

**THE TWENTY- EIGHTH MEETING OF THE BOARD OF CONSUMER FOCUS
SCOTLAND WILL BE HELD IN ROYAL EXCHANGE HOUSE, 100 QUEEN STREET,
GLASGOW ON TUESDAY 23rd AUGUST 2011 AT 12 noon**

AGENDA

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| 1 | HLA presentation | 12.00 – 12.30 |
| 2 | CFHS presentation | 12.30 – 13.00 |
| Lunch (30 mins) | | 13.00 – 13.30 |
| 3 | Consumer Focus Scotland: Administration, Minutes and Update | 13.30 – 13.45 |
| 3.1 | <ul style="list-style-type: none"> • Apologies for absence | |
| 3.2 | <ul style="list-style-type: none"> • Declarations of Interest | |
| 3.3 | <ul style="list-style-type: none"> • Draft Minutes of the Consumer Focus Scotland Board meeting on 07 June 2011* | |
| 3.4 | <ul style="list-style-type: none"> • Outstanding actions* | |
| 3.5 | <ul style="list-style-type: none"> • Senior Director report* | |
| 3.6 | <ul style="list-style-type: none"> • Draft Minutes of the Consumer Focus Main Board Away Day on 24 May 2011* | |
| 3.7 | <ul style="list-style-type: none"> • Minutes of the Scottish Consumer Group meeting on 13 June 2011* | |
| 4 | Consumer Focus Scotland: Policy | 13.45 – 14.45 |
| | For approval: | |
| 4.1 | <ul style="list-style-type: none"> • Consumer Focus Scotland's draft response to the Finance Committee Draft Budget 2012-13: preventative spend* | |
| 4.2 | <ul style="list-style-type: none"> • Consumer Focus Scotland's draft evidence to the Scotland Bill committee on the Scotland Bill* | |
| 4.3 | <ul style="list-style-type: none"> • Consumer Focus Scotland's draft response to the consultation by the Working Group on Lay Representation: 'Lay representation in the Court of Session and the sheriff court.'* | |
| | For information*: | |
| 4.4 | <ul style="list-style-type: none"> • Consumer Focus Scotland Briefing – Consultation on Empowering and Protecting Consumers - Department for Business, Innovation and Skills – (To be tabled) | |
| 4.5 | <ul style="list-style-type: none"> • Scottish Parliament Economy , Energy and Tourism Inquiry into Energy Prices* | |
| 4.6 | <ul style="list-style-type: none"> • Briefing paper- Royal Mail proposed licence changes* | |
| 4.7 | <ul style="list-style-type: none"> • Consumer Focus Scotland's response to Audit Scotland's proposed | |

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| 4.8 | programme of performance audits 2012/13 ** | |
| 4.9 | <ul style="list-style-type: none"> • Consumer Focus Scotland's response to the Review of Expenses and Funding of Litigation in Scotland** • Consumer Focus Scotland - June issue of newsletter for consumer network volunteers - 'Consumers Count!」** | |
| 5 | PRIVATE SESSION (Board Members and Senior Management staff) | 14.45 – 16.30 |
| 5.1 | <ul style="list-style-type: none"> • Chair's update – verbal | |
| 5.2 | <ul style="list-style-type: none"> • Draft Private Session Minutes of the Consumer Focus Scotland Board meeting on 07 June 2011* | |
| 5.3 | <ul style="list-style-type: none"> • Update on budget discussions – verbal | |
| 5.4 | <ul style="list-style-type: none"> • Risk register* | |
| 5.5 | <ul style="list-style-type: none"> • Minutes of the Waterwatch Transfer Implementation Committee meeting on 07 June 2011* | |
| 5.6 | <ul style="list-style-type: none"> • Consumer engagement in the regulation of the water industry – verbal update | |
| 5.7 | <ul style="list-style-type: none"> • Operational Update* | |
| 5.8 | <ul style="list-style-type: none"> • For approval: Consumer Advocacy in water work programme | |
| 6 | Publications of Interest* | |
| 6.1 | <ul style="list-style-type: none"> • SPICe briefing on key issues for the Parliament in Session 4 | |
| 6.2 | <ul style="list-style-type: none"> • SPICe briefing on frequently asked questions: factoring and maintenance of common property | |
| 6.3 | <ul style="list-style-type: none"> • The Communications Market Report: Scotland | |
| 7 | Date of next meeting and Future Speakers | |
| | <ul style="list-style-type: none"> • 04 October, 11 a.m., CFS offices • Guest - TBC | |
| 8 | Any other business | |