

September to December 2011

September

Energy

GB

1. Publish report on Off-gas consumers' experience of household and housing conditions (Audrey Gallacher – energy team)
2. Publish analysis of advice, redress and complaint handling for energy consumers (Audrey Gallacher – energy team)
3. Publish report on performance of electricity distribution companies against Guaranteed Standards (Audrey Gallacher – energy team)
4. Participation in European Commission high level event on competition in energy market (Jill Johnstone - International & consumer rights)

Post and Post Offices

GB

5. Input into third EU Commission workshop on a future shape of the USO at a European level (Robert Hammond)

Northern Ireland

6. Organise a survey of current council usage of the PO network in NI, with suggestions for new products and services and international comparisons from desk research carried out in conjunction with CF Scotland - end of September (Chris Thirkettle)

Rest of the economy

GB

7. Analysis of issue of Continuous Payment Authority - research and discussion with OFT, BBA and experts (Financial Services team – Sarah Brooks)
8. Publish care leavers research report and briefing paper (late September) (Richard Bates – consumer empowerment team)
9. Launch Public Service Satisfaction Index – late September (Richard Bates – consumer empowerment team)

Scotland

10. Launch Customer Forum, innovative new project on consumer engagement in the water industry, in partnership with Scottish Water and the Water Industry Commission for Scotland. (Sarah O'Neill)

CF Corporate

11. Respond to consumer landscape consultation document

October

Energy

GB

1. Respond to consultations on Green Deal secondary legislation, DECC consultation on ECO, the interim report on the fuel poverty Hills review and three new consultations on licence condition changes and the Installation Code of Practice (Audrey Gallacher – energy team)
2. Organise a smart meter workshop on health issues (Audrey Gallacher – energy team))
3. Organise customer awareness campaign about their right to request a two hour energy appointment window and compensation when these are missed (Audrey Gallacher – energy team)
4. Launch 'Know your Debt Rights' consumer empowerment campaign (Audrey Gallacher – energy team)
5. Publish new back billing leaflet joint branded with ERA and Ofgem (Audrey Gallacher – energy team)
6. Publish proposal for consumer protection in off-gas (Audrey Gallacher – energy team)
7. Organise an event at the European Citizens Energy Forum to argue for the benefits of promoting consumer interests in the development of sustainable energy policy at a national and European level 26 October (Jill Johnstone - international & consumer rights)

Wales

8. Publish research report on switching to understand why consumers in Wales are 'switch-averse' - mid October (Rhys Evans)
9. Keep Warm This Winter – Poster designed by young people *for* young people, featuring advice and tips on keeping warm will be disseminated to all Welsh schools in Late October (in partnership with Children in Wales) (Rhys Evans)

Scotland

10. Organise year 2 of Energy Best Deal Campaign – online and face to face training sessions for money advisors and community organisations on how to help vulnerable people switch supplier and get a better energy deal (Karen Jordan)

Post and Post Offices

GB

11. Publish research on mail security and consumer use of Royal Mail products.(Robert Hammond)
12. Engage with Royal Mail review on compliance with complaints handling standards – (Robert Hammond)

13. Produce initial response to the Post Office Limited mutualisation consultation – (Andy Burrows).
14. Issue report on long term impacts of PO closure programme - (Andy Burrows).
15. Engage in the post office Locals area pilots - (Andy Burrows).
16. BIS Permanent Secretary attending Post Office Advisory Group – (Andy Burrows)

Northern Ireland

17. Publish report on Access, Environment and Service Quality of NI Post Office Network.- (Chris Thirkettle)

Rest of the Economy

GB

18. Publish report on consumer experience on complaint handling (Prashant Vaze)
19. Publish draft action plan (with Citizens Advice) on empowering vulnerable consumers (Jonathan Stearn)
20. Publish research report on environmental charges on consumer bills (Jill Johnstone international & consumer rights team)
21. Publish consumer research on awareness of legal music services (Jill Johnstone - international & consumer rights)
22. Possible publication of legal opinion on website blocking of copyright infringing content together with civil society partners (Jill Johnstone international & consumer rights team)
23. Joint parliamentary event with APPG Digital Economy on Hargreaves recommendations for fair use rights – format-shifting, parody, research and archiving - 18th October (Jill Johnstone - international & consumer rights team)
24. Joint policy event with TaxPayers Alliance/Big Brother Watch on website blocking (Jill Johnstone - international and consumer rights team)
25. Launch of Online Public Services research with think-public, including the ‘Consumer Manifesto on Online Public Services’ (Richard Bates - consumer empowerment team)
26. Publish think piece on potential for collective switching (Richard Bates consumer empowerment team)
27. Publish research report on Citizen Perspectives on Localism along with summary CF report (Richard Bates – consumer empowerment team)
28. Publish think piece on consumer empowerment in a changing world (Richard Bates - consumer empowerment team)

Scotland

30. The Healthy Living Award is a finalist at the IGD Food Industry Awards 2011 – award ceremony in London on 11 October (Sarah O’Neill)

Wales

- 31 Welsh Affairs Select Committee will be holding an enquiry into the abolition of Consumer Focus Wales. Viv Sugar and Maria Battle will be giving evidence to the Committee along with Ed Davey MP and Gillian Guy - 18 October

CF Corporate

32. Publish Regulated Industry Unit and Consumer Insight reports.

November

Energy

GB

1. Publish microgeneration report; Host consumer-focussed consultation event with DECC, Which?, Trading Standards and Citizens Advice mid November (Audrey Gallacher – energy team)
2. Respond to ECO consultation (Audrey Gallacher – energy team)
3. Publish Consumer Checklist (Audrey Gallacher – energy team)

Post and Post Offices

GB

4. Respond to Ofcom call for input into Universal Service Obligation (Robert Hammond)
5. Detailed response to Ofcom's price control consultation (due out mid-October) (Robert Hammond)
6. 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).

Rest of the Economy

GB

7. Submission to Merits of Joint Statutory Instrument Committee on draft cost SI re Digital Economy Act £20 appeals fee – mid November (Jill Johnstone - international & consumer rights team)
8. Publish think piece on consumer empowerment in a changing world – (Richard Bates - consumer empowerment team)
9. Consult on draft action plan (with Citizens Advice) on empowering vulnerable consumers (Jonathan Stearn)

Scotland

7. National Consumer Week parliamentary events for stakeholders and MSPs (at Scottish Parliament) and Scottish MPs (Dover House). Lunchtime briefings on key consumer issues in Scotland, plus drop-in sessions - w/c 28 November (Karen Jordan)

December

Energy

1. Hold stakeholder roundtable on Credit Reference and the Energy Industry (Audrey Gallacher – Energy Team)

Post and Post Offices

GB

2. First meeting of High level group in Brussels to discuss Universal Postal Obligation Service at an EU level

Scotland

3. Call for continuation of Post Office Diversification Fund (possible partnership campaign – running December to March when new funding awards are announced by Scottish Government (Karen Jordan)