

2010/11 WORKPLAN: PROJECTS DROPPED

GB PROJECTS

Energy

- Regulation – two research projects dropped: wholesale/retail prices and consumer views on transmission charges
- Debt and disconnection – dropped project on contribute to planned research by HM Treasury and the CaPS team into the POCA
- Fuel Poverty – cost to serve research

Post and Digital Communications

- Mobile calls to public sector helplines
- Omnibus research as follow up to joint research with Postcomm

Fair Markets

- Consumer Rights Bill
- Information provision
- Rating Regulators – replaced by project on self-regulation

Financial Services

- Debt survey 2010

(Public and Community Services – none)

CONSUMER FOCUS WALES

- Use of bailiffs by local authorities
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CONSUMER FOCUS SCOTLAND

All projects that have not been taken forward have been agreed by the CFS Board. In some cases, projects have not been taken forward as a result of feedback on the CF annual plan, and so never formed part of the CFS operational plan for the year.

Energy

- Evaluating the effectiveness of the Energy Assistance Package for rural, remote, and island consumers

Post

- Research into Post Office Business as Usual Closures in Scotland

Public services

- The consumer perspective on public sector performance reporting
- Research into the impact of Freedom of Information (Scotland) Act after its first 5 years.

Fair markets

- UK Nutritional Strategies Seminar
- Contributing a low-income consumer viewpoint to the sustainable development debate
- Public Legal Education - research into consumers' legal capability
- Consumers and the economy in Scotland- policy paper