

High Profile outputs: June – September 2011

June

Energy

GB

1. Issue response to Ofgem initial proposals on RMR (end of June)
2. Energy adviser event. We are expecting over 40 attendees with speakers from BIS, DECC, Ofgem and NEA. (end of June)
3. Publish our consumer research on the content and format of Energy Performance Certificates (EPC) (end of June)
4. Input to CEER draft guidance on price comparison sites (through BEUC) (end of June)
5. Representation of GB consumers in final meeting of EU Smart Grids Task Force – adoption of recommendations (end of June)

Wales

6. Quarterly energy report (end of June)
7. CFW call for evidence to feed into OFT market study and CFW response to market study completed 32 responses from north, mid and, south Wales (end of June)
8. Participating in energy marketplace in the Senedd, to highlight issues regarding Welsh energy sector to new AMs with OFGEM, EST, NEA Cymru, Citizens Advice Cymru, Renewable UK Carbon Trust, community Housing Cymru (29 June)

Scotland

9. Evidence session at Scottish Parliament Energy, Enterprise and Tourism committee on its enquiry into the impact of rising energy prices (29 June)

Post and Post Offices

GB

10. Respond to RM application for force majeure on QoS target (27 June)

Wales

11. CFW quarterly post report including narrative on Royal Mail publication of annual complaints data and launch of new web pages to help post stakeholders e.g. AMs and MPs identify issues in their regions – encouraging them to write to Royal Mail to raise any issues and highlight in local media (end of June or beginning of July waiting for Royal Mail to indicate)
12. Mapping Royal Mail complaints and delivery data in Wales Creation of an online tool visualising complaints and delivery data by postcode area Completion timed to coincide with Wales Quarterly Post Report and priority press work so could achieve high profile (June/July- waiting for Royal Mail)

Rest of Economy

GB

13. Response to the DCMS open letter on the Communications Bill (30 June)

Wales

14. CFW raising awareness of new local authority compliance data – which local authorities in Wales performing best etc and promoting early introduction of mandatory display by new WAG- FSA Wales meeting (end of June)

15. Meeting with chief constable Dyfed Powys to discuss evidence gathered about allegations of organised crime on Park Home sites and best practice guidance (24 June)

Scotland

16. Legal capability seminar - How to develop a strategy to ensure consumers have the skills to deal with legal problems. Seminar involving legal experts and experts from other fields including financial capability and health, policy, and advice providers (27 June)

July

Energy

GB

1. Report on energy suppliers' use of credit reference information (early July)
2. Publish report on doorstep omnibus/launch call for greater protection for doorstep sales (4 July)
3. Seminar – energy efficiency and micro-generation solutions (late July)
4. Publish two research reports on off-gas – consumer experience and characteristics of off-gas consumers (late July)
5. Draft best practice guidance on data use and privacy sent to industry (end of July)
6. Research report on 'targeting the new Energy Company Obligation at low income consumers' to influence government policy on energy company obligations (early July)
7. Response to CEER (European Group of National Energy Regulators) consultation on energy demand management (mid July)
8. Climate change levy - Practical response to the regressive collection of climate change levies – output via the Fuel Poverty Advisory Group (around 15 July)

Wales

9. Ministerial Energy supplier roundtable event with new Minister John Griffiths AM and 6 energy suppliers (4 July)
10. Fuel Poverty Coalition Assembly reception (Senedd) to welcome new AMs and launch new Welsh Fuel Poverty Charter (both led by CFW with NEA Cymru). Launching revised calls for action "countdown to affordable warmth": (6 July)
11. First meeting of the new Cross Party Group on fuel poverty (30 July)

Post and Post Offices

GB

12. Royal Mail – Licence Condition 21 applications on non price related licence changes followed by consultation responses if Postcomm go out to consult (early July)
13. Consultation response to Postcomm’s analysis of the UK outbound international mail markets (11 July)

Northern Ireland

14. Research Report - mail delivery problems; a study into the consumer experience of delivery issues, including misdelivered mail, lost, damaged and late mail across Northern Ireland. The perspective of Royal Mail managers, major social landlords and the NI Planning and Building Control services will also be represented (end of July).

Wales

15. publication of disability briefing sheet (30 July)

Scotland

16. Post offices and Local Government services - publication of report on benefits and difficulties surrounding the delivery of local government service from post offices in the community (mid July)

Rest of the Economy

GB

17. Response to ICB interim report – a written response to the ICB call for evidence ahead of it’s final response in September (4 July)
18. Consumer law - draft response to Law Commissions consultation on consumer redress for misleading and aggressive practices (12 July)
19. Net neutrality – input in the BSG seminar on transparency of information (12 July)
20. Government response to Hargreaves Review and announcement on Digital Economy Act implementation (before 17 July)
21. Initial report for CF and CitA on empowering vulnerable consumers – will cover identification of consumers and transactions (20 July)
22. Affordable credit report – publication of report and presentation of findings (20 July)
23. Individual Personal Pension Report - report highlights difficulties consumers face in understanding how advice is paid for and the unnecessary churning of pensions by IFAs. The report makes recommendations to FSA and DWP (July)
24. Consumers and Localism - research report and CF summary report (mid July)
25. Disadvantage synthesis report - tackling the Poverty Premium (around end of July)
26. BECTA/Pinsent Mason report on copyright licensing for schools, published together with National Education Network (end of July)

Wales

27. FSA response: extension of remedial action notices to all food establishments (mid July)
28. Meeting with FSA to discuss developing a case for the Welsh Govt for mandatory display (30 July)

Scotland

29. Life After Work – attitudes of the Baby Boomer generation - report of research into the preferences that people now in their 50s and 60s have in relation to how they may want to be cared for when they are older. Publication of report (mid July)
30. CFS Annual Review 2010-11 (late July)
31. Shoppers' Rights Cards - wallet sized cards setting out shoppers' rights and responsibilities displayed in retail outlets. Ministerial launch in partnership with Scottish Retail Consortium, large and small retailers, and in collaboration with CAS and OFT. Timing will depend on Minister's availability
32. Digital consumers – publication of policy paper setting out the issues for Scotland's consumers in access to digital services and how these might be addressed. (late July)

August

Energy

GB

1. Joint research on functionality and usability of in-home displays for smart meters with Ofgem, BG, E.ON and the ERA
2. publish Q&A on smart metering for frontline advisers

Post and Post Offices

Northern Ireland

3. Research Report - Environment and Service in Northern Ireland's Post Office Branch Network (end of August)

Rest of the Economy

GB

4. What consumers want from Online Public Services: research report, consumers' manifesto and film – all online

Wales

5. Launch of shoppers rights cards (30 August)

September

Energy

GB

1. customer survey on attitudes to smart metering

Post – Northern Ireland

2. 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)

Rest of the economy

GB

3. FSA Clydesdale outcome - Do FSA agree with us and will enforcement follow
4. Advocacy on Financial Services Bill –. Pre-legislative scrutiny, we will work with the Consumer Panel, Which? Citizen's Advice and other key consumer organisations to make the Bill as consumer friendly as possible (mid September)
5. Financial Service Ombudsman Complaints Data –analysing and publishing data (early September)
6. Care leavers research report and briefing paper (early September)

Scotland

7. Consumer network - Milestone of 500th volunteer; celebration of successes, recruitment of more volunteers and ways in which to make a contribution. Timing depends on recruitment progress - currently at 483. Likely to be after the summer break.

CF Corporate Services

1. Annual Report and Accounts (14 July)
2. Response to consumer landscape consultation document (deadline 27 September)