

Consumer Focus Board

Paper 8

Title: Forward Look June – September 2011

Purpose: For discussion

Date of meeting: 28 June 2011

Responsible officer: Philip Cullum

Prepared by: Rashidat Familusi

Attachments: Annex A – High Profile Outputs June - September

1 Overview

- 1.1 At the last Board meeting it was agreed that Board members be sent a forward looking paper on Consumer Focus' key outputs covering the next three months. This information is partly captured in the CEO's report but it was felt that a separate document would be a more succinct way to capture these activities.
- 1.2 Annex A gives a list of our major outputs by month (June to August). Under each month, there is a sub section to reflect the responsible nation: GB, Consumer Focus Scotland, Consumer Focus Wales, Consumer Focus Northern Ireland – Post, and two separate sections for Consumer Focus Labs and Consumer Focus Corporate Services. Judging what is major of course is more of an art than a science and this document does not capture all our outputs. Doubtless, there is room for improvement and we would be happy to hear Board comments on its utility and suggested improvements.

2 Action for the Board

- 2.1 To note and discuss the high profile output document included in Annex A.
- 2.2 To comment on the layout of the document and possible changes which could be incorporated in future documents.

3 Next steps

- 3.1 Based on feedback from Board, we may make some changes to the layout of the document and continue to issue forward looking information covering a three to four month period (depending on the scheduled date of Main Board meetings).