

## CONSUMER FOCUS MAIN BOARD MEETING NO.34

Agenda for meeting to be held on 28 June 2011 at Fleetbank House, London EC4Y 8JX  
The meeting will start at 9.30 am and finish no later than 3.30pm

### 9.30 Private session for Board only – if needed

#### Closed session: Board with SMT and Secretariat only

A	Consumer Landscape		
i	Chair's update	Oral	
ii	Chief Executive's update	Oral	
iii	Updates from nations	Paper Aiii	For information
iv	BIS consumer landscape consultation: to review the Con Doc and agree engagement strategy	Paper Aiv	For decision
B	Supercomplaints: to agree issues to be progressed in 2011/12	Paper B	For decision
C	Future of the NSMC – position paper	Paper C	For decision
D	Minutes of closed sessions 30.03.11 and 24.05.11	Minutes	For agreement

### 11.30 Open session: all attendees welcome

1	Apologies and announcements		
2	Declaration of interests		
3	Minutes of the meeting held on 30.03.2011 and minute of post item 24.05.11	Minutes	For agreement
4	Annual Report and Accounts	Paper 4	For decision
5	Chief Executive's Report <i>(incl Balanced Scorecard to Q4 and plans for future reporting)</i>	Paper 5	For information
6	Complaints research project and fit with Consumer Landscape  <i>LUNCH</i>	Paper 6	For discussion

### 2pm Open session resumes

7	Empowering vulnerable consumers: project progress report	Paper 7	For discussion
8	Forward Look June – September 2011	Paper 8	For discussion
9	Consumer Insight project update	Paper 9	For discussion
10	HR Committee report - meeting held on 12.05.11 and annual report	Minutes and report	To note
11	A&R Committee report - meetings held on 22.03.11/ 01.06.11 and annual report	Minutes and report	To note
12	Date of next meeting: <b>29 September 2011 9.30–2.30</b>		
13	Any other business		
14	Review of meeting		

