

the board

as at 31 March 2003

Sue Slipman OBE (*chairman*)

- a non-executive director of Thames Water
- chair of the National Consumer Council (NCC) policy commission on consumer rights in public services
- chair of the DTI/CRG working group on professional skills for CSR practice *formerly*
- executive board director for environmental and social responsibility at Camelot Group plc
- director of the Gas Consumer Council
- director of the National Council for One Parent Families
- a director of the NCC

Brian Landers (*deputy chairman*)

- finance director at Penguin Group (UK) *formerly*
- chief operating officer at Pearson Education (Europe, Middle East and Africa)
- a director of Waterstone's
- first finance director of the Prison Service
- a trustee of the Royal Armouries

Lawrence Churchill

- chief executive of Zurich Financial Services (UKISA) Ltd
- a member of the Life Insurance Council of the Association of British Insurers *formerly*
- chairman and managing director of Unum Provident
- managing director of NatWest Life and Investments
- a board member of the Personal Investment Authority (PIA) and the PIA Ombudsman Bureau
- a director of the Association of British Insurers
- a trustee of the Royal Society of Arts

Robert Crawford

- director (Scotland and Ireland) of the Institute of Customer Service
- associate Director of TAP Consultancy (UK) Limited
- principal of Crawford Service Management *formerly*
- head of service quality at the Royal Bank of Scotland and NatWest
- a director of the Office of the Banking Ombudsman

Ed Hucks

- a non-executive director of Empiricom
- a member of the Council, University of Leeds
- a non-executive director of West Bromwich Building Society *formerly*
- customer services director at NPI
- a director of the former National & Provincial Building Society

Roger Jefferies

- a director of the National Clinical Assessment Authority
- chairman of an NHS disciplinary tribunal
- a director of the Telecommunications Ombudsman Service *formerly*
- Independent Housing Ombudsman
- chief executive of Hounslow and Croydon London Boroughs

Sir Christopher Kelly KCB

- chairman of NSPCC
- a director of the National Consumer Council
- a member of the standards committee for the London Borough of Camden *formerly*
- Permanent Secretary at the Department of Health
- head of policy at the Department of Social Security
- director of monetary & fiscal policy and director of the budget and public finances at HM Treasury

Kate Lampard

- a trustee of Esmée Fairbairn Foundation
- chair of Kent and Medway Strategic Health Authority *formerly*
- chair of the Independent Housing Ombudsman Limited
- chair of InVista Community Care NHS Trust

Helena Wiesner

- a director of the Consumer Policy Institute
- a director of the Pensions, Protection and Investments Accreditation Board
- a council member of the Council for Licensed Conveyancers *formerly*
- head of economic and social research at the Consumers' Association
- deputy chairman of the Personal Investment Authority (PIA)
- a director of the PIA Ombudsman Bureau
- a council member of the Insurance Ombudsman Bureau and the Banking Ombudsman Scheme
- a director of the National Consumer Council