

THE THIRTY-FIRST MEETING OF THE BOARD OF CONSUMER FOCUS SCOTLAND WILL  
BE HELD IN ROYAL EXCHANGE HOUSE, 100 QUEEN STREET, GLASGOW ON TUESDAY  
07 FEBRUARY 2012 AT 11.15 a.m.

AGENDA

PUBLIC SESSION		
<b>1</b>	<b>Consumer Focus Scotland: Administration, Minutes and Update</b>	11.15 – 11.30
1.1	<ul style="list-style-type: none"> <li>• Apologies for absence</li> </ul>	
1.2	<ul style="list-style-type: none"> <li>• Declarations of Interest</li> </ul>	
1.3	<ul style="list-style-type: none"> <li>• Draft Minutes of the Consumer Focus Scotland Board meeting on 06 December 2011*</li> </ul>	
1.4	<ul style="list-style-type: none"> <li>• Outstanding actions*</li> </ul>	
1.5	<ul style="list-style-type: none"> <li>• Senior Director report*</li> </ul>	
1.6	<ul style="list-style-type: none"> <li>• Draft Minutes of the Consumer Focus Main Board meeting on 10 November 2011*</li> </ul>	
1.7	<ul style="list-style-type: none"> <li>• Minutes of the Scottish Consumer Group meeting on 14 November 2011*</li> </ul>	
<b>2</b>	<b>Consumer Focus Scotland: Policy</b>	11.30 – 12.15
	<b>For approval:</b>	
2.1	<ul style="list-style-type: none"> <li>• Draft CFS Annual Plan 2012-13*</li> </ul>	
2.2	<ul style="list-style-type: none"> <li>• Linking community benefits from renewable energy to energy efficiency*</li> </ul>	
	<b>For information:</b>	
2.3	<ul style="list-style-type: none"> <li>• Update on the Customer Forum (for water)*</li> </ul>	
2.4	<ul style="list-style-type: none"> <li>• Review of Scottish Water's Consultation Process*</li> </ul>	
2.5	<ul style="list-style-type: none"> <li>• Consumers Count – 25<sup>th</sup> Anniversary Issue*</li> </ul>	
2.6	<ul style="list-style-type: none"> <li>• Consumer Focus Scotland's response to Social Care and Social Work Improvement Scotland (the Care Inspectorate) Interim Complaints Procedure 2011**</li> </ul>	
2.7	<ul style="list-style-type: none"> <li>• Joint Consumer Focus/Consumer Focus Scotland response to the Office of Fair Trading consultation on guidance for estate agents**</li> </ul>	
2.8	<ul style="list-style-type: none"> <li>• Consumer Focus Scotland's evidence to the Commission on Rural Education**</li> </ul>	
2.9	<ul style="list-style-type: none"> <li>• Consumer Focus Scotland's response to the Scottish Government's consultation on Property Factors (Scotland) Act 2011: Code of Conduct for Property Factors**</li> </ul>	
2.10	<ul style="list-style-type: none"> <li>• Consumer Focus Scotland's response to the Environment, Food and Rural Affairs Committee's Call for Evidence on Changes to Daylight Saving: Implications for Agriculture and Rural Communities**</li> </ul>	
2.11	<ul style="list-style-type: none"> <li>• Consumer Focus Scotland's evidence to the Health and Sport Committee on the Alcohol (Minimum Pricing) (Scotland) Bill**</li> </ul>	
2.12	<ul style="list-style-type: none"> <li>• Consumer Focus Scotland's response to the Scottish Government's consultation on the Scottish Crime and Justice Survey – user consultation and information paper**</li> </ul>	
2.13	<ul style="list-style-type: none"> <li>• Consumer Focus Scotland's response to UK Government on the Green Deal and Energy Company Obligation**</li> </ul>	
2.14	<ul style="list-style-type: none"> <li>• Consumer Focus Scotland's response to Scottish Government Building Standards Division on Energy Performance of Non-Domestic Buildings and on Energy Performance Certificates**</li> </ul>	

<b>3</b>	<b>Publications of Interest</b>	
3.1	<ul style="list-style-type: none"> <li>Changes to the National Performance Framework (Dec 2011)**</li> </ul>	
3.2	<ul style="list-style-type: none"> <li>Consumer Focus Response to the Ofcom consultation in relation to Securing the Universal Postal Service**</li> </ul>	
3.3	<ul style="list-style-type: none"> <li>Scotland's Digital Participation Charter**</li> </ul>	
<b>4</b>	<b>Guest Speaker - Ian McKay (Director of Scottish Affairs, Royal Mail Group)</b>	12.15 – 13.00
<b>Lunch (30 mins)</b>		13.00 – 13.30
<b>5</b>	<b>PRIVATE SESSION (Board Members and Senior Management staff)</b>	13.30 – 15.15/15.30
5.1	<ul style="list-style-type: none"> <li>Apologies for absence</li> </ul>	
5.2	<ul style="list-style-type: none"> <li>Declarations of Interest</li> </ul>	
5.3	<ul style="list-style-type: none"> <li>Draft Private Session Minutes of the Consumer Focus Scotland Board meeting on 06 December 2011*</li> </ul>	
5.4	<ul style="list-style-type: none"> <li>Chair's update – verbal</li> </ul>	
5.5	<ul style="list-style-type: none"> <li>Chief Executive note to all staff on 23 January 2012*</li> </ul>	
5.6	<ul style="list-style-type: none"> <li>Chief Executive update - verbal</li> </ul>	
5.7	<ul style="list-style-type: none"> <li>Update on budget discussions – verbal</li> </ul>	
5.8	<ul style="list-style-type: none"> <li>Risk register*</li> </ul>	
5.9	<ul style="list-style-type: none"> <li>Operational Update*</li> </ul>	
5.10	<ul style="list-style-type: none"> <li>Extra Help Unit transfer update - verbal</li> </ul>	
5.11	<ul style="list-style-type: none"> <li>Transition of Scottish Government–funded projects*</li> </ul>	
5.12	<ul style="list-style-type: none"> <li>Consumer awareness and perception of Homeserve*</li> </ul>	
5.13	<ul style="list-style-type: none"> <li>Consumer Focus' Statutory Duties under the Public Services Reform (Scotland) Act 2010*</li> </ul>	
5.14	<ul style="list-style-type: none"> <li>Update on the Scotland Office and Scottish Government Energy Summits*</li> </ul>	
5.15	<ul style="list-style-type: none"> <li>Media profile discussion</li> </ul>	
<b>6</b>	<b>Date of next meeting and Future Speakers</b>	
6.1	<ul style="list-style-type: none"> <li>03 April 2012, 11 a.m., CFS Offices, Glasgow</li> </ul>	
6.2	<ul style="list-style-type: none"> <li>Confirmed guest speaker – Sarah Harrison (Senior Partner for Sustainable Development, Ofgem)</li> </ul>	
<b>7</b>	<b>Any other business</b>	

**Guest:**

Ian McKay (Director of Scottish Affairs, Royal Mail Group)

**Consumer Focus:**

Mike O'Connor (Chief Executive)

Stephen Dunmore (Transition Director)