

January – March 2012

January

Energy

GB

1. Respond to the final Hills report on fuel poverty, and its major implications for the future of fuel poverty policy.
2. Respond to consultations on Green Deal secondary legislation
3. Support carbon revenues for retrofit campaign (led by Transform UK). The Campaign aims to secure major funding from ETS revenues for energy efficiency measures
4. Support Big Energy Week
5. Give oral evidence to ECC select committee on off-gas consumers and fuel poverty
6. Speak at the UK and Europe Smart Metering Summit;
7. Co-host event with Ofgem and EHU aimed at small suppliers to discuss the needs and treatment of vulnerable consumers.

Scotland

8. Present at Green Deal seminar to housing associations, energy groups and Scottish Government (Trisha McAuley)

Wales

9. Publish new Switching report and host a cross-party panel discussion on energy issues, as part of UK-wide 'Big Energy Week'.

Post and Post Office

GB

10. Report on service transformation in post office branches (Andy Burrows)

Scotland

11. Meeting with Kenny Gibson MSP about establishment of cross-party group on postal services (Sarah O'Neill)

Rest of the Economy

GB

12. Launch of our online public services report with a cross government and web developer workshop.
13. Publish a Think Piece on the potential of collective switching to strengthen the demand side in key markets such as energy.
14. 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
15. Respond to MoJ consultation on European Common Sales Law – late January (Jill Johnstone – International & consumer rights team)
16. Participate in first consumer2creator event on copyright (Jill Johnstone – International & consumer rights team)
17. Represent Consumer Focus at DCMS Ministerial meeting on net neutrality and traffic management (Jill Johnstone – International & consumer rights team)
18. Publish research on consumer awareness of legal music services
19. Respond to FSA consultation on new rules for selling Packaged bank accounts - 27th January 2012 (Sarah Brooks – Financial Services Team)
20. Respond to OFT's consultation document on Irresponsible Lending Guidance and 'continuous payment authorities' - 26 Jan (Sarah Brooks – Financial Services Team)
21. Publish and deliver final report on 'empowering vulnerable consumers' to BIS in mid January.(Jonathan Stearn)

Scotland

22. Publish findings of investigation into Homeserve commercial insurance product / perception of relationship with Scottish Water services (Trisha McAuley)
23. Committee appearance – Scottish Parliament Health and Sport Committee – about minimum alcohol pricing (Sarah O'Neill)

February

Energy

GB

1. Respond to Ofgem RMR consultation on tariff simplification measures
2. Agree new fuel poverty charter with EFPC supporters and plan launch event in House of Commons
3. Host workshop on Smart Meters and health issues
4. Publish the Guaranteed Standards report for electricity distribution 2010/11
5. Publish the latest quarterly energy supplier performance league table

Scotland

6. Publish research report on use of renewables in social housing (Trisha McAuley)
7. Host energy/fuel poverty round table with local authorities (Trisha McAuley)
8. Attend Energy Advisory Board meeting with First Minister and energy companies (Trisha McAuley)

Post and Post Offices

GB

9. Report into service transformation through post office branches
10. Host roundtable looking at post offices as the front office for government services to promote results from our consumer appetite survey

Scotland

11. Call for continuation of Post Office Diversification Fund (possible partnership campaign) (Sarah O'Neill)

Wales

12. Publish short report on Post Office Locals in Wales (Rhys Evans)

Rest of the Economy

GB

13. Respond to BIS consultations on the Consumer Rights Bill and implementation of the Consumer Rights Directive January (Jill Johnstone – International & consumer rights team)
14. Respond to Law Commission consultation on unfair contract terms January (Jill Johnstone – International & consumer rights team)
15. Advocate on European Commission proposals on ADR + ODR January (Jill Johnstone – International & consumer rights team)
16. Participate on MoJ workshops on the reviews of the Legal Services Board and Office of Legal Complaints January (Jill Johnstone – International & consumer rights team)
17. Organise the First Consumer2Creator event to find common grounds on Hargreaves Review implementation/copyright law January (Jill Johnstone – International & consumer rights team)

Scotland

18. Possible attendance at the Citizen Advice Scotland annual conference & exhibition (Trisha McAuley)

March

Energy

GB

1. Host an event for local authorities and fuel poverty campaign. ???
2. Publish the Guaranteed Standards report for electricity distribution 2010/11 plus accompanying consumer research

3. Full launch of the ERA back billing code of practice
4. Publish strategy for small business protections based on the findings from Consumer Focus micro business research

Scotland

5. Attend Scottish Government Fuel Summit with Cabinet Secretaries and energy companies (Trisha McAuley)

Post and Post offices

GB

6. Respond to Ofcom consultation on the Draft Guidance on Access Framework
7. Respond to Ofcom consultation on Dispute Settlement Framework
8. Present report with recommendations to Ofcom and Royal Mail on the results of our research into the Delivery to Neighbours Trial
9. Present report with recommendations to Ofcom and Royal Mail on the review of Royal Mail's modernisation programme based on information from our section.24 information request.
10. Post Office Locals campaign activity and development of stress test analysis

Wales

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

Rest of the Economy

GB

12. Attend ECCG meeting at the end of March (Jill Johnstone – International & consumer rights team)
13. Lobby amendments in European Parliament on Energy Efficiency Directive and liaise with EU Council/DECC on simultaneous Member State negotiations
14. Publish Law Commissions report on consumer redress for misleading and aggressive practices(Jill Johnstone – International & consumer rights team)