate (with the Energy Team) in a DECC working group that will explore collective approaches to energy retail and to speak at the BIS Collective Purchasing Conference on December 7<sup>th</sup>.
13. Attend ministerial round table on traffic management - 7 December (Jill Johnstone - international & consumer rights team)
14. Participate in BEUC expert group on consumer contract law regarding strategy on the proposal for a common sales law at Consumer Forum for Communications/ (Jill Johnstone - international & consumer rights team)
15. Speak Ofcom on copyright issues consumers face (Digital Economy Act, Hargreaves Review and website blocking) 13 December (Jill Johnstone - international & consumer rights team)

### Scotland

16. Publish findings of investigation into Homeserve commercial insurance product / perception of relationship with Scottish Water services (Trisha McAuley)

## Wales

17. Respond to the consultation on the Welsh Government's proposed Food Bill - launched in October (Rhys Evans)
18. Media work reminding consumers to pick up their Shoppers' Rights Cards ready for Xmas shopping/sales (Rhys Evans)

## January

### Energy

#### GB

1. Respond to feed-in tariff review consultation and Green Deal consultation on the incorporation of microgeneration (Audrey Gallacher – energy team)
2. Respond to the final Hills report on fuel poverty, followed by consultation. This is likely to have major implications for future fuel poverty policy (Audrey Gallacher – energy team)
3. Publish qualitative research on time of use tariffs (Audrey Gallacher – energy team)
4. Co-host event with Ofgem and EHU aimed at small suppliers to discuss the needs and treatment of vulnerable consumers (Audrey Gallacher – energy team)

### Post and Post Office

#### GB

5. Respond to Ofcom's price control consultation (in great detail) deadline – 5 January (Robert Hammond)
6. Campaign activity and report on service transformation in post office branches (Andy Burrows)

## Wales

7. Publish our 'Delivering Local Authority Services via the Post Office' report.(Rhys Evans)

### Rest of the Economy

#### GB

8. Consumer Focus Labs to deliver the 'Reminder Service' website. It is envisaged that the site will enable users to set reminders about contract expiry dates and will guide them to switching advice and services
9. Respond to MoJ consultation on European Common Sales Law – late January (Jill Johnstone – International & consumer rights team)
10. Participate in first consumer2creator event on copyright (Jill Johnstone – International & consumer rights team)
11. Publish and deliver final report on 'empowering vulnerable consumers' to BIS in mid January.(Jonathan Stearn)