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Convener  
Economy and Fair Work Committee  
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11<sup>th</sup> November 2025

Dear Convener,

### **Follow-up to evidence session on 29<sup>th</sup> October 2025**

During our evidence session on 29<sup>th</sup> October 2025, Consumer Scotland (CS) committed to sharing further information with the Committee. This and related information can be found in the table at **Annex A**.

We have reflected on the helpful session and are acting in response to issues that were raised.

This letter provides further information on our activities, performance and impact, along with context for some of the issues raised during the session. I have set out how the impact we are making is shaped by our statutory functions and outcomes, along with the actions we will take in response to points raised by Committee members. This includes **increasing our investigations capacity, raising our parliamentary and public engagement profile** and further **developing our Performance Framework**.

In summary, the impact we have had includes our recommendations to improve consumer protections being accepted by a range of organisations including the UK and Scottish Governments, Ofgem, Ofcom and industry. The positive impacts for consumers include **improved protections for SMEs in the energy market, protections for consumers affected by the RTS switch off, access to enhanced advice and support for vulnerable heat network consumers**, improved protections for rural consumers in the telecoms market and **more protection for consumers in the legal services market**. Our published research on high priority issues including **affordability across the utilities markets, the transition to net zero** and challenges facing **Scotland's rural consumers** featured regularly in the Scottish media.

### **Purpose of Consumer Scotland**

CS was created by the Scottish Parliament to have 'the general function of providing consumer advocacy and advice' in order to achieve the following statutory outcomes, as set out paragraph 7 of part 1 of the Act's [explanatory note](#):

- reducing harm to consumers;
- increasing their confidence in dealing with businesses;
- increasing the extent to which consumer matters are considered by public authorities;

- promoting sustainable consumption of natural resources, and other environmentally sustainable practices;
- and advancing fairness, inclusion, prosperity and wellbeing.

Our general function of providing consumer advocacy and advice to achieve these outcomes is delivered through five statutory functions set out in the Consumer Scotland Act 2020:

**Representation, Research and Investigation, Information, Recall of Goods** and the **Consumer Duty**. These are covered in turn below.

### **Representative function**

The first statutory role is representing current and future consumers to government, regulators and others, ensuring they have evidence about consumers' interests. We deliver this by providing evidence-led insight, recommendations and engagement to improve outcomes across a wide range of consumer markets and issues. Our Recommendations Register, attached within the covering e-mail, tracks progress towards implementation of the recommendations we have made in our written outputs since the start of 2024-25.

The Committee was keen to understand where our recommendations have helped to secure improved outcomes for consumers and I have provided some more detailed examples of these in the attached table.

The Recommendations Register illustrates the range of ongoing work we are undertaking to advocate for better outcomes for consumers. I know that many of the issues that we are working on are of interest to Committee members and we would be very pleased to meet with individual members to discuss in further detail the areas that are of particular interest to them.

Alongside our written outputs we also represent consumers' interests in bilateral engagements with governments, regulators, businesses and other stakeholders. In addition, as Scotland's statutory consumer body, our team currently contribute to around 50 multilateral governance, working and advisory groups and bodies where we use our evidence and insight to argue for better consumer outcomes. It is essential that the consumer interest is represented in the policy process and in many of the forums we are the only organisation fulfilling this role. The attached table sets out the formal groups that we currently participate in.

### **Work Programme 2025-26**

We are delivering an ambitious programme of work during the remainder of 2025-26 as we advance our existing recommendations and develop proposals for improved consumer outcomes in additional areas.

Important legislative, regulatory and policy activity during this period where we will deliver work to represent consumers will include:

- The Scottish Government's forthcoming Heat in Buildings Bill and associated policies
- The Scottish Government's Non-Surgical Cosmetic Procedures Bill
- The Scottish Government's draft Climate Change Plan
- Implementation of the Regulation of Legal Services Act 2025 and the Housing Act 2025
- UK Government's review of the Warm Home Discount for energy consumers

- The UK Government's Reformed National Pricing Delivery Plan for electricity markets
- The UK Government's development of new regulations for Third Party Intermediaries in the energy market
- The launch of the new regulatory system for heat networks by Ofgem
- Ofcom's review of the price and affordability of postal services
- The next steps in the UK Government's review of the future of post offices
- The Water Industry Commission's 2027-33 Strategic Review of Charges for water and wastewater

We will also publish new outputs in the following areas, providing recommendations for improved consumer outcomes:

- The affordability of water bills
- Consumer issues facing small businesses
- The transparency of complaints data in the water sector
- Consumers' views on the circular economy, including product stewardship, single use cups and the Deposit Return Scheme
- The experiences of disabled consumers in rural areas across transport, health and social care and leisure services
- Island consumers' views of postal services
- The future of the energy retail market
- Scottish consumer issues in the financial services sector
- Tenants experience of renting in the social housing sector
- Accessibility and safety issues on public transport

We listened carefully to Committee members' questions and feedback during the evidence session and clearly heard that members want to hear from us more frequently, and for us to do more to engage MSPs in our work. While we share information with relevant Committees and SPICE, and send our regular newsletter to all MSPs and MPs, I recognise that there is clearly more we can do to ensure parliamentarians are able to access and use our evidence and recommendations, and to enable them to share emerging issues with us. I am committed to increasing our work with parliamentarians and to making this a much more prominent and effective part of our overall approach as we each seek to deliver outcomes that benefit consumers, which is why I have commissioned a rapid review of our approach in this area.

### **Research and Investigations function**

Robust, up-to-date evidence is essential to underpin recommendations that have 'weight' and will engender change. In line with our legislation, CS obtains and analyses information about consumer matters, and the views of consumers on consumer matters, developing our evidence base to inform our advocacy and representation roles.

We have carefully structured CS to include cross-market expertise in a range of research and analysis methodologies that can be deployed across the markets we cover, ensuring our evidence is well-regarded by key stakeholders.

This breadth of research and analysis outputs during the current and previous financial year include:

- A range of [quantitative](#) and [qualitative](#) research with consumers to understand their attitudes to, and engagement with, the transition to net zero. This evidence has informed policy recommendations to government – on issues such as Heat in Buildings and the Circular Economy - and has underpinned the development of our [4C's Tool for policymakers](#)
- Modelling the policy impacts on consumers of [changes to water charging policy](#) – which is being used by stakeholders in the sector to consider options for the 2027 – 2033 Strategic Review period.
- Quantitative and qualitative [research with EV users](#) – and potential EV users – which revealed inequalities in access to public charging, and has led to the planned joint establishment – with Transport Scotland – of the Electric Vehicle Insight Group which will work to tackle barriers that prevent more people from driving an EV
- In-depth research with postal consumers, combined with affordability analysis, which has underpinned our [evidence to Ofcom](#) on issues such as service targets in rural areas and the future of the Universal Service Obligation.

The Committee was keen to understand more about how we engage with consumers and our research function is an important part of this engagement. Across 2024-25 and 2025-26 we expect to deliver over 15 standalone research projects, involving thousands of consumers from across Scotland, gathering their views and experiences across a wide range of services and markets. I have attached a brief overview of our key consumer research projects since the start of 2024-25 in the covering e-mail.

Alongside the research we undertake directly with consumers, our research and analysis is informed by data sharing agreements that we have established with key partner organisations, including Advice Direct Scotland and Citizens Advice Scotland. These agreements ensure our understanding of consumer issues is informed by vital evidence from frontline advice agencies who deal directly with consumers on their current problems.

## Investigations

CS has learned from other bodies and our own experience in developing our statutory investigations function. As discussed at the Committee we follow a pre-investigation assessment and prioritisation process (link to criteria included at **Annex A**) before deciding to undertake an investigation.

Having completed our investigation into the home energy retrofit sector, with recommendations to the UK and Scottish governments to enable and protect the 2.4m households that will need to have their homes upgraded by 2045, we are now investigating the used car market. Consumer detriment in the used car market is constantly amongst the highest of any good or service; and with 160,000 used car sales in Scotland in the second quarter of 2025 alone, the total consumer harm associated with this sector is high.

We welcome the challenge from members of the Committee to increase the number of investigations we undertake, which is in line with our development plans.

Following our examination of investigations practice in other public bodies, and subsequent recruitment, our full investigations team of two has been in place since May 2024. We will increase our capacity to conduct investigations as part of our Work Programme for 2026-27.

## **Information function**

Our legislation sets out that CS may provide, or secure the provision of, advice and information to consumers, including through supporting, facilitating and co-ordinating the activities of other organisations.

## **Advice**

From an early stage we have focused on working with existing third sector delivery partners, rather than seeking to duplicate their role, which would risk consumer confusion and be inconsistent with best value for public sector money. CS's focus is on providing a simple consumer journey and constructive support for those needing advice and information, working with our partners in the sector to bring greater coherence and effectiveness. Consumer Scotland has developed a set of Partnership Principles for working with our third sector delivery partners (attached at **Annex C**). We have requested our internal auditors to undertake an evaluation of our approach to grant management, to test the effectiveness of our arrangements and identify any opportunities for improvement.

Since April 2025 we have funded the following advice services for consumers:

- Consumer Advice Service run by Advice Direct Scotland (ADS)
- Tier 1 Advice Service for Heat Networks run by Advice Direct Scotland
- Tier 2 Advice Service for Heat Networks run by the Extra Help Unit at Citizens Advice Scotland

We have funded the Big Energy Savings Network, run by Citizens Advice Scotland, since our establishment in 2022. For clarity, other advice services delivered by ADS and CAS are funded from other sources.

Over the last two quarters the ADS consumer advice service has reported just under 38,000 requests for help and support. The advice service provides practical advice to consumers who have experienced problems with traders and on many occasions are experiencing financial distress. As well as escalating cases to Trading Standards, the advice service helps consumers obtain refunds and other forms of redress, exercise their statutory rights and has specific arrangements in place to support those whose mental health has been impacted because of what they've experienced.

Last year, CAS' Big Energy Savings Network was delivered by 28 organisations in Scotland who delivered advice to vulnerable consumers and frontline workers on energy issues. The network is targeted at consumers who need help with energy debt, access to assistance such as the Warm Home Discount Scheme, Priority Services Register and energy efficiency schemes and advice on contacting a supplier with issues such as metering or billing problems. The network supported 2,390 consumers from a target of 2000 and identified more than 200 consumers in Scotland who were eligible for the Warm Home Discount and hadn't previously claimed, helped 304 energy consumers sign up for the priority services register as well as referring 750 consumers to the Fuel Bank Foundation for support.

We anticipate growth in the numbers of consumers using the new heat networks advice service when regulation comes into effect in 2026, and we are working closely with both ADS and CAS to raise awareness of the support available. In March 2025, we sent an information leaflet to all MSPs and Scottish MPs to use as a reference tool when dealing with enquiries from constituents who receive energy from a heat network. A copy of this leaflet is attached within the covering e-mail.

The value in the advice services is not only in the service they deliver for consumers but the wider insight they can provide into where consumer harm is occurring and needs to be addressed. This is our first year funding the consumer advice service and in Quarters 1 and 2, the service identified just under £30m worth of financial detriment being experienced by consumers in Scotland with key areas being the used car market and home improvements. 25% of complaints received by the advice service relate to the used car market and these insights have shaped our decision to focus on the used car market for our next investigation.

We have also agreed with advice partners to look at the potential for establishing a single data portal that would provide holistic insight into consumers matters across Scotland and will keep the committee informed as this project progresses.

## **Information**

In 2024, we prioritised funding for a TV advert run by Trading Standards Scotland which highlighted risks posed by doorstep scammers, and where to seek help. This advert was part of a wider Shut Out Scammers campaign that reached 2 million consumers. Since April 2024 we have been funding CAS's consumer education and advocacy activity. This work has helped deliver compensation for consumers who had prepayment meters forcibly installed, increased protection against unfair rent increases and increased availability and awareness of affordable tariffs for broadband and telecoms. We also fund Citizen's Advice Scotland's (CAS) annual *Worried This Winter* Campaign which reached 21,000 consumers last year, resulting in an average financial gain of just under £2,900 for consumers.

Consumer information is a key element of enabling consumer confidence and economic participation. We have agreed with consumer sector partners to review priority areas for consumer information so that we can co-ordinate provision across the sector to meet consumers' needs. This will form part of our Work Programme for 2026-27.

## **Recall of Goods function**

Gordon MacDonald MSP made helpful points at the Committee in relation to raising awareness of recalled goods on social media, building on his championing of this issue last year. We appreciate the constructive challenge offered and we will look at the further actions we can take to build on the impact of our work in this area including how we communicate product recall alerts to consumers in Scotland.

At the Committee we provided details of our nationwide information campaign, due to launch in early December, that will highlight the importance of registering electrical goods to consumers at a time when consumer spend on electrical goods is high in the lead up to Christmas.

At present, we know that around only 10% of consumers register electrical goods after purchasing and the registering of goods is what determines the effectiveness of the recall of goods database owned by the Office of Product Safety and Standards (OPSS). The campaign will run for six weeks and run across local radio stations as well as through targeted Facebook and newspaper adverts. We will continue to work with the OPSS to assess the impact of the campaign, and the outcomes it delivers for consumers, early next year.

## **The Consumer Duty function**

In February 2025, we published [final guidance for public bodies](#) on how they can implement the consumer duty, as per our statutory role. While this will help improve strategic decision-making by preventing harm to consumers, we are keen to ensure the consumer duty is seen as an effective resource to help public bodies meet the objectives of the government's public service reform agenda within the current challenging fiscal environment.

Following the duty coming fully into force on 1<sup>st</sup> April 2025, we have undertaken information sessions with around 40 public bodies including government, local authorities, health boards and regulators and provided 10 bespoke webinars to public bodies at senior decision-maker level where we have demonstrated the wider benefit of the consumer duty such as enhanced consumer confidence in public services and the potential to contribute to economic growth.

Effective application of the consumer duty will deliver more effective and inclusive decision-making by public bodies, less time and money wasted in resolving complaints, public services more reflective of consumer needs and overall better value for public sector money.

While it is too early to analyse the impact the consumer duty is having on public bodies' strategic decisions, it is our intention to create a bank of case studies that will help our assessment through our continued engagement with public bodies. CS was not set up with any enforcement powers but this is an area we would be very keen to work on with the Committee and wider Parliament to ensure the Consumer Duty is realising its maximum potential. We would be happy to provide a more comprehensive information session on the Consumer Duty for committee members if that would be useful.

We speak to the Scottish Government regularly on the consumer duty covering a range of issues relating to it. At the committee session the Chair advised that we were in ongoing discussions with the Scottish Government about whether the Scottish Government would like us to play a bigger role. We have previously discussed the monitoring of the consumer duty and since the publication of the Consumer Duty Guidance, our discussions have focused on our awareness raising sessions with public sector bodies and the intersection between the Consumer Duty and the Public Service Reform agenda.

## **Performance Framework**

CS's Performance Framework is set out in our [Annual Report and Accounts](#). Reflecting the nature of our statutory remit, in particular representing consumers to other organisations and the timespan it can take to see outcomes achieved, it also includes a recommendations register, workstream monitoring and impact assessment reviews as means of tracking progress and evaluating the impact of our work.

Our organisational activity indicators provide a quantifiable overview of our activities where that is practicable. A link to the performance frameworks and impact assessment reviews can be found at **Annex A**.

We will develop our Performance Framework further by the end of Q1 2026-27 to take account of:

- The Committee’s interest in quantifying the impact we achieve through our representation function
- Work we have requested our internal auditors to undertake in 2025-26 to evaluate our approach to grant management, given the new advice and consumer education and advocacy funding roles we are undertaking
- Our Statutory Performance Review, which is due by end of Q4 2025-26

### Staffing and Budget

At the session, we advised that our *headcount* has increased to 41 staff members comprising of 39 permanent and 2 fixed term. In *FTE* terms, we currently have 39.73 staff. The year on year changes are as follows:

	2022-23	2023-24	2024-25	As of 31 Oct 2025
<b>FTE - Permanent</b>	26.20	30.93	33.12	37.73
<b>FTE – Fixed Term</b>	2.40	2.10	1.00	2.00
<b>FTE Total</b>	28.6	33.03	34.12	39.73
<b>Headcount</b>	29	35	36	41

The year-on-year increases reflect us building our investigations function, our new statutory function as heat networks advocate, our responsibility for grant funding management and our prioritisation of energy consumer policy as a key issue affecting consumers and the wider economy. In line with our work priorities, we also make use of short-term secondments and agency staff to complete discrete pieces of work within our funding parameters.

In the evidence session we were asked how the Scottish Government could estimate our performance for budgetary purposes without seeing our annual report. The Chair stated that the Scottish Government had seen all the content of the annual report. He would like to make clear that the Annual Accounts and Annual Report documents are provided to the Scottish Government at publication. We provide regular financial and performance information to the Scottish Government on which the content of the Annual Report was based. In addition, we have provided returns to the Government covering a range of scenarios to inform their Scottish Budget process. This illustrates the impact on our work of any reductions in funding, examples of where we have delivered impact for consumers and a breakdown of operational costs including staff costs and corporate costs.

### Parliamentary and Public Engagement

As I noted above, we recognise that a key message emerging from the evidence session was to increase our engagement with the Parliament. We aim to keep both Parliament and the committee up to date with our delivery through our quarterly newsletters which we share with MSPs, Scottish MPs and committee clerks.

All of our publications are shared with SPICe and we share policy specific publications with relevant committees including the Economy and Fair Work Committee. Examples of what we've shared with the Committee include our performance framework, the consumer duty guidance, consumer detriment research, our work on protecting postal services, the circular economy and the energy crisis. Following the session, we fully recognise that we need to do more to engage with Committee members and MSPs and we are committed to doing so.

We would be pleased to welcome members of the Committee, collectively or individually, at our office in Haymarket, or at the Parliament, to discuss our workplan priorities for 2026-27.

### **Consumer Scotland Website**

In the session there was reference to our website figures and the number of reports we have published. It should be noted that the figures quoted from the 2023-24 Annual Report and Accounts were for Quarter 4 only and did not represent the full financial year.

This was because these indicators were introduced towards the end of that financial year. Our 2024-25 Annual Report and Accounts have figures for the full year for the first time.

We have listened to the committee's views on our social media activity and I am committed to expanding our reach across the platforms we use to raise our public profile. As part of this drive, we will set up a Facebook page to share both recall of goods notices and other posts on key recommendations, information and comment on consumer issues.

One key aspect of our public profile is media coverage. Consumer Scotland news releases have been covered in Scottish national newspapers such as The Herald, The Scotsman, the Daily Record, the Sunday Mail, The Sun, the Sunday Post and The Times as well as local press. Both BBC Scotland and STV have also covered our work. The recognised industry metric for estimating the number of readers, viewers and listeners reached through media coverage is Opportunities to See (OTS) and our OTS figure for 2024-2025 was 7.7 million. We are committed to expanding our media coverage further.

### **Actions**

We wholeheartedly accept the Committee's advice that we need to do more to raise the profile of our work and its impact, and I've set out a number of initiatives above in that regard, including:

- Increasing our parliamentary engagement
- Increasing our consumer information and engagement

We have also noted that other non-ministerial offices provide the committee with regular written update reports throughout the year. Subject to further views from the Committee, we would propose to adopt a similar approach, to provide the Committee with more regular sight of our progress.

Our statutory performance review will help us measure our progress as an organisation. I attach the terms of reference for the review and will ensure the review is shared with the Committee.

The Committee asked a number of questions relating to our performance. As set out above, we will further develop our Performance Framework by the end of Q1 2026-27, taking into account the views of the Committee, current work being undertaken by Internal Audit and the Statutory Performance Review.

Finally, I note that during 2026-27 we will develop our second Strategic Plan for the period 2027-31. Our engagement with the Committee, the outcome of our statutory performance review and the findings of the statutory Consumer Welfare Report will be key building blocks for that plan.

I trust this information provides assurance that CS is delivering against the consumer outcomes set out in the Consumer Scotland Act to make a difference to the lives of consumers.

Yours sincerely

A handwritten signature in blue ink, appearing to be 'S. Ghibaldan', with a long horizontal flourish extending to the right.

Sam Ghibaldan

<b>Follow-Up Information from Session on 29 October 2025</b>	
Overview of Grant Funding	Annex B
Consumer Scotland Partnership Principles	Annex C
Statutory Review – Terms of Reference	Annex D
Examples of Impact Delivered	Attached in covering e-mail
Recommendations Register	Attached in covering e-mail
Overview of Strategic and Governance Group Membership	Attached in covering e-mail
Overview of Research Projects	Attached in covering e-mail
Heat Network Information Leaflet for Parliamentarians	Attached in covering e-mail
Annual Report and Accounts 2024-25	<a href="#">Annual Report and Accounts 2024-2025   Consumer Scotland</a>
Performance Framework and Impact Assessment Reviews	<a href="#">Consumer Scotland Performance Framework   Consumer Scotland</a>  <a href="#">Performance Framework: Impact assessment reviews   Consumer Scotland</a>
Quarterly Newsletters to Committee Clerks, Scottish MPs and MSPs	<a href="#">Consumer Scotland Newsletter - Investigation Special - September 2025</a>  <a href="#">Consumer Scotland Newsletter - Spring 2025</a> (includes information on RTS)  <a href="#">Consumer Scotland Newsletter - January 2025</a>
Investigation Prioritisation Criteria	<a href="#">Investigations Prioritisation Criteria (HTML)   Consumer Scotland</a>

## Overview of Grant Funding Received and Administered by Consumer Scotland

Grant From/To	Work Programme	Amount (£)
<b>Grants Received</b>		
Scottish Government	Scottish Govt Core Grant (Resource)	4,425,000*
Scottish Government (Levy)	Water Policy and Advocacy	505,083
UK Government (Levy)	Energy Policy and Advocacy	798,200
UK Government (Levy)	Post Policy and Advocacy	233,400
UK Government (Levy)	Heat Networks Policy, Advocacy and Advice	750,400**
UK Government (Levy)	Big Energy Savings Network Delivery	325,300
UK Government (Levy)	Scottish element of Citizens Advice Consumer Advocacy Workplan (GB) Delivery	273,000
<b>Total</b>		<b>7,310,383</b>
<b>Grants Administered</b>		
Citizens Advice Scotland	Advocacy and Education	950,000
Advice Direct Scotland	Consumer.scot Advice Service	900,000
Citizens Advice	Scottish element of Citizens Advice Consumer Advocacy Workplan (GB)	273,000
Advice Direct Scotland	Heat Networks - Tier 1 Advice	282,000
Citizens Advice Scotland – Extra Help Unit	Heat Networks - Tier 2 Advice	100,000
Citizens Advice Scotland	Big Energy Savings Network	325,300
<b>Total</b>		<b>2,830,300</b>

\*This figure is inclusive of the following grants forwarded to delivery bodies:

- Citizens Advice Scotland: Advocacy and Education
- Advice Direct Scotland: consumer.scot advice service

\*\* This figure is inclusive of the following grants forwarded to delivery bodies:

- Advice Direct Scotland: Heat Networks Tier 1 Advice
- Citizens Advice Scotland: Heat Networks Tier 2 Advice

## **Consumer Scotland Partnership Principles: Funding Third Sector Bodies**

1. Across the range of Consumer Scotland's legislative functions and strategic priorities, Consumer Scotland is committed to developing best practice in determining access and the management of grant funding to the third sector.
2. The resource available to Consumer Scotland will determine the extent of assistance delivered to the third sector throughout the financial year. This refers to support with grant management and project delivery not level of funding awarded.
3. Consumer Scotland will commit to a values-based approach throughout the grant funding period by adhering to the following principles:

### **Access to Funding**

- Commit to removing any unnecessary barriers such as administrative burdens that prevent a third sector organisation from accessing or applying for funding.

### **Partnership Working**

- Recognise the independence, social values and the right to advocate and influence held by third sector bodies.
- Develop meaningful and effective working relationships based on mutual respect, integrity, trust and recognition of each other's role and governance structure.
- Through a partnership approach, work to support third sector bodies to deliver outcomes that complement their own and wider, strategic priorities of Consumer Scotland and value that contribution. Examples could include ensuring any contribution made by a third sector body is communicated publicly helping to enhance their status.
- Through promotion of open and honest communication, Consumer Scotland will work to ensure that any change in strategic direction or priorities, by Consumer Scotland or at Government level, is communicated to third sector partners as early as possible to allow for any implications to be discussed and addressed.

### **Supportive Culture**

- Understand and demonstrate an understanding of the challenges faced by the third sector including any issues created by short-term funding models and recognise the impact that can have on retaining skills and expertise.
- Where appropriate, and to support with delivering outcomes, work to assist third sector organisations in creating a joined-up voice across the consumer sector and help amplify that voice.

- Commit to share knowledge and data to support policy development and outcome delivery.

### **Purpose and Outcomes**

- Work with third sector partners to ensure all parties are clear, and agree, on the purpose of any funding administered by Consumer Scotland.
- At an early stage and, by working together, agree on the outcomes expected to be delivered through funding and use them to shape the process of monitoring progress.
- Continuously work with third sector partners to help manage risk and demonstrate understanding when ability to deliver on agreed outcomes is put at risk by wider circumstances out with a partner's control (for example, the cost-of-living crisis).

### **Reporting and Monitoring**

- Recognise the multiple and different reporting formats (and timescales) required of the third sector due to having multiple funding partners.
- Discuss the challenges and agree on frequency of engagement and reporting framework format in the planning phase of the grant agreement.
- Work to ensure the reporting framework is proportionate to the scale of a project with a commitment to review if deemed necessary by either party.
- Work to ensure that support provided by Consumer Scotland is action-focused to maximise impact and restrict the amount of time and resource having to be dedicated to meetings.
- As part of the evaluation process, lead a lessons-learned process to enable both parties to work more effectively in any future year.

**Consumer Scotland**  
**March 2025**

## Independent Review of Consumer Scotland: Terms of Reference

### Introduction

1. Established by the Consumer (Scotland) Act 2020, Consumer Scotland (CS) is a non-ministerial office, accountable to the Scottish Parliament. The statutory body for consumers in Scotland, CS became operational in April 2022.
2. The Act sets out five functions that CS has, these being:
  - the general function of providing consumer advocacy and advice
  - the representative function
  - the research and investigation function
  - the information function
  - the recall of goods function
3. [Section 19 \(1\) of the Act](#) states that Consumer Scotland must, at least once in every review period, appoint a suitable individual or body to review and prepare a report on the performance of its functions during the period. A review should initially take place three years after CS was created and then once every five years.
4. CS is now seeking an individual to carry out the first such review of its functions since 2022 and to report on this by 31 March 2026.

### Scope of the Review

5. The individual will be appointed to review and prepare a report on CS' performance of its functions since 1 April 2022. This review will be the first assessment of CS performance since the organisation was established and therefore the individual appointed to carry out this review is invited to consider any reflections and lessons learned from the establishment phase in supporting future work as part of the review. The individual is also invited, with input from relevant stakeholders and consideration of emerging evidence, to have regard to the following matters in relation to CS' functions:
  - a. has CS been set up in a way it can perform its functions effectively?
  - b. are CS' powers appropriate to fulfil its general function of delivering consumer advocacy and advice?
  - c. in the context of the challenging fiscal environment, how can CS use its functions to further contribute to the Scottish public service reform agenda?

### Delivery

6. Following completion of the review, the individual is asked to:
  - draft a written report to Consumer Scotland with any recommendations deemed necessary
  - provide a final written report, with an executive summary by 31 March 2026, which will be laid before Parliament and shared with Scottish Ministers

- deliver a presentation of the draft report findings and recommendations to the CS executive team
- deliver a presentation of the findings and recommendations emerging from the review to the CS board
- if required, to present findings to the Scottish Government and/or the Economy and Fair Work parliamentary committee

### **Project Management**

7. An individual from within CS will be appointed to assist with administration tasks including, but not exclusive to:
  - retrieving relevant documentation from internal filing system
  - arranging meetings with internal and external stakeholders
  - meeting minute-taking
8. The CS Assistant Director for Operations and Partnerships will be the key liaison contact at CS for the individual during the delivery of the review.

### **Remuneration**

9. An appropriate fee, agreed by both parties, will be supplied to the individual appointed to carry out the review and will be paid in line with the terms set out in the Scottish Public Finance Manual.

### **Expressions of Interest**

10. Individuals are invited to provide an expression of interest that considers the following points:
  - demonstrate an understanding of the review requirements
  - approach to evidence gathering
  - approach to stakeholder engagement
  - approach to involving CS executive team and the board throughout the process
  - administrative support requirements
  - provision of total cost

**Consumer Scotland  
September 2025**

<b>Consumer Scotland Membership of Advisory and Governance Groups</b>				
<b>Policy Area</b>	<b>Group</b>	<b>Convening organisation</b>	<b>Purpose</b>	<b>Relevant CS Statutory Outcomes</b>
<b>Circular Economy</b>	Single Use Cups Advisory Group	Zero Waste Scotland and Scottish Government	Provide expertise and advice on the implementation of a minimum charge on single-use disposable beverage cups in Scotland and facilitate access to expertise and resources from participants and their broader networks	<p>Increasing the extent to which consumers matters are considered by public authorities</p> <p>Promoting sustainable consumption of natural resources, and other environmentally sustainable practices</p>
<b>Cross-Sector</b>	Consumer Protection Partnership	UK Government	Bring together organisations from across the UK consumer landscape to identify, prioritise and coordinate opportunities for collective action to tackle the issues of consumer harm.	<p>Reducing harm to consumers</p> <p>Increasing consumer confidence in dealing with businesses</p>
<b>Cross-Sector</b>	Regulatory Review Group	Scottish Government	Promote better regulation and scrutinise regulatory proposals to provide advice and expertise on implications, risks and opportunities of regulation and promote sustainable economic growth	<p>Reducing harm to consumers</p> <p>Increasing consumer confidence in dealing with businesses</p>
<b>Cross-Sector</b>	TSS Governance Board	Trading Standards Scotland	Provide oversight, advice and guidance to the work of Trading Standards Scotland	Reducing harm to consumers

<b>Consumer Scotland Membership of Advisory and Governance Groups</b>				
<b>Policy Area</b>	<b>Group</b>	<b>Convening organisation</b>	<b>Purpose</b>	<b>Relevant CS Statutory Outcomes</b>
				Increasing consumer confidence in dealing with businesses
<b>Cross-Sector</b>	BSI Consumer Group	BSI	Bring together the UK Government, standards bodies and consumer bodies to discuss current issues in the consumer landscape	Increasing consumer confidence in dealing with businesses
<b>Cross-Sector</b>	ScotStat Board	Scottish Government	Provide recommendations, advice and challenge to the Chief Statistician on the production and dissemination of devolved statistics in Scotland	Advancing fairness, inclusion, prosperity and wellbeing  Increasing the extent to which consumers matters are considered by public authorities
<b>Cross-Sector</b>	Scotland's Debt and Fraud Data Sharing Review Board	Scottish Government	Review proposals for data sharing agreements between public bodies related to public service delivery, debt and fraud. Advise Ministers on whether to approve, amend, or reject proposals and monitor pilots	Advancing fairness, inclusion, prosperity and wellbeing
<b>Digital Markets</b>	All IP Migration Scams working group	Openreach	Discuss scams relating to the migration to digital landlines, share intel and work collaboratively on producing scams awareness guidance	Reducing harm to consumers
<b>Digital Markets</b>	Scottish User Group for All IP	Openreach	Examines progress and issues in relation to the move from PTSN to digital calling (VOIP)	Reducing harm to consumers
<b>Digital Markets/Post</b>	Communications Consumer Panel	Ofcom	Discuss current issues affecting consumers of communication services	Reducing harm to consumers

<b>Consumer Scotland Membership of Advisory and Governance Groups</b>				
<b>Policy Area</b>	<b>Group</b>	<b>Convening organisation</b>	<b>Purpose</b>	<b>Relevant CS Statutory Outcomes</b>
	Stakeholder and Advocacy Hubs Groups			Increasing consumer confidence in dealing with businesses
<b>Energy</b>	Scottish Energy Advisory Board	Scottish Government	Forum for strategic discussion on challenges and opportunities in Scotland's energy markets and provide advice and support to the Scottish Government on these matters	Increasing the extent to which consumers matters are considered by public authorities  Reducing harm to consumers  Advancing fairness, inclusion, prosperity and wellbeing
<b>Energy</b>	Review of Ofgem Expert Panel	UK Government	Expert group to provide advice and challenge to DESNZ's review of Ofgem	Increasing the extent to which consumers matters are considered by public authorities  Advancing fairness, inclusion, prosperity and wellbeing
<b>Energy</b>	SEC Panel	Smart Energy Code	The Panel manages the Smart Energy Code which is the agreement that defines the rights and obligations of energy suppliers, network operators and others involved in the management of smart metering	Reducing harm to consumers

<b>Consumer Scotland Membership of Advisory and Governance Groups</b>				
<b>Policy Area</b>	<b>Group</b>	<b>Convening organisation</b>	<b>Purpose</b>	<b>Relevant CS Statutory Outcomes</b>
<b>Energy</b>	RTS Consumer Engagement Group	Ofgem	Bring together Ofgem, Energy UK and consumer organisations to review progress on RTS switchover and consider emerging issues or concerns	Reducing harm to consumers
<b>Energy</b>	Consumer and Charities Group	Ofgem	Bring together Ofgem and consumer organisations to review progress on key Ofgem policy development activities and provide insight, evidence and feedback on these matters	Reducing harm to consumers  Increasing consumer confidence in dealing with businesses
<b>Energy</b>	Non-Domestic Supplier Liaison Group	Extra Help Unit	Bring together energy suppliers and consumer organisations to review performance, trends and evidence from consumer advocacy and advice sector and identify areas for action, focused on non-domestic consumers	Reducing harm to consumers  Increasing consumer confidence in dealing with businesses
<b>Energy</b>	Domestic Supplier Liaison Group	Extra Help Unit	Bring together energy suppliers and consumer organisations to review performance, trends and evidence from consumer advocacy and advice sector and identify areas for action, focused on domestic consumers	Reducing harm to consumers  Increasing consumer confidence in dealing with businesses
<b>Energy</b>	Energy Switch Guarantee	Energy UK	Consumer and supplier panel to review supplier performance against their switching commitments	Increasing consumer confidence in dealing with businesses

<b>Consumer Scotland Membership of Advisory and Governance Groups</b>				
<b>Policy Area</b>	<b>Group</b>	<b>Convening organisation</b>	<b>Purpose</b>	<b>Relevant CS Statutory Outcomes</b>
<b>Energy</b>	Independent Stakeholder Group	SSEN Transmission	Provide SSEN Transmission with expert challenge and feedback	Increasing consumer confidence in dealing with businesses
<b>Financial Services</b>	Consumer Advisory Group	UK Finance	Provide advice and challenge to shape UK Finance's policy positions	Increasing consumer confidence in dealing with businesses
<b>Financial Services</b>	Scottish Financial Wellbeing Forum	Money Advice and Pension Service	Bring together consumer, government, regulatory and financial bodies to discuss and promote measures to improve financial wellbeing	Advancing fairness, inclusion, prosperity and wellbeing
<b>Heat Networks</b>	Heat Trust Committee	Heat Trust	Provide independent oversight of the Heat Trust Scheme, recommending changes, through Modification Proposals, to better facilitate achievement of the scheme objectives	Reducing harm to consumers
<b>Heat Networks</b>	Ofgem Heat Network Stakeholder Advisory Group	Ofgem	Provide advice to inform the development of new heat network regulations	Reducing harm to consumers
<b>Heat Networks</b>	Ofgem Heat Network Communications Group	Ofgem	Coordinate heat networks communications between Ofgem, Consumer Scotland, Citizens Advice, Energy Ombudsman and UK and Scottish Government	Promoting sustainable consumption of natural resources, and other environmentally sustainable practices
<b>Heat Networks</b>	Ofgem Heat Networks Quadripartite	Ofgem	Regular quadripartite for heat networks policy, regulatory and advice issues chaired by Ofgem, with involvement from Consumer Scotland, Citizens Advice and the Energy Ombudsman	Reducing harm to consumers

<b>Consumer Scotland Membership of Advisory and Governance Groups</b>				
<b>Policy Area</b>	<b>Group</b>	<b>Convening organisation</b>	<b>Purpose</b>	<b>Relevant CS Statutory Outcomes</b>
<b>Heat Networks</b>	Ofgem Heat Networks Market Intelligence Group	Ofgem	Share mutual market intelligence on heat networks, received through advice services	Reducing harm to consumers
<b>Heat Networks</b>	DESNZ Heat Network Delivery Oversight Board	UK Government	Senior coordination group for heat network delivery	Increasing the extent to which consumers matters are considered by public authorities
<b>Heat Networks</b>	Scottish Government Heat Networks stakeholder engagement group	Scottish Government	Support the development of the heat network licencing scheme in Scotland	Reducing harm to consumers  Increasing consumer confidence in dealing with businesses
<b>Heat Networks</b>	Heat Network Technical Assurance Scheme (HNTAS) stakeholder working group	UK Government	Helps to shape the development of forthcoming technical standards for heat network across GB	Reducing harm to consumers  Increasing consumer confidence in dealing with businesses
<b>Housing</b>	New Homes Quality Board Scottish Advisory Group	New Homes Quality Board	Provide insights into the Scottish housing market and help improve standards for the quality of new homes and customer service in the sector	Reducing harm to consumers  Increasing consumer confidence in dealing with businesses

<b>Consumer Scotland Membership of Advisory and Governance Groups</b>				
<b>Policy Area</b>	<b>Group</b>	<b>Convening organisation</b>	<b>Purpose</b>	<b>Relevant CS Statutory Outcomes</b>
<b>Legal Services</b>	Independent Consumer Panel (hosted by SLCC)	Scottish Legal Complaints Commission	A statutory Panel, considers issues affecting consumers of legal services and may make recommendations to the SLCC, Government or regulatory bodies on these matters	Increasing the extent to which consumers matters are considered by public authorities
<b>Legal Services</b>	Scottish Anti Illicit Trade Working Group	Intellectual Property Office	Examine current illicit crime and infringement issues, enabling the sharing of emerging threats and trends, the sharing of best practice and collaboration between a network of stakeholders to identify solutions and disrupt illicit activity.	Reducing harm to consumers
<b>Low Carbon Technologies</b>	Heat in Buildings Strategic Advisory Group	Scottish Government	Provide advice and insight to inform the Scottish Government's approach to Heat in Buildings	Promoting sustainable consumption of natural resources, and other environmentally sustainable practices
<b>Low Carbon Technologies</b>	MCS Consumer Panel	Microgeneration Certification Scheme	Deliver feedback to the MCS to enhance consumer protection and confidence in small-scale renewable energy technologies like solar panels and heat pumps	Promoting sustainable consumption of natural resources, and other environmentally sustainable practices
<b>Low Carbon Technologies</b>	Cross Sector Group for Consumer Advice on Low-carbon Heating	Nesta	Bring together cross-sector stakeholders to examine topics such as Heat Pump campaigns to increase the applications for the Boiler Upgrade Scheme, the review of consumer behaviour regarding boiler replacements and consumer education.	Promoting sustainable consumption of natural resources, and other environmentally sustainable practices

<b>Consumer Scotland Membership of Advisory and Governance Groups</b>				
<b>Policy Area</b>	<b>Group</b>	<b>Convening organisation</b>	<b>Purpose</b>	<b>Relevant CS Statutory Outcomes</b>
<b>Post</b>	Universal Postal Service Implementation Forum	Royal Mail	Provide evidence, insight and challenge to inform Royal Mail's implementation of changes to the universal postal service	Reducing harm to consumers  Increasing consumer confidence in dealing with businesses
<b>Post</b>	Consumer Advocacy Organisations Group	Royal Mail	Bring together Consumer Scotland, Citizens Advice, Consumer Council for Northern Ireland and Royal Mail to discuss matters of importance to consumers in the delivery of postal services.	Reducing harm to consumers  Increasing consumer confidence in dealing with businesses
<b>Water</b>	Water Industry Leaders Group	Scottish Government	Oversight and ownership of the water sector vision, supporting and advising on activity across the sector	Increasing the extent to which consumer matters are considered by public authorities
<b>Water</b>	Water Industry Investment Group (and Working Group)	Scottish Government	Monitor the prioritisation and delivery of Scottish Water's capital investment programme	Increasing the extent to which consumer matters are considered by public authorities  Promoting sustainable consumption of natural resources, and other environmentally sustainable practices

<b>Consumer Scotland Membership of Advisory and Governance Groups</b>				
<b>Policy Area</b>	<b>Group</b>	<b>Convening organisation</b>	<b>Purpose</b>	<b>Relevant CS Statutory Outcomes</b>
<b>Water</b>	Strategic Review of Charges Group	WICS	Review key strategic topics, which will have an impact on WICS' SRC27 Final Determination	<p>Reducing harm to consumers</p> <p>Increasing the extent to which consumers matters are considered by public authorities</p> <p>Promoting sustainable consumption of natural resources, and other environmentally sustainable practices</p>
<b>Water</b>	Consumer Scotland-Scottish Water Joint Development Group	Scottish Water	Dedicated forum for bilateral discussions between Consumer Scotland and Scottish Water to explore consumer related issues, with a view to improving outcomes	Increasing the extent to which consumers matters are considered by public authorities
<b>Water</b>	Customer Research Coordination Group	Independent Customer Group	Facilitate coordination and collaboration among water sector stakeholders in Scotland to review research specifications and findings	Increasing the extent to which consumers matters are considered by public authorities
<b>Water</b>	Policy Development Steering Group (and Working Group)	Scottish Government	Supports and advises the Scottish Government on policy development to inform potential new legislation on water and wastewater	Promoting sustainable consumption of natural resources, and other environmentally sustainable practices

<b>Consumer Scotland Membership of Advisory and Governance Groups</b>				
<b>Policy Area</b>	<b>Group</b>	<b>Convening organisation</b>	<b>Purpose</b>	<b>Relevant CS Statutory Outcomes</b>
<b>Water</b>	Future Charges Group	Scottish Government	Review charging policy within the water sector, including affordability policy	Reducing harm to consumers  Increasing the extent to which consumers matters are considered by public authorities
<b>Water</b>	Future Investment Group	Scottish Government	Provide and information to inform the development of Ministerial Objectives for the water industry for SR27	Increasing the extent to which consumers matters are considered by public authorities
<b>Water</b>	Customer and Community test and learn forum	Scottish Water	Support Scottish Water's development of its customer and community centricity strategy	Increasing the extent to which consumers matters are considered by public authorities  Advancing fairness, inclusion, prosperity and wellbeing
<b>Water</b>	Non-household Senior Stakeholder Group	Consumer Scotland	Promote improvements to the market, which will benefit business customers, participants (licensed providers and Scottish Water), and other stakeholders with an interest in its functioning, and which are consistent with the	Increasing consumer confidence in dealing with businesses

<b>Consumer Scotland Membership of Advisory and Governance Groups</b>				
<b>Policy Area</b>	<b>Group</b>	<b>Convening organisation</b>	<b>Purpose</b>	<b>Relevant CS Statutory Outcomes</b>
			principles established by the Commission in 'The Water Services (Codes and Services) Directions 2007'	
<b>Water</b>	Market Participants Forum	Central Markets Agency	Review and propose solutions to issues within non-household market in Scotland	Increasing consumer confidence in dealing with businesses

## Consumer Scotland Table of Research Projects and Participants

Year	Policy area	Project Name	Methodology	Number of Research Participants	Notes	Relevant CS Statutory outcomes
2024 - 2025	Cross market	Small businesses as consumers	Telephone survey	700	All participants were representing small or micro businesses	<ul style="list-style-type: none"> <li>reducing harm to consumers</li> <li>advancing fairness, inclusion, prosperity and wellbeing</li> <li>increasing consumer confidence in dealing with businesses</li> </ul>
2024 – 2025	Energy	Energy tracker	Survey	1,656		<ul style="list-style-type: none"> <li>reducing harm to consumers</li> <li>advancing fairness, inclusion, prosperity and wellbeing</li> </ul>
2024 – 2025	Post	Consumer experience of the Universal Postal Service	Omnibus Survey	1,004	For omnibus surveys participants may not be aware they are taking part in research for Consumer Scotland	<ul style="list-style-type: none"> <li>reducing harm to consumers</li> <li>advancing fairness, inclusion, prosperity and wellbeing</li> </ul>
2024 – 2025	General markets - housing	Exercising tenancy rights in Scotland's private rented sector	Interviews	40	Research also involved focus groups with an additional 8 advisors and solicitors who support tenants with housing issues and pathways to seeking advice and redress as well as interviews with stakeholder organisations	<ul style="list-style-type: none"> <li>reducing harm to consumers</li> <li>increasing consumer confidence in dealing with businesses</li> <li>advancing fairness, inclusion, prosperity and wellbeing</li> </ul>
2024 – 2025	Post	Post and low income rural consumers	<ul style="list-style-type: none"> <li>Diary exercise (34)</li> <li>In depth interviews (34)</li> </ul>	34		<ul style="list-style-type: none"> <li>reducing harm to consumers</li> <li>advancing fairness, inclusion, prosperity and wellbeing</li> </ul>

## Consumer Scotland Table of Research Projects and Participants

Year	Policy area	Project Name	Methodology	Number of Research Participants	Notes	Relevant CS Statutory outcomes
			<ul style="list-style-type: none"> <li>Additional future options workshop (22)</li> </ul>			
2024 – 2025	Cross market	Disabled consumers in rural Scotland: exploring experiences of accessing consumer goods and services	<ul style="list-style-type: none"> <li>Interviews to set scope (4)</li> <li>Diary exercise</li> <li>Interviews (23 participants) or focus groups (7)</li> <li>Check in on findings following analysis (all)</li> </ul>	34		<ul style="list-style-type: none"> <li>reducing harm to consumers</li> <li>increasing the extent to which consumer matters are considered by public authorities</li> <li>advancing fairness, inclusion, prosperity and wellbeing</li> </ul>
2024 – 2025  2025 - 2026	Water	SRC27 longitudinal deliberative research  Phase 1  Phase 2	<ul style="list-style-type: none"> <li>Public dialogue workshop (63)</li> <li>Interviews, paired depths or mini groups (42)</li> <li>Public dialogue workshops (78 of the previous 105)</li> </ul>	140	Includes 35 small businesses	<ul style="list-style-type: none"> <li>increasing consumer confidence in dealing with businesses</li> <li>advancing fairness, inclusion, prosperity and wellbeing</li> <li>increasing the extent to which consumer matters are considered by public authorities</li> </ul>

## Consumer Scotland Table of Research Projects and Participants

Year	Policy area	Project Name	Methodology	Number of Research Participants	Notes	Relevant CS Statutory outcomes
			<ul style="list-style-type: none"> <li>In depth interviews (35)</li> <li>small businesses)</li> </ul>			
2025 – 2026	General markets - housing	Social Renters research	Survey	1,402		<ul style="list-style-type: none"> <li>reducing harm to consumers</li> <li>advancing fairness, inclusion, prosperity and wellbeing increasing the extent to which consumer matters are considered by public authorities</li> </ul>
2025 – 2026	Post	Post Office research	Survey	1,037		<ul style="list-style-type: none"> <li>reducing harm to consumers</li> <li>advancing fairness, inclusion, prosperity and wellbeing</li> </ul>
2025 – 2026	Post	Islands research on post	Workshops (3 workshops, 10 consumers at each plus stakeholders) Interviews (15)	45	Includes 15 small business representatives  Research also involved stakeholder organisations	<ul style="list-style-type: none"> <li>reducing harm to consumers</li> <li>advancing fairness, inclusion, prosperity and wellbeing</li> </ul>
2025 – 2026	Water	Water debt research	Interviews	Up to 12	Currently in the process of recruiting – research still to take place.  Research also involves 3 x focus groups with 12 advisors (total) who assist consumers experiencing water debt plus a follow up workshop	<ul style="list-style-type: none"> <li>reducing harm to consumers</li> <li>advancing fairness, inclusion, prosperity and wellbeing consumers</li> <li>increasing the extent to which consumer matters are considered by public authorities</li> </ul>

## Consumer Scotland Table of Research Projects and Participants

Year	Policy area	Project Name	Methodology	Number of Research Participants	Notes	Relevant CS Statutory outcomes
2025 – 2026	Cross market	Circular economy research	Omnibus survey	1007	Fieldwork completed Nov 2025	<ul style="list-style-type: none"> <li>• promoting sustainable consumption of natural resources, and other environmentally sustainable practices</li> <li>• increasing the extent to which consumer matters are considered by public authorities</li> </ul>
2025 – 2026	Energy	Heat Networks: Metering and billing arrangements used in consumer contracts in Scotland	Questionnaire and in-depth interviews with heat network operators and associated parties	c. 30 interviews  Survey numbers tbc	Supplier appointed –  Inception meeting w/b 10/11/25	<ul style="list-style-type: none"> <li>• reducing harm to consumers</li> <li>• increasing consumer confidence in dealing with businesses</li> <li>• increasing the extent to which consumer matters are considered by public authorities</li> <li>• promoting sustainable consumption of natural resources, and other environmentally sustainable practices</li> </ul>
2025 – 2026	Investigations	Experience of purchasers of used cars	Survey	c. 1000	In procurement	<ul style="list-style-type: none"> <li>• reducing harm to consumers</li> <li>• increasing consumer confidence in dealing with businesses</li> </ul>
2025 – 2026	Energy	Risks and benefits to consumers of energy flexibility and time-of-use tariffs	Survey	c. 1000	In procurement	<ul style="list-style-type: none"> <li>• reducing harm to consumers</li> <li>• advancing fairness, inclusion, prosperity and wellbeing</li> </ul>
2025 – 2026	Cross market	Consumer Welfare Report	Survey	c. 1000	This survey will provide evidence to inform the Statutory Consumer Welfare Report, due in	<ul style="list-style-type: none"> <li>• reducing harm to consumers</li> <li>• increasing consumer confidence in dealing with businesses</li> </ul>

## Consumer Scotland Table of Research Projects and Participants

Year	Policy area	Project Name	Methodology	Number of Research Participants	Notes	Relevant CS Statutory outcomes
					2026/27. It will assess consumer experience of changing markets, scams, and ability to exercise rights	<ul style="list-style-type: none"> <li>• advancing fairness, inclusion, prosperity and wellbeing</li> </ul>
2025 – 2026	Energy	Experiences of EV drivers	Likely mixed methods – survey + focus groups	c. 750	Research design to be finalised	<ul style="list-style-type: none"> <li>• promoting sustainable consumption of natural resources, and other environmentally sustainable practices</li> <li>• advancing fairness, inclusion, prosperity and wellbeing</li> <li>• increasing the extent to which consumer matters are considered by public authorities</li> </ul>
2025 – 2026	Energy	Experiences of Heat Network Consumers	Survey	800 - 1000	In procurement	<ul style="list-style-type: none"> <li>• reducing harm to consumers</li> <li>• increasing consumer confidence in dealing with businesses</li> <li>• promoting sustainable consumption of natural resources, and other environmentally sustainable practices</li> <li>• increasing the extent to which consumer matters are considered by public authorities</li> </ul>

Policy Area	Situation	Action by Consumer Scotland	Outcome	Consumer Impact	Relevant CS Statutory Outcomes
Energy	<p>The UK Government is introducing new legislation for Third Party Intermediaries (TPIs) to be directly regulated in the energy market.</p> <p>TPIs include services such as price-comparison websites, aggregators and auto-switching services.</p>	<p>Consumer Scotland recommended a “hybrid” authorisation regime for the new regulations, which will enable closer scrutiny of high-risk TPI business models.</p> <p>The model we recommended was not within the options originally presented by UK Government, but they have subsequently given their backing to our proposals. The Government’s original preferred option was for a lighter-touch system of regulation.</p> <p>The new regulations will help to protect users of TPIs from risks such as poor customer service, difficulties resolving complaints and lack of transparency.</p>	<p>Improved protections for small businesses in the energy market, and all domestic consumers</p>	<p>All energy consumers in Scotland will benefit from these new regulations, but they will be particularly helpful for small businesses, who are common users of TPIs but for whom there are limited protections currently.</p> <p>The UK Government has estimated that there are more than 2,000 brokers and consultants in the non-domestic TPI market, with 50% of SMEs using a TPI service.</p> <p>Scotland has around 350,000 small businesses, employing over 900,000 people.</p>	<p>Reducing harm to consumers</p> <p>Increasing consumer confidence in dealing with businesses</p>
Energy	<p>During the past year the energy regulator Ofgem has made a number of interventions intended to improve outcomes for consumers.</p>	<p>As the statutory energy consumer advocate, Consumer Scotland’s evidence and recommendations have helped to shape each of these interventions to make sure they work well for consumers in Scotland.</p> <p>We pressed the regulator to deliver on its proposals for a Debt Relief Scheme. In developing the scheme Ofgem took on board our</p>	<p>Preventing energy consumers from harm</p>	<p>Consumer debt and arrears in the GB domestic market now exceeds £4.4 billion.</p> <p>Consumer Scotland’s data shows that 15% of energy consumers in Scotland are in debt or arrears.</p>	<p>Reducing harm to consumers</p> <p>Advancing fairness, inclusion, prosperity and wellbeing</p>

Policy Area	Situation	Action by Consumer Scotland	Outcome	Consumer Impact	Relevant CS Statutory Outcomes
	<p>This includes the introduction of a debt relief scheme, changes to standing charges and the continuation of the ban of non-acquisition tariffs.</p>	<p>recommendation to use DWP data to identify eligible consumers, rather than their original plan to use Warm Home Discount Data only. We advised Ofgem that this approach would have disadvantaged consumers in Scotland due to the different way that scheme is administered here.</p> <p>Consumer Scotland highlighted a number of problems with the regulator’s original plans for standing charge reform.</p> <p>These would have benefitted some consumers but we were concerned that the proposals would have introduced additional complexity and led to more consumers being worse-off. Ofgem has revised its approach to a more balanced model which will give consumers greater choice of tariffs.</p> <p>Acquisition-only tariffs allow energy companies to offer better deals to new customers, to encourage switching. Ofgem introduced a ban on these during the energy crisis in 2022 to protect consumers. The regulator had planned to remove this ban last year but Consumer Scotland, and others, highlighted the negative impact this would have for loyal consumers and</p>		<p>The Debt Relief Scheme will benefit up to 20,000 consumers in Scotland.</p>	

Policy Area	Situation	Action by Consumer Scotland	Outcome	Consumer Impact	Relevant CS Statutory Outcomes
		<p>consumers in debt who would be unable to switch.</p> <p>The number of consumers in debt has risen significantly in the past three years. Ofgem subsequently changed its approach and has extended the ban on acquisition-only tariffs.</p>			
Energy	<p>The UK Government, Ofgem and energy suppliers are taking a phased approach to the switch off of RTS meters.</p> <p>The signal for RTS electricity meters was due to be switched off at the end of June 2025.</p> <p>There was significant concern about the potential harm this could have caused for consumers in</p>	<p>Consumer Scotland pressed Ofgem for action on this issue over many months prior to the switch off date, through bilateral and multilateral engagement.</p> <p>Representatives from Ofgem attended our Energy Consumers Network, involving frontline advice agencies from across Scotland, to hear directly about consumers’ experiences in trying to switch RTS meters.</p> <p>We wrote formally to the Chief Executive of Ofgem in May, seeking assurance that regions in Scotland with high numbers of RTS meters would not be switched off first. We also sought assurance on the actions that would be taken to protect consumers in the event of an interruption in power supply and on the support</p>	Consumers will be better protected during the RTS switch-off	<p>There were around 250,000 RTS consumers in Scotland originally.</p> <p>By September 2025 approximately 60,000 consumers in Scotland were still using these meters</p>	Reducing harm to consumers

Policy Area	Situation	Action by Consumer Scotland	Outcome	Consumer Impact	Relevant CS Statutory Outcomes
	<p>Scotland, including a risk of loss of heating or hot water.</p> <p>More than 100,000 consumers in Scotland were still using RTS meters in June this year.</p>	<p>available to consumers in vulnerable circumstances.</p> <p>Ofgem provided written assurance to us that the switch off would begin in regions with small numbers of RTS meters, to test the approach and ensure lessons learned before being rolled out.</p> <p>The regulator also provided assurance on contingency planning, including actions on customer communications, escalation routes, engineering capacity, and enforcement and accountability.</p> <p>This included the actions it required of providers to support consumers in vulnerable circumstances.</p> <p>The switch off process is now underway and we continue to engage with Ofgem to ensure any risks to consumers in Scotland are minimised. Only select regions with a small number of RTS meters have been part of the early phases of the switch off in Scotland. Further switch offs here have been paused until the spring to minimise the risk of negative impacts over winter. We expect an imminent announcement to be made</p>			

Policy Area	Situation	Action by Consumer Scotland	Outcome	Consumer Impact	Relevant CS Statutory Outcomes
		<p>on available remedial funding by Ofgem and the Energy Savings Trust.</p>			
Heat Networks	<p>New regulations to protect heat network consumers across Great Britain will go live in January 2026.</p>	<p>Consumer Scotland is the statutory advocate for heat network consumers in Scotland.</p> <p>We have engaged extensively with Ofgem during the past year as it has designed the new regulations, to ensure that these new protections deliver effectively for heat network customers in Scotland.</p> <p>Our evidence and insight has influenced key aspects of the new regulation system, including measures on pricing, billing, cost recovery and consumer protection.</p> <p>Alongside our work to help shape the new regulations we have set up new advice services for heat network consumers in Scotland, working closely with our partners Advice Direct Scotland and Citizens Advice Scotland. These new advice services have been available to heat network customers in Scotland since April 2025.</p>	<p>Stronger regulations and access to expert advice for customers on heat networks</p>	<p>Over 33,000 households and non-domestic premises are currently on heat networks in Scotland.</p> <p>This number is expected to grow substantially over the coming years and could reach as many as 400,000 properties by 2030 if Scottish Government targets are met.</p>	<p>Reducing harm to consumers</p> <p>Increasing consumer confidence in dealing with businesses</p> <p>Promoting sustainable consumption of natural resources, and other environmentally sustainable practices</p>

Policy Area	Situation	Action by Consumer Scotland	Outcome	Consumer Impact	Relevant CS Statutory Outcomes
		<p>Working with our advice partners, we have engaged widely with the heat network industry in Scotland to raise awareness of the forthcoming regulations and promote the advice and support available for consumers.</p> <p>This work has helped the sector, including operators, suppliers and metering and billing agents, to prepare for their new obligations, so that consumers needs are met.</p>			
EVs	<p>Transport Scotland has agreed to work with Consumer Scotland to set up a Consumer Electric Vehicle Insight Group which will bring together government, consumer groups and industry.</p> <p>The group will work together to address the challenges that</p>	<p>The group is being set up following research and stakeholder engagement delivered by Consumer Scotland which highlighted the problems experienced by EV drivers in Scotland and the need to work collaboratively to resolve them.</p> <p>These issues faced by consumers include the cost, availability and reliability of the public charging network, difficulties in charging at home for some consumers, the need for better pre-sale information on key issues such as battery range, and access to good quality repairs and servicing.</p> <p>Following our research, Consumer Scotland engaged widely with government, industry, EV</p>	A better experience for EV drivers	<p>There are currently around 50,000 EV cars used by consumers in Scotland.</p> <p>This number is expected to rise significantly in future years, with the target to phase out the sale of new petrol and diesel cars by 2030.</p>	<p>Increasing the extent to which consumers matters are considered by public authorities</p> <p>Promoting sustainable consumption of natural resources, and other environmentally</p>

Policy Area	Situation	Action by Consumer Scotland	Outcome	Consumer Impact	Relevant CS Statutory Outcomes
	<p>EV drivers in Scotland currently face and tackle barriers that prevent more people from driving an EV.</p>	<p>driver groups, local authorities and enforcement bodies. We brought together representatives from these different sectors to identify and agree priorities for action.</p> <p>We will continue to work closely with Transport Scotland to deliver the new Insight Group following publication of the final Implementation Plan for the Electric Vehicle Public Charging Network. The Group will take forward a clear plan of action to identify and tackle the challenges experienced by EV consumers.</p>			<p>sustainable practices</p>
<p>Telecoms</p>	<p>Government, industry and regulators are taking action to reduce the risk of harm to consumers during the switchover to digital telephones.</p> <p>The UK's traditional landline telephone network is reaching the end of its life. Consumers need to be migrated to Voice</p>	<p>Analysis by Consumer Scotland identified disproportionate risks to consumers in Scotland during this process, particularly for those in remote and rural areas.</p> <p>These risks are due to greater reliance on landlines, poorer mobile phone signals and more frequent and longer lasting power cuts. These factors affect the likely ability of consumers in Scotland to make calls in the event of a power cut, as digital landlines require power or battery backup to operate, posing significant risks to those in vulnerable circumstances.</p>	<p>A safer migration to digital telephones</p>	<p>The National Telecare Landscape Review, covering 32 local authorities in Scotland, has found that there are over 140,000 users of telecare services across Scotland.</p> <p>BT have approximately 60,000 customers in Scotland who are landline only.</p>	<p>Reducing harm to consumers</p>

Policy Area	Situation	Action by Consumer Scotland	Outcome	Consumer Impact	Relevant CS Statutory Outcomes
	<p>over Internet Protocol (VoIP) technology which allows telephone calls via a broadband connection instead of a traditional phone line.</p>	<p>We made recommendations to telecommunications providers, Ofcom and the UK and Scottish governments on how to reduce these risks.</p> <p>One of our recommendations was for a national campaign to raise consumer awareness. The UK Government agreed with us that public awareness could be improved and in June 2025 an industry-led awareness raising campaign targeting telecare users and their support networks was launched.</p> <p>The government has also published a checklist for non-voluntary migrations which communications providers must comply with. The checklist highlights risks Consumer Scotland had raised such as landline reliance, mobile signal issues and telecare use.</p> <p>Providers have also been encouraged by government to extend the backup measures in place in the event of a power cut. This was another area of concern we had identified.</p> <p>Consumer Scotland has also engaged directly with BT, Openreach and Virgin Media O2, to</p>			

Policy Area	Situation	Action by Consumer Scotland	Outcome	Consumer Impact	Relevant CS Statutory Outcomes
		influence the design of outreach and engagement programmes delivered by the providers in Scotland to support the digital switchover.			
Telecoms	<p>Ofcom has introduced a new reporting system that will better protect rural consumers in Scotland when broadband and other telecommunications services go down.</p> <p>Ofcom uses thresholds to determine how serious a service outage is. A key part of these thresholds are the number of consumers affected.</p>	<p>Consumer Scotland identified that current reporting thresholds did not capture detriment caused to remote and rural areas in Scotland, where population numbers are smaller but where outages can be more frequent, longer lasting and present greater problems for communities that rely on digital connectivity.</p> <p>We highlighted this problem to the regulator. Ofcom recognised this issue and agreed to add an extra reporting threshold, based on duration of the outage. This will enable the impact of telecommunications outages for rural communities in Scotland to be better identified and addressed.</p>	Better protections for rural telecoms consumers	Around 17% of people in Scotland live in rural areas, with more than 5% living in remote rural areas according to the Scottish Government’s 6-fold urban rural classification.	Reducing harm to consumers Increasing the extent to which consumers matters are considered by public authorities

Policy Area	Situation	Action by Consumer Scotland	Outcome	Consumer Impact	Relevant CS Statutory Outcomes
Water	A new Code of Practice was launched in April 2025 to improve services for businesses and public services in Scotland's water market.	<p>Consumer Scotland chaired the stakeholder group, involving the regulator, retailers and Scottish Water, which led the development of the new Code. We also provided advice and insight on the key features of the Code, to ensure that it delivers for improvements for customers.</p> <p>The Code sets improved standards of service that water retailers must deliver for customers across issues including sales and marketing, billing, debt recovery, contracts, complaints and switching.</p> <p>All operational water retailers in Scotland have signed up to the Code and are undergoing a 'Market Health Check' to ensure they are delivering on their commitments.</p> <p>Consumer Scotland is establishing a governance group to monitor the delivery of the Code and identify opportunities for further improvements. We will undertake research with non-household customers in 2026 to test the impact the Code is delivering for consumers.</p>	An improved customer experience for small businesses in the water market	More than 160,000 non-household customers in Scotland are eligible to choose their water retailer.	Increasing consumer confidence in dealing with businesses
Post	Royal Mail is setting up a new Customer	Consumer Scotland recommended to Ofcom that any significant changes to the universal	Changes to the postal	74% of consumers in the UK sent letters or cards in the last year,	Reducing harm to consumers

Policy Area	Situation	Action by Consumer Scotland	Outcome	Consumer Impact	Relevant CS Statutory Outcomes
	<p>Engagement Forum to inform the changes it is making to the universal postal service in the UK.</p> <p>People in Scotland depend on the postal service to access important businesses and public services including medical appointments, legal services, social security benefits and utility bills. The postal service is also vital for many small businesses.</p> <p>Ofcom, the regulator for postal services, recently announced changes that will reduce the number</p>	<p>postal service, such as changes to the number of delivery days, to the speed of deliveries or to the cost of services must be informed by a structured process of engagement with key stakeholders.</p> <p>We argued that the views of consumers and consumer representatives should be at the heart of this process and we provided examples of how such models had worked in other regulated industries.</p> <p>Ofcom recognised this proposal. The regulator has now instructed Royal Mail to establish a Customer Engagement Forum to provide advice and feedback to the company as it implements changes to its services. Consumer Scotland will represent consumers in Scotland on the Forum. We have engaged with parliamentarians on issues their constituents have experienced with postal services and we will raise these matters as part of our work on the Forum.</p> <p>Royal Mail has already taken onboard feedback from Consumer Scotland about the need to provide written communications to consumers about changes to the universal postal service.</p>	<p>service that work effectively for consumers</p>	<p>with 87% receiving these, according to Ofcom data</p> <p>61% of consumers in Scotland said they would feel cut off from society if they could not send or receive post</p>	<p>Increasing consumer confidence in dealing with businesses</p>

Policy Area	Situation	Action by Consumer Scotland	Outcome	Consumer Impact	Relevant CS Statutory Outcomes
	of days on which second class mail is delivered.	We have provided feedback on the company's proposed materials to ensure these are clear and useful for consumers.			
Legal Services	<p>In June 2025 the Scottish Parliament passed the Regulation of Legal Services Act.</p> <p>The Act aims to reform the regulatory systems and create a more flexible, consumer-focused legal services market</p>	<p>Consumer Scotland engaged extensively with the parliamentary process, working with other consumer bodies to secure improvements to the legislation so that it delivers effectively for consumers. Our recommendations focused on improving the accountability and transparency of regulators and strengthening consumer representation. Our advocacy informed changes which will require regulatory bodies to demonstrate how they are meeting objectives, more avenues through which a regulator's performance can be reviewed, a strengthened remit for the Independent Consumer Panel and the inclusion of a post legislative review requirement.</p> <p>To inform these improvements Consumer Scotland gave oral and written evidence to Parliament, provided written briefings for MSPs, engaged extensively with government officials, provided insight through our membership of the Scottish Legal Complaints Commission Independent Consumer Panel and delivered new</p>	More protection for people using legal services	<p>Consumer Scotland research shows that almost half (48%) of adults in Scotland have experienced events in the last two years that indicated they may have needed legal support.</p> <p>Almost a third (31%) told us they have used legal services in this period.</p>	<p>Reducing harm to consumers</p> <p>Increasing consumer confidence in dealing with businesses</p> <p>Increasing the extent to which consumers matters are considered by public authorities</p>

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		<p>research on consumer experiences of legal services.</p> <p>The new legislation will help to make the legal regulatory system more responsive to consumer needs and experience, ultimately delivering improved consumer outcomes.</p>			



# Help with Heat Networks

## What are heat networks?

**Heat networks**, also known as **district or communal heating**, supply heat from a central source to consumers and can cover large areas such as towns or cities or can be local, supplying individual blocks or smaller groups of buildings such as housing estates.

## What help is available?

From 1 April 2025 households and small businesses who are customers of heat networks in Scotland have access to free, practical advice and support from Advice Direct Scotland on :

- Energy enquiries relating to heat networks
- Understanding heat network complaints processes
- Problems with energy bills

Additional dedicated support is available to customers in vulnerable circumstances. These customers will be referred by Advice Direct Scotland to the Extra Help Unit at Citizens Advice Scotland.

Consumers will have access to dispute resolution through the Energy Ombudsman. In addition, regulation by Ofgem, starting from January 2026, will help to ensure heat networks comply with the new rules. Consumer Scotland is the statutory advocacy body for heat network consumers in Scotland and will promote improvements in the way heat networks operate.

## Where to find support

Heat network customers should contact Advice Direct Scotland via:

Website and live chat: [energyadvice.scot](https://energyadvice.scot)

By phone: **0808 196 8660**

Email contact form: [energyadvice.scot/email-us](https://energyadvice.scot/email-us)



Date published	Policy Area	Subject	Consumer Scotland Recommendation	Directed to	Current Status	Consumer Scotland Publication and Evidence
11/08/2024	Energy Transition	Electric Vehicles	Improvements to the public charging network in Scotland are needed. There is already evidence of investment in faster chargers, necessary to support longer journeys which is necessary and should continue. Additionally, our research suggests there is a clear need for greater numbers of slower chargers in areas with high concentrations of households not able to charge at home.	Local Authorities, Transport Scotland, Charge Point Operators	<b>Ongoing - Transport Scotland's Draft Vehicle Public Charging Network Implementation Plan, published December 2024, includes a proposal to convene key stakeholders with an interest in the consumer experience of EVs and public EV charging</b> to identify and address key barriers to high quality consumer experiences and improve understanding and awareness. <b>This proposal follows stakeholder roundtable events on the issue convened by Consumer Scotland.</b> We are now working in partnership with Transport Scotland on the development of a group and we await the publication by Transport Scotland of the final version of the Implementation Plan.	<a href="#">Consumer Experience of Electric Vehicles in Scotland   Consumer Scotland</a>
11/08/2024	Energy Transition	Electric Vehicles	Consideration is needed to the support which will be required for those purchasing and using older EVs. As EVs age, there will likely be a growing need for repairs and maintenance. Access to services is essential, to give consumers confidence in purchasing not only used EVs but also to those purchasing new EVs with the intention to keep them for some time, or concerned about resale value	Motor trade, Scottish Government, Skills Development Scotland		<a href="#">Consumer Experience of Electric Vehicles in Scotland   Consumer Scotland</a>
11/08/2024	Energy Transition	Electric Vehicles	More accurate information on real-world range of EVs in a Scottish context is needed. While there is clear evidence that positive experiences in use mean drivers are less concerned about these issues than those considering a purchase, concerns remain for significant minorities of drivers. Consumers need clarity to build confidence.	EV manufacturers and dealers		<a href="#">Consumer Experience of Electric Vehicles in Scotland   Consumer Scotland</a>
10/02/2025	Energy Transition	Heat Networks Regulation: implementing consumer protections	Consumer Scotland also notes the recent steps taken towards the ringfencing of customer credit balances in gas and electricity regulation, and would suggest that this be an ambition in heat networks regulation as the design of consumer protections – in relation to financial resilience and the risk of market exit – continue to develop.	Ofgem	<b>Ongoing - This has not yet been taken up by Ofgem in its development of regulations</b> but we continue to raise the issue with the regulator in our engagement with them	<a href="#">Heat Networks Regulation: implementing consumer protections consultation response   Consumer Scotland</a>
10/02/2025	Energy Transition	Heat Networks Regulation: implementing consumer protections	Consumer Scotland disagrees that the introduction of a back-billing rule should align with Heat Network Technical Assurance Scheme. We understand the logistical rationale for this, i.e. that billing transparency - and therefore the ability to apply a back-billing rule - will be enhanced with the rollout of metering, but we are concerned that the HNTAS timeline is too long to wait to begin introducing important consumer protections. We would expect to see improvements in billing processes, including in back-billing, from the go-live of regulation in 2026.	Ofgem	<b>Complete</b> - Back-billing is now being taken forward as a policy separate to HNTAS, the key point of substance in our recommendation has largely been achieved. There are likely to be different expectations in relation to metered vs unmetered sites and we will continue to engage with the regulator on these details.	<a href="#">Heat Networks Regulation: implementing consumer protections consultation response   Consumer Scotland</a>
10/02/2025	Energy Transition	Heat Networks Regulation: implementing consumer protections	Back-billing of customers with a smart meter should be limited to six months, rather than the current 12, to avoid large shock payments. Consumer Scotland supports this ambition in both the gas and electricity and heat networks markets.	Ofgem	<b>Ongoing - This recommendation has not yet been taken up</b> but we will continue to advocate for it once the new regulatory system is in place.	<a href="#">Heat Networks Regulation: implementing consumer protections consultation response   Consumer Scotland</a>
10/02/2025	Energy Transition	Heat Networks Regulation: implementing consumer protections	Consumer Scotland therefore recommends that prescriptive rules around back-billing should also be established in heat networks regulation, to ensure equivalent protection across markets. We therefore recommend that back-billing for individual properties must be limited to 12 months across the heat networks sector.	Ofgem	<b>Complete</b> - The <b>heat network authorisation conditions published by Ofgem limit heat network back-billing to 12 months</b> , in line with our recommendation.	<a href="#">Heat Networks Regulation: implementing consumer protections consultation response   Consumer Scotland</a>
10/02/2025	Energy Transition	Heat Networks Regulation: implementing consumer protections	Consumer Scotland disagrees with the proposed approach to apply Overall Standards of Performance to heat networks operating on a not-for-profit business model. Achieving equivalent outcomes for consumers, but through different mechanisms, could be an alternative approach here.	Ofgem	<b>Complete - UK Government response to the consultation outlined majority disapproval for the proposal, in line with Consumer Scotland's position</b> , and confirmation that this proposal has been paused.	<a href="#">Heat Networks Regulation: implementing consumer protections consultation response   Consumer Scotland</a>
10/02/2025	Energy Transition	Heat Networks Regulation: implementing consumer protections	We would welcome further engagement with Ofgem and DESNZ on the development of complaints handling standards in heat networks, and around the design of accompanying guidance.	Ofgem	<b>Ongoing - We are engaging with Ofgem and DESNZ on a wide range of heat network regulatory issues</b> and we will continue to pursue this issue through those routes, linked to the operation of advice services that we support through ADS and CAS.	<a href="#">Heat Networks Regulation: implementing consumer protections consultation response   Consumer Scotland</a>
10/02/2025	Energy Transition	Heat Networks Regulation: implementing consumer protections	The conditions that gas and electricity suppliers are now required to meet to restart involuntary PPM installations <sup>[32]</sup> is a useful example of how resetting the standard of what is expected, with a renewed focus, can lead to improved outcomes - particularly for consumers in vulnerable circumstances. We encourage Ofgem to apply these lessons to inform the approach to consumer protections in heat networks, to adopt a robust approach to monitoring and compliance from the outset.	Ofgem	<b>Not Accepted - Ofgem has not yet taken up this recommendation.</b> We will monitor this issue after regulation goes live and identify any new evidence of consumer detriment to support further engagement with the regulator on this matter .	<a href="#">Heat Networks Regulation: implementing consumer protections consultation response   Consumer Scotland</a>
10/02/2025	Energy Transition	Heat Networks Regulation: implementing consumer protections	Consumer Scotland recommended the development of the precautionary principle in the gas and electricity code of practice, <sup>[27]</sup> and this was ultimately adopted as part of the code - i.e. suppliers must assume that anyone faced with involuntary PPM for debt is likely to be in a financially vulnerable situation and therefore more likely to self-disconnect. We would therefore support replicating the precautionary principle in heat networks regulation.	Ofgem	<b>Ongoing - debt and vulnerability policy in heat networks has not been developed by Ofgem beyond what is in the authorisation conditions.</b> We will continue to advocate for the precautionary principle - which assumes financial vulnerability in certain circumstances through the policy development process when it begins.	<a href="#">Heat Networks Regulation: implementing consumer protections consultation response   Consumer Scotland</a>
10/02/2025	Energy Transition	Heat Networks Regulation: implementing consumer protections	We recommend that the development of consumer protections in heat networks presents a unique opportunity to improve standards from the outset - by extending protections to those under the age of five.	Ofgem	<b>Not Accepted</b> - NHS clinicians consulted by Ofgem recommended this in relation to the policy in the gas and electricity sector, but it was not taken forward by Ofgem. We are not currently pursuing this recommendation but will revisit this if an appropriate opportunity emerges.	<a href="#">Heat Networks Regulation: implementing consumer protections consultation response   Consumer Scotland</a>
10/02/2025	Energy Transition	Heat Networks Regulation: implementing consumer protections	We wish to reiterate the recommendation that we made in our response to the vulnerability strategy refresh, where we highlighted the need for Ofgem to give greater consideration to the particular circumstances of rural consumers in Scotland. A combination of geographic and socio-economic factors contribute to a higher level of fuel poverty in rural Scotland, <sup>[21]</sup> and this needs to be given due consideration when designing protections to ensure that this heating solution is made available to them as appropriate.	Ofgem	<b>Ongoing</b> - debt and vulnerability policy in heat networks has not been developed by Ofgem beyond what is in the authorisation conditions. We will continue to advocate for this recommendation through the policy development process when it begins.	<a href="#">Heat Networks Regulation: implementing consumer protections consultation response   Consumer Scotland</a>
10/02/2025	Energy Transition	Heat Networks Regulation: implementing consumer protections	Consumer Scotland looks forward to engaging with further consultation on fair pricing this year. As part of this, we recommend that Ofgem undertakes a rapid evidence review on pricing, to improve the evidence base and to aid policy development.	Ofgem	<b>Ongoing</b> - We <b>responded to the September 2025 consultation on the draft fair pricing protections guidance and reiterated this recommendation.</b> We maintain that a rapid evidence review would be useful in building evidence in area where this has been consumer detriment.	<a href="#">Heat Networks Regulation: implementing consumer protections consultation response   Consumer Scotland</a>

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10/02/2025	Energy Transition	Heat Networks Regulation: implementing consumer protections	We would welcome a more proportionate approach to debt recovery for Non-Domestic Customers being reflected in the proposal – i.e. an approach which incorporates aspects of the gas and electricity debt pathway and where disconnection is only used as a last resort.	Ofgem	<b>Ongoing</b> - We have <b>advocated for microbusiness and small business customers to be treated the same as domestic customers, and Ofgem confirmed in the September 2025 draft guidance that they are covered</b> . Subsequent policy development will determine will how this relates specifically to debt recovery and we will engage with the regulator during that process.	<a href="#">Heat Networks Regulation: implementing consumer protections consultation response   Consumer Scotland</a>
10/02/2025	Energy Transition	Heat Networks Regulation: implementing consumer protections	We broadly agree with the proposed scope of consumer protection of bulk suppliers – particularly in relation to fair pricing and step-in – but would encourage further engagement on this, separate to this consultation, to help refine the design of these protections.	Ofgem	<b>Ongoing</b> - <b>No further activity on this has been progressed by the regulator to date</b> and we will continue to pursue this issue with them through our ongoing engagement.	<a href="#">Heat Networks Regulation: implementing consumer protections consultation response   Consumer Scotland</a>
10/02/2025	Energy Transition	Heat Networks Regulation: implementing consumer protections	In line with the consumer principle of fairness, we believe that consumer protection in heat networks should be heat source and technology agnostic. This does not mean that protections should be identical in each instance, but consumers should have an equivalent level of protection across different network types whilst ensuring this does not lead to a lowest common denominator approach.	Ofgem	<b>Complete</b> - The <b>variance in heat network characteristics has been reflected in all subsequent Ofgem policy development</b> , most notably through market segmentation. We will continue to monitor the issue in ongoing engagement on the development of policy and regulation.	<a href="#">Heat Networks Regulation: implementing consumer protections consultation response   Consumer Scotland</a>
31/01/2025	Energy Transition	Heat network authorisation and regulatory oversight	We would encourage Ofgem as part of its compliance framework to build in appropriate mechanisms for consumer advocacy and advice bodies to feed into this process and share market and consumer intelligence. We also want to ensure that there is a process to escalate issues and concerns to Ofgem outside of quadripartite, so that they can consider appropriate action.	Ofgem	<b>Complete</b> - <b>Consumer Scotland attends Ofgem's regular market intelligence meeting to share insights provided by our grant partners on the advice service.</b> We will also use this forum to share forthcoming research insights. The EHU also meets with Ofgem to share insights.	<a href="https://consumer.scot/publications/response-to-ofgem-consultation-heat-networks-regulation-authorisation-and-regulatory-oversight-html/">https://consumer.scot/publications/response-to-ofgem-consultation-heat-networks-regulation-authorisation-and-regulatory-oversight-html/</a>
31/01/2025	Energy Transition	Heat network authorisation and regulatory oversight	In our response to the 2023 Consumer Protection consultation[ix] Consumer Scotland suggested that putting in place a requirement for all networks to be audited at least once every few years. This would mirror existing provisions in the Heat Trust auditing process which necessitates that all heat networks within the scheme must be audited at least once within a 5 year period.[x] We encourage Ofgem to mandate a similar measure into the auditing process as this will help to provide assurance to Ofgem that all networks are complying with regulatory requirements. We look forward to Ofgem providing further detail on its approach to identifying how heat networks will be selected for the auditing process.	Ofgem	<b>Ongoing</b> - <b>Ofgem has outlined it's reporting requirements on heat networks and its approach to profitability analysis. These achieve the broad goals of our recommendations</b> through a different approach and we continue to pursue this matter in our engagement with the regulator.	<a href="https://consumer.scot/publications/response-to-ofgem-consultation-heat-networks-regulation-authorisation-and-regulatory-oversight-html/">https://consumer.scot/publications/response-to-ofgem-consultation-heat-networks-regulation-authorisation-and-regulatory-oversight-html/</a>
31/01/2025	Energy Transition	Heat network authorisation and regulatory oversight	We would encourage Ofgem to review reporting requirements once regulation is properly embedded and consider whether reporting could be provided more frequently and the potential benefits that more frequent reporting might deliver.	Ofgem	<b>Ongoing</b> - <b>this recommendation is for delivery when regulation has gone live</b> and we will engage further with Ofgem on it in due course.	<a href="https://consumer.scot/publications/response-to-ofgem-consultation-heat-networks-regulation-authorisation-and-regulatory-oversight-html/">https://consumer.scot/publications/response-to-ofgem-consultation-heat-networks-regulation-authorisation-and-regulatory-oversight-html/</a>
31/01/2025	Energy Transition	Heat network authorisation and regulatory oversight	We recognise the importance of having a mechanism to transfer authorisation to another authorised person should the need occur. We agree with the proposals for transfer as set out in the consultation but would encourage Ofgem to ensure that there is no disruption or unintended consequences to consumers on the network as a result of the transfer process.	Ofgem	<b>Complete</b> - Ofgem consulted on its approach to mitigating the impact of heat network market failure in September 2025 and this has been addressed.	<a href="https://consumer.scot/publications/response-to-ofgem-consultation-heat-networks-regulation-authorisation-and-regulatory-oversight-html/">https://consumer.scot/publications/response-to-ofgem-consultation-heat-networks-regulation-authorisation-and-regulatory-oversight-html/</a>
31/01/2025	Energy Transition	Heat network authorisation and regulatory oversight	The registration process will provide Ofgem with a means to collect essential market and supplier data not previously available. It is not clear in the consultation the extent of data that Ofgem will collect. If not already captured through this process, Consumer Scotland would also like to see the following:  As part of the technical details of the network, we expect, if not already captured; that fuel type would also be included here. Understanding the fuel type of the network will help Ofgem to identify heat networks potentially at risk from volatile market changes and the impact this may have on pricing and the implications of this for consumers.  It would also be helpful, if not already captured; to include contract supply length. This could help to provide Ofgem with essential data that could help them to identify heat networks that could be vulnerable to price shocks as their contracts near expiration.	Ofgem	<b>Complete</b> - Ofgem have outlined what data they are going to collect in the authorisation conditions.	<a href="https://consumer.scot/publications/response-to-ofgem-consultation-heat-networks-regulation-authorisation-and-regulatory-oversight-html/">https://consumer.scot/publications/response-to-ofgem-consultation-heat-networks-regulation-authorisation-and-regulatory-oversight-html/</a>
14/07/2025	Energy Transition	Heat network regulation: fair pricing protections	Consumer Scotland recommended that the development of guidance relating to the fair pricing framework be done as a matter of priority as this is an issue of considerable importance to consumers. Consumer Scotland would be pleased to work with Ofgem through this process to offer our expertise and insight in achieving a clear, effective and workable definition.	Ofgem	<b>Complete</b> - <b>Draft fair pricing protection guidance was subsequently issued in September 2025.</b> Consumer Scotland has responded to this draft to provide feedback.	<a href="#">Ofgem heat networks regulation: fair pricing protections consultation (HTML)   Consumer Scotland</a>
14/07/2025	Energy Transition	Heat network regulation: fair pricing protections	Consumer Scotland recommended that Ofgem provides worked examples of how the fairness test would be used in practice – e.g. who is contacted, what data is gathered, what internal analysis is undertaken, and how/what conclusions are ultimately reached – in order to enable stakeholders to better assess its potential effectiveness.	Ofgem	<b>Ongoing</b> - We <b>reiterated this recommendation in response to Ofgem's September 2025 draft fair pricing protections guidance recommendation</b> , stating that it will help demonstrate how the fairness test will be used in practice.	<a href="#">Ofgem heat networks regulation: fair pricing protections consultation (HTML)   Consumer Scotland</a>
14/07/2025	Energy Transition	Heat network regulation: fair pricing protections	Consumer Scotland has recommended that Ofgem provides further clarification on where market segmentation overlaps with the pricing methodology segment. A significant proportion of the heat networks sector operates on a 'cost-recovery' basis with only a small minority of Energy Service Company (ESCO) operated networks being run 'for profit', which raises questions as to whether a 'profit versus non-profit' segmentation realises the policy intention.	Ofgem	<b>Complete</b> - The 'profit versus non-profit' segment did not appear in the September 2025 guidance and 'cost recovery' segment was added, both of which are in line with our recommendation.	<a href="#">Ofgem heat networks regulation: fair pricing protections consultation (HTML)   Consumer Scotland</a>
14/07/2025	Energy Transition	Heat network regulation: fair pricing protections	Consumer Scotland recommended that Ofgem, as part of its work on profitability analysis, provides further clarification on how it intends to approach the design of profitability analysis given that much of the sector works on a non-for profit or cost-recovery basis. We also encouraged them to seek further stakeholder feedback on these more detailed proposals.	Ofgem	<b>Complete</b> - Ofgem has given greater consideration to the fact that a majority of the sector operates on a cost recovery basis.	<a href="#">Ofgem heat networks regulation: fair pricing protections consultation (HTML)   Consumer Scotland</a>

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14/07/2025	Energy Transition	Heat network regulation: fair pricing protections	Consumer Scotland recommended to Ofgem that as part of the next stages of development of fair pricing protections that it sets out its approach to monitoring fuel input costs, as this has been a primary driver of bill shocks in the sector. As part of this work it should also set out how this will interact with work carried out by DESNZ on commercial fuel procurement.	Ofgem	<b>Ongoing - Fuel procurement practice was subsequently added to the draft fair pricing protections guidance, in line with our recommendation.</b> We will continue to engage with the regulator on to pursue our recommendation on the importance of monitoring.	<a href="#">Ofgem heat networks regulation: fair pricing protections consultation (HTML)</a>   <a href="#">Consumer Scotland</a>
14/07/2025	Energy Transition	Heat network regulation: fair pricing protections	Consumer Scotland recommended to Ofgem that it engages with stakeholders as it develops thinking on the proposed approach to price investigations. While we agree that its proposed approach appears sensible and proportionate, we recognise that Ofgem will need to make interventions when bad practice is identified or suspected and Consumer Scotland, alongside other consumer advocacy, advice and enforcement bodies can help them to develop this.	Ofgem	<b>Ongoing - Price investigations not expected to start until at the end of the authorisation window at the earliest, i.e. January 2027</b> and we will continue to pursue our recommendation aligned to that.	<a href="#">Ofgem heat networks regulation: fair pricing protections consultation (HTML)</a>   <a href="#">Consumer Scotland</a>
14/07/2025	Energy Transition	Heat network regulation: fair pricing protections	Consumer Scotland recommended that the use of data for input fuel costs is not only used in relation to supply continuity risk, but also utilised to drive improvements on pricing.	Ofgem	<b>Ongoing</b> - we are continuing to monitor the regulator's approach to this issue.	<a href="#">Ofgem heat networks regulation: fair pricing protections consultation (HTML)</a>   <a href="#">Consumer Scotland</a>
24/09/2025	Energy Transition	Heat networks regulation: authorisation conditions and guidance on measures to mitigate the risk and impact of financial failure	Consumer Scotland recommended that Ofgem keeps the mandate of contractual step-in under review. We welcome that this remains in the best practice procedures and recommend that Ofgem keeps this under review and, if problems emerge, reconsider whether this should be mandated.	Ofgem	<b>Ongoing</b> - We continue to monitor this issue and will revisit this recommendation if market conditions deem that such an action is necessary.	<a href="#">Response to Ofgem consultation on Heat networks regulation: authorisation conditions and guidance on measures to mitigate the risk and impact of financial failure</a>   <a href="#">Consumer Scotland</a>
24/09/2025	Energy Transition	Heat networks regulation: authorisation conditions and guidance on measures to mitigate the risk and impact of financial failure	Consumer Scotland recommended that the authorisation condition relating to continuity arrangements is amended to ensure that consumer information and account balances that are held by third-parties is included.	Ofgem	<b>Ongoing</b> - This has not yet been taken up by Ofgem but we continue to pursue this recommendation in our engagement with the regulator.	<a href="#">Response to Ofgem consultation on Heat networks regulation: authorisation conditions and guidance on measures to mitigate the risk and impact of financial failure</a>   <a href="#">Consumer Scotland</a>
22/10/2025	Energy Transition	Heat network regulation: consumer protection guidance	Consumer Scotland has recommended that Ofgem review guidance on issues relating to consumers in vulnerable circumstances, working closely with consumer advocacy bodies and the ombudsman following the first full year of regulation to check-in on how effective this has been delivered by suppliers.	Ofgem	<b>Ongoing</b> - we await Ofgem's response to the consultation process	<a href="#">Response to Ofgem consultation on Heat Networks Regulation: Consumer Protection Guidance</a>   <a href="#">Consumer Scotland</a>
22/10/2025	Energy Transition	Heat network regulation: consumer protection guidance	Consumer Scotland has recommended that Ofgem work in close partnership with Citizens Advice and Consumer Scotland as statutory advocates, and with the Energy Ombudsman, using complaints data to review how impactful standards of conduct have been and using this to inform the design of future guidance.	Ofgem		<a href="#">Response to Ofgem consultation on Heat Networks Regulation: Consumer Protection Guidance</a>   <a href="#">Consumer Scotland</a>
22/10/2025	Energy Transition	Heat network regulation: consumer protection guidance	Consumer Scotland recommends that guidance sets out a clear requirement for suppliers to update contracts within 12 months of the deadline for authorised entities to register with Ofgem. This would provide authorised entities with sufficient time to act.	Ofgem		<a href="#">Response to Ofgem consultation on Heat Networks Regulation: Consumer Protection Guidance</a>   <a href="#">Consumer Scotland</a>
13/10/2025	Energy Transition	Heat network regulation: enforcement guidelines and penalty policy	Consumer Scotland recommended that Ofgem to keep the scenarios that are in scope for fixed penalties under review, with a view to adding others as appropriate. If fixed penalties are found to be a useful enforcement tool, we would encourage Ofgem to keep the scenarios that are in scope for using them under review, to ensure that Ofgem can utilise fixed penalties as needed when regulation commences.	Ofgem	<b>Ongoing</b> - we await Ofgem's response to the consultation process	<a href="#">Ofgem consultation on heat networks regulation: enforcement guidelines and penalty policy (HTML)</a>   <a href="#">Consumer Scotland</a>
13/10/2025	Energy Transition	Heat network regulation: enforcement guidelines and penalty policy	Consumer Scotland recommended that Ofgem provides clarification on whether action can be taken retrospectively against an authorised person, and if so details on the timescales and process for this to occur.	Ofgem		<a href="#">Ofgem consultation on heat networks regulation: enforcement guidelines and penalty policy (HTML)</a>   <a href="#">Consumer Scotland</a>
13/10/2025	Energy Transition	Heat network regulation: enforcement guidelines and penalty policy	Consumer Scotland has requested further detail on monitoring arrangements and we recommend that Ofgem sets out these details by the end of the authorisation window in January 2027.	Ofgem		<a href="#">Ofgem consultation on heat networks regulation: enforcement guidelines and penalty policy (HTML)</a>   <a href="#">Consumer Scotland</a>
05/08/2025	Energy Transition	Measuring Instrument Display requirements for Energy Smart Appliances	Consumer Scotland recommended that further analysis and assessment is conducted on how those consumers who don't currently engage with or fully utilise remote displays when using ESAs can be supported to do so in future.	DBT/OPSS	<b>Ongoing - We are awaiting the response from DBT and OPSS to the consultation.</b> We met with DBT/OPSS during the consultation process to better understand why the proposed changes are necessary and also to highlight concerns around accessibility issues that could emerge as an unintended consequence of changes to the MIR.	<a href="https://consumer.scot/publications/opss-consultation-measuring-instruments-display-requirements-for-esas/">https://consumer.scot/publications/opss-consultation-measuring-instruments-display-requirements-for-esas/</a>
05/08/2025	Energy Transition	Measuring Instrument Display requirements for Energy Smart Appliances	Consumer Scotland recommended further analysis and assessment is conducted on how the proposed changes will be communicated to consumers and the information that will be provided, particularly so that those who are not engaged with using ESAs through remote displays are aware of the changes and the implications for them.	DBT/OPSS		<a href="https://consumer.scot/publications/opss-consultation-measuring-instruments-display-requirements-for-esas/">https://consumer.scot/publications/opss-consultation-measuring-instruments-display-requirements-for-esas/</a>
05/08/2025	Energy Transition	Measuring Instrument Display requirements for Energy Smart Appliances	Consumer Scotland recommended that further analysis and assessment is conducted on the potential impact of the proposed changes on consumer choice and the implications of this.	DBT/OPSS		<a href="https://consumer.scot/publications/opss-consultation-measuring-instruments-display-requirements-for-esas/">https://consumer.scot/publications/opss-consultation-measuring-instruments-display-requirements-for-esas/</a>

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05/08/2025	Energy Transition	Measuring Instrument Display requirements for Energy Smart Appliances	Consumer Scotland recommended that further analysis and assessment is conducted on what redundancies should be in place for consumers should remote digital displays fail.	DBT/OPSS		<a href="https://consumer.sco/publications/opss-consultation-measuring-instruments-display-requirements-for-esas/">https://consumer.sco/publications/opss-consultation-measuring-instruments-display-requirements-for-esas/</a>
05/08/2025	Energy Transition	Measuring Instrument Display requirements for Energy Smart Appliances	Consumer Scotland recommended that UK Government engage closely with consumers, consumer groups and the third sector to better understand the practical implications of the proposed changes for the users of these technologies	DBT/OPSS		<a href="https://consumer.sco/publications/opss-consultation-measuring-instruments-display-requirements-for-esas/">https://consumer.sco/publications/opss-consultation-measuring-instruments-display-requirements-for-esas/</a>
13/09/2024	Energy Transition	Heat Network Efficiency Scheme	Consumer Scotland has recommended that the Scottish Government introduce equivalent support for heat network operators to make efficiency remediations on heat networks to make networks more efficiency, lower emissions and ultimately bring down consumer bills.	Scottish Government	<b>Ongoing - Scottish Government has not yet progressed this recommendation.</b> We have discussed our recommendation with the Cabinet Secretary, written to the Minister highlighting our concerns and engaged with Scottish Government officials and stakeholders to advocate for action. We will continue to pursue the recommendation through engagement with the government.	<a href="https://consumer.sco/media/haup0nrx/letter-to-aldasair-allan-on-hn-efficiency-scheme-13092024.pdf">https://consumer.sco/media/haup0nrx/letter-to-aldasair-allan-on-hn-efficiency-scheme-13092024.pdf</a>
05/11/2025	Energy Transition	Permitted Development Rights consultation	Consumer Scotland recommended that any expansion of PDR be accompanied by assessment under the Fairer Scotland Duty to ensure equitable outcomes.	Scottish Government		<a href="#">Consultation Response on Permitted Development Rights to Support the Provision of New Homes</a>
05/11/2025	Energy Transition	Permitted Development Rights consultation	Consumer Scotland recommended that the Scottish Government ensure that clear and accessible information and guidance is provided for both consumers and developers and that this is also back by robust engagement with stakeholders across sectors.	Scottish Government		<a href="#">Consultation Response on Permitted Development Rights to Support the Provision of New Homes</a>
05/11/2025	Energy Transition	Permitted Development Rights consultation	Consumer Scotland recommended that the Scottish Government undertake a joined-up approach across housing, energy, and planning markets to ensure the proposed changes work well for consumers.	Scottish Government	<b>Ongoing</b> - We await the response from Scottish Government to the consultation	<a href="#">Consultation Response on Permitted Development Rights to Support the Provision of New Homes</a>
05/11/2025	Energy Transition	Permitted Development Rights consultation	Consumer Scotland recommends that where evidence is required to be provided to planning authorities for the installation of Air Source Heat Pumps on flatted buildings/terrace/semi-detached properties, that the process should be clear and simple to encourage the timely uptake of decarbonised heating systems in homes across Scotland.	Scottish Government		<a href="#">Consultation Response on Permitted Development Rights to Support the Provision of New Homes</a>
15/05/2025	Energy Transition	Heat in Buildings: Supporting the rollout of heat pumps and solar PV	Consumer Scotland recommended that further action is needed to reduce the barriers consumers face when looking to retrofit low carbon technologies in their homes	Scottish Government		<a href="#">heat-in-buildings-supporting-the-rollout-of-heat-pumps-and-solar-pv-in-scotland.pdf</a>
15/05/2025	Energy Transition	Heat in Buildings: Supporting the rollout of heat pumps and solar PV	Consumers Scotland recommended that consumers are provided with more support to access available funding opportunities and area based schemes	Scottish Government	<b>Ongoing</b> - we are <b>engaging with Scottish Government on the development of the Heat in Buildings Bill</b> and we continue to pursue this recommendation through that process, alongside wider stakeholder engagement.	<a href="#">heat-in-buildings-supporting-the-rollout-of-heat-pumps-and-solar-pv-in-scotland.pdf</a>
15/05/2025	Energy Transition	Heat in Buildings: Supporting the rollout of heat pumps and solar PV	Consumer Scotland recommended that action is taken to tackle myths, misconceptions and misinformation on the effectiveness of low carbon technologies	Scottish Government		<a href="#">heat-in-buildings-supporting-the-rollout-of-heat-pumps-and-solar-pv-in-scotland.pdf</a>
15/05/2025	Energy Transition	Heat in Buildings: Supporting the rollout of heat pumps and solar PV	Consumer Scotland recommended that further action is taken to support consumers to find a heat pump installer	Scottish Government		<a href="#">heat-in-buildings-supporting-the-rollout-of-heat-pumps-and-solar-pv-in-scotland.pdf</a>
29/08/2025	Energy Transition	Scottish Government scoping consultation on Heat and Energy Efficiency Technical Suitability Assessment (HEETSA)	Consumer Scotland has recommended that any process for obtaining a HEETSA is designed with accessibility in mind to ensure that all consumers can engage with both the assessment process and with any recommendations the assessment makes.	Scottish Government	<b>Ongoing</b> - we await Scottish Government's response to the consultation process	<a href="#">Consultation Response to Heat and Energy Efficiency Technical Suitability Assessment (HEETSA)</a>
29/08/2025	Energy Transition	Private Rented Sector (PRS) Minimum Energy Efficiency Standard (MEES) regulations consultation	Consumer Scotland has recommended that adequate support is made available for PRS landlords to make energy efficiency improvements which will help to support the intended outcomes of regulation.	Scottish Government		<a href="#">Consultation Response to Private Rented Sector (PRS) Minimum Energy Efficiency Standard (MEES) Regulations</a>
29/08/2025	Energy Transition	Private Rented Sector (PRS) Minimum Energy Efficiency Standard (MEES) regulations consultation	Consumer Scotland recommended that clear guidance and information on the benefits that increased energy efficiency can bring to increase understanding and encourage action.	Scottish Government	<b>Ongoing</b> - we await Scottish Government's response to the consultation process	<a href="#">Consultation Response to Private Rented Sector (PRS) Minimum Energy Efficiency Standard (MEES) Regulations</a>
29/08/2025	Energy Transition	Private Rented Sector (PRS) Minimum Energy Efficiency Standard (MEES) regulations consultation	Consumer Scotland recommended that the Scottish Government revisit their proposal to exclude short term holiday lets from the PRS MEES as the cost of running a holiday property with inefficient heat will be at a cost to the landlord, these costs will trickle down to the consumer. Additionally, there are 64,000 short term lets in Scotland, this is not an insignificant number of properties to omit from the journey to Net Zero	Scottish Government		<a href="#">Consultation Response to Private Rented Sector (PRS) Minimum Energy Efficiency Standard (MEES) Regulations</a>
01/10/2025	Energy Transition	Extending the ECO4 end date consultation	Consumer Scotland has recommended to extend the date by which obligated suppliers may deliver their ECO4 target by 6 to 9 months.	UK Government	<b>Ongoing</b> - we await UK Government's response to the consultation process	<a href="#">Consultation Response to Extending the ECO4 End Date</a>

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28/10/2024	Water	Affordability	Consumer Scotland recommends that the level of discount provided through the Water Charges Reduction Scheme is increased from 35% to 50% in April 2027, and maintained at that level throughout the duration of the 2027-2033 period. This is likely to represent a relatively cost-effective way of helping to keep bills affordable for many households in the short term, particularly if it coincides with efforts to raise the take-up of Council Tax Reduction. This policy change would reduce the number of households in water poverty, and improve the affordability of bills for some low-income households who are not technically in water poverty.	Scottish Government / Future Charging Group	<p><b>Ongoing</b> - Consumer Scotland wrote to the Cabinet Secretary for Net Zero and Energy to set out our recommendations alongside publication of the report. The Cabinet Secretary highlighted their expectation that these recommendations be further explored via the Scottish Government-chaired "Future Charging Group" which is expected to develop the Principles of Charging for SRC27.</p> <p>Stakeholder discussions are focusing on affordability as a key priority for Scottish Water's final business plan and draft determination.</p> <p>Our updated affordability report, due to be published in November 2025, will set out our view of the evidence for these recommendations, alongside more recent figures on how Consumer Scotland expect some of the scenarios detailed in Scottish Water's draft business plan to impact water poverty rates across the early part of the 2027-33 Strategic Review period. Currently 275,000 consumers in Scotland are in water poverty, with 120,000 in severe water poverty.</p>	<a href="#">Affordability of water and sewerage charges: The outlook for water poverty in Scotland   Consumer Scotland</a>
28/10/2024	Water	Affordability	Consumer Scotland also recommends to the Scottish Government that there is a case for scoping the potential for introducing an additional 'by-application' mechanism to offer reductions in charges for customers who fall through the gaps of existing affordability support mechanisms. This would only be practical if an appropriate mechanism for delivering such a by-application scheme could be designed and administered for costs that are commensurate with the expected level of take-up. It would be a temporary measure until better a targeted structure of affordability support could be introduced in the longer-term.	Scottish Government / Future Charging Group	<p><b>Ongoing</b> - This recommendation is being examined as part of the Scottish Government Future Charging Group. Through this group Consumer Scotland is continuing to advocate for a tariff structure for water and sewerage services that adequately funds Scottish Water whilst ensuring affordability policy is in place that adequately protects society's most vulnerable consumers.</p>	<a href="#">Affordability of water and sewerage charges: The outlook for water poverty in Scotland   Consumer Scotland</a>
28/10/2024	Water	Affordability	Consumer Scotland recommends that a better targeted structure of affordability support is introduced in the longer term.	Scottish Government / Future Charging Group	<p><b>Ongoing</b> - This recommendation is being examined as part of the Scottish Government Future Charging Group. Through this group Consumer Scotland is continuing to advocate for a tariff structure for water and sewerage services that adequately funds Scottish Water whilst ensuring affordability policy is in place that adequately protects society's most vulnerable consumers.</p>	<a href="#">Affordability of water and sewerage charges: The outlook for water poverty in Scotland   Consumer Scotland</a>
17/05/2024	Water	Climate Change Adaptation	A Scottish Government-led strategy for water resources management, and a related water efficiency strategy, is necessary to increase the overall coherence of policy interventions in this area and to demonstrate to consumers how their individual action is connected to a wider, long-term action toward achieving water efficiency across all levels of society.	Scottish Government	<p><b>Ongoing</b> - the Scottish Government, in partnership with Consumer Scotland and other sector stakeholders, is taking this recommendation forward as part of its water sector climate change policy development process, covering water, sewerage and drainage. This process is examining the potential for new legislation to support the climate resilience of Scotland's water sector. Consumer Scotland is a member of the Policy Development Steering Group and a number of working groups, through which we are advancing our recommendation.</p> <p>The Scottish Government has asked Consumer Scotland to lead the Information to the Public element of the policy programme. We are drafting a policy framework that identifies what needs to be communicated to the public and how to support public buy-in and ownership.</p> <p>In addition, a national conversation on water is being developed by Scottish Water. This will provide a plan of engagement and campaigning that will support consumer education, the provision of information and encourage buy-in and behaviour change on only using the water needed at home.</p>	<a href="#">Climate Change, Water and Scotland's Future   Consumer Scotland</a>
17/05/2024	Water	Climate Change Adaptation	Increased investment in education and campaigns around the value of water are key to engaging consumers and helping to win over 'hearts and minds'. To reinforce the message, key actors outside the water sector – such as environmental organisations, schools and educational institutions, product manufacturers and other voices that are trusted by consumers – should be brought in as partners in communicating the importance of sustainable water use. Moreover, there is value in learning from and harmonising messaging with other sectors that are seeking to decarbonise, including the transport and energy sectors.	Scottish Government / Scottish Water	<p><b>Ongoing</b> - The Scottish Government's policy development work will also address surface water management and wastewater management, including measures that can be acted upon by public sectors and the Scottish public. We continue to pursue the recommendation through our involvement in the Policy Development Steering Group and working groups for this work.</p>	<a href="#">Climate Change, Water and Scotland's Future   Consumer Scotland</a>
17/05/2024	Water	Climate Change Adaptation	<p>There is a strong case for increased government ambition when it comes to embedding water efficient fittings and appliances into buildings. There is an opportunity to work collaboratively with stakeholders, including Scottish Water, local authorities, developers and homebuilders, to improve planning frameworks to support the aim of more water efficient homes, particularly with the introduction of a mandatory UK-wide water efficiency label in 2025.</p> <p>Improving water efficiency within homes is a policy intervention with the potential to deliver multiple benefits, from reductions in household carbon emissions, to potential affordability benefits to consumers through reduced energy bills from lower hot water use. However, when using building and product standards to drive change, policymakers must give consideration as to how the burden of compliance with new regulation is shared equitably, with particular attention to avoiding disproportionate detriment on low income and vulnerable consumers.</p>	Scottish Government	<p><b>Ongoing</b> - This recommendation is being taken forward in the Scottish Government Policy Development process. Our research is informing the work of the Policy Development Steering Group and working groups on key issues relevant to this recommendation, including on home improvements such as replacing to water efficient fittings, lead pipe removal, and new builds providing water efficient fixtures and fittings.</p>	<a href="#">Climate Change, Water and Scotland's Future   Consumer Scotland</a>

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17/05/2024	Water	Climate Change Adaptation	Scottish Government should take the lead, with the support of Scottish Water, the Scottish Environment Protection Agency (SEPA) and local authorities, in designing legislation to drive forward a shared vision for BGI networks in Scotland. Future legislation should aim to create a framework for increased investment in BGI, including by ensuring that larger players in the housing sector, such as developers and commercial landlords, are sufficiently proactive about sustainable drainage solutions, while giving stronger protection against blue green spaces being removed or altered in future as a result of competing demands on land.	Scottish Government and other key stakeholders	<b>Ongoing</b> - The Scottish Government policy development process is taking forward this recommendation. Consumer Scotland is pursuing the recommendation through our membership of the Policy Development Steering Group and working groups, where we are pushing for action on key issues such as the adoption of SUDS, as well as 'designing in' water efficiency to housing stock in Scotland.	<a href="#">Climate Change, Water and Scotland's Future   Consumer Scotland</a>
17/05/2024	Water	Climate Change Adaptation	A sense of community ownership is important for larger-scale BGI projects to be effective and resilient over a period of years. For local authorities, understanding how to enable participatory decision-making and inclusive design in the context of BGI planning is an important skillset and requires appropriately resourcing within the planning context. In line with the principles of a just transition, an equitable approach should be taken to improving blue and green networks, and adapting to climate change in general, that prioritises interventions for communities most in need	Scottish Government / Scottish Water	<b>Ongoing</b> - We are supporting and informing the Scottish Government's climate change adaptation policy development work to ensure there is a clear focus on embedding nature based solutions.  Consumer Scotland has sought assurance that local authorities will prioritise the design of solutions that work with nature, and include communities in their development as well as professional organisations.  Supported by Consumer Scotland's research findings, Scottish Water initiated Blue Green Infrastructure pilots within communities at risk of flooding, including Inverleith in Edinburgh. This included extensive and early community engagement to support buy-in, and collaboration to ensure community views are reflected within the outcomes - better places to live and work. The Inverleith flood resilient project is working effectively, providing the immediate community with greater flood resilience, as well as an enhanced living environment. It is anticipated that the pilots will inform the development of similar investments in other communities.	<a href="#">Climate Change, Water and Scotland's Future   Consumer Scotland</a>
17/05/2024	Water	Climate Change Adaptation	There is a need to increase public understanding so homeowners recognise rainwater as something they can and should play an active role in managing. We see value in water sector stakeholders working together to identify ways of engaging consumers, including by identifying sources of guidance, around how changes made to their property's outside space can impact local flood risk, in addition to grants and schemes to promote household uptake of water butts.	Scottish Government	<b>Ongoing</b> - Recommendation being taken forward by Scottish Government policy development work which is addressing the management of rainwater and surface water. This work is also considering the public's role in supporting more climate resilient communities. Consumer Scotland is advocating a consumer-centric approach to new policy as part of the policy Steering Group and working groups. This process is examining the need for improved information and education to the public and grants to support change at a household level.	<a href="#">Climate Change, Water and Scotland's Future   Consumer Scotland</a>
17/05/2024	Water	Climate Change Adaptation	While data around CSO spills is currently published on Scottish Water's website, we would welcome further collaboration between Scottish Water, SEPA, other environmental and consumer bodies on ways to make the data clearer and more accessible for consumers.	Scottish Water	<b>Complete</b> - Scottish Water launched a new online portal in December 2024 providing public information on CSO spills from across Scotland using monitored infrastructure. Consumer Scotland worked with Scottish Water to help design and test the portal, to ensure it worked for consumers.	<a href="#">Climate Change, Water and Scotland's Future   Consumer Scotland</a>
17/05/2024	Water	Climate Change Adaptation	There is evidence that wipes labelled as 'natural', 'flushable' and 'biodegradable' have been a historic source of confusion for consumers. We encourage policymakers, regulators, industry representatives and consumer bodies to work together to develop clearer, consistent product labels and universal standards on flushability that can help raise awareness and support consumer behaviour change in this area.	Scottish Government	<b>Ongoing</b> - We understand that new regulations to remove plastic from wet wipes are being considered at both UK and Scottish levels. We are continuing to advocate the need for improved labelling for consumers through the Scottish Government policy development process.	<a href="#">Climate Change, Water and Scotland's Future   Consumer Scotland</a>
05/11/2024	Water	Strategic Review of Charges 2027-33	Within the current Scottish Water Strategic Plan, there is a commitment to 'empowering customers and communities'. Fundamentally, a clear link between what Scottish Water measures and how that supports insight into whether or not it is achieving this strategic outcome, would support a better understanding of performance in this area. Customer outcomes are measured within Scottish Water using a variety of tools, however there is a recognition that more is needed to establish insight into the community experience of engaging with Scottish Water.	WICS / Scottish Water	<b>Ongoing</b> - WICS have directed Scottish Water to develop "a communities experience" measure in line with our recommendation. We expect this work to progress as Scottish Water Draft Business Plan is developed into the final version and we continue to pursue this through bilateral and multilateral engagement with both Scottish Water and WICS.	<a href="#">WICS Draft Business Plan Guidance consultation   Consumer Scotland</a>
05/11/2024	Water	Strategic Review of Charges 2027-33	Our understanding is that the proposed alignment is relatively limited in scope, with reference to Customer Experience Measure. Given that this consultation does not indicate the sub-metrics which may be under consideration for alignment, or set out more specific reasoning, Consumer Scotland would value the opportunity to engage with WICS and Scottish Water on these discussions and the reasoning for alignment decisions. Equally, Consumer Scotland would welcome further discussion on the definitions being finalised for the various CEM measures and the reasoning behind these decisions.  This recommendation refers to the potential to align Scottish Water's Customer Experience Measures more directly with similar measures in England and Wales. Currently, Scottish Water has made commitments to align the non-household (NH) measures with R-MEX, but retains a preference to maintain HCEM broadly as outlined. As set out in our response, Consumer Scotland was content with a lower degree of alignment if this allowed for a more reflective measure. This only relates to Household CEM however, as outlined in other recommendations.	WICS / Scottish Water	<b>Ongoing</b> - Scottish Water is exploring relevant additional measures (such as the new Awareness measure) as part of the Strategic Review of Charges process and we continue to pursue this issue through that process and through bilateral engagement with Scottish Water.	<a href="#">WICS Draft Business Plan Guidance consultation   Consumer Scotland</a>

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05/11/2024	Water	Strategic Review of Charges 2027-33	Similarly, there may be utility in having more explicit regulatory metrics that align with the household code of practice ('Our Promises') committed to by Scottish Water. An example could include targets around Priority Service Register (PSR) commitment levels as recorded by Ofwat. Given the importance of this issue and the heightened risks to consumers in vulnerable circumstances, there may be value in exploring similar thresholds to incentivise PSR registration.	WICS / Scottish Water	<b>Ongoing</b> - WICS has not included specific regulatory metrics linked to the Priority Service Register in its guidance to Scottish Water on plan development. However, Scottish Water has set out an ambition to expand the PSR in 2027-33 and expect to invest £2.5M in order to do so. Consumer Scotland continues to be clear in our ongoing dialogue with Scottish Water on development of the 2027-33 Draft Business Plan that we expect accelerated progress towards a comprehensive Priority Services Register.	<a href="#">WICS Draft Business Plan</a> <a href="#">Guidance consultation   Consumer Scotland</a>
05/11/2024	Water	Strategic Review of Charges 2027-33	Consumer Scotland would value WICS and Scottish Water putting due consideration to how the visibility of these reporting measures could be improved to the broader customer base. While Scottish Water engages constructively with Consumer Scotland to requests for further detail on measures like CEM, there is a clear opportunity to consider how performance is communicated to consumers in a more proactive and accessible way.	WICS / Scottish Water	<b>Ongoing</b> - In response to engagement with Consumer Scotland, WICS has embedded narrative within the final Guidance reflecting an issue we raised within our response: <i>In our confirmed business plan guidance and data tables, we have included placeholders for outcome measures that we expect Scottish Water to develop further through engagement with stakeholders, covering:</i> - benefits to customers and communities, as a refinement or complement to the customer experience measures; - the impact of Scottish Water's partnerships with customers, communities and other stakeholders (e.g. demand side initiatives such as information campaigns), environmental performance; and - sewerage infrastructure discharges <i>We expect Scottish Water to develop these measures and set out its proposed list of outcome measures as part of its business plan submission.</i>  Consumer Scotland is working directly with Scottish Water to inform the development of this new outcome measure.	<a href="#">WICS Draft Business Plan</a> <a href="#">Guidance consultation   Consumer Scotland</a>
05/11/2024	Water	Strategic Review of Charges 2027-33	We recommended further consideration be given to how key metrics and outcomes for customers are more proactively communicated, potentially crystallised in a set of commitments from Scottish Water as part of its Final Business Plan for 2027-33.	WICS / Scottish Water	<b>Ongoing</b> - Significant work has been conducted through research projects commissioned by both Scottish Water and Consumer Scotland to evaluate Scottish Water's Draft Business Plan and we expect these to meaningfully contribute to communicating the outcomes to the public. It is our expectation that Consumer Scotland's final recommendations in our deliberative consumer research project will highlight additional feedback for Scottish Water on how its business plan can be communicated to customers across Scotland.	<a href="#">WICS Draft Business Plan</a> <a href="#">Guidance consultation   Consumer Scotland</a>
05/11/2024	Water	Strategic Review of Charges 2027-33	A process of reviewing this could also consider whether information is being made available at the right unit level (e.g. local authority, postcode area etc) – which balances data protection considerations with value to the end-user. While Household CEM gives consumers a sense of Scottish Water's performance on a national level, it is difficult to meaningfully relate this to a local or sub-national experience, which may be more relevant to individual consumers.  Such a commitment should also consider transparency around the underlying methodologies or weightings applied to derive the overall score for measures like CEM.	WICS / Scottish Water	<b>Ongoing</b> - This point was not directly addressed via this consultation. Consumer Scotland continues to advocate via the Water Industry Investment Group and other channels for Scottish Water to publish additional data which is more reflective of the level of information available in other comparable sectors. Our forthcoming report on complaints data in the water sector will act as a case study to illustrate how Scottish Water can learn from other sectors that publish richer data and provide more transparency in certain areas. We expect this report to be published in November 2025 and it will act as a basis to engage with the Scottish Water and the sector at large on how data can be provided.	<a href="#">WICS Draft Business Plan</a> <a href="#">Guidance consultation   Consumer Scotland</a>
05/11/2024	Water	Strategic Review of Charges 2027-33	Consumer Scotland would also suggest that both WICS and Scottish Water engage with Environmental Standards Scotland to ascertain whether ESS consider that the expectations regarding sewer overflow monitoring set out in their recent report are fully realised via the metrics proposed. As per our previous comments, ESS also focus on 'publicly available' information in their report, and so this is another area where ongoing consideration to transparency and proactive publication is important.	WICS / Scottish Water	<b>Ongoing</b> - WICS has been clear in updated guidance to Scottish Water that it expects the organisation to engage with relevant stakeholders regarding enhanced metrics for sewage infrastructure discharges.	<a href="#">WICS Draft Business Plan</a> <a href="#">Guidance consultation   Consumer Scotland</a>
09/10/2024	Water	Strategic Review of Charges 2027-33	Greater clarity would be welcomed as to whether or how planned investment during this current regulatory period will recover and be funded, and the subsequent impact this would have upon customer prices. This remains of concern to Consumer Scotland. In essence, there is a choice catching up (in whole or in part) on lower investment by raising customer prices over the next two years, or if we are accepting we will not deliver all that was committed to in SRC21	WICS	<b>Ongoing</b> - Consumer Scotland has raised with the Scottish Government the need for greater visibility into Scottish Water's performance reporting for the remainder of SRC21 and for SRC27. This has been supported by other stakeholders and is being reviewed by the Scottish Government team. This will more clearly set out what will be delivered during the remainder of SRC21 and what will be carried over into SRC27.	<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>
09/10/2024	Water	Strategic Review of Charges 2027-33	We would welcome consideration of principles on how Scottish Water responds to future exceptional circumstances, such as a pandemic, and the potential impact this has on the economy, planned investment and the delivery of service improvements to customers	WICS	<b>Ongoing</b> - We do not currently have visibility of how Scottish Water, WICS or others may necessarily respond to future exceptional events (beyond the nature of the 'average increase' under the current price settlement allowing for some level of flexibility). We will continue to push for greater clarity on exceptional circumstances and how the sector would respond.	<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>

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09/10/2024	Water	Strategic Review of Charges 2027-33	We believe that consideration should be given to providing assurance to those consumers dealing with service related issues, often recurrently, such as external sewer flooding, where funding is not prioritised to put this right	WICS	<b>Ongoing</b> - Consumer Scotland is addressing this as part of our engagement regarding unregulated services and the impact of deprioritisation of essential services for consumers. We are engaging with Scottish Water and WICS on this issue to highlight the risk that this approach creates for customers that are impacted by service related issues that are often recurring, that are may be deprioritised when regulated investment is prioritised.	<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>
09/10/2024	Water	Strategic Review of Charges 2027-33	Consumer Scotland is aware of the financial burden placed on households to meet net zero targets across a number of essential service sectors, such as energy and telecommunications, in addition to water. It is therefore essential that transition to net zero is just and considers the needs and interests of those in society who are least able to pay more.	WICS	<b>Ongoing</b> - While Consumer Scotland is not advocating for specific 'net-zero' related discounts given the charging structure of the sector. As outlined in our more detailed recommendations around affordability, we have made proposals to protect consumers who may struggle to pay increases in charges to meet net zero. Scottish Water has prioritised affordability as a key focus for its final business planning process. Consumer Scotland is continuing to advocate via the SRC process and the Future Charges Group for the more workable recommendations set out within our affordability modelling work, such as increasing the Water Charges Reduction Scheme (WCRS) and exploring an additional 'by-application' scheme for low income households that do not qualify for WCRS.	<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>
09/10/2024	Water	Strategic Review of Charges 2027-33	We would support, as part of this process, the development of partnership working with customers and communities to fulfil the duties of the Place principle as set out within the Commissioning letter	WICS	<b>Ongoing</b> - There are clear requirements in WICS' final methodology for Scottish Water to engage with communities in terms of project design and to demonstrate how those community views have informed the proposed solution. As per our recommendations, WICS has requested that Scottish Water develops a community engagement measure. Consumer Scotland is working with Scottish Water and WICS to develop wider-scale community metrics as the SRC process continues.	<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>
09/10/2024	Water	Strategic Review of Charges 2027-33	The non-household market has an interest in SRC27 outcomes, therefore consideration should be given to how licensed providers and their customers can influence the process.	WICS	<b>Ongoing</b> - Consumer Scotland has sought to use its role as Chair of the Senior Stakeholder Group to update Licensed Providers on the SRC27 research programme, alongside Scottish Water and the Scottish Government. Consumer Scotland's deliberative research to determine whether Scottish Water's final business plan commands consumer support, includes a cohort of non-household consumers to ensure that the specific views of this group of consumers are captured and inform SRC27-33.	<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>
09/10/2024	Water	Strategic Review of Charges 2027-33	Consumer Scotland welcomes WICS' recommendations that Scottish Water 'takes ownership of its business plan and charges, and that both command the support of its customers and communities'. We believe that consumers will benefit from greater transparency into the basis for charge increases year on year, which at present is opaque until they are announced. Scottish Water conducts customer research to inform its price review. However the process of how research evidence is used to inform price setting in the intervening period prior to announcing the following year's prices is not clear. A more robust and transparent process is needed to provide customers with assurance and evidence that charges command the support of customers and communities.	WICS / Scottish Water	<b>Ongoing</b> - Scottish Water is providing Consumer Scotland and other stakeholders with greater visibility of annual charges research at a strategic and operational level. This has provided better understanding of the basis of Scottish Water's decision making on charges for 2026-27. Scottish Water recognises that there is a need for visibility into annual price setting on an ongoing basis.  Consumer Scotland's deliberative research for SRC27-33 has a specific objective to understand consumer views on both charges and outcomes related to the plan, which will inform the planning and decisions taken during the SRC process by Scottish Water and WICS.	<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>
09/10/2024	Water	Strategic Review of Charges 2027-33	Consumer Scotland would welcome a clear commitment from Scottish Water to provide clear and transparent insight related to deviation from planned investment and maintenance and the impact this may have on service users. This will require Scottish Water to go beyond financial analysis of cause and effect, and will drive greater awareness of the effect of delays in investment on those using Scottish Water's services – both households and businesses – particularly where there is a recurring issue or the risk of severe impact.	WICS / Scottish Water	<b>Ongoing</b> - Consumer Scotland continues to engage with the regulator bilaterally and multilaterally to pursue our recommendations.  Consumer Scotland has initiated discussions with Scottish Water, WICS and the Scottish Government to better understand how non-regulatory investment is quantified (cost, number of households / businesses affected) and prioritised.	<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>
09/10/2024	Water	Strategic Review of Charges 2027-33	Greater transparency around any contingency to address changes in planned maintenance or investment would provide assurance to key stakeholders of timescales within which needs will be met, or a better understanding of issues that cannot be resolved in the shorter term and what can be done to alleviate suffering to affected customers and communities	WICS / Scottish Water	We will prepare a paper setting out the impact on consumers of investment being deprioritised within essential service related areas where there are known issues. We will share our findings with the sector to inform ongoing discussions, policy and decision making. We will continue to advocate with Scottish Water and the Scottish Government to embed metrics that more transparently profile the impact of delays or deprioritisation of investment to address service related issues.	<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>
09/10/2024	Water	Strategic Review of Charges 2027-33	We welcome the opportunity to work with WICS to identify and contribute to additional performance measures that support improved outcomes for customers and communities. This could include measurement of: • consumer detriment resulting from Scottish Water's investment planning reducing or not prioritising investment to address known or recurrent service related issues such as surface water or sewer flooding • the degree to which consumer behaviour has altered as a direct result from Scottish Water intervention	WICS		<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>

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09/10/2024	Water	Strategic Review of Charges 2027-33	Chapter 8 states that 'consumers and local communities are placed at the heart of the SRC'. The main focus within Chapter 8 is on customer engagement. However, as communities play a vital role within the water sector, Consumer Scotland would welcome greater emphasis on the need for meaningful community engagement, in alignment with the Place principle. This would help to ensure that Scottish Water can evidence and provide assurance of where community voices have influenced outcomes. This may relate to partnering with communities during the design and delivery of capital investment or where Scottish Water has used partnership working to enhance social capital	WICS	<b>Ongoing</b> - WICS has responded by instructing Scottish Water to develop a community engagement measure. Consumer Scotland has urged Scottish Water to develop a comprehensive customer and community engagement strategy beyond operational application that demonstrates a commitment to setting out how consumers have influenced decision making. We are continuing to pursue this issue through the SRC 27 process	<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>
09/10/2024	Water	Strategic Review of Charges 2027-33	A 'whole society' approach, through the application of the Place principle, will more effectively identify solutions and benefits for both consumers and the environment. Effective engagement with households and businesses will support more conscious societal shift towards behaviours that protect water and wastewater services, including supporting more effective demand management and mitigating flooding.	WICS		<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>
09/10/2024	Water	Strategic Review of Charges 2027-33	Greater community engagement in the pre-planning and design process of capital investment projects will allow Scottish Water to evidence that outcomes reflect communities' needs and interests, and deliver greater societal benefits. We welcome that this is being applied within Scottish Water's appraisal process and support its ongoing maturity	WICS		<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>
09/10/2024	Water	Strategic Review of Charges 2027-33	We recognise that Section 29e in the Water Industry (Scotland) Act 2002 requires to be updated, but the principle of reducing the cost to serve and the opportunity that this presents to look for alternative and sustainable solutions, still remains. Consumer Scotland would welcome greater commitment by Scottish Water to work proactively, and innovatively, in partnership with businesses and licensed providers to identify where pressure on water and wastewater assets, and the cost to serve, can be alleviated. This may include where water can be reused onsite and wastewater reduced, or retrofitting SUDs or swales on larger sites or within car parks. Drawing down less water would support a reduction in water demand, which could lead to a reduction in the need for future investment. The use of nature-based solutions onsite could reduce the amount of rainwater entering into Scottish Water's drainage system and the need for further investment in response to more frequent, heavy rain. Placing a responsibility on Scottish Water to embed such an approach as the standard way of working within a service or catchment area, during a period of investment appraisal, could reduce the need for investment and ongoing maintenance and therefore present less of a burden on current and future customers to pay for inefficiencies.	WICS	<b>Ongoing</b> - Policy development work being undertaken by the Scottish Government will address measures to reduce pressure on Scottish Water's wastewater network and how to better manage surface water. It will also encourage innovative water usage to reduce what is being drawn down from the public network. As a member of the Policy Development Steering Group and working groups Consumer Scotland continues to pursue this issue through these routes.	<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>
09/10/2024	Water	Strategic Review of Charges 2027-33	Consumer Scotland would welcome engagement with WICS on the longer term ramifications of ongoing borrowing arrangements from the Scottish Government. Given the significant sums that reside within the outstanding capital sum, which makes up 11% of Scottish Water's expenditure (compared to over 30% in England which includes repayment of the capital amount), we remain concerned over the risk to future customers if existing policy of interest payments only were to change. Such a scenario would raise customer prices well above current levels. We would welcome further discussion on how to manage such a scenario and its impact on future customers.	WICS	<b>Ongoing</b> - Consumer Scotland will continue to raise through appropriately with the government, WICS and Scottish Water through the water sector stakeholder forums that we are a member of.	<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>
09/10/2024	Water	Strategic Review of Charges 2027-33	Recent research from Consumer Scotland highlighted that despite clear concerns about climate change (76%), consumers are unclear about the actions they need to take to meet net zero targets, and that cost and convenience factors are more likely to influence consumer choices, rather than environmental benefits. Clear leadership is needed to make decisions in terms of moving towards designed-in systems and processes that make it easier for consumers to make sustainable choices. This includes regulation, incentives and information promoting the positive benefits of sustainable consumption including economic growth, cost savings and health benefits.	WICS	<b>Ongoing</b> - Scottish Water has proposed a new 'Awareness' measure for SR27 which will act as a focal point for many of the relevant issues outlined in this recommendation. Consumer Scotland expect to engage with Scottish Water as the Business Plan is finalised to further inform discussions regarding this measure and how it relates to wider organisational efforts linked to behaviour change and awareness of the challenges facing the organisation.	<a href="#">water-wics-methodology-final-consultation-response-9-october-2024.pdf</a>
28/08/2025	Water	Strategic Review of Charges 2027-33	It is essential that all key water sector stakeholders in Scotland work collaboratively ahead of the Final Determination to ensure that any increases to water and sewerage charges during 2027-33 are fully justified. Additional affordability measures should be considered to protect consumers least able to higher charges for water and sewerage services. To help achieve these objectives, we called for the systematic review of Scottish Water's Draft Business Plan by sector regulators - WICS, SEPA and DWQR – to test the necessity and cost-effectiveness of all proposed investments. This will help ensure alignment with Ministerial Objectives and regulatory requirements, while identifying opportunities for financial savings that could reduce the impact on consumer charges.	WICS, SEPA, DWQR	<b>Ongoing</b> - This recommendation is being acted upon by the water sector regulators as proposed, with a key focus on affordability. Consumer Scotland is continuing to press for action to achieve an affordable outcome from the SRC27 process for consumers.	<a href="#">Response to Scottish Water SR27 Draft Business Plan - Investing in Scotland's Future   Consumer Scotland</a>
28/08/2025	Water	Strategic Review of Charges 2027-33	We also recommended robust scrutiny and challenge by WICS, as the economic regulator, to ensure the Scottish Water Draft Business Plan is maximising the efficient delivery of services by Scottish Water, including through deployment of new technologies and innovations.	WICS	<b>Ongoing</b> - This recommendation is being taken forward and acted upon by WICS and Scottish Water as part of the SRC27 process.	<a href="#">Response to Scottish Water SR27 Draft Business Plan - Investing in Scotland's Future   Consumer Scotland</a>

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28/08/2025	Water	Strategic Review of Charges 2027-33	Further consideration by the Scottish Government of Consumer Scotland's previous recommendations to improve the affordability of water and sewerage for low income households. While this is a policy decision, it has implications for the financing of the Business Plan. Our recommended actions are: - The level of discount provided through the Water Charge Reduction Scheme should be increased from 35% to 50% in April 2027, and maintained at that level throughout the duration of the 2027-2033 period - Consideration by the Scottish Government of a 'by-application' mechanism to offer reductions in charges for customers who fall through the gaps of existing affordability support mechanisms	Scottish Government	<b>Ongoing</b> - This recommendation is being discussed as part of the Scottish Government Future Charging Group. Consumer Scotland will continue to advocate for a tariff structure for water and sewerage services that adequately funds Scottish Water whilst ensuring affordability policy is in place that adequately protects society's most vulnerable consumers.	<a href="#">Response to Scottish Water SR27 Draft Business Plan - Investing in Scotland's Future   Consumer Scotland</a>
28/08/2025	Water	Strategic Review of Charges 2027-33	Comprehensive assessment of alternative funding routes, such as developer contributions, may identify opportunities to generate additional financial resources. This could help support the Final Business Plan, and reduce pressure to increase customer charges	Scottish Water / Scottish Government	<b>Ongoing</b> - We continue to highlight this recommendation through the SRC27 process	<a href="#">Response to Scottish Water SR27 Draft Business Plan - Investing in Scotland's Future   Consumer Scotland</a>
28/08/2025	Water	Strategic Review of Charges 2027-33	We encourage Scottish Water to work with local authorities to incentivise good debt recovery practices and strengthen protections for Scottish Water's financially vulnerable customers. This collaborative approach would demonstrate further progress in fulfilling a Consumer Duty and reinforce trust in how Scottish Water supports those most at risk	Scottish Water	<b>Ongoing</b> - We understand that Scottish Water is engaging with local authorities on this issue and we continue to encourage Scottish Water to work more closely with local authorities to adopt fairer debt recovery practices for Scottish Water customers. During 2026-27, Consumer Scotland will conduct an analysis of debt data to understand the spread of debt across type of household in Scotland	<a href="#">Response to Scottish Water SR27 Draft Business Plan - Investing in Scotland's Future   Consumer Scotland</a>
28/08/2025	Water	Strategic Review of Charges 2027-33	We encourage Scottish Water to demonstrate leadership by fostering active, reciprocal engagement that goes beyond informing the public, and instead focuses on co-creating solutions and shared outcomes. This approach should be embedded within the business plan, not treated as an ancillary initiative. For example, involving communities in the co-design of capital investment projects can cultivate a sense of ownership and empowerment. Strengthening the narrative around this cultural shift will be essential to building trust and achieving long-term success. Involving consumers in project design and delivery can help to foster their understanding, support for and ownership of the investments being made	Scottish Water	<b>Ongoing</b> - Scottish Water is looking at measures on awareness and behaviour change which respond to this recommendation and we continue to engage with Scottish Water on this issue.	<a href="#">Response to Scottish Water SR27 Draft Business Plan - Investing in Scotland's Future   Consumer Scotland</a>
28/08/2025	Water	Strategic Review of Charges 2027-33	While the Draft Business Plan highlights areas where Scottish Water outperforms counterparts in England and Wales, we encourage greater transparency regarding areas where service delivery falls short. Acknowledging these challenges and inviting collaborative solutions—such as addressing household leaks and promoting water stewardship—can enhance public trust and engagement.	Scottish Water	<b>Ongoing</b> - The Scottish Government has responded by committing to improve performance measure reporting at key water sector forums which monitor the delivery of Scottish Water's investment programme.	<a href="#">Response to Scottish Water SR27 Draft Business Plan - Investing in Scotland's Future   Consumer Scotland</a>
28/08/2025	Water	Strategic Review of Charges 2027-33	We recommend that the Final Business Plan provides a consumer-centric definition of value for money to ensure alignment with public expectations and strengthened consumer outcomes	Scottish Water	<b>Ongoing</b> - Scottish Water has included research on customer views of value for money to inform its final business plan.	<a href="#">Response to Scottish Water SR27 Draft Business Plan - Investing in Scotland's Future   Consumer Scotland</a>
28/08/2025	Water	Strategic Review of Charges 2027-33	Consumer Scotland recommends Scottish Water consider the following in its Final Business Plan: - explore the impact on consumer charges of having sufficient funds to areas address persistent service failures, such as internal and external sewer flooding - explain how targeted investment can drive significant improvements in core services, such as interruptions to supplies, ensuring they are fit for purpose and deliver value for the consumers who fund them - demonstrate efficiency and value for money in mandatory investment areas to safeguard discretionary service improvements - explore alternative financing mechanisms to support essential but non-mandatory service enhancement	Scottish Water	<b>Ongoing</b> - Consumer Scotland is engaging with Scottish Water, WICS and the Scottish Government to better understand how non-regulatory investment is quantified (cost, number of households / businesses affected) and prioritised, and the impact on consumers of investment being deprioritised within essential service related areas.	<a href="#">Response to Scottish Water SR27 Draft Business Plan - Investing in Scotland's Future   Consumer Scotland</a>
28/08/2025	Water	Strategic Review of Charges 2027-33	Scottish Water should publish a comprehensive annual report on customer complaints as part of its annual report and accounts. This should detail the nature and volume of issues raised, along with actions taken to address them. Doing so would strengthen consumer trust and confidence in how service-related issues are handled, and highlight where unresolved complaints may be linked to funding constraints.	Scottish Water	<b>Ongoing</b> - Scottish Water has agreed to provide Consumer Scotland with complaints data to improve transparency and understanding of the nature and volume of customer complaints. This will allow Consumer Scotland to undertake an analysis of data to identify systemic / chronic customer issues. These may highlight where investment is constrained or has been deprioritised and will support our evidence base for policy development and stakeholder engagement.  Consumer Scotland will publish a report in November 2025 examining how the publication of water complaints data in Scotland compares to other essential services including energy, telecommunications and financial services.	<a href="#">Response to Scottish Water SR27 Draft Business Plan - Investing in Scotland's Future   Consumer Scotland</a>

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28/08/2025	Water	Strategic Review of Charges 2027-33	We urge Scottish Water to prioritise the development of a dedicated vulnerability strategy, ensuring that the needs of consumers in vulnerable circumstances are recognised, addressed and embedded within its service planning and delivery	Scottish Water	<b>Ongoing</b> - Scottish Water has committed via the Draft Business Plan and its associated Technical Appendices to "further development and commitment to our service for customers with vulnerabilities". While this is not fully in line with this recommendation, it does represent a meaningful step to enhance its Priority Service Register offering, which is an important commitment. Consumer Scotland expects to hear more detail on the underlying steps to achieve this as the relevant work is completed by Scottish Water to finalise its Business Plan.	<a href="#">Response to Scottish Water SR27 Draft Business Plan - Investing in Scotland's Future   Consumer Scotland</a>
06/12/2024	Water	Non-household market - Market Health Check process	While Consumer Scotland agrees that it is appropriate for Licensed Providers to take ownership for any minor issues, it may be helpful to specify in more detail what monitoring action is taken to ensure that these minor issues are revisited, even with the Licensed Provider taking overall ownership. For example, it would be helpful to outline if the Market Health Check (MHC) team would revisit these minor issues more explicitly in a subsequent MHC event.  <i>NB - Minor issues are "observations for improvement" identified by WICS via the MHC process which do not prevent a successful pass of the MHC. The licensed provider is however made aware of these points and is expected to take ownership and responsibility for implementing them.</i>	WICS	<b>Ongoing</b> - Consumer Scotland has worked with service providers in the non-household market to co-design a first ever Code of Practice. This aims to drive higher levels of service and more choice for non-household consumers. All licensed providers have signed up to the Code. Consumer Scotland has recommended that the non-household Code of Practice should be included in legislation as part of the Scottish Government Policy Development work. WICS published the terms of reference for the Market Health Check in May 2025. Although minor issues for individual licensed providers will not be published as they do not prevent successful completion of the MHC, WICS has committed to issue a survey and engage with both the Steering Group and Senior Stakeholder Group (chaired by Consumer Scotland), at the end of each MHC cycle to consider appropriate improvements for future cycles. This will allow for consideration of minor issues common to licensed providers raised throughout the process and provide an opportunity for the Code of Practice Governance Group to determine if amendments to the Code of Practice could mitigate any identified issues. We will continue to pursue this issue through this route.	<a href="#">Annex 4.3 - Consultation responses.pdf</a>
06/12/2024	Water	Non-household market - Market Health Check process	A more coordinated approach to sourcing customer views could benefit the health of the market at large and enhance ongoing work to improve customer experience. Ongoing visibility of customer experience in a consistent way will be crucial to guide these improvements or understand the impact of the Code itself or any further proposals. Therefore, this may also be a worthwhile initial area for discussion linked to Code development.	WICS / Retailers	<b>Ongoing</b> - Consumer Scotland's research next year into consumer experiences in the non-household sector will test the effectiveness of the Market Health Check process and Code of Practice and will identify improvements. Consumer Scotland has recently completed separate cross-sector small business customer research which highlighted ongoing issues in the water sector and we are engaging with stakeholders on these issues.  Consumer Scotland's research will play a central role in guiding the Code of Practice governance panel, ensuring that future updates to the Code address emerging and ongoing customer concerns. Where the Code is not the appropriate mechanism for resolution, we will continue to raise these issues through wider non-household stakeholder forums to drive improvements across the market.	<a href="#">Annex 4.3 - Consultation responses.pdf</a>
06/12/2024	Water	Non-household market - Market Health Check process	The Scottish Government is currently developing policy to address climate change adaptation. This addresses how we use and value water, water resource planning, protecting the water environment and addressing issues such as flooding and water shortages. We would welcome the non-household sector playing a key role in supporting the delivery of policy change to ameliorate the effects of climate change and consideration of how this may be represented within the Market Health Check	WICS / Scottish Government	<b>Ongoing</b> - Consumer Scotland will facilitate discussions between the non-household market and relevant organisations, such as Waterwise, via the Non-Household Senior Stakeholder Group during the 2025-26 work programme year. This will identify where there is scope for the Scottish non-household sector to learn from developments in the rest of UK regarding water efficiency and resilience. Consumer Scotland has invited the Scottish Government to engage with the Senior Stakeholder Group to update on climate change adaptation policy work.	<a href="#">Annex 4.3 - Consultation responses.pdf</a>
30/06/2025	Transport	Bus Open Data consultation	We recommend that user testing of any public facing interface take place with a range of consumers to ensure that it is designed appropriately and is user-friendly.	Transport Scotland	<b>Ongoing: Transport Scotland are still considering responses</b> to this consultation, with outcomes expected before the end of this Parliamentary session. We have ongoing engagement with Transport Scotland over a number of topics across our remit, including the implementation of these proposals.	<a href="#">Response to Transport Scotland bus open data consultation   Consumer Scotland</a>
30/06/2025	Transport	Bus Open Data consultation	Consumer Scotland recommends that as long as there are still significant numbers of people who are reliant on cash or non-digital booking and payment methods, consumers should continue to have a choice of payment methods and platforms for transport services.	Bus operators and the traffic commissioner who are responsible for operating and licensing services	The latest available data from 2023 Scottish Household Survey showed 7% of consumers using the bus nearly every day. Based on the current population, this would translate to approx. 388,000 consumers.	<a href="#">Response to Transport Scotland bus open data consultation   Consumer Scotland</a>
30/06/2025	Transport	Bus Open Data consultation	We also recommend that guidance for operators and drivers about how to gather and share real-time data should be made available ahead of implementation, alongside user testing of updated journey planning platforms before rollout, to provide further safeguards for consumers.	Transport Scotland and operators		<a href="#">Response to Transport Scotland bus open data consultation   Consumer Scotland</a>
01/05/2025	Transport	Transport draft Just Transition Plan	We would welcome the addition of a specific action and associated monitoring to address the need to provide a suitable and equitable alternative to domestic EV charging for those without access to it	Transport Scotland		<a href="https://consumer.scot/publications/just-transition-draft-plan-for-transport-in-scotland/">https://consumer.scot/publications/just-transition-draft-plan-for-transport-in-scotland/</a>
01/05/2025	Transport	Transport draft Just Transition Plan	We would welcome consideration of ways in which issues related to Demand Responsive Transport (DRT), such as challenges around sustainability of financing, regional capacity, and potential for digital exclusion, can be addressed. Consumer Scotland would be happy to be involved with this work as it progresses.	Transport Scotland		<a href="https://consumer.scot/publications/just-transition-draft-plan-for-transport-in-scotland/">https://consumer.scot/publications/just-transition-draft-plan-for-transport-in-scotland/</a>

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01/05/2025	Transport	Transport draft Just Transition Plan	Across the monitoring framework as a whole, there are indicators across a number of outcomes that rely on new surveys where there is, as yet, no definite commitment to repeat the surveys in future years, such as the Scottish Climate Survey or the National Islands Plan Survey. Similarly, there has not been repeated tracking of transport poverty data. Steps should be taken to confirm future waves of these surveys and data to inform the development of indicators for the plan.	Transport Scotland	<b>Ongoing:</b> Responses to this consultation are still being analysed and a <b>revised Just Transition Plan for transport is due to be published by Scottish Government in 2026.</b> We will assess the final Plan against our proposals when published. We have ongoing engagement with Transport Scotland across a range of issues will continue to raise our proposals in these discussions.	<a href="https://consumer.scot/publications/just-transition-draft-plan-for-transport-in-scotland/">https://consumer.scot/publications/just-transition-draft-plan-for-transport-in-scotland/</a>
01/05/2025	Transport	Transport draft Just Transition Plan	Suggested Indicators under the plan could be improved by <ul style="list-style-type: none"> <li>•Measuring the number of data zones from which it is not possible to reach a core employment site within a given time</li> <li>•Measuring the ways in which access to public transport services and networks is changing and the proportion of journeys undertaken using public transport</li> <li>• tracking the use of EVs and ZEVs for consumers across different areas and for different household types</li> <li>•measuring how many consumers are served by the public charging network and its affordability</li> <li>•measuring the percentage of data zones that can access, within 20 mins via public transport, basic services (including health services) and education provision a minimum number of times per day</li> </ul> considering how best to track household expenditure on public transport including, for example, the proportion of transport expenditure households spend on public transport as well as overall spend	Transport Scotland	Recent car licencing data suggests that there are currently approximately 54,000 private battery electric cars on Scotland's roads, while around 80% of users charge their vehicles at home, leaving approximately 11,000 consumers with EVs that are reliant on public charging	<a href="https://consumer.scot/publications/just-transition-draft-plan-for-transport-in-scotland/">https://consumer.scot/publications/just-transition-draft-plan-for-transport-in-scotland/</a>
08/04/2025	Transport	Transport and Net Zero	Transport Scotland should design and deliver a new consumer engagement programme to support the implementation of the Just Transition Plan for Transport in Scotland. This should identify priorities and inform the design of services so that they meet the diverse needs of consumers across the country. This includes the needs of consumers with a range of employment types, household income, family statuses and characteristics of potential vulnerability such as disability. As part of its wider work to promote net zero messages, the Scottish Government should continue to specifically highlight the contribution that consumer transport choices can make to meeting our emissions targets.	Transport Scotland	<b>Complete:</b> Our report generated good media coverage, including a front page on the Scotsman. We engaged in follow up advocacy with the Cabinet Secretary and officials. We had called for improved affordability and better value for money as a key need for consumers. Programme for Government published in May 2025 committed to a pilot for a £2 fare cap. Transport Scotland's renewed policy statement on car reduction committed to, "along with a broad coalition of partners, drive a national communication and engagement campaign and set out a positive vision around how reducing car use can deliver outcomes for public health, air quality, and the environment."	<a href="#">Consumers and the Transition to Sustainable Transport   Consumer Scotland</a>
08/04/2025	Transport	Transport and Net Zero	The Scottish Government should work to make public transport safer and more accessible for consumers. Transport Scotland should address barriers to public transport, particularly for groups with reported safety or accessibility concerns, such as disabled people and women and girls. This work should cover all modes of transport, and its findings should form the basis of a future action plan to combat these issues.	Scottish Government, Transport Scotland	<b>Ongoing: PFG 2025 noted measures to tackle anti-social behaviour on buses and rail,</b> including potential suspension of concessionary travel cards for anti-social behaviour, further deployment of travel safe teams and further measures to tackle anti-social behaviour on trains. We will continue to engage with government, Transport Scotland and others to pursue these issues.	<a href="#">Consumers and the Transition to Sustainable Transport   Consumer Scotland</a>
08/04/2025	Transport	Transport and Net Zero	Investment in services and infrastructure must be based on agreed understanding of current provision and targeted to meet consumer need. Transport Scotland should work together with stakeholders to compile a comprehensive assessment of which areas in Scotland have sufficient active travel and public transport services. This should inform decisions on prioritisation of future services and help target potential investment decisions that could support improved public transport usage.	Transport Scotland	<b>Ongoing:</b> PFG 2025 committed to progressing the business cases for certain specific investment projects, and more broadly, considering local proposals for new rail stations. It also outlines specific investment in EV infrastructure in rural and island areas which reflects our call for recognition of the need for ongoing car use in rural and island areas.  Consumer Scotland will soon further publish further analysis of the experiences of disabled consumers in rural areas and we will continue to engage with Transport Scotland and other key stakeholders to pursue these issues.	<a href="#">Consumers and the Transition to Sustainable Transport   Consumer Scotland</a>
08/04/2025	Transport	Transport and Net Zero	Transport Scotland and the Scottish Government must ensure that all major plans to reduce emissions in the transport sector clearly explain the expected contribution from each key action and allocate responsibility, and budget, for delivering work to meet targets. When implementing the National Transport Strategy and other delivery plans, the purpose and impact of each output should be clear to consumers. They should also clearly identify how each measure will improve consumer experiences of public transport and/or contribute to transport-related net zero targets.	Transport Scotland, Scottish Government	<b>Complete: Transport Scotland's renewed policy statement on car reduction committed to "work with key stakeholders</b> at national, regional, and local level to develop place-based and experience- specific delivery plans to support reduced car use and alternative transport options."	<a href="#">Consumers and the Transition to Sustainable Transport   Consumer Scotland</a>
08/04/2025	Transport	Transport and Net Zero	Transport Scotland and the Scottish Government should carry out impact assessments on policies to reduce car use and promote more sustainable choices, to identify where mitigations need to be put in place to support consumers, as proposed by Audit Scotland. These assessments must be available for scrutiny early enough in the design process to facilitate high quality engagement from consumers and consumer groups. Where impacts on specific groups are identified, for example arising from car demand management measures, specific mitigation measures should also be developed and costed.	Transport Scotland, Scottish Government	<b>Ongoing:</b> Any such measures are likely to be carried out under the Just Transition Plan or Climate Change Plan. We will engage with Transport Scotland and Scottish Government to pursue these issues through those routes.	<a href="#">Consumers and the Transition to Sustainable Transport   Consumer Scotland</a>
08/04/2025	Transport	Transport and Net Zero	Transport Scotland should take a leading role in ensuring its Vision for public EV charging is achieved, by developing a clear plan for how it will monitor and drive delivery of the actions identified in its draft Vision Implementation Plan.	Transport Scotland	<b>Ongoing:</b> The final version on the <b>Vision for Scotland's Public Electric Vehicle Charging Network is due in December</b> and we are engaging with officials in advance of this.	<a href="#">Consumers and the Transition to Sustainable Transport   Consumer Scotland</a>
11/04/2025	Transport	Response to a Department for Transport proposal to establish Great British Railways	Future GBR strategies should be accompanied by implementation plans which set out the responsibilities across GBR for the delivery of specific outputs that help to realise the strategy. This will allow consumers, consumer bodies, and the future Passenger Standards Authority to hold GBR to account for its progress.	Department for Transport, Great British Railways		<a href="https://consumer.scot/publications/department-for-transport-consultation-on-a-railway-fit-for-britains-future/">https://consumer.scot/publications/department-for-transport-consultation-on-a-railway-fit-for-britains-future/</a>

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11/04/2025	Transport	Response to a Department for Transport proposal to establish Great British Railways	Data on the accessibility of trains and railway stations for disabled consumers should be collected.	Department for Transport, Great British Railways	<p><b>On-going: DBT are still analysing responses to this consultation.</b> We await the publication of the response and we will continue our engagement and advocacy during the UK parliamentary process. As part of our response to this consultation, we have also engaged with relevant officials at Transport Scotland and we continue to engage on these issues through this route.</p>	<a href="https://consumer.scot/publications/department-for-transport-consultation-on-a-railway-fit-for-britains-future/">https://consumer.scot/publications/department-for-transport-consultation-on-a-railway-fit-for-britains-future/</a>
11/04/2025	Transport	Response to a Department for Transport proposal to establish Great British Railways	The new consumer watchdog should have a specific statutory duty to promote and improve accessibility, as well as to monitor the consumer experience and advocate for service improvements more generally	Department for Transport		<a href="https://consumer.scot/publications/department-for-transport-consultation-on-a-railway-fit-for-britains-future/">https://consumer.scot/publications/department-for-transport-consultation-on-a-railway-fit-for-britains-future/</a>
11/04/2025	Transport	Response to a Department for Transport proposal to establish Great British Railways	As part of the establishment of the new consumer watchdog, we recommend establishing an advisory consumer panel to help inform its strategy and approach. This should have close working arrangements with other accessibility-focused groups such as MACS	Department for Transport		<a href="https://consumer.scot/publications/department-for-transport-consultation-on-a-railway-fit-for-britains-future/">https://consumer.scot/publications/department-for-transport-consultation-on-a-railway-fit-for-britains-future/</a>
11/04/2025	Transport	Response to a Department for Transport proposal to establish Great British Railways	Having agreed that the watchdog should have regulatory powers, we argue that the consumer advocacy and regulatory functions be kept appropriately separate, and suggest that the model of providing an independent consumer panel within the regulatory body would help mitigate any risk of tension between regulatory and advocacy-based functions.	Department for Transport		<a href="https://consumer.scot/publications/department-for-transport-consultation-on-a-railway-fit-for-britains-future/">https://consumer.scot/publications/department-for-transport-consultation-on-a-railway-fit-for-britains-future/</a>
11/04/2025	Transport	Response to a Department for Transport proposal to establish Great British Railways	DfT and Scotrail must work with operators and other stakeholders to analyse where there may be gaps in rail provision, and target areas where there is opportunity for investment in services or underlying infrastructure.	Department for Transport, Scotrail		<a href="https://consumer.scot/publications/department-for-transport-consultation-on-a-railway-fit-for-britains-future/">https://consumer.scot/publications/department-for-transport-consultation-on-a-railway-fit-for-britains-future/</a>
11/04/2025	Transport	Response to a Department for Transport proposal to establish Great British Railways	The GBR Board should also include a member nominated by Scottish Ministers.	Department for Transport		<a href="https://consumer.scot/publications/department-for-transport-consultation-on-a-railway-fit-for-britains-future/">https://consumer.scot/publications/department-for-transport-consultation-on-a-railway-fit-for-britains-future/</a>
27/11/2025	Transport	Consumers and the National Concessionary Travel Schemes	<p>The following principles should be applied when considering the future shape of services:</p> <ul style="list-style-type: none"> <li>- The Scottish Government should be clear about the aims it wishes to pursue with the National Concessionary Transport Scheme, and target eligibility for the schemes in a manner consistent with these aims.</li> <li>- Any changes to concessionary fares should cause the least detriment possible to the people who are most likely to face challenges in accessing public transport or mobility more broadly.</li> <li>- The potential impact that any changes to concessionary fares could have on modal shift goals and wider climate change mitigation should be considered when making any decisions around the future targeting of the schemes.</li> <li>- When considering the need for modal shift, the impact of concessionary fares should not be considered in isolation as the available evidence indicates that levels of service and infrastructure provision also have significant impacts on consumer behaviour.</li> <li>- Changes should be future-focused with consideration given to how concessionary fares will fit in with a digital, integrated and sustainable transport system.</li> </ul>	Scottish Government	<p><b>Ongoing:</b> As part of ongoing work under the Fair Fares review, the Scottish Government will consider the issue of concessionary travel support for those experiencing financial poverty. Potential changes to the scheme are likely to be addressed during the development of the next iteration of the National Transport Strategy and the next phase of the NTS Delivery Plan is due to commence in 2026. We have ongoing engagement with many teams at Transport Scotland, and continue to pursue these issues as part of our wider advocacy.</p>	<a href="#">Consumers and the National Concessionary Travel Schemes (HTML)   Consumer Scotland</a>
27/11/2025	Transport	Consumers and the National Concessionary Travel Schemes	Improvements to the evidence base, with clear metrics for success and impact, would help provide a much clearer view of how well the NCTS is achieving its specific aims, contributing to the wider aims of Scottish Government within transport policy, and maximising the benefits that it might offer for consumers.	Scottish Government		<a href="#">Consumers and the National Concessionary Travel Schemes (HTML)   Consumer Scotland</a>
27/11/2025	Transport	Consumers and the National Concessionary Travel Schemes	Given the importance of service standards, the Scottish Government should, when considering the future funding and targeting of the NCTS, also consider the role investment can play in maximising consumer benefits across the range of factors that determine whether or not consumers are able to, and choose to, make use of public transport.	Scottish Government		<a href="#">Consumers and the National Concessionary Travel Schemes (HTML)   Consumer Scotland</a>
27/11/2025	Transport	Consumers and the National Concessionary Travel Schemes	When planning how the NCTS will evolve into the future, the Scottish Government should be clear about the aims of the scheme, and target the benefits of the scheme consistently to groups whose resultant travel behaviours are most likely to meet those aims.	Scottish Government		<a href="#">Consumers and the National Concessionary Travel Schemes (HTML)   Consumer Scotland</a>
2024-25 Ongoing	Legal Services	Collapse of McClures solicitors	<p>We consider that there would be merit in engaging with key stakeholders, including the Law Society of Scotland, the Solicitors Regulation Authority, the Scottish Legal Complaints Commission, advice bodies and representatives of former clients to explore these issues further. Given the public interest in former clients being enabled to access support and redress promptly, we would be grateful if you could consider what role the Scottish Government might play in this process. Issues we think should be explored further with stakeholders include:</p> <ul style="list-style-type: none"> <li>- What further steps might be taken to alert consumers to the closure of McClure's</li> <li>- Whether existing sources of support are sufficient or whether additional dedicated support could or should be provided</li> <li>- What measures have been, or can be, put in place to signpost consumers to sources of advice and support</li> <li>- What options are available to support consumers who are not able to meet further upfront legal costs</li> </ul>	Scottish Government	<p><b>Complete:</b> The Minister welcomed Consumer Scotland's engagement on this matter and asked officials to meet with us to discuss the issues we raised in more depth. The Minister highlights the role of sector regulators and complaints bodies in raising awareness amongst consumers and in providing information on routes to redress. The Minister highlights a number of pieces of recent or forthcoming legislation which will offer consumers greater protection in such circumstances in future, along with new Practice Rules and guidance being developed by the Law Society.</p>	<a href="https://consumer.scot/publications/letter-to-minister-for-victims-and-community-safety-april-2024/">https://consumer.scot/publications/letter-to-minister-for-victims-and-community-safety-april-2024/</a>

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2024-25 Ongoing	Legal Services	Collapse of McClures solicitors	We ask you to consider whether more detailed guidance on the most common actions that consumers need to take can be publicly provided (for example, updating trustees or executors, or registering trusts or powers of attorney)	Scottish Government	<p><b>Not Accepted:</b> The Minister points to the new RLS Act as a cure for these issues in future and to the complaints system for redress avenues. While sympathetic, the Minister notes that these are matters for regulators and for Lord President as independent head of legal profession in Scotland.</p> <p>We subsequently wrote to Lord President, and he noted that while he is the ultimate regulatory authority he cannot take policy or legislative action to correct issues - this is a matter for the parliament and ministers. He has written to the Law Society of Scotland to chase progress with the revised guidance on transfer of business when firms fail or merge.</p> <p>Ultimately, while Consumer Scotland welcomes the future changes, we remain concerned that they will not resolve matters for current consumers affected by the closure. There continues to be a need for additional support for clients beyond that afforded by the complaints systems and we have raised that with the ECJHR Committee in correspondence. We have also sought to raise the profile of the issue generally to encourage public awareness and have had front page coverage in the Greenock telegraph, the firm having previously had an office in this location.</p> <p>Across the UK there are an estimated 18,000 family protection trusts, at least 60,000 wills and additional power of attorney files involved. Many of these are in Scotland.</p>	<a href="https://consumer.scot/publications/letter-to-minister-for-victims-and-community-safety-september-2024.html">https://consumer.scot/publications/letter-to-minister-for-victims-and-community-safety-september-2024.html</a>
2024-25 Ongoing	Legal Services	Collapse of McClures solicitors	We ask you to consider whether enhanced support could be provided to existing advice agencies to provide more specialist advice	Scottish Government	<p><b>Ongoing:</b>As above, Consumer Scotland has continued to engage with the Regulatory Committee of the Law Society of Scotland, the Solicitors Regulation Authority in England and Wales, the Legal Services Board and the Scottish Legal Complaints Commission, as well as advice bodies, to ensure that advice provided is clear, accurate and timely.</p>	<a href="https://consumer.scot/publications/letter-to-minister-for-victims-and-community-safety-september-2024.html">https://consumer.scot/publications/letter-to-minister-for-victims-and-community-safety-september-2024.html</a>
2024-25 Ongoing	Legal Services	Collapse of McClures solicitors	We ask you to consider whether a hardship fund could be made available to assist those who cannot otherwise afford to seek additional legal advice	Scottish Government	<p><b>Not accepted:</b> As above, the Minister points to existing complaints mechanism for redress.</p>	<a href="https://consumer.scot/publications/letter-to-minister-for-victims-and-community-safety-september-2024.html">https://consumer.scot/publications/letter-to-minister-for-victims-and-community-safety-september-2024.html</a>
2024-25 Ongoing	Legal Services	Collapse of McClures solicitors	We recommend that the Scottish Government should bring together key interested parties, including consumers, to consider how outcomes could be improved and to facilitate resolution of these issues.	Scottish Government	<p><b>Not accepted:</b> In the absence of further action from the Government, Consumer Scotland has continued to engage with the Regulatory Committee of the LSS, the SRA in England and Wales, the Legal Services Board and the SLCC, as well as advice bodies, to ensure that advice provided is clear, accurate and timely.</p>	<a href="https://consumer.scot/publications/letter-to-minister-for-victims-and-community-safety-september-2024.html">https://consumer.scot/publications/letter-to-minister-for-victims-and-community-safety-september-2024.html</a>
2024-25 Ongoing	Legal Services	Collapse of McClures solicitors	We sought assurance that the Law Society Regulatory Committee is <ul style="list-style-type: none"> <li>• using its oversight powers to monitor the situation facing former clients of McClure</li> <li>• actively considering how to better protect consumers currently affected by this issue by ensuring that they are notified promptly</li> <li>• taking action to implement any changes necessary to prevent such delays occurring in future cases where business is transferred between firms.</li> </ul>	Law Society of Scotland Regulatory Committee	<p><b>Complete: Law Society of Scotland confirmed its decision to introduce new Practice Rules and additional guidance</b>, covering the obligations and expectations, including communications, when a solicitor or practice makes arrangements to pass client assets to another. LSS also confirmed it is pressing Jones Whyte to notify affected consumers.</p>	<a href="https://consumer.scot/publications/letter-to-law-society-of-scotland-regulatory-committee-september-2024/">https://consumer.scot/publications/letter-to-law-society-of-scotland-regulatory-committee-september-2024/</a>
2024-25 Ongoing	Legal Services	Collapse of McClures solicitors	Recommended that information for former clients of McClure be displayed more prominently on the Law Society of Scotland website and for this to be supplemented by local outreach in the areas that the firm had offices, for example, by working with local press, MSP offices or third sector groups.	Law Society of Scotland Regulatory Committee	<p><b>Complete: Law Society of Scotland welcomed our feedback and made adjustments</b> so the information for former McClure clients can be more easily found in the 'For the public' section of their website.</p> <p>LSS commits to working with MPs and MSPs to provide up-to-date information to help raise awareness amongst former McClure clients.</p>	<a href="https://consumer.scot/publications/letter-to-law-society-of-scotland-regulatory-committee-september-2024/">https://consumer.scot/publications/letter-to-law-society-of-scotland-regulatory-committee-september-2024/</a>
2024-25 Ongoing	Legal Services	Collapse of McClures solicitors	Recommended direct engagement between the regulator, government and impacted consumers to ensure consumers voices are directly heard.	Law Society of Scotland Regulatory Committee / Scottish Government	<p><b>Not Accepted: Law Society of Scotland noted our recommendation</b> on this but emphasised that care would be needed to ensure any discussions did not involve discussion of individual cases.</p>	<a href="https://consumer.scot/publications/letter-to-law-society-of-scotland-regulatory-committee-september-2024/">https://consumer.scot/publications/letter-to-law-society-of-scotland-regulatory-committee-september-2024/</a>
2024-25 Ongoing	Legal Services	Collapse of McClures solicitors	Noted concerns over speed of notification process to clients, and that the Solicitors Regulation Authority has entered into compliance plan commitments with Jones Whyte in England and Wales, including measures to mitigate risks and make sure clients' interests are protected. It also includes requirements to take all reasonable steps to contact former McClure's clients. Consumer Scotland sought assurances in relation to the position of consumers who are based in Scotland.	Law Society of Scotland Regulatory Committee	<p><b>Ongoing: LSS acknowledges issues around timeliness of notifications</b> they continue to monitor but lack comparable powers to SRA in England and Wales to impose timeframes. LSS Regulatory Committee has given ongoing consideration of what additional protections could be put in place. Will bring in new Practice Rules and additional guidance in the next operational year.</p>	<a href="https://consumer.scot/publications/letter-to-law-society-of-scotland-regulatory-committee-august-2025/">https://consumer.scot/publications/letter-to-law-society-of-scotland-regulatory-committee-august-2025/</a>
2024-25 Ongoing	Legal Services	Collapse of McClures solicitors	Noted that Jones Whyte had entered into a compliance plan with the Solicitors Regulation Authority in relation to consumers in England and Wales and noted that the Law Society of Scotland does not consider that it has equivalent powers to impose such agreements in relation to consumers in Scotland under current legislation. Sought Jones Whyte commitment that consumers in Scotland would be advised of events and have relevant monies returned to them in same timeframe as those in England and Wales.	Jones Whyte	<p><b>Complete: Jones Whyte provided written assurance</b> that it is applying the compliance plan equally to consumers in Scotland as to those in England and Wales</p>	<a href="https://consumer.scot/publications/letter-to-jones-whyte-11p-february-2025/">https://consumer.scot/publications/letter-to-jones-whyte-11p-february-2025/</a>

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2024-25 Ongoing	Legal Services	Collapse of McClures solicitors	Noted that Jones Whyte had entered into a second compliance plan with the Solicitors Regulation Authority in relation to consumers in England and Wales regarding further former clients of McClure. Sought assurance that consumers in Scotland would be contacted in the same timeframe and manner as those in England and Wales and sought confirmation that Jones Whyte would report on progress to the Law Society of Scotland as well as to the SRA.	Jones Whyte	<b>Complete: Jones Whyte confirmed that consumers in Scotland would be contacted in the same terms</b> as those in England and Wales and confirmed that they were engaging with the Law Society.	<a href="https://consumer.scot/publications/letter-to-jones-whyte-11p-august-2025/">https://consumer.scot/publications/letter-to-jones-whyte-11p-august-2025/</a>
01/12/2024 and earlier subs	Legal Services	Regulation of Legal Services Bill	CS supported general principles of the Bill, but called for improvements in monitoring and transparency of the actions of legal regulators, in the consumer interest. These included requirements to publish annual reports, to be subject to FOI and to clearly separate regulatory and representative functions. We also called for Lord President to be subject to the requirements of the Consumer Duty under the Consumer Scotland Act 2020 and of the Freedom of Information Act in relation to these specified public functions.	Scottish Parliament	<b>Complete: The Bill as passed ensured that professional regulatory bodies require to separate functions, and to be subject to FOI and to publish reports.</b> While these measures were not extended to the role of the Lord President, other improvements were made to the transparency of decision making, noted below. In addition, the SLCC's standard setting and monitoring powers have been extended under the Act.  Consumer Scotland research shows that almost half (48%) of adults in Scotland have experienced events in the last two years that indicated they may have needed legal support. Almost a third (31%) told us they have used legal services in this period.	<a href="https://consumer.scot/publications/briefing-on-the-regulation-of-legal-services-scotland-bill-stage-1/">https://consumer.scot/publications/briefing-on-the-regulation-of-legal-services-scotland-bill-stage-1/</a>
01/12/2024 and earlier subs	Legal Services	Regulation of Legal Services Bill	We called for a widening of the Independent Consumer Panel's remit to allow it to look at legal services generally, and commission research into consumer issues, rather than simply focusing on complaints. A number of Stage 2 amendments provided for extension to the Panel's remit and functions, and we called for the Panel to be provided with sufficient support and resourcing to deliver these and asked for clarity around the role, funding and remit of the Panel, to ensure stakeholders understand the SG's expectation of it.	Scottish Parliament	<b>Complete: The Bill as passed widened the remit of the Panel as requested, and directed that it be given appropriate resources and support,</b> with the Minister placing her expectations of its work on record during the debates, including her view that this may result in the imposition of additional levy funding requirements if this is necessary to ensure that it receives adequate resources. As a member of the Independent Panel Consumer Scotland is now working with other members to implement these changes.	<a href="https://consumer.scot/publications/briefing-on-the-regulation-of-legal-services-scotland-bill-stage-2/">https://consumer.scot/publications/briefing-on-the-regulation-of-legal-services-scotland-bill-stage-2/</a>
01/12/2024 and earlier subs	Legal Services	Regulation of Legal Services Bill	We called for powers in the bill allowing the Lord President to conduct a review of the performance of a regulator on his own initiative, providing for specific information gathering powers to support such a review and requiring the Lord President to conduct appropriate consultation during any such review, and requiring the Lord President to give reasons for refusing any review request.	Scottish Parliament	<b>Complete: The Bill as passed delivered these powers, and requirements, along with directing that the Lord President consult with appropriate bodies, including consumer bodies, in the exercise of these powers.</b>	<a href="https://consumer.scot/publications/briefing-on-the-regulation-of-legal-services-scotland-bill-stage-2/">https://consumer.scot/publications/briefing-on-the-regulation-of-legal-services-scotland-bill-stage-2/</a>
01/12/2024 and earlier subs	Legal Services	Regulation of Legal Services Bill	The Committee report identified concerns around there being two categories of regulator with different regimes - the Law Society of Scotland is designated as a category 1 regulator and the Faculty of Advocates and Association of Construction Attorneys as category 2. This categorisation adds complexity, and we called for these concerns to be adequately addressed	Scottish Parliament	<b>Not Accepted:</b> The Scottish Government did not accept this view and there remain 2 categories of regulators in the Bill. We will continue to work with regulators to simply consumer facing processes wherever possible.	<a href="https://consumer.scot/publications/briefing-on-the-regulation-of-legal-services-scotland-bill-stage-2/">https://consumer.scot/publications/briefing-on-the-regulation-of-legal-services-scotland-bill-stage-2/</a>
07/05/2025	Legal Services	Regulation of Legal Services Bill	We called for a requirement for the Scottish Government to conduct a post-legislative review that focusses on the whether the regulatory objectives of the Bill, and consumer needs, are being met.	Scottish Parliament	<b>Complete:</b> The Bill as passed was amended to secure the requirement for a post legislative review after a ten year period	<a href="#">Microsoft Word - CS RLS Bill Stage 3 Briefing May 25</a>
08/04/2025	Legal Services	Legal Aid	To support consumers to address legal issues effectively, we support the recommendation of the Independent Review that the Scottish Government explores providing a programme of public legal education aimed at improving consumer's ability to resolve justiciable problems.	Scottish Parliament ECJHR Committee (and Scottish Government)	<b>Complete: The Committee reported in September 2025. It set out the need for long term structural reform of the current system and called on the Scottish Government to take steps</b> it can short of primary legislation to ameliorate the situation in the meantime. It notes that Legal Aid should be a legislative priority in the next session. The Committee also asks that the Scottish Government consider preventative approaches and public legal education as part of its discussion on longer-term reforms.	<a href="#">response-to-ehrcj-committee-legal-aid-inquiry.pdf</a>
08/04/2025	Legal Services	Legal Aid	We also recommend that mitigations be identified to respond to the additional challenges that consumers in vulnerable circumstances might face when interacting with an already complex system. We welcome the Scottish Government's intention to engage with service users to develop, trial, and test longer-term proposals for user representation. However, we consider that embedding the user voice should be an immediate priority, to help inform service design.	Scottish Parliament ECJHR Committee (and Scottish Government)	<b>Complete: The Committee said that any engagement must be meaningful and not tokenistic.</b> Moreover, it must reach the most marginalised groups in society who encounter the greatest challenges in accessing justice. The Committee would welcome more details on the Scottish Government's plans for obtaining the user voice.	<a href="#">response-to-ehrcj-committee-legal-aid-inquiry.pdf</a>
08/04/2025	Legal Services	Legal Aid	We support the recommendation of the Independent Review that a Consumer Panel should be established to represent the interests of current, future and potential consumers of publicly funded legal assistance	Scottish Parliament ECJHR Committee (and Scottish Government)	<b>Ongoing: This recommendation will be for the Scottish Government to consider as part of legislative reforms.</b> We are engaging with the Scottish Legal Aid Board in advance of these reforms.	<a href="#">response-to-ehrcj-committee-legal-aid-inquiry.pdf</a>
08/04/2025	Legal Services	Legal Aid	The Scottish Government should not only seek to ensure continued provision of legal aid by private solicitors, it should also invest in civil legal assistance provided by not-for-profit services, such as law centres and Citizens Advice Bureaux. Long-term funding, and a mixed model of provision, may lead to more stability, increased geographical coverage, and better levels of awareness and uptake of advice by service users, allowing for earlier resolution of disputes.	Scottish Parliament ECJHR Committee (and Scottish Government)	<b>Ongoing: While recognising the limitations of grant funding, the Committee believes that providing more money for grant funding in the short-term could address the advice needs of women in domestic abuse situations, asylum seekers and homeless people.</b> The Committee also urges the Minister to follow through on her commitment to provide multi-year settlements and to work with SLAB to deliver on this ambition. Following the report, we await the Scottish Government's next programme for government which should set out longer term plans for reform.	<a href="#">response-to-ehrcj-committee-legal-aid-inquiry.pdf</a>
13/03/2025	Rural Consumers	Rural Delivery Plan	The Scottish Government should give further consideration as to how consumers might be referenced more directly in the Rural Delivery Plan vision. We would welcome consideration of how the needs of consumers in rural areas can be best addressed, and aligned with, the plan.	Scottish Government		<a href="https://consumer.scot/publications/response-to-scottish-government-consultation-on-rural-delivery-plan/">https://consumer.scot/publications/response-to-scottish-government-consultation-on-rural-delivery-plan/</a>



Date published	Policy Area	Subject	Consumer Scotland Recommendation	Directed to	Current Status	Consumer Scotland Publication and Evidence
21/05/2024	Housing	The Housing (Scotland) Bill	We recommended that the SG consult on proposals for a private sector regulator and on a new tenure neutral housing standard, in line with prior Scottish Government commitments. We also asked for actual rental price data to be included in the Scottish Landlord Register and highlighted the need to ensure tenants can easily find out if rent controls apply to their home, what their rights are, and how they can challenge any undue rent increases.	All MSPs	<b>Ongoing:</b> There has been <b>no concrete renewed commitment to consult on a tenure neutral housing standard</b> although the introduction of repair timescales across the private and social sector will contribute somewhat to equity. Proposals on net zero standards across both sectors are likely in the short to medium terms. SG has announced a further consultation on how data collection around the SLR will work in practice.	<a href="#">Consumer Scotland briefing - Housing (Scotland) Bill Stage 1 (HTML)   Consumer Scotland</a>
21/05/2024	Housing	The Housing (Scotland) Bill	Tenants need to understand their rights and know how to exercise them. Measures promoting the use of information and advice services are needed to ensure tenants are able to do this.	Scottish Parliament Local Government, Housing and Planning Committee	<b>Ongoing:</b> The <b>Scottish Government has committed to working with stakeholders to explore how tenants can be better informed and empowered to exercise their rights.</b> We have shared our own research in this area with the Scottish Government in October 2025 and Scottish Government have agreed to meet in early 2026 to follow up with us.	<a href="#">Consumer Scotland Briefing - Housing (Scotland) Bill Stage 2 (HTML)   Consumer Scotland</a>
21/05/2024	Housing	The Housing (Scotland) Bill	We recommended measures clearly setting out tenants' rights and obligations around the termination of joint tenancies.	Scottish Government	<b>Ongoing:</b> These measures are likely to be set out in subsequent secondary legislation	<a href="https://consumer.scot/publications/scottish-government-housing-scotland-bill-consultation/">https://consumer.scot/publications/scottish-government-housing-scotland-bill-consultation/</a>
21/05/2024	Housing	The Housing (Scotland) Bill	We recommended that within 2 years of passing the Bill, formal post-legislative reviews are carried out into rent controls and eviction grounds; and that a review is conducted into how property factors are operating. We also asked that details of actual rent paid, recent rent increases, and whether the property is subject to rent controls should be included in the publicly accessible Scottish Landlord Register and recommended that the Scottish Government reviews what differences in standards will remain between sectors and clarify how any differences will be addressed to ensure consistent outcomes for all tenants.	All MSPs	<b>Ongoing:</b> A <b>formal review of eviction grounds will now take place within 2 years</b> and a review of rent controls within 5 years, Scottish Ministers have also committed to a review into property factoring. Landlord Register will contain requested details but not whether a property is subject to rent controls. We will continue to engage around our recommendation regarding a review into cross-sector standards beyond the implementation of Awaab's Law.	<a href="https://consumer.scot/publications/consumer-scotland-briefing-housing-scotland-bill-stage-3/">https://consumer.scot/publications/consumer-scotland-briefing-housing-scotland-bill-stage-3/</a>
30/09/2025	Housing	Exploring how tenants in the private rented sector can exercise their tenancy rights	Information The Government should work with stakeholders to ensure that tenants and landlords have clarity on existing and new rights and obligations following passage of the Housing Bill  *Review the Model Private Tenancy Agreement and Guidance to include practical information and references to issues like mould and damp *Improve signposting to information and advice *Ensure that tenants and landlords are made aware of the existing and new rights and obligations	Scottish Government	<b>Ongoing:</b> Our report received good coverage in the Sunday Herald. Housing Cabinet Secretary and officials have expressed interest in the report with the <b>Cabinet Secretary describing the report as a valuable contribution to understanding of the experiences of tenants in the private rented sector.</b> The Scottish Government immediate priority is the implementation of Awaab's law and we will continue to engage with officials, with further meetings planned for early 2026.	<a href="https://consumer.scot/publications/a-fairer-rental-market-exercising-tenancy-rights-in-scotland-s-private-rented-sector/">https://consumer.scot/publications/a-fairer-rental-market-exercising-tenancy-rights-in-scotland-s-private-rented-sector/</a>
30/09/2025	Housing	Exploring how tenants in the private rented sector can exercise their tenancy rights	Advice and ongoing support The Scottish Government should work with partners to improve access to free and early advice as well as end-to-end support to engage in case of formal redress  *Explore improved signposting, referrals to specialist services, and developing guidance to help streamline the tenant journey *Consider including housing advice agencies in any future phases of the Fairer Funding pilot *Increase access to in-house Tribunal support *Consider how to increase access to in-court advisers in context of legal aid reform	Scottish Government	<b>Ongoing: Consumer Scotland has offered to facilitate discussion with advice services and we will initiate early work on this before the end of 2025.</b>	<a href="https://consumer.scot/publications/a-fairer-rental-market-exercising-tenancy-rights-in-scotland-s-private-rented-sector/">https://consumer.scot/publications/a-fairer-rental-market-exercising-tenancy-rights-in-scotland-s-private-rented-sector/</a>
30/09/2025	Housing	Exploring how tenants in the private rented sector can exercise their tenancy rights	Improved Processes in Redress Pathways The Scottish Government should take a number of actions to ensure that tenants are able to access redress pathways that are timely, transparent, and easy to navigate, whilst being reassured they are protected during the process  *Improve timeframes for Tribunal hearings and clarity and user-friendliness of Tribunal communications, e.g. through an interactive website *Increase awareness of Rent Service Scotland and its decision-making framework *Work towards more consistency in local authority practices to help ensure equitable access and service levels for private tenants across Scotland	Scottish Government in relation to overall policy but operational responsibilities for Scottish Courts and Tribunal Service and RSS	<b>Ongoing:</b> We are engaging with the Civil Justice team, Rent Service Scotland, and COSLA around this group of recommendations and will look to leverage opportunities for change as part of the process of implementing the Housing Act, which will require changes to these processes.	<a href="https://consumer.scot/publications/a-fairer-rental-market-exercising-tenancy-rights-in-scotland-s-private-rented-sector/">https://consumer.scot/publications/a-fairer-rental-market-exercising-tenancy-rights-in-scotland-s-private-rented-sector/</a>
13/05/2025	Product Safety	Product Regulation and Metrology Bill	We asked that consumer protection be highlighted as a specific objective of the Bill, argued that consideration should be given to including specific provisions to deal with the practice of deleting and relisting items to act as a deterrent and highlighted the need to pair extended enforcement powers (i.e. for local authorities) with sufficient resourcing that allows them to meet such responsibilities.	UK Parliament	<b>Complete: Bill as passed by UK Parliament allows for regulations to be made, including for the purposes of reducing or mitigating risks to consumers.</b> Regulations can also be made in relation to the marketing of goods, and we will seek to ensure the inclusion of the practice of delisting and relisting is covered when these are made.	<a href="#">Product Regulation and Metrology Bill: Call for Evidence</a>
29/08/2025	Wellbeing and Sustainable Development	Response to the Scottish Parliament Social Justice and Social Security Committee Consultation on the Wellbeing and Sustainable Development Bill	We recommend that Section 2 of the Bill (definition of sustainable development) is amended to clearly recognise the significant role that consumer behaviour has to play in helping Scotland reach its net zero targets.	Scottish Parliament Committee		<a href="https://consumer.scot/publications/wellbeing-and-sustainable-development-bill-consultation/">https://consumer.scot/publications/wellbeing-and-sustainable-development-bill-consultation/</a>
29/08/2025	Wellbeing and Sustainable Development	Response to the Scottish Parliament Social Justice and Social Security Committee Consultation on the Wellbeing and Sustainable Development Bill	We recommend that any statutory definition of wellbeing should include explicit reference to how the experiences of people as consumers impacts upon both their individual wellbeing, and on the wellbeing of Scotland as a whole. The definition should draw on the internationally recognised consumer principles, which set out what a positive consumer experience is likely to include. We also recommend that the Committee consider how the relevant language from the Consumer Scotland Act 2020 could help to frame a focus on consumers within the sustainable development definition in the Bill.	Scottish Parliament Committee	<b>Ongoing:</b> Committee consideration of the Wellbeing and Sustainable Development (Scotland) Bill at Stage 1 will be completed by 23 January 2026.	<a href="https://consumer.scot/publications/wellbeing-and-sustainable-development-bill-consultation/">https://consumer.scot/publications/wellbeing-and-sustainable-development-bill-consultation/</a>

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29/08/2025	Wellbeing and Sustainable Development	Response to the Scottish Parliament Social Justice and Social Security Committee Consultation on the Wellbeing and Sustainable Development Bill	We recommend that the Committee consider the importance of any duty being complementary to and coherent with existing legislation, in particular the Consumer Scotland Act 2020. Achieving this alignment will be important to enable public bodies take a coherent, joined up approach to delivering the outcomes intended through the Consumer Scotland Act 2020 and the Bill in an efficient and effective way that reduces the risk of duplication or inconsistency of approach.	Scottish Parliament Committee		<a href="https://consumer.scot/publications/wellbeing-and-sustainable-development-bill-consultation/">https://consumer.scot/publications/wellbeing-and-sustainable-development-bill-consultation/</a>
05/03/2025	Telecoms	Alternative Dispute Resolution (ADR) in the telecoms sector	We support the proposed changes to ADR timeframes. We note the suggestion that the proposed change [reduction of timeframe to access ADR to 6 weeks] may encourage communications providers to improve their complaints procedures and potentially services in general in order to avoid more complaints going to ADR. We recommend that Ofcom regularly monitors providers' response to the change to see if such benefits do occur in practice and to provide an update on this, with enforcement action taken where necessary in order to increase consumer confidence.	Ofcom	<b>Complete:</b> Following the consultation, <b>Ofcom has announced that it is reducing the timeframe before consumers can access ADR</b> from eight weeks to six, which will enable more consumers to get their complaints resolved quickly. Ofcom has committed to continue to engage with providers as part of ongoing monitoring work to drive better compliance. They will also regularly engage with the ADR schemes on signposting and where they are unable to resolve compliance concerns informally, will consider formal enforcement action. We will continue to monitor consumer experiences, including in relation to complaints processes, as part of our regular engagement with Ofcom.  Ofcom estimates that around 700,000 consumers have had complaints which were not resolved or referred to ADR within 6 weeks. This change will ensure that consumers in this position get access to ADR in a shorter timeframe.	<a href="https://consumer.scot/publications/ofcom-review-of-alternative-dispute-resolution-in-the-telecoms-sector/">https://consumer.scot/publications/ofcom-review-of-alternative-dispute-resolution-in-the-telecoms-sector/</a>
10/06/2025	Telecoms	Telecoms Access Review	Ofcom must ensure that alternative network providers have the ability to compete on a level playing field and have fair and equal access to infrastructure to enable them to develop customer bases and scale up their operations. Ofcom should consider the impact on competition and consumer choice if alternative network providers were to consolidate and consider whether such consolidation might impact on the levels of access and choice available to consumers.	Ofcom	<b>Ongoing:</b> The Consultation has now closed, <b>Ofcom expects to publish their main consultation on proposals for changes to regulation early next year</b> , with a view to publishing final decisions in early 2026. Consumer Scotland meets regularly with Ofcom and the Communications Consumer Panel, and continues to advocate on these proposals.	<a href="https://consumer.scot/publications/ofcom-telecoms-access-review-2026-2031/">https://consumer.scot/publications/ofcom-telecoms-access-review-2026-2031/</a>
10/06/2025	Telecoms	Telecoms Access Review	We recommend that Ofcom should provide details of the assurance work undertaken to provide confidence that the removal of the sub-national level targets will not lead to a significant variation in performance levels between different parts of the UK.	Ofcom		<a href="https://consumer.scot/publications/ofcom-telecoms-access-review-2026-2031/">https://consumer.scot/publications/ofcom-telecoms-access-review-2026-2031/</a>
10/06/2025	Telecoms	Telecoms Access Review	Consumer Scotland recommends that the target [for fibre to the premises in wholesale local access area 3] should be met at both regional and at national level. This approach would prevent consumers living in remote and rural areas in the wholesale local access area 3 category receiving a poorer quality of service compared to those in more densely populated areas. We also recommend that the regional fibre to the cabinet and metallic path facilities Quality of Service targets should be retained until the new fibre to the premises targets for wholesale local access area 3 come into effect.	Ofcom		<a href="https://consumer.scot/publications/ofcom-telecoms-access-review-2026-2031/">https://consumer.scot/publications/ofcom-telecoms-access-review-2026-2031/</a>
10/06/2025	Telecoms	Telecoms Access Review	Many proposed targets are based on current Openreach performance which Ofcom notes may improve. This risks WLA area 3 consumers being left behind as a result of low level targets. We note that Ofcom will consider reviewing these targets. However, we would recommend setting more ambitious targets for wholesale local access area 3 from the outset to avoid them becoming outdated and in need of rapid revision. In any case, we recommend that Ofcom commits to a specific review process, with published milestones, to check if the new targets are still fit for purpose. This could, for example, potentially be achieved through an annual check on progress.	Ofcom		<a href="https://consumer.scot/publications/ofcom-telecoms-access-review-2026-2031/">https://consumer.scot/publications/ofcom-telecoms-access-review-2026-2031/</a>
10/06/2025	Telecoms	Telecoms Access Review	We recommend that Ofcom should consider examples from other markets and consider whether wider measures should be included in Quality of Service targets to reduce consumer detriment. Such measures could include service interruptions, minutes lost, and customer satisfaction.	Ofcom		<a href="https://consumer.scot/publications/ofcom-telecoms-access-review-2026-2031/">https://consumer.scot/publications/ofcom-telecoms-access-review-2026-2031/</a>
27/3/24	Telecoms	VOIP	Recommend that government works with stakeholders to establish a shared definition of vulnerability which recognises that consumers may experience transient vulnerability	UK Government	<b>Complete:</b> In November 2024 the <b>UKG signed a charter with telecoms providers, and providers agreed to collectively work with Ofcom and government to create a shared definition of 'vulnerable' customer groups that require greater support, specific to the digital landline migration.</b>  BT have around 20,000 customers in Scotland who they define as vulnerable.	<a href="https://consumer.scot/publications/letter-to-minister-of-state-at-the-department-for-science-innovation-and-technology-julia-lopez-html/">https://consumer.scot/publications/letter-to-minister-of-state-at-the-department-for-science-innovation-and-technology-julia-lopez-html/</a>
27/3/24	Telecoms	VOIP	Recommend that the UK Government initiates a national campaign to improve information available to consumers with a focus on groups who have a high dependency on their landline and low awareness of the migration	UK Government	<b>Complete:</b> <b>UK Government committed to work with the telecare industry and with local authorities</b> to encourage information sharing about customers and residents with communication providers to help identify customers who may need additional support. This work eventually led to the national campaign set out below.  The National Telecare Landscape Review, covering 32 local authorities in Scotland, has found that there are over 140,000 users of telecare services across Scotland.	<a href="https://consumer.scot/publications/letter-to-minister-of-state-at-the-department-for-science-innovation-and-technology-julia-lopez-html/">https://consumer.scot/publications/letter-to-minister-of-state-at-the-department-for-science-innovation-and-technology-julia-lopez-html/</a>

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27/3/24	Telecoms	VOIP	Recommend that resilience factors, specifically the greater risks for consumers in Scotland, are clearly communicated across government and local government, particularly to those with a focus on social care and resilience. These resilience factors must be adequately reflected in plans for the migration to digital landlines.	UK Government	<b>Complete:</b> As above, the <b>UK Government has worked specifically with telecare providers and Tech UK to ensure social care providers are aware of this change.</b> Many of the factors we highlighted as risk factors in Scotland, such as a lack of reliable mobile signal, were identified in later work with providers as risks or vulnerability factors, and customers with those characteristics were not moved to the new lines until additional safeguards such as home visits or the provision of battery backup were provided.	<a href="https://consumer.scot/publications/letter-to-minister-of-state-at-the-department-for-science-innovation-and-technology-julia-lopez-html/">https://consumer.scot/publications/letter-to-minister-of-state-at-the-department-for-science-innovation-and-technology-julia-lopez-html/</a>
12/12/2024	Telecoms	VOIP	We recommended that further measures were taken to monitor communications providers' compliance with recent commitments under the November 2024 Charter [enhanced protections for consumers in vulnerable circumstances] in order to ensure that the consumers in need of support are identified	UK Government	<b>Complete:</b> The response to our letter signposted to the Charter signed by telecoms providers committing to enhance protections for vulnerable people during the migration. This includes an agreed definition of which customers will require additional support during their migration. The response notes that: "When drafting this guidance with industry and other relevant stakeholders, it was necessary to strike the right balance between identifying individuals in need of support without being intrusive."	<a href="https://consumer.scot/media/45sd0yhs/ministerial-letter-to-sir-chris-bryant-on-voip-december-2024.pdf">https://consumer.scot/media/45sd0yhs/ministerial-letter-to-sir-chris-bryant-on-voip-december-2024.pdf</a>
12/12/2024	Telecoms	VOIP	Partnership working with key stakeholders should be promoted to ensure adequate information is provided to consumers. There is a need for clear and consistent messaging, in the form of a national campaign to raise awareness of the migration and to highlight the challenges posed.	UK Government	<b>Complete:</b> The response noted that the Government engaged regularly with providers who were working to launch an industry-led national awareness campaign. The campaign, which launched in June 2025, aimed to secure the accurate identification of telecare users throughout the UK to ensure that they are given additional support. The Minister of State for Data Protection and Telecoms made a statement on the National Telecare Communications Campaign, which has been funded by BT and VMO2 stating that the Government is publicly supporting the campaign, in an attempt to appeal directly to vulnerable people and their friends, relatives and carers to ensure that they are migrated carefully. The national campaign is designed to raise awareness amongst support networks and encourage vulnerable individuals who use telecare alarms to identify themselves to their communication provider.  In addition to the campaign, Consumer Scotland worked closely with BT and their community based partners in designing two series of outreach events across Scotland.  The response also noted that <b>DSIT are engaged with a wide range of relevant stakeholders for whom the PSTN migration impacts</b> , including other government departments, Ofcom, local authorities, industry associations, and charities. The response noted that DSIT regularly attend awareness raising events hosted by local authorities and encourage them to share resources and lessons learned. In addition, Consumer Scotland has worked to raise awareness of this issue via our membership of the Communications Consumer Panel and our media work, with our reports on this issue generating front page coverage in the Herald.	<a href="https://consumer.scot/media/45sd0yhs/ministerial-letter-to-sir-chris-bryant-on-voip-december-2024.pdf">https://consumer.scot/media/45sd0yhs/ministerial-letter-to-sir-chris-bryant-on-voip-december-2024.pdf</a>
12/12/2024	Telecoms	VOIP	A greater focus on rurality and connectivity as risk factors for consumers, along with the need to consider compound impacts of resilience factors, with these being adequately reflected in plans for the migration to digital landlines	UK Government	<b>Complete:</b> The response signposted to the Ofcom guidance for telecoms companies on how they can fulfil their regulatory obligation to ensure that customers have access to emergency services during a power cut. The response noted that this guidance states that providers should have at least one solution available that enables access to emergency organisations for a minimum of one hour in the event of a power outage in the premises.  We continue to focus on rurality and connectivity as risk factors in engagement with the Communications Consumer Panel, Ofcom and communications providers.	<a href="https://consumer.scot/media/45sd0yhs/ministerial-letter-to-sir-chris-bryant-on-voip-december-2024.pdf">https://consumer.scot/media/45sd0yhs/ministerial-letter-to-sir-chris-bryant-on-voip-december-2024.pdf</a>
22/09/2025	Telecoms	Response to the Department of Science, Innovation and Technology (DSIT) on Ofcom's strategic priorities for the management of radio spectrum, telecommunications and postal services	In relation to delivering improvements in Universal Access, we recommend that the measures proposed in the consultation should be expanded to also include work by Ofcom, in tandem with efforts by providers, and third sector partners, to improve consumer understanding of what services will meet their needs, to ensure affordability and to develop digital skills. This might, for example, include: - providing information on the benefits of moving from legacy technology in a clear and accessible way either via providers or by national information campaigns - requiring providers to ensure that affordable products are more available to consumers, including through facilitating greater availability, promotion and uptake of social tariffs	DSIT (UKG)		<a href="https://consumer.scot/publications/uk-government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-html/">https://consumer.scot/publications/uk-government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-html/</a>
22/09/2025	Telecoms	Response to the Department of Science, Innovation and Technology (DSIT) on Ofcom's strategic priorities for the management of radio spectrum, telecommunications and postal services	We recommend that a review of the adequacy of the current minimum connectivity threshold of 10 Mbps should be a core part of the USO review. Over 70% of premises across the UK are already accessing speeds of 30Mbps and higher and it is an important principle of consumer fairness that those reliant on the USO for a broadband connection should not experience a significantly poorer service than other consumers. It is important that USO provision maintains pace with improving commercial speeds, to avoid creating an ever-growing divide in consumer experience.	DSIT (UKG)		<a href="https://consumer.scot/publications/uk-government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-html/">https://consumer.scot/publications/uk-government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-html/</a>

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22/09/2025	Telecoms	Response to the Department of Science, Innovation and Technology (DSIT) on Ofcom's strategic priorities for the management of radio spectrum, telecommunications and postal services	We recommend that detailed work should also be undertaken by Ofcom and the UK Government to deliver new payment options that can make USO broadband more affordable and accessible for those consumers who are unable to pay for excess connection charges in full in advance.	DSIT (UKG)		<a href="https://consumer.scot.nhs.uk/government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-">https://consumer.scot.nhs.uk/government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-</a>	
22/09/2025	Telecoms	Response to the Department of Science, Innovation and Technology (DSIT) on Ofcom's strategic priorities for the management of radio spectrum, telecommunications and postal services	We recommend priority is given to measures to ensure appropriate access for major users whose roles underpin access to other services such as the transport sector and emergency services.	DSIT (UKG)		<a href="https://consumer.scot.nhs.uk/government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-">https://consumer.scot.nhs.uk/government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-</a>	
22/09/2025	Telecoms	Response to the Department of Science, Innovation and Technology (DSIT) on Ofcom's strategic priorities for the management of radio spectrum, telecommunications and postal services	Spectrum may also play a valuable role in resilience and backup solutions, especially in rural areas and we recommend that this work also be treated as a priority area.	DSIT (UKG)	<b>Ongoing:</b> We are <b>awaiting the UK government's response to this consultation</b> which closed on 18 September 2025. We continue to pursue these matters in our bilateral engagements with Ofcom and DSIT	<a href="https://consumer.scot.nhs.uk/government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-">https://consumer.scot.nhs.uk/government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-</a>	
22/09/2025	Telecoms	Response to the Department of Science, Innovation and Technology (DSIT) on Ofcom's strategic priorities for the management of radio spectrum, telecommunications and postal services	We recommend that Ofcom review its guidance to ensure it draws upon subsequent learning and best practice across sectors. We recommend that Ofcom review its guidance to ensure it draws upon subsequent learning and best practice across sectors.	DSIT (UKG)		<a href="https://consumer.scot.nhs.uk/government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-">https://consumer.scot.nhs.uk/government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-</a>	
22/09/2025	Telecoms	Response to the Department of Science, Innovation and Technology (DSIT) on Ofcom's strategic priorities for the management of radio spectrum, telecommunications and postal services	We recommend that enhanced investment should be prioritised by Ofcom, and providers, in areas where there are more frequent and longer lasting power cuts, areas where there are a limited number of MNOs with adequate signal or where there are few overlapping sites that can be employed in the case of equipment failure.	DSIT (UKG)		<a href="https://consumer.scot.nhs.uk/government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-">https://consumer.scot.nhs.uk/government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-</a>	
22/09/2025	Telecoms	Response to the Department of Science, Innovation and Technology (DSIT) on Ofcom's strategic priorities for the management of radio spectrum, telecommunications and postal services	We recommend that the UK Government and Ofcom, with input from consumer organisations, undertake a broader assessment to ensure that Ofcom has the necessary tools to achieve compliance by Royal Mail with its regulatory requirements for quality of service, enabling consumers to receive the service they require.	DSIT (UKG)		<a href="https://consumer.scot.nhs.uk/government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-">https://consumer.scot.nhs.uk/government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-</a>	
22/09/2025	Telecoms	Response to the Department of Science, Innovation and Technology (DSIT) on Ofcom's strategic priorities for the management of radio spectrum, telecommunications and postal services	We recommend that Ofcom should undertake consumer research, designed with the input of consumer bodies, to test: - How well consumers have been informed of the changes to the postal system - If consumers have understood these changes - What impact the changes have had for consumers' experience of the mail system - What actions, if any consumers have taken to mitigate the impact of these changes	DSIT (UKG)		<a href="https://consumer.scot.nhs.uk/government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-">https://consumer.scot.nhs.uk/government-consultation-on-a-proposed-statement-of-strategic-priorities-for-telecommunications-the-management-of-radio-spectrum-and-postal-services-</a>	
13/02/2024	Telecoms	Prohibiting inflation-linked price rises in telecoms	We recommended that Ofcom monitors whether the implementation of a ban on inflation-linked price increases would lead to a higher prevalence of contracts with other price increases and that a review of the impact of the proposed changes on consumers is carried out timeously.	Ofcom		<b>Ongoing:</b> Following news in October 2025 that O2 increased price rises mid-contract by up to 40% more than consumers had expected, we called for Ofcom to undertake a wider review to consider whether further regulatory changes are needed to protect consumers from arbitrary price rises. <b>Ofcom has raised its concerns with O2 about this practice and we await further details of any other action proposed.</b> We will continue to pursue this issue in our regular bilateral engagements with Ofcom.	<a href="https://consumer.scot.nhs.uk/response-to-ofcom-consultation-prohibiting-inflation-linked-price-rises-in-telecoms-contracts-">https://consumer.scot.nhs.uk/response-to-ofcom-consultation-prohibiting-inflation-linked-price-rises-in-telecoms-contracts-</a>
17/12/2024	Financial Services	Acceptance of Cash	Consumer Scotland supports the development of smart and integrated ticketing systems [for transport], but argue for the retention of cash acceptance within these systems to help those reliant on cash to access public transport.	Treasury sub committee		<b>Ongoing:</b> Our call for continued acceptance of cash was quoted in the <b>Treasury Committee report</b> . The Committee report made a number of recommendations that aligned with our proposals. This included a recommendation HM Treasury should broaden the terms of reference of the Financial Inclusion Committee on "digital inclusion and access to banking services" to address the risks to digitally excluded consumers of a lack of cash acceptance. The Committee recommended that HM Treasury must commit to reviewing and reporting on cash access and cash acceptance in the UK every five years. The Committee also recommended that HM Treasury should prioritise a focus on inclusivity in the ongoing digitisation of financial services. We continue to engage bilaterally with members of the Financial Inclusion Committee to pursue these matters and will produce a new report to support further advocacy in early 2026.	<a href="#">Response to Treasury Committee Inquiry: Acceptance of Cash (HTML)   Consumer Scotland</a>
17/12/2024	Financial Services	Acceptance of Cash	Some consumers in vulnerable circumstances may choose or need to use cash to pay for their fuel and we would suggest that stores that utilise PayPoint services should also be considered for mandated acceptance of cash.	Treasury sub committee		<a href="#">Response to Treasury Committee Inquiry: Acceptance of Cash (HTML)   Consumer Scotland</a>	
17/12/2024	Financial Services	Acceptance of Cash	Consumer Scotland suggests that there are a number of essential services that consideration should be given to mandating acceptance of cash for, at least in the short-to-medium term when we know many consumers will still want and need to use cash.	Treasury sub committee		<a href="#">Response to Treasury Committee Inquiry: Acceptance of Cash (HTML)   Consumer Scotland</a>	

Date published	Policy Area	Subject	Consumer Scotland Recommendation	Directed to	Current Status	Consumer Scotland Publication and Evidence
26/08/2025	Financial Services	FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support	Consumer Scotland recommends that governments and regulators should work with firms to ensure that all consumers, regardless of levels of saving and investment, should have the same level of choice in terms of the provision of targeted support.	UK Government and FCA	<p><b>Ongoing:</b> This consultation closed on 31 August and detailed implementation proposals are now being taken forward by the FCA. The FCA aim to publish a policy statement with final rules by the end of 2025. We expect the new regime to be "live" in mid 2026 and we will assess the final proposals against our recommendations.</p> <p>We continue to engage bilaterally with the FCA, the Association of British Insurers, the Wisdom Council, Money and Pensions Service and others on these proposals.</p>	<a href="#">Response to FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support   Consumer Scotland</a> <a href="#">Response to FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support   Consumer Scotland</a>
26/08/2025	Financial Services	FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support	As part of the implementation of the proposals, we recommend firms be required to address the wide range of potential drivers of and differing experiences of consumer vulnerability, particularly often undisclosed vulnerabilities such as poor mental health.	FCA (and individual providers)		<a href="#">Response to FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support   Consumer Scotland</a> <a href="#">Response to FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support   Consumer Scotland</a>
26/08/2025	Financial Services	FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support	We note the areas for improvement outlined by the FCA in 'delivering good outcomes for customers in vulnerable circumstances – good practice and areas for improvement' and we recommend that firms do more to incorporate data and insight about vulnerability into their customer base.	FCA (and individual providers)		<a href="#">Response to FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support   Consumer Scotland</a> <a href="#">Response to FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support   Consumer Scotland</a>
26/08/2025	Financial Services	FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support	When designing their targeted support provisions, we recommend that firms should follow the principles of inclusive design, supported by the provision of guidance from the FCA.	FCA (and individual providers)		<a href="#">Response to FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support   Consumer Scotland</a> <a href="#">Response to FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support   Consumer Scotland</a>
26/08/2025	Financial Services	FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support	Providing complaints information that crosses advice boundaries may also involve negotiating some complexities and we recommend that this FCA advice be user tested before it is finalised.	FCA (and individual providers)		<a href="#">Response to FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support   Consumer Scotland</a> <a href="#">Response to FCA consultation on supporting consumers' pensions and investment decisions: proposals for targeted support   Consumer Scotland</a>
30/06/2025	Financial Services	Prudential Regulation Authority consultation on depositor protection	Consumer Scotland supported the increase in the level of deposit protection for consumers. Banks and building societies have closed over 6,000 branches across the UK since January 2015, as a result of this we recommend that consideration is given to using a wider range of third-party premises such as post offices and libraries to alert consumers to the changes in deposit protection measures.	Prudential Regulation Authority	<p><b>Ongoing:</b> This consultation closed on 30 June 2025 and The Prudential Regulation Authority expects to confirm the final rules with a <b>policy statement in November 2025</b>. We will assess the final proposals against our recommendation once published.</p>	<a href="https://consumer.scot/publications/response-to-prudential-regulation-authority-consultation-on-depositor-protection/">https://consumer.scot/publications/response-to-prudential-regulation-authority-consultation-on-depositor-protection/</a>
25/09/2025	Financial Services	Response to FCA consultation on the regulation of deferred payment credit (buy now -pay later)	We recommend that firms should implement user testing for information provision to ensure it provides consumers, including those in vulnerable circumstances, with the information that they need to make an informed decision.	FCA	<p><b>Ongoing:</b> The FCA's consultation has now closed and we await further detail on how these proposals will be brought forward. A policy statement is expected in early 2026 with new rules from mid year. We continue to pursue these issues in bilateral engagements with the FCA.</p>	<a href="https://consumer.scot/publications/fca-consultation-on-deferred-payment-credit-unregulated-buy-now-pay-later-proposed-approach-to-regulation/">https://consumer.scot/publications/fca-consultation-on-deferred-payment-credit-unregulated-buy-now-pay-later-proposed-approach-to-regulation/</a>
25/09/2025	Financial Services	Response to FCA consultation on the regulation of deferred payment credit (buy now -pay later)	We recommend that the FCA monitors levels of repeat lending that occurs following multiple missed payments and provides firms with guidance to support them taking a more robust view of consumers wider financial circumstances.	FCA	<p>DPC lending has grown from £0.06bn in 2017 to over £13bn in 2024. 20% of adults reported (10.9m) using the product in the last 12 months.</p>	<a href="https://consumer.scot/publications/fca-consultation-on-deferred-payment-credit-unregulated-buy-now-pay-later-proposed-approach-to-regulation/">https://consumer.scot/publications/fca-consultation-on-deferred-payment-credit-unregulated-buy-now-pay-later-proposed-approach-to-regulation/</a>
25/09/2025	Financial Services	Response to FCA consultation on the regulation of deferred payment credit (buy now -pay later)	We recommend that the FCA provides guidance to firms on their approach to conducting affordability checks and monitors the affordability limits put in place to ensure that they are not disproportionately impacting on consumers on lower incomes and restricting their access to affordable credit options.	FCA		<a href="https://consumer.scot/publications/fca-consultation-on-deferred-payment-credit-unregulated-buy-now-pay-later-proposed-approach-to-regulation/">https://consumer.scot/publications/fca-consultation-on-deferred-payment-credit-unregulated-buy-now-pay-later-proposed-approach-to-regulation/</a>
25/09/2025	Financial Services	Response to FCA consultation on the regulation of deferred payment credit (buy now -pay later)	Following the introduction of new DPC regulations, we recommend that the FCA closely monitors both application to and eventual usage levels of higher interest or alternative options. This should include monitoring and research to examine any increase in consumer borrowing from illegal lenders, or any change in the number of people borrowing money through informal routes, such as from friends and family.	FCA		<a href="https://consumer.scot/publications/fca-consultation-on-deferred-payment-credit-unregulated-buy-now-pay-later-proposed-approach-to-regulation/">https://consumer.scot/publications/fca-consultation-on-deferred-payment-credit-unregulated-buy-now-pay-later-proposed-approach-to-regulation/</a>
25/09/2025	Financial Services	Response to FCA consultation on the regulation of deferred payment credit (buy now -pay later)	Consumers who are declined for other credit options may also find their credit rating affected by this. Where consumers are declined, we also recommend that the FCA takes action to ensure that they are referred to other sources of help and support such as free financial advice.	FCA		<a href="https://consumer.scot/publications/fca-consultation-on-deferred-payment-credit-unregulated-buy-now-pay-later-proposed-approach-to-regulation/">https://consumer.scot/publications/fca-consultation-on-deferred-payment-credit-unregulated-buy-now-pay-later-proposed-approach-to-regulation/</a>
25/09/2025	Financial Services	Response to FCA consultation on the regulation of deferred payment credit (buy now -pay later)	We recommend that the FCA monitors the use and availability of in-house DPC arrangement, which are not proposed to be subject to regulation, to ensure that they are not causing disproportionate impacts to consumers using them when compared to regulated DPC.	FCA		<a href="https://consumer.scot/publications/fca-consultation-on-deferred-payment-credit-unregulated-buy-now-pay-later-proposed-approach-to-regulation/">https://consumer.scot/publications/fca-consultation-on-deferred-payment-credit-unregulated-buy-now-pay-later-proposed-approach-to-regulation/</a>
02/10/2025	Financial Services	Response to the FCA's proposals to modernise the redress system	We broadly support the potential to pause active complaints in order for the FCA to produce a ruling or advice that offers consistency, which would ultimately allow larger number of complaints to be processed more effectively, and reduce the risk of events overwhelming complaints systems. However, it important that this does not cause unnecessary delays to consumers. We recommend that the FCA monitors this in order to identify if it is resulting in consumer detriment due to disproportionate or unnecessary delays.	FCA		<a href="https://consumer.scot/publications/response-to-fca-consultation-on-modernising-the-redress-system/">https://consumer.scot/publications/response-to-fca-consultation-on-modernising-the-redress-system/</a>
02/10/2025	Financial Services	Response to the FCA's proposals to modernise the redress system	We are opposed to introducing a 10-year longstop date within which complaints must be brought and recommend retaining the current arrangements.	FCA	<p><b>Ongoing:</b> The consultation has now closed and the FCA aim to publish a</p>	<a href="https://consumer.scot/publications/response-to-fca-consultation-on-modernising-the-redress-system/">https://consumer.scot/publications/response-to-fca-consultation-on-modernising-the-redress-system/</a>

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02/10/2025	Financial Services	Response to the FCA's proposals to modernise the redress system	We support the retention of the fair and reasonable test for FOS when considering consumer complaints, particularly in complex markets like financial services. We suggest that any breach of consumer law should also be relevant when assessing what is fair and reasonable in the circumstances of any case.	FCA	<b>Policy Statement in Q1 2026</b> , confirming the changes they have decided to make and the implementation periods. We continue to pursue these issues in bilateral engagements with the FCA.	<a href="https://consumer.scot/publications/response-to-fca-consultation-on-modernising-the-redress-system/">https://consumer.scot/publications/response-to-fca-consultation-on-modernising-the-redress-system/</a>
02/10/2025	Financial Services	Response to the FCA's proposals to modernise the redress system	FOS proposes to introduce a structured 'lead complaints' process to actively address novel and significant complaint issues as they emerge. These proposed changes to the redress pathways introduces further layers of process, with associated complexities, in what is intended to be a simple process for consumers. Complexity of process can be a barrier to redress, with each additional layer presenting a risk of consumers dropping off through process fatigue or requiring support from third parties to negotiate processes. We recommend that rather than being viewed in isolation, the collective impact of these additional layers, and potential pauses, should be mapped out as part of a model consumer journey to ensure that these measures remain proportionate as a whole.	FCA		<a href="https://consumer.scot/publications/response-to-fca-consultation-on-modernising-the-redress-system/">https://consumer.scot/publications/response-to-fca-consultation-on-modernising-the-redress-system/</a>
07/10/2025	Financial Services	HM Treasury consultation on redress in the financial services sector	We broadly support the potential to pause active complaints in order for the FCA to produce a ruling or advice that offers consistency, which would ultimately allow larger number of complaints to be processed more effectively, and reduce the risk of events overwhelming complaints systems. However, it important that this does not cause unnecessary delays to consumers. We recommend that the FCA monitors this in order to identify if it is resulting in consumer detriment due to disproportionate or unnecessary delays. We do not support the option of making the FOS a subsidiary of the FCA, so that both organisations become part of the same corporate group. Consumer Scotland opposes any such merger of structures as we consider it is important that consumers are able to be confident that the FOS is independent of government, industry and regulators.	HM Treasury and FCA	<b>Ongoing:</b> The consultation has now closed and we await HM Treasury statement.	<a href="https://consumer.scot/publications/hm-treasury-consultation-on-the-review-of-the-financial-ombudsman-service/">https://consumer.scot/publications/hm-treasury-consultation-on-the-review-of-the-financial-ombudsman-service/</a>
07/10/2025	Financial Services	Response to FCA proposal to amend the limit for contactless card transactions	Consumer Scotland recommends a number of mitigations should be put in place by the FCA to reduce the risks to consumers in final design and implementation of the changes. These recommendations are as follows: - The FCA should work with firms to ensure that robust redress measures are in place to protect consumers who are a victim of fraudulent contactless payments. - The FCA should ensure that providers take clear, proactive steps to make consumers, particularly those in vulnerable circumstances, aware of the options to remove or reduce contactless limits, and how to use these options. - The FCA should provide firms with guidance demonstrating how they can show best practice in supporting consumers to understand the new limits and how they can restrict or remove the contactless limit as required - The FCA's approach to implementation should explicitly allow both PSPs and consumers to maintain their current practices if these continue meet their needs.	FCA	<b>Ongoing:</b> This consultation has now closed. The FCA will publish feedback on responses in a Handbook Notice	<a href="https://consumer.scot/publications/fca-quarterly-consultation-cp2524-chapter-9/">https://consumer.scot/publications/fca-quarterly-consultation-cp2524-chapter-9/</a>
07/10/2025	Financial Services	Response to FCA proposal to amend the limit for contactless card transactions	Consumers in vulnerable circumstances, such as those with less financial resilience may have a lower capacity to manage risk associated with fraudulent transactions, and in line with the consumer principle of redress, we recommend that the FCA should work with firms to ensure that robust redress measures are in place to protect consumers who are a victim of fraudulent contactless payments.	FCA		<a href="https://consumer.scot/publications/fca-quarterly-consultation-cp2524-chapter-9/">https://consumer.scot/publications/fca-quarterly-consultation-cp2524-chapter-9/</a>
07/10/2025	Financial Services	Response to FCA proposal to amend the limit for contactless card transactions	We recommend that the FCA provides firms with guidance demonstrating how they can show best practice in supporting consumers to understand the new limits and how they can restrict or remove the contactless limit as required.	FCA		<a href="https://consumer.scot/publications/fca-quarterly-consultation-cp2524-chapter-9/">https://consumer.scot/publications/fca-quarterly-consultation-cp2524-chapter-9/</a>
07/10/2025	Financial Services	Response to FCA proposal to amend the limit for contactless card transactions	Given the number of both payment service providers and consumers who sought no change to the current contactless limit arrangements, we recommend that the FCA's implementation approach to the proposed changes should explicitly allow both payment service providers and consumers to maintain their current practices if these continue meet their needs.	FCA		<a href="https://consumer.scot/publications/fca-quarterly-consultation-cp2524-chapter-9/">https://consumer.scot/publications/fca-quarterly-consultation-cp2524-chapter-9/</a>
22/09/2025	Net Zero	Response to the Economy and Net Zero committee scrutiny of the Scottish Government's climate change plan	Waste and Circular Economy: Work by Consumer Scotland has identified cost, convenience, clarity and confidence (the 4 Cs) as the key consumer issues that decision makers must address when proposing policies where consumer behaviour change is necessary to ensure a more sustainable future. Waste and circular economy sector policies must acknowledge these key issues and ensure that the impact on consumers, including those in vulnerable circumstances, is fully considered. We recommend that the Scottish Government assesses the waste and circular economy policies included in the Climate Change Plan against this framework.	Scottish Parliament Net Zero Energy and Transport Committee		<a href="https://consumer.scot/publications/scottish-parliament-scrutiny-of-the-scottish-governments-draft-climate-change-plan-html/">https://consumer.scot/publications/scottish-parliament-scrutiny-of-the-scottish-governments-draft-climate-change-plan-html/</a>

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22/09/2025	Net Zero	Response to the Economy and Net Zero committee scrutiny of the Scottish Government's climate change plan	Buildings: Key policies that Consumer Scotland has recommended should be taken forward include:  - Maximising the impact of energy performance certificate reforms - The Scottish Government should make Energy Performance Certificates (EPC) clearer and more action-focused, supported by robust quality and enforcement systems. In developing a revised EPC framework, the Scottish Government should ensure that EPCs empower consumers to take informed action. This can be achieved by presenting clear, accessible information on the EPC itself, alongside effective supporting materials and strong signposting to advice and funding resources.  - Strengthening the enforcement landscape - The Scottish Government, working with sector partners, should deliver a robust Quality Assurance and consumer protection policy to build confidence and protect consumers. Given the anticipated expansion of home retrofit activity, the Scottish Government must act now within its powers to strengthen the enforcement landscape and protect consumers from substandard work, rogue trading, and scams. This requires a strategic focus on ensuring that enforcement bodies both locally and nationally are sufficiently equipped and resourced to tackle unfair trading and safeguard consumer interests.  These actions will help to provide consumers with a more secure basis upon which they can act to raise the energy efficiency of their properties.	Scottish Parliament Net Zero Energy and Transport Committee	<b>Ongoing:</b> The <b>Scottish Government's Climate Change Plan</b> was published in <b>November 2025</b> and our recommendations will inform the <b>Committee's scrutiny of that</b> . Our briefing was extensively highlighted in the summaries prepared by SPICe for Committee, especially in relation to overarching themes and circular economy and waste sections. We will review the Plan in detail to determine how it aligns with the key issues for consumers we have identified and engage directly with the Scottish Government on this.	<a href="https://consumer.scot/publications/scottish-parliament-scrutiny-of-the-scottish-governments-draft-climate-change-plan-html/">https://consumer.scot/publications/scottish-parliament-scrutiny-of-the-scottish-governments-draft-climate-change-plan-html/</a>
22/09/2025	Net Zero	Response to the Economy and Net Zero committee scrutiny of the Scottish Government's climate change plan	Transport: We recommend an increased focus on public awareness of the range of co-benefits that can come from reducing transport related emissions.	Scottish Parliament Net Zero Energy and Transport Committee		<a href="https://consumer.scot/publications/scottish-parliament-scrutiny-of-the-scottish-governments-draft-climate-change-plan-html/">https://consumer.scot/publications/scottish-parliament-scrutiny-of-the-scottish-governments-draft-climate-change-plan-html/</a>
22/09/2025	Net Zero	Response to the Economy and Net Zero committee scrutiny of the Scottish Government's climate change plan	Behaviour change models, such as the Scottish Government's ISM tool, should be used to support the development of interventions to help remove barriers to consumer action. The Scottish Government should consider this in the new Climate Change Plan. This should include consideration of recommendations from the Just Transition Commission along with considering the provision of targeted support, including financial assistance for those who may otherwise be unable to make changes, to ensure that all consumers can be part of the transition.	Scottish Parliament Net Zero Energy and Transport Committee		<a href="https://consumer.scot/publications/scottish-parliament-scrutiny-of-the-scottish-governments-draft-climate-change-plan-html/">https://consumer.scot/publications/scottish-parliament-scrutiny-of-the-scottish-governments-draft-climate-change-plan-html/</a>
22/09/2025	Net Zero	Response to the Economy and Net Zero committee scrutiny of the Scottish Government's climate change plan	We would have expected to see water listed within the sectors asked to inform the scrutiny of the Climate Change Plan. Whilst there is one outcome relating to water, many of the remaining outcomes and objectives, for example protecting peatland and wetland or supporting farming and food production, do not recognise that without water, they cannot be achieved. With a declining availability of water in Scotland, particularly during times of low rainfall, we recommend that the importance of water and the role it plays, is given greater focus.	Scottish Parliament Net Zero Energy and Transport Committee		<a href="https://consumer.scot/publications/scottish-parliament-scrutiny-of-the-scottish-governments-draft-climate-change-plan-html/">https://consumer.scot/publications/scottish-parliament-scrutiny-of-the-scottish-governments-draft-climate-change-plan-html/</a>
28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	The UK and Scottish Governments should work collaboratively to identify critical infrastructure and enabling factors to support the transition which needs to be put in place in key markets such as transport, housing, energy and construction	UK and Scottish Governments		<b>Ongoing:</b> we will carry forward this recommendation into relevant consultations and in stakeholder engagement. <b>Government policy will be set out in the UK Government's response to the 7th carbon budget and the Scottish Government's draft Climate Change Plan.</b> We will review the Plan to determine how it aligns with the key issues for consumers we have identified and engage directly with the Scottish Government on this. We have recently responded to the UK Parliament's Environmental Audit Committee inquiry on the seventh carbon budget.
28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	When developing plans such as the Climate Change Plan, the Scottish Government should determine how actions need to be sequenced to take account of interdependencies between sectors and prioritise strategic investment decisions accordingly	Scottish Government	<b>Ongoing:</b> We will analyse the <b>Scottish Government's draft Climate Change Plan in detail</b> to determine how it aligns with the key issues for consumers we have identified and engage directly with the Scottish Government on this. We will continue to focus on these recommendations in relevant consultations and in stakeholder engagement.	<a href="xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf">xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf</a>
28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	The Scottish Government should carry out modelling and analysis of key change processes that consumers will be required to navigate. This should be part of the process of developing plans such as the Climate Change Plan and should include mapping out the journey that consumers will take when changing key behaviours that impact on our ability to meet targets, such as home heating and transport choices. Doing this will help to ensure that consumers are kept at the heart of policy making and reduce the risk of policies causing unintended harm to consumers	Scottish Government		<a href="xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf">xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf</a>
28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	The Scottish Government should continue to work with key stakeholders to assess whether critical components such as supply chains and skills in the workforce are sufficiently developed across sectors to deliver change at the speed and scale required, whilst protecting consumers from harm. The Scottish Government should give consideration to this through future iterations of the Climate Emergency Skills Action Plan	Scottish Government		<a href="xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf">xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf</a>

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28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	Both the Scottish and UK Governments should consider how making sustainable choices will affect different groups of consumers, both now and in the future, and determine the fairest way of allocating consumers' share of costs in the fairest way between different groups	UK and Scottish Governments	<b>Complete: Our consumer framework for addressing climate change - A toolkit for policymakers, published in May 2025, develops this recommendation further</b> , noting the importance of cost as a barrier to consumer behaviour change and importance of distributing this fairly. Government policy will be set out in the UK Government's response to the 7th carbon budget and the Scottish Government's Climate Change plan. We will review the Plan in detail to determine how it aligns with the key issues for consumers we have identified and engage directly with the Scottish Government on this. We have recently responded to the UK Parliament's Environmental Audit Committee inquiry on the seventh carbon budget.	<a href="#">xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf</a>
28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	Behaviour change models, such as the Scottish Government's ISM tool, should be used to support the development of interventions to help remove barriers to consumer action. The Scottish Government should consider this in the Climate Change Plan along with sectoral Just Transition Plans. This should include consideration of recommendations from the Just Transition Commission along with considering the provision of targeted support, including financial assistance for those who may otherwise be unable to make changes, to ensure that all consumers can be part of the transition	Scottish Government	<b>Ongoing: We will analyse the Scottish Government's draft Climate Change Plan in detail</b> to determine how it aligns with the key issues for consumers we have identified and engage directly with the Scottish Government on this. We will continue to focus on these recommendations in relevant consultations and in stakeholder engagement.	<a href="#">xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf</a>
28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	The Scottish and UK Governments should work collaboratively and engage with stakeholders to identify where consumers will need dedicated information, advice and support to make changes. Consumer information and consumer protection measures should be built in from the beginning, along with routes to redress to allow things to be put right swiftly, when transactions go wrong	UK and Scottish Governments	<b>Ongoing: We have continued this through the publication of our net zero framework and policy makers toolkit, published in May 2025</b> Government policy will be set out in the UK Government's response to the 7th carbon budget and the Scottish Government's Climate Change plan. We will review the Plan in detail to determine how it aligns with the key issues for consumers we have identified and engage directly with the Scottish Government on this. We have recently responded to the UK Parliament's Environmental Audit Committee inquiry on the seventh carbon budget.	<a href="#">xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf</a>
28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	As part of future iterations of the Net Zero Nation public engagement strategy, the Scottish Government should work with stakeholders to develop cross-sectoral public engagement strategies and campaigns to build consumer climate literacy. These should use clear and consistent language to explain the changes required and the benefits that changes in behaviour can bring. These public engagement strategies should be targeted at a wider range of groups, including those who are not currently making sustainable changes and those who can make the changes which will have the most impact on our ability to meet our targets	Scottish Government	<b>Ongoing: We will analyse the Scottish Government's draft Climate Change Plan in detail</b> to determine how it aligns with the key issues for consumers we have identified and engage directly with the Scottish Government on this. We will continue to focus on these recommendations in relevant consultations and in stakeholder engagement.	<a href="#">xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf</a>
28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	The Scottish and UK Governments should work collaboratively, including through engaging with key stakeholders and enforcement bodies, to ensure that regulatory, standard setting and enforcement powers and resources are sufficient to meet the challenges that new and developing markets will bring. This will help to ensure that consumers can access products which are safe, of acceptable quality, and meet their needs.	UK and Scottish Governments and Regulators	<b>Ongoing:</b> Consumer Scotland delivered a presentation to the UK Regulators Network in February 2025 following publication of the report. The event, targeted to the audience of UK regulators, explored the approaches required to support and enable effective consumer and public engagement, acceptance and participation in the transition to net zero, including from the perspective of those who are in more vulnerable circumstances. It looked at the role of good communications in making sustainability personally relevant and emotionally compelling, and highlight the benefits and opportunities, including cost and convenience, that the net zero transition brings to consumers and the public. We are continuing to engage on these issues via our membership of the UK wide consumer protection partnership.	<a href="#">xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf</a>
28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	Regulators should work with utility suppliers and providers to consider how they can be incentivised to make more sustainable products available	Regulators and the UK Regulators Network		<a href="#">xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf</a>
28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	Regulators should examine whether regulation may be required to remove less sustainable options from the market or restrict their usage over time, for example through secondary legislation implemented under the Circular Economy (Scotland) Bill or other UK wide legislation	Regulators and the UK Regulators Network		<a href="#">xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf</a>
28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	Regulators should support consumers to make decisions with confidence. Regulators such as the Competition and Markets Authority and Advertising Standards Authority should work to ensure that consumers are protected from greenwashing or false or misleading environmental claims and consider if current legislation is sufficient to protect consumers from harm	Regulators and the UK Regulators Network	<b>The UK Government has announced that it will introduce a new system of consumer protections, with clear centralised oversight to ensure proper installer accountability as part of the Warm Homes Plan.</b> Immediate actions taken include improved oversight of installations and installers, with a more robust suspension and reinstatement process, and enhanced contractor checks and restrictions to prevent installers from evading accountability if they operate through multiple certification bodies. Additionally, the UK Government has increased oversight of TrustMark's operations, and introduced site visits from retrofit co-ordinators to give an additional layer of on-site assurance. The ASA continues to take action against a range of practices regarding environmental claims in partnership with sector regulators, while the FCA is currently taking court action against a number of "finfluencers" in order to ensure confidence in the market and discourage misinformation.	<a href="#">xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf</a>
28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	Regulators should, as any new regulatory or legislative change comes into force, work with stakeholders to ensure consumers can access accurate, helpful, verifiable information to support them making more sustainable choices	Regulators and the UK Regulators Network		<a href="#">xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf</a>

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28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	The UK Regulators Network should continue its work to articulate the role of regulators in the delivery of net zero. It should facilitate partnership working amongst members to ensure that boundaries of regulation are smooth and robust, protecting consumers from the risks that can result from tensions, gaps or overlaps in regulatory boundaries	Regulators and the UK Regulators Network		<a href="#">xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf</a>
28/09/2024	Net Zero	Consumer perceptions of and engagement with the transition to net zero	Businesses and third sector bodies should consider what changing consumer demand and regulatory frameworks might mean for their own supply chains, training and development and purchasing decisions	Providers of goods and services	<b>Ongoing:</b> we will continue to pursue this recommendation in consultation response and in engagement with key stakeholders	<a href="#">xm24-02-consumer-perceptions-of-and-engagement-with-the-transition-to-net-zero-final-report.pdf</a>
10/02/2025	Consumer Markets	Subscription contracts regime	Recommended that DBT consider requiring traders to acknowledge cancellation of the subscription contract; where it is the consumer's responsibility to return any good(s), they must be returned no later than 14 days after the trader's acknowledgment of the cancelled subscription.	Department for Business and Trade	<b>On-going:</b> The responses to the consultations are still being considered and analysed and will be published in due course. We have engaged bilaterally with DBT officials on our recommendations and we will assess the published response to the consultation against our proposals.	<a href="https://consumer.scot/publications/consultation-on-the-implementation-of-a-new-subscription-contracts-regime.html/">https://consumer.scot/publications/consultation-on-the-implementation-of-a-new-subscription-contracts-regime.html/</a>
10/02/2025	Consumer Markets	Subscription contracts regime	The wording of the Regulation for category 3 goods does not set out clearly, as it does for category 2 goods, the standard of information that traders must share in order to help inform and protect consumers. Traders should be required to inform consumers prominently and clearly that they will only be eligible for full refunds if the product remains unsealed or is not inseparably mixed.	Department for Business and Trade		<a href="https://consumer.scot/publications/consultation-on-the-implementation-of-a-new-subscription-contracts-regime.html/">https://consumer.scot/publications/consultation-on-the-implementation-of-a-new-subscription-contracts-regime.html/</a>
10/02/2025	Consumer Markets	Subscription contracts regime	We would recommend specifying a more robust definition of what constitutes a service for the purposes of these Regulations. The examples provided by DBT (gym memberships, heritage sites, theme parks) all suggest a subscription or season pass to a physical service or attraction, but this is not explicitly stated. If this description is an accurate one, it should be more clearly described in Regulations or any accompanying Guidance. If a wider definition is intended, explanations and examples of different kinds of services that would meet the definition in this section would provide more clarity for both traders and consumers.	Department for Business and Trade		<a href="https://consumer.scot/publications/consultation-on-the-implementation-of-a-new-subscription-contracts-regime.html/">https://consumer.scot/publications/consultation-on-the-implementation-of-a-new-subscription-contracts-regime.html/</a>
10/02/2025	Consumer Markets	Subscription contracts regime	The wording of the guidance under paragraph 44 and examples used, should be further clarified. In the section about obligations during the initial cooling-off period, it is stated that, "Before the trader starts supplying the services, they must seek the consumer's request that the services be supplied in the initial cooling-off period." [1] For services such as access to gyms, heritage sites, or theme parks, however, it is not clear what this would look like in practice. It may be useful to also provide examples of the kinds of services that do not require physical attendance, in the Regulation and accompanying guidance.	Department for Business and Trade		<a href="https://consumer.scot/publications/consultation-on-the-implementation-of-a-new-subscription-contracts-regime.html/">https://consumer.scot/publications/consultation-on-the-implementation-of-a-new-subscription-contracts-regime.html/</a>
10/02/2025	Consumer Markets	Subscription contracts regime	Consumer Scotland suggests that to ensure consistency, mixed contracts should also be covered by regulations. If mixed contract subscriptions are only subject to guidance, we would be concerned that consumers of mixed contract subscriptions may enjoy less robust protections or have less clarity about their rights if they wish to exercise their cooling off rights.	Department for Business and Trade		<a href="https://consumer.scot/publications/consultation-on-the-implementation-of-a-new-subscription-contracts-regime.html/">https://consumer.scot/publications/consultation-on-the-implementation-of-a-new-subscription-contracts-regime.html/</a>
10/02/2025	Consumer Markets	Subscription contracts regime	We would recommend the development of a measurable standard for what constitutes an unreasonable number of offers or feedback requests made to consumers, to be set out in guidance for traders, as opposed to the Regulations themselves. An alternative option would be to provide consumers with the option to either cancel their subscription with one click or otherwise seek their explicit consent to see offers from traders before exiting the contract. This would support traders to try and retain customers in a way that does not frustrate attempts to end a subscription, and may be beneficial to consumers who may consider an offer made to them to be acceptable.	Department for Business and Trade		<a href="https://consumer.scot/publications/consultation-on-the-implementation-of-a-new-subscription-contracts-regime.html/">https://consumer.scot/publications/consultation-on-the-implementation-of-a-new-subscription-contracts-regime.html/</a>
10/02/2025	Consumer Markets	Subscription contracts regime	Consumer Scotland agrees with the proposals, the consumption of any digital content during a cooling-off period may fairly be charged for by the trader. We do, however argue, that a proportional charge for accessing digital services during a cooling-off period should not preclude the consumer having an ongoing right to cancel their contract during this period, remaining liable for any content consumed.	Department for Business and Trade		<a href="https://consumer.scot/publications/consultation-on-the-implementation-of-a-new-subscription-contracts-regime.html/">https://consumer.scot/publications/consultation-on-the-implementation-of-a-new-subscription-contracts-regime.html/</a>
14/02/2024	Consumer Markets	Regulation of non-surgical cosmetic procedures	We highlighted the need to enable consumers to enter into contracts having relevant information around the potential mid to long term effects of their procedure, redress options, and signposting around potential finance options. We also stressed the importance of comprehensive data collection, monitoring, evaluation, and appropriate resourcing if extending enforcement duties. We also asked the SG to consider making membership of a redress scheme mandatory for every clinic and/or practitioner, to ensure consumers always have access to justice.	Scottish Government		<b>Ongoing:</b> The Scottish Government recently introduced the Non-surgical Procedures and Functions of Medical Reviewers (Scotland) Bill. <b>While we welcome the general principles of the Bill, we plan to submit a response</b> reiterating the need for an information duty and strong redress options, financial safeguarding, and the need to continue working with the UK Government to prevent cosmetic tourism.

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24/04/2024	Cross Markets	Response to the Scottish Government consultation on draft Scottish National Adaptation Plan 3	We recommend that the Scottish Government should continue to engage with stakeholders such as Ofcom, communications providers, energy networks, regional resilience partnerships and infrastructure providers to consider risks arising from interdependent infrastructure, such as telecoms and energy. Our communication networks must be as robust as possible to help withstand future weather and climate events and the potential power and communications infrastructure outages that may occur as a result.	Scottish Government	<b>Ongoing:</b> Consultation analysis quoted our response: "Given that adverse weather is predicted to be more frequent in future, we have concerns about the resilience of water, energy and telecommunications infrastructure and the impact that this may have on consumers in Scotland." . <b>The final plan includes a commitment for Scottish Government to work closely with regulators, regional resilience partnerships and others on critical infrastructure</b> while risks to infrastructure networks (water, energy, transport, ICT) from cascading failures is identified in the final plan as a risk requiring more action. We continue to engage with regulators and providers on these issues.	<a href="#">consumer-scotland-response-to-the-draft-scottish-national-adaptation-plan-3-consultation.pdf</a>
06/02/2025	Energy	Debt Relief Scheme	We recommended a Debt Relief Scheme (DRS) which considers larger consumer debt landscape	Ofgem	<b>Ongoing</b> - In August 2025 Ofgem published a working paper setting out the broad parameters for a debt relief scheme, including proposed phased implementation to deliver relief to some customers as quickly as possible, followed by support for a broader group in due course. This working paper reflects the key points raised in our original response.  Consumer Scotland responded to this working paper in September. We are broadly supportive of the approach Ofgem proposes. While we think Ofgem's proposed criteria for phase 2 are better than those of phase 1, as an expedient measure to enable some benefit to be delivered to some consumers as quickly as possible, we support the initial criteria.  <b>Ofgem published the final consultation on the debt relief scheme in early November. We will respond to this to continue pursuing the implementation of our key recommendations.</b>  Up to 20,000 consumers in Scotland could benefit from these changes.	<a href="#">Response to Ofgem consultation - Resetting the Energy Debt Landscape: The Case for a Debt Relief Scheme (HTML)   Consumer Scotland</a>
06/02/2025	Energy	Debt Relief Scheme	DRS must be progressively funded and be as "cost neutral" as possible to ensure fairness for all consumers	Ofgem		<a href="#">Response to Ofgem consultation - Resetting the Energy Debt Landscape: The Case for a Debt Relief Scheme (HTML)   Consumer Scotland</a>
06/02/2025	Energy	Debt Relief Scheme	Ofgem should engage with advice sector to ensure resource is in place to deliver the time limited scheme	Ofgem		<a href="#">Response to Ofgem consultation - Resetting the Energy Debt Landscape: The Case for a Debt Relief Scheme (HTML)   Consumer Scotland</a>
06/02/2025	Energy	Debt Relief Scheme	Data proxies must take account of Scottish data sharing challenges, recommend use of DWP dataset	Ofgem		<a href="#">Response to Ofgem consultation - Resetting the Energy Debt Landscape: The Case for a Debt Relief Scheme (HTML)   Consumer Scotland</a>
06/02/2025	Energy	Debt Relief Scheme	DRS must target groups that report bad debt, e.g. High Essential Energy Users, e.g. disabled consumers, young children households + low income.	Ofgem		<a href="#">Response to Ofgem consultation - Resetting the Energy Debt Landscape: The Case for a Debt Relief Scheme (HTML)   Consumer Scotland</a>
01/12/2024	Energy	Designing energy support for disabled consumers	Scottish and UK governments and Ofgem should recognise the significance of high essential energy expenditure as a driver of energy affordability challenges for disabled consumers	Scottish government UK government Ofgem		<a href="#">Designing energy support for disabled consumers   Consumer Scotland</a>
01/12/2024	Energy	Designing energy support for disabled consumers	Policy-makers should undertake a review of existing energy affordability interventions and examine options for better targeting disabled individuals	Scottish government UK government Ofgem		<a href="#">Designing energy support for disabled consumers   Consumer Scotland</a>
01/12/2024	Energy	Designing energy support for disabled consumers	Scottish government should consider opportunities to provide additional affordability support to the terminally ill	Scottish government UK government Ofgem	<a href="#">Designing energy support for disabled consumers   Consumer Scotland</a>	
01/12/2024	Energy	Designing energy support for disabled consumers	A cross-industry approach is needed to proactively consider how disabled consumers' needs may be better met	Scottish government UK government Ofgem	<a href="#">Designing energy support for disabled consumers   Consumer Scotland</a>	
20/11/2024	Energy	Regulating Third Party Intermediaries in the Retail Energy Market	Consumer Scotland does not support a general authorisation regime for third party intermediaries (TPIs). Instead we would suggest a hybrid model is adopted, with different TPI models categorised by the level of risk their service entails. For instance, general information services could be covered by a general authorisation regime, while those deemed to have significant control over a consumer's energy contract could require specific authorisation.	DESNZ	<b>Ongoing</b> - In October 2025, <b>DESNZ published a response to their original consultation in which they indicated that they will proceed with a hybrid authorisation model, in line with our recommendation.</b> We expect this to be confirmed in an energy bill to be published before the end of the year and laid before parliament in due course. We will engage with the parliamentary process to continue pursuing the implementation of our recommended regulatory model.	<a href="#">Response to DESNZ consultation: Regulating Third Party Intermediaries in the Retail Energy Market (HTML)   Consumer Scotland</a>
18/11/2024	Energy	Ofgem Vulnerability Strategy	We recommended that Ofgem updated its published vulnerability strategy to improving the specific language/phraseology used to describe consumers in vulnerable circumstances to ensure no unwarranted assumptions are made about their needs.	Ofgem	<b>Complete - Ofgem published its revised consumer vulnerability strategy in April 2025. The changes to the strategy broadly reflected our recommendations,</b> including a shift in some of the descriptive language used, and a recognition of the variety of factors that can influence vulnerability. While Ofgem did not set out specifically the form or frequency of stakeholder engagement, Ofgem did emphasise that this would be a priority for them, including ensuring their senior leaders spend time with small groups of consumers.	<a href="#">Response to Ofgem consultation: Refreshing our Consumer Vulnerability Strategy</a>
18/11/2024	Energy	Ofgem Vulnerability Strategy	We recommended that the refreshed strategy should more clearly reflect factors influencing vulnerability, recognising that vulnerability can be temporary or permanent, due to factors outside the individuals' control, multi-faceted and cumulative	Ofgem	<a href="#">Response to Ofgem consultation: Refreshing our Consumer Vulnerability Strategy</a>	
18/11/2024	Energy	Ofgem Vulnerability Strategy	We recommended a range of methods for enhanced stakeholder engagement, to ensure regular engagement directly with small groups of consumers, as well as with suppliers and consumer representative bodies	Ofgem	<a href="#">Response to Ofgem consultation: Refreshing our Consumer Vulnerability Strategy</a>	
22/01/2025	Energy	Citizens Advice supplier star ratings	Any changes to Star Rating should ensure it (a) provides consumers with accessible information about energy suppliers and encourage competition between suppliers to improve customer service. And (b) take account of all types of energy consumers and their particular needs.	Citizens Advice	<b>Complete - Citizens Advice published its decision in August 2025, with changes to the methodology to be introduced from April 2026. The</b>	<a href="#">Citizens Advice Star Rating Review consultation 2024-2025   Consumer Scotland</a>

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22/01/2025	Energy	Citizens Advice supplier star ratings	Cit A should continue to include metrics such as telephone waiting times and third party contacts (e.g. to advice bodies).	Citizens Advice	methodology will be updated to reflect different contact methods, a billing metric will be added, and existing metrics around call wait times and complaints to suppliers and third parties will continue to be included.	<a href="#">Citizens Advice Star Rating Review consultation 2024-2025   Consumer Scotland</a>
22/01/2025	Energy	Citizens Advice supplier star ratings	The Rating should also include metrics from webchat/digital apps to reflect changes in consumer contact methods, and introduce a specific billing metric.	Citizens Advice		<a href="#">Citizens Advice Star Rating Review consultation 2024-2025   Consumer Scotland</a>
11/03/2025	Energy	Radio Teleswitch (RTS)	We supported proposed licence modifications that encourage timely and efficient support of RTS consumers, ensure they are not on tariffs that are any worse, and ensure that suppliers are held to account.	Ofgem	<b>Ongoing - We followed up our consultation response with a letter to the Ofgem CEO in May 2025 requesting assurances that:</b> *A risk-based approach to the phase-out would be adopted, which would mean the signal would not be switched off in the north of Scotland until late in the process, to ensure all parties could have confidence there would be no negative impacts on consumers. *Suppliers would be ready to quickly respond in the event of power interruptions. *Support would be available for consumers in vulnerable circumstances.  <b>Ofgem have not proceeded with the licence amendments, but responded comprehensively to our letter.</b> In it they outlined the specific actions they are taking against each of our points. We are continuing to push for remedial funds to be made available for households for whom there have been wider house works required as a result of RTS meter replacements, and for there to be greater transparency around the phase-out plan (which will recommence in Scotland in spring 2026).	<a href="#">Response to Ofgem Consultation on Modifications to Current Electricity Metering Obligations (HTML)   Consumer Scotland</a>
11/03/2025	Energy	Radio Teleswitch (RTS)	We encouraged stronger protection and compensation mechanics for RTS consumers still on meters after 30 June, similar to PPM consumers protections in Guaranteed Standards of Performance Regulations.	Ofgem		<a href="#">Response to Ofgem Consultation on Modifications to Current Electricity Metering Obligations (HTML)   Consumer Scotland</a>
20/03/2025	Energy	Standing charges	We recommended that Ofgem should test and pilot any zero standing charge price cap variant with a limited group of consumers to further test its assumptions and impact to consumer behaviour before proceeding with any change on a more widespread basis.	Ofgem	<b>Ongoing - Ofgem decided not to proceed with some aspects of their original proposal which we had expressed concerns about.</b> Ofgem consulted further in September 2025 with a proposal to require suppliers to offer customers a lower standing charge tariff. We responded in October to recommend that Ofgem not make knee jerk changes to cost recovery arrangements, and to support a more holistic review as part of its Cost Allocation Review. <b>We emphasised our concerns that changes to the standing charge in isolation would result in disorganised cost distribution, with less well-off, but high-use consumers losing out.</b> However, we noted that if Ofgem feel compelled to proceed with near-term changes then they should be time-limited to allow for a subsequent review and a continue/discontinue decision in 2 years.	<a href="#">Response to Ofgem on introducing a zero standing charge energy price cap variant (HTML)   Consumer Scotland</a>
20/03/2025	Energy	Standing charges	We recommended that Ofgem should explore with the UK government other options for addressing energy affordability issues	Ofgem		<a href="#">Response to Ofgem on introducing a zero standing charge energy price cap variant (HTML)   Consumer Scotland</a>
08/08/2025	Energy	Smart meter guaranteed standards of performance	We broadly support Ofgem's proposed revisions to the smart meter guaranteed standards of performance, though recommended it keeps under review the eligibility of a "virtual WAN" as a technical solution to some of the communications challenges in Scotland in the coming year as the rollout of the VWAN from 2026 onwards provides opportunities to improve connectivity in rural areas.	Ofgem	<b>Ongoing - We anticipate an Ofgem decision on this issue around the end of the year</b> and we continue to engage with the regulator on our recommendations via bilateral and multilateral meetings	<a href="#">Response to Ofgem statutory consultation on smart meter guaranteed standards of performance   Consumer Scotland</a>
08/08/2025	Energy	Smart meter guaranteed standards of performance	We also recommended that Ofgem's new rules should reflect a requirement for a range of metering appointments to be offered by suppliers.	Ofgem		<a href="#">Response to Ofgem statutory consultation on smart meter guaranteed standards of performance   Consumer Scotland</a>
08/08/2025	Energy	Smart meter guaranteed standards of performance	We recommended that the wording in the standards should be amended to ensure it is clear that compensation for supplier failings is due both in relation to first-time and replacement installations.	Ofgem		<a href="#">Response to Ofgem statutory consultation on smart meter guaranteed standards of performance   Consumer Scotland</a>
08/08/2025	Energy	Smart meter rollout framework	While supportive of many aspects of the refreshed rollout framework, we recommended that DESNZ learn the lessons from the RTS replacement campaign, which left proportionately many more consumers in Scotland with RTS meters compared to other areas, and to take steps to significantly improve the smart meter rollout rate in Scotland.	DESNZ	<b>Ongoing - We anticipate a DESNZ decision on this issue in early 2026</b> and we continue to engage with the government on our recommendations via bilateral and multilateral meetings	<a href="#">DESNZ consultation on smart metering policy framework post 2025   Consumer Scotland</a>
08/08/2025	Energy	Smart meter rollout framework	We recommended that DESNZ require suppliers to report installation rates more frequently, and at a local authority or DNO region level.	DESNZ		<a href="#">DESNZ consultation on smart metering policy framework post 2025   Consumer Scotland</a>
08/08/2025	Energy	Smart meter rollout framework	We recommended that DESNZ require suppliers to meet regional targets and give appropriate consideration to hard to reach and vulnerable consumers.	DESNZ		<a href="#">DESNZ consultation on smart metering policy framework post 2025   Consumer Scotland</a>

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08/08/2025	Energy	Smart meter rollout framework	We recommended that DESNZ ensure suppliers and other parties coordinate to speed up the rollout in lower population density regions.	DESNZ		<a href="#">DESNZ consultation on smart metering policy framework post 2025   Consumer Scotland</a>
06/10/2025	Energy	Cost Allocation Review	Recognising the early stage that this work is at, we are primarily concerned with the manner in which Ofgem intends to take forward this programme. We recommend that in the first instance costs are assigned to ensure that: *risk is held by those parties best placed to manage it *costs are borne by parties who have contributed to them *action or inaction has fair costs and benefits attached *the right signals are sent to the right parties at the right time Once this first phase has been carried out then Ofgem should ensure that the nominal bill and cost splits that arise are affordable for different consumer groups, support net zero and economic growth goals, and are practical to implement.	Ofgem	<b>Ongoing - Ofgem are considering the responses to their Call for Input. We understand our response was well received and we continue to engage with Ofgem</b> on this issue through bilateral and multilateral discussions. Consumer Scotland has been raising awareness of the cost allocation review process with advice providers and other stakeholders in Scotland. Further publications from Ofgem expected around the end of the year	<a href="#">Ofgem call for evidence on an energy system cost allocation and recovery review   Consumer Scotland</a>
24/06/2025	Energy	Just Transition	There are key gaps in terms of our knowledge about how the energy transition may impact consumers, which need to be filled: *Limited real-world, current user experience of new tariffs, services and technologies *Limited Scottish-specific data *Demonstration of more innovative models such as energy-as-a-service or dynamic social tariffs needed *Understanding consumer perspectives and trade-offs and fairness We are taking forward new research to fill some of these gaps ourselves, with the intention of making policy recommendations, which will cut across multiple workstreams, to: *Focus on consumer outcomes and inclusive innovation *Future-proof regulations *Embed and consolidate consumer protections for new and emerging services *Tackle digital literacy and inclusion	Policy-makers and industry	<b>Ongoing - We have socialised the finding of our research and report with policy-makers including Ofgem and DESNZ.</b> We are taking forward new research to fill some of the information gaps ourselves, with the intention of building our a series of policy recommendations, which will cut across multiple workstreams, to: *Focus on consumer outcomes and inclusive innovation *Future-proof regulations *Embed and consolidate consumer protections for new and emerging services *Tackle digital literacy and inclusion	<a href="#">Ensuring a just transition for consumers in the GB retail market</a>
11/04/2025	Energy	Community benefits	We recommend that Scottish government carry out a review of existing material on the use of community benefits	Scottish Government	<b>Ongoing - Scottish Government published an analysis of responses in October, and are due to provide updated guidance on community benefits from net zero developments in 2026.</b> We will continue to pursue these issues with stakeholders, including through the Energy Consumers Network.	<a href="#">Scottish Government community benefits from net zero energy developments consultation   Consumer Scotland</a>
11/04/2025	Energy	Community benefits	Seek the views of consumers, including those in communities not geographically close to developments	Scottish Government	<b>Ongoing - Scottish Government published an analysis of responses in October, and are due to provide updated guidance on community benefits from net zero developments in 2026.</b> We will continue to pursue these issues with stakeholders, including through the Energy Consumers Network.	<a href="#">Scottish Government community benefits from net zero energy developments consultation   Consumer Scotland</a>
11/04/2025	Energy	Community benefits	Ensure that any community benefit arrangements are proportionate, as ultimately the cost of any benefit provided to specific communities is borne by other consumers	Scottish Government	<b>Ongoing - Scottish Government published an analysis of responses in October, and are due to provide updated guidance on community benefits from net zero developments in 2026.</b> We will continue to pursue these issues with stakeholders, including through the Energy Consumers Network.	<a href="#">Scottish Government community benefits from net zero energy developments consultation   Consumer Scotland</a>
24/03/2025	Energy	Warm Home Discount	We recommend changes to the structure and administration of the Warm Home Discount (WHD) scheme in Scotland,	DESNZ		<a href="#">DESNZ consultation on expanding the Warm Home Discount Scheme 2025-26   Consumer Scotland</a>
24/03/2025	Energy	Warm Home Discount	We recommend that the WHD extension presents an opportunity to implement a GB-wide approach that ensures equal access to support.	DESNZ	<b>Ongoing - Consultation on the future arrangements for the WHD scheme are continuing, with DESNZ publishing a further consultation, which we will respond to by the end of November.</b> The new consultation from DESNZ outlines options relating automation and greater consistency in treatment of consumers across GB, which is in line our views.	<a href="#">DESNZ consultation on expanding the Warm Home Discount Scheme 2025-26   Consumer Scotland</a>
24/03/2025	Energy	Warm Home Discount	We recommend that automatic WHD payments are extended to all eligible consumers in Scotland rather than requiring applications.	DESNZ		<a href="#">DESNZ consultation on expanding the Warm Home Discount Scheme 2025-26   Consumer Scotland</a>
24/03/2025	Energy	Warm Home Discount	We also recommend that the UK government improve targeting of energy support.	DESNZ		<a href="#">DESNZ consultation on expanding the Warm Home Discount Scheme 2025-26   Consumer Scotland</a>
28/02/2025	Energy	Review of Ofgem	We recommended that in any reforms to Ofgem's roles and responsibilities there should be clarity that its purpose should be to focus primarily on current and future consumers	DESNZ		<a href="#">DESNZ review of Ofgem: call for evidence   Consumer Scotland</a>
28/02/2025	Energy	Review of Ofgem	We recommended that Ofgem does more to sanction companies that breach its rules	DESNZ	<b>Ongoing - Our CEO is a member of the Ofgem Review Panel, led by the Minister.</b> We are contributing to that panel to represent the interests of consumers in Scotland in the review process and we anticipate DESNZ's	<a href="#">DESNZ review of Ofgem: call for evidence   Consumer Scotland</a>
28/02/2025	Energy	Review of Ofgem	We recommended that Ofgem is given the tools it needs to take effective enforcement action	DESNZ		<a href="#">DESNZ review of Ofgem: call for evidence   Consumer Scotland</a>

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28/02/2025	Energy	Review of Ofgem	We recommended that Ofgem moves away from delivering government schemes/initiatives	DESNZ	decision by the end of 2025	<a href="#">DESNZ review of Ofgem: call for evidence   Consumer Scotland</a>
28/02/2025	Energy	Review of Ofgem	We recommended that the UK Government consider how Ofgem's governance framework can ensure a clear focus on the needs of consumers across the regions and nations of Great Britain, especially where these differ between geographies.	DESNZ		<a href="#">DESNZ review of Ofgem: call for evidence   Consumer Scotland</a>
10/03/2025	Energy	Smart data	We are supportive of the introduction of a smart data scheme. Any such scheme that is introduced should be based on the principles of: authentication, transparency, control, accountability and redress.	DESNZ	<b>Ongoing - DESNZ published a response to the call for input in July 2025, in which they acknowledged the points raised by Consumer Scotland and other stakeholders.</b> They are considering responses and will continue to assess whether to proceed with a smart data scheme over the remainder of 2025. In the interim we are giving consideration to how these principles can be reflected in forward-looking TPI regulations.	<a href="#">DESNZ call for evidence: Developing an energy smart data scheme   Consumer Scotland</a>
16/12/2024	Energy	24/7 metering support	Routes for consumers to raise a fault should not be online only, given the reliance on landlines in some rural areas.	Ofgem	<b>Ongoing -</b> Ofgem published its decision in April 2025, in which they stuck with their original position that they would not prescribe which communication channels suppliers must maintain 24/7 access through. They consider that suppliers may adopt different practices to best meet their customers' specific needs. <b>However, they committed to take our points under consideration as part of their wider Consumer Outcomes work,</b> which we expect consultations on in the autumn and which we will engage with the regulator on.	<a href="#">Ofgem Consumer Standards: Supplier 24-7 Metering Support consultation   Consumer Scotland</a>
02/10/2024	Energy	Energy affordability policy	Targeted interventions for consumers should be designed around an understanding of low income alongside high essential energy expenditure	Scottish government, UK government, Ofgem	<b>Ongoing - Ofgem has kicked off its Cost Allocation Review, which considers all of the critical topics suggested in our affordability policy.</b> We are engaging with the regulator on the Review and we will pursue our recommendations through that process.	<a href="#">Energy Affordability Policy - October 2024   Consumer Scotland</a>
02/10/2024	Energy	Energy affordability policy	A holistic review of existing support should inform the design of future affordability policy	Scottish government, UK government, Ofgem		<a href="#">Energy Affordability Policy - October 2024   Consumer Scotland</a>
02/10/2024	Energy	Energy affordability policy	Design of energy affordability support must be future-proofed	Scottish government, UK government, Ofgem		<a href="#">Energy Affordability Policy - October 2024   Consumer Scotland</a>
02/10/2024	Energy	Energy affordability policy	Affordability interventions should be fully costed with fair distribution of costs for consumers	Scottish government, UK government, Ofgem		<a href="#">Energy Affordability Policy - October 2024   Consumer Scotland</a>
02/10/2024	Energy	Energy affordability policy	Interventions must be practical and implementable	Scottish government, UK government, Ofgem		<a href="#">Energy Affordability Policy - October 2024   Consumer Scotland</a>
30/06/2024	Energy	Ban on acquisition tariffs	We opposed Ofgem's proposed lifting of the ban on acquisition-only tariffs on the basis that the ban still has a role to play as price stability returns to the market, improves outcomes for customers and those in energy debt and competition in retail energy should be driven by a wider range of factors than price alone.	Ofgem	<b>Complete - In July 2024 Ofgem confirmed that it would retain the ban, in line with our recommendation,</b> and in November announced that it would be extended until at least the end of March 2026.	<a href="#">Ofgem's Statutory Consultation on the Future of the Ban on Acquisition-only Tariffs   Consumer Scotland</a>
03/05/2024	Energy	REMA	Consumers interests should be considered more carefully as part of REMA policy development, by setting out a clear package of intended consumer outcomes, and reviewing policy options against these, carrying out impact assessments against different consumer archetypes.	DESNZ	<b>Ongoing -</b> DESNZ' July announcement provided limited analysis of the consumer impact of the decision to retain a single national wholesale market. They have, however, committed to publishing a complete impact assessment of the options considered before the end of the year. Consumer Scotland will publish our own analysis in the interim, to advocate for an ambitious level of reform, and avoid the risks to consumers presented by an outcome very similar to the status quo.	<a href="#">UK Government Review of electricity market arrangements (REMA): second consultation   Consumer Scotland</a>
06/10/2025	Investigations	Converting Scotland's Home Heating	In developing a revised EPC framework, the Scottish Government should ensure that EPCs empower consumers to take informed action. This can be achieved by presenting clear, accessible information on the EPC itself, alongside effective supporting materials and strong signposting to advice and funding resources. Additionally, the Scottish Government should collaborate closely with local authorities to develop a robust enforcement framework – ensuring that EPCs are produced whenever they are required to be. This framework should ensure EPC assessments meet high-quality standards and address non-compliance effectively. By combining these efforts, the Government can enhance the reliability and effectiveness of the EPC system, supporting Scotland's broader net-zero objectives and encouraging consumer engagement in energy efficiency improvements.	Scottish Government EPC Reform Team	<b>Ongoing - The Scottish Government has now set out its plans for EPC reform through the Energy Performance of Buildings (Scotland) Regulations 2025, which are expected to take effect on 31 October 2026.</b> Consumer Scotland has engaged closely with the Scottish Government EPC reform team as part of our investigation into green home heating and wider energy efficiency work to ensure that proposed changes help to empower consumers to take action consumers to take action. We have also worked with them to feed into and support the design and development of the Heat and Energy Efficiency Technical Assessment (HEETSA) to ensure that guidance is clear for consumers.	<a href="https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/">https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/</a>
06/10/2025	Investigations	Converting Scotland's Home Heating	In the short term, the Scottish Government needs to work with the public, private, and third sectors to build consumer awareness of the role that home heating plays in the wider net-zero agenda - the options and opportunities this creates for consumers - and where further information can be sought. As and when specific standards or targets are brought forward, this awareness raising must be ramped up to clearly articulate the requirements, journeys and impacts for the ways that people insulate and heat their homes. These information campaigns should factor in the needs of seldom-heard communities and those who may be generally underrepresented. It should also detail where people should go for advice and support.	Scottish Government - Heat in Buildings Team	<b>Ongoing - We continue to pursue this recommendation in our engagement with Scottish Government in relation to forthcoming Heat in Buildings Bill.</b> Consumer Scotland published a framework for considering consumer engagement with climate change. We have presented this to Scottish Government teams to help shape and inform future plans and engagement on the energy transition.	<a href="https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/">https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/</a>

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06/10/2025	Investigations	Converting Scotland's Home Heating	All consumers should be able access a single, reliable and adequately resourced source of independent advice and support, such as the Home Energy Scotland service. The Scottish Government should commit to funding the Home Energy Scotland service – or an equivalent body such as the National Public Energy Agency - sufficiently so it can deliver that function to the appropriately high standard as volume in this sector increases.	Scottish Government - Heat in Buildings Team	<b>Ongoing - Home Energy Scotland continues to operate as Scotland's main source of independent advice on energy efficiency and clean-heat options, and the Scottish Government has maintained funding for associated grants and loans.</b> We are engaging with the Scottish Government to support the initial thinking and development of the future advice service, encouraging them to build on the success of existing support and ensuring that they are considering what consumers will need from this service in future.	<a href="https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/">https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/</a>
06/10/2025	Investigations	Converting Scotland's Home Heating	The Scottish Government should, by the end of 2026, undertake a systematic review of public funding available to consumers in the sector in Scotland. The review must examine if current schemes meet demand, assess their effectiveness, and ensure funding is allocated efficiently to where it is most impactful - including addressing any unfair exclusions in eligibility. In addition, the Scottish Government should also consider eliminating unnecessary frictions in the application process. It should also focus on identifying the right mix of targeted grant and loan support that will effectively meet future demand and contribute to achieving any specific legislative targets or requirements.	Scottish Government - Heat in Buildings Team	<b>Ongoing - In addition to our engagement on the future advice service, we are engaging with the Scottish Government to inform their review of public funding available to incentivise and support consumers to install low carbon technologies</b> and make energy efficiency improvements to their homes.	<a href="https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/">https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/</a>
06/10/2025	Investigations	Converting Scotland's Home Heating	Given the anticipated expansion of home retrofit activity, the Scottish Government must act now within its powers to strengthen the enforcement landscape and protect consumers from substandard work, rogue trading, and scams. This requires a strategic focus on ensuring that enforcement bodies — both locally and nationally — are sufficiently equipped and resourced to tackle unfair trading and safeguard consumer interests. Without intervention, rising demand risks exposing consumers to increased harm—particularly through misleading claims about government-backed schemes. To support effective protections, the Scottish Government should engage with the UK Government on relevant consumer protection policy, and as a priority, update its Quality Assurance strategy in collaboration with consumer protection partners to provide a coherent framework that promotes confidence and compliance.	Scottish Government - Heat in Buildings Team	<b>Ongoing - we are engaging with different teams across the Scottish Government Heat in Buildings directorate</b> to support their thinking in relation to this recommendation and encourage cross-governmental engagement and action to address these challenges.	<a href="https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/">https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/</a>
06/10/2025	Investigations	Converting Scotland's Home Heating	Consumer Scotland supports the planned review of the insulation sector under the Warm Homes Plan by the Department for Energy Security and Net Zero. We recommend that this review is broadened to include a thorough assessment of all insulation and low-carbon heating technologies, with a particular focus on simplifying and consolidating the roles of standards and complaints bodies for consumers. The purpose should be to establish a coherent and consistent consumer journey through the systems of certification, monitoring, complaints and enforcement. This could be achieved through a regulatory framework, potentially overseen by Ofgem. Operating within such a regulatory framework there would preferably be a single body to oversee standards and consumer protection.	UK Government	<b>Ongoing - The UK Government's recent response signals early progress on improving consumer protections under the Warm Homes Plan</b> , with stronger oversight of installations, tougher suspension and reinstatement processes, enhanced contractor checks, increased scrutiny of TrustMark, and retrofit co-ordinator site visits. These steps address some past weaknesses in ECO delivery. Further work is required to develop this into a system-wide review, extended to all insulation and low-carbon heating technologies, and to simplify the landscape of standards, certification, complaints and enforcement. We will continue to pursue this recommendation through our engagement with UK Government, including our involvement in the strategic review of Ofgem.	<a href="https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/">https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/</a>
06/10/2025	Investigations	Converting Scotland's Home Heating	In partnership with the enforcement landscape (such as trading standards) standards bodies should conduct a review of their information sharing processes so that (as far as legally possible) rogue traders are flagged and prevented from operating. Where possible, the worst examples and most persistent offenders should include referrals to the relevant enforcement agencies – and vice versa.	Landscape Standards Bodies	<b>Ongoing - We are actively engaging with standards bodies across the sector</b> including MCS and IAA to support their thinking on these issues and encourage cooperation and action.	<a href="https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/">https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/</a>
06/10/2025	Investigations	Converting Scotland's Home Heating	In order to inform the overall review of the standards sector, the Scottish Government should partner with the UK Government to establish a system of mandatory accredited quality assurance and consumer protection standards for all traders in the energy efficiency and low-carbon heating sector, regardless of how the work is funded.	Scottish Government and UK Government	<b>Ongoing - The UK Government's Warm Homes Plan includes some improvements to oversight within funded programmes.</b> We will continue to pursue this recommendation in bilateral engagements with Scottish and UK Governments.	<a href="https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/">https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/</a>
06/10/2025	Investigations	Converting Scotland's Home Heating	A streamlined, accessible, and consistent complaints and redress system is essential to protect all consumers, particularly those in vulnerable circumstances. The current system is overly complex, with overlapping responsibilities, accountability gaps, and insufficient financial safeguards from Insurance Backed Guarantees. Previous reviews have highlighted these issues, but delivering wholesale reform may not be wholly within the powers of sectoral bodies. To address this, the UK Government, through DESNZ (and Ofgem), should conduct a comprehensive review of the standards landscape to establish a unified and effective complaints and Alternative Dispute Resolution scheme that ensures better outcomes for consumers.	UK Government	<b>Ongoing - We are actively engaging with standards bodies across the sector</b> including MCS and IAA to support their thinking on these issues and encourage cooperation and action.	<a href="https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/">https://consumer.scot/publications/investigation-converting-scotland-s-home-heating/</a>
08/04/2025	Post	Universal Postal Service for consumers	Ofcom should update its Equalities Impact Assessment to include fuller consideration of those with sensory impairments and ethnic minorities.	Ofcom	<b>Ongoing - Ofcom engaged with scrutiny of EQIA and provided clarity on its approach.</b> We will continue to pursue the delivery of outcomes for all consumer groups through the USO Stakeholder Implementation Forum that Ofcom has instructed Royal Mail to establish and which Consumer Scotland will be joining.	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>

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08/04/2025	Post	Universal Postal Service for consumers	<p>Ofcom should undertake a detailed review of whether the User Needs Assessment provides sufficient evidence to support the proposed changes set out in the consultation document, given that the 2.5 day model has not been specifically tested with consumers. Ofcom should publish the reasons for its assessment on this matter and should commit to:</p> <p>Gathering further consumer evidence on the 2.5 day model specifically giving further consideration to whether there is an appropriate, alternative model to the 2.5 day proposal that could better meet consumer needs, particularly with regards to the predictability and frequency of delivery.</p> <p>In order to satisfy that the consumer needs assessment is sufficient to support the proposed changes, there are specific additional assurances that Ofcom needs to provide with regards to access mail:</p> <p>The regulator should set out in further detail the evidence on whether mail providers who offer essential services to consumers will need to adjust their systems to get mail to consumers when they need it; and whether and when mail providers are able to make any such changes</p> <p>The regulator should set out its evidence that relevant Scottish equivalent bodies delivering devolved services (including health services and social security services) have been consulted and are prepared for the changes. (We provide a list of suggested Scottish organisations that should be included in this process under the access mail sections of our response)</p> <p>The regulator should set out its evidence that mail providers are aware of and able to respond to potential financial adjustments that might be needed for more urgent mail products</p>	Ofcom	<b>Ongoing - Ofcom provided a detailed response explaining how they thought they had met the required criteria.</b> We will continue analysis and scrutiny of the issues raised in this recommendation through the USO Implementation Forum.	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>
08/04/2025	Post	Universal Postal Service for consumers	Ofcom should publish updated modelling work showing its assumptions for the 2.5 day second class post model specifically against the different responses highlighted at paragraph 4.28 in the consultation document. It should also publish its specific assessment of the implications resulting from this modelling work of whether the proposed revised USO would meet reasonable consumer needs.	Ofcom	<b>Ongoing - No specific action indicated by Ofcom in the final decision.</b> We will continue to pursue monitoring of the relevant data and action to ensure good consumer outcomes through the USO Implementation Forum.	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>
08/04/2025	Post	Universal Postal Service for consumers	Ofcom should ensure that the needs of remote and rural consumers are adequately assessed, including those in postcode area Quality of Service target exempt island regions (all of which are Scottish).	Ofcom	<b>Ongoing - No action taken by Ofcom at this stage,</b> we will continue to advocate for the interests of remote and rural consumers through the USO Implementation Forum.	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>
08/04/2025	Post	Universal Postal Service for consumers	Ofcom and/or Royal Mail should publish information on the current split of mail between First and Second Class post volumes to provide a clear, transparent baseline against which consumer advocacy organisations and other stakeholders can monitor the impact of how consumers use these different products, if the proposed changes to the USO are implemented.	Ofcom	<b>Ongoing -</b> Ofcom has indicated it will consider what additional data it may provide in the Post Monitoring Report.	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>
08/04/2025	Post	Universal Postal Service for consumers	Ofcom should revisit its position on QoS targets in Scotland's islands, and as part of its final decision following the consultation, commit to a process to explore the potential for introducing some form of new minimum Quality of Service target for the three currently exempt postcode areas in Scotland.	Ofcom	<b>Not Accepted - Not progressed by Ofcom at this stage. Consumer Scotland gave oral evidence to the Scottish Affairs Committee on the needs of rural and remote consumers.</b> We are now undertaking further research with island consumers in Scotland and will feed this into the work of the USO Implementation Forum.	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>
08/04/2025	Post	Universal Postal Service for consumers	Ofcom should provide further analysis on Royal Mail's current postcode area level performance, including an assessment of whether more remote postcodes in Scotland are more likely to experience poorer delivery performance against regulatory targets. Ofcom should provide this analysis as part of its final decision, to help determine if additional safeguards may be required to better protect more remote consumers in Scotland in any revised USO model.	Ofcom	<b>Ongoing - Ofcom has committed to continued monitoring at postcode area level</b> and noted separate research capturing experiences of rural and remote consumers. We will continue to advocate for close monitoring of Royal Mail's performance in remote areas through the USO Implementation Forum.	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>
08/04/2025	Post	Universal Postal Service for consumers	Ofcom should examine options for requiring the new 'tail of the mail' reliability target to also be monitored at postcode area level, as well as the simple UK level figure, to ensure that all consumers, particularly those in remote and rural areas, benefit equally from this new regulatory protection.	Ofcom	<b>Ongoing - Ofcom note that their current monitoring work includes understanding Royal Mail's performance</b> in various parts of the UK in relation to the current targets and they commit to doing this for tail of mail targets.	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>
08/04/2025	Post	Universal Postal Service for consumers	Ofcom should maintain its position not to permit Royal Mail to fail to meet quality of service targets for six postcode areas.	Ofcom	<b>Complete - Ofcom agreed with our recommendation</b> and Royal Mail is not permitted to fail to meet quality of service targets in six postcode areas.	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>
08/04/2025	Post	Universal Postal Service for consumers	Ofcom should put in place a clear programme, if it has not done so already, to independently gather evidence on the real world consumer experience of the Royal Mail pilots which are testing a revised USO. The regulator should seek to use consumer feedback from the pilot areas as appropriate to inform its final decision.	Ofcom	<b>Ongoing -</b> We anticipate this will be a key issue for monitoring and scrutiny at the USO Stakeholder Implementation Forum.	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>
08/04/2025	Post	Universal Postal Service for consumers	Ofcom should set out its expectations for how consumers should be informed of changes to the USO, particularly the alternate delivery days for second class post, including the implications for them and the actions they need to take to make sure that mail reaches its destination at the right time. This will be particularly important with regards to mail sent later in the week, with the slowing down of deliveries over the weekend.	Ofcom	<b>Ongoing -</b> Following feedback from Consumer Scotland and consumer bodies in other parts of the UK, <b>Royal Mail have created a leaflet to send to consumers to explain the changing USO arrangements.</b> We will continue to advocate on the need for good consumer communications through the USO Stakeholder Implementation Forum	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>

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08/04/2025	Post	Universal Postal Service for consumers	If the changes to an 2.5 day alternate delivery day for second class post are implemented then Ofcom should commit to undertaking specific research with consumers, within 12 months of its final decision, to test:  If consumers have been appropriately informed of the changes If they have understood the changes What impact the changes have had for their experience of the mail system What actions, if any consumers have taken to mitigate the impact of these changes Ofcom should publish the findings from this research and commit to follow up mitigation and monitoring work as required on the key issues identified.	Ofcom	<b>Ongoing - Ofcom has indicated that it will consider if additional research is required</b> to cover these points. We will continue to pursue this matter with the regulator.	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>
08/04/2025	Post	Universal Postal Service for consumers	Ofcom should immediately commence detailed work to set out how the affordability of postal services will be protected for consumers. This should include:  - Setting out a commitment to protect existing safeguard caps within the new USO arrangements - Examining and publishing analysis on options for extending some form of affordability interventions to additional mail products (including first class post) where possible and appropriate, to ensure that all consumers continue to have access to these products when they need them - Examining and publishing analysis on options for introducing additional, targeted affordability schemes for consumers on low incomes, to augment but not replace market-wide safeguards.	Ofcom	<b>Ongoing - Ofcom have now launched a Call for Input on affordability and pricing for post</b> , including proposals for a targeted affordability scheme, which may cover both first and second class post. On launch of this Call for Input we highlighted our recommendations through media, including an interview on BBC Scotland and we will be responding to the Call for Input.	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>
08/04/2025	Post	Universal Postal Service for consumers	Ofcom should conduct a review of a range of additional regulatory tools that it may be beneficial for it to have available to it in order to quickly secure compliance by Royal Mail against the new QoS regime. Ofcom should provide its assessment on this matter to the UK Government for its consideration.	Ofcom	<b>Ongoing - Ofcom have indicated they are open to engage with stakeholders and consider alternatives.</b> We will continue to pursue this matter with the regulator and other stakeholders, including UK Government.	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>
08/04/2025	Post	Universal Postal Service for consumers	Ofcom should provide clarity for all stakeholders on its proposed compliance approach following the introduction of the 'tail of the mail' reliability targets to ensure that such targets do not have an unintended effect of disincentivising Royal Mail from meeting its main Quality of Service targets	Ofcom	<b>Complete - Ofcom has confirmed that Royal Mail will need to comply with both the headline quality of service target and the tail of mail target.</b>	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>
08/04/2025	Post	Universal Postal Service for consumers	Ofcom should monitor how well the additional D+3 service meets the needs of access mail users and identify any consumer detriment arising from access mail users switching to D+3 service.	Ofcom	<b>Ongoing - Not actioned by Ofcom during its final decision</b> but we will continue to pursue this recommendation through the USO Stakeholder Implementation Forum	<a href="#">Response to Ofcom review of the universal postal service (HTML)   Consumer Scotland</a>
03/04/2024	Post	Universal Postal Service reform	Following the initial Call for Input process we recommend that Ofcom should set out a clear process for the further exploration and development of potential changes to the USO, with consumers at the centre of the decision-making process.	Ofcom	<b>Ongoing - Ofcom strongly recommended Royal Mail to put in place a stakeholder implementation forum for 2 years</b> to monitor the rollout of the USO reform. We will be taking part in this forum.	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
03/04/2024	Post	Universal Postal Service reform	We have identified additional evidence and analysis that we recommend should be produced and published to inform the design and development of any potential options to amend the current USO	Ofcom	<b>Complete - Ofcom gathered evidence for the final USO decision - Consumer Scotland provided feedback on sufficiency of data for the decision made</b>	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
03/04/2024	Post	Universal Postal Service reform	We recommend that Ofcom considers the points above and sets out a comprehensive plan for further work to consider the future of the USO, with a range of options for how stakeholders and consumers can be placed at the heart of this process and given a central role in decision-making.	Ofcom	<b>Ongoing - Ofcom strongly recommended Royal Mail to put in place a stakeholder implementation forum for 2 years</b> to monitor the rollout of the USO reform.	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
03/04/2024	Post	Universal Postal Service reform	The next steps in the work to consider the future of the USO should include detailed work to identify changes that could be made to the existing system to improve access to post for those who are temporarily or permanently excluded from the current arrangements.	Ofcom	<b>Ongoing - Ofcom has initiated separate work to examine this issue further with consumer organisations, government and Royal Mail.</b> We are pursuing this recommendation through that process.	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
03/04/2024	Post	Universal Postal Service reform	In considering the future design of the USO, consideration should be given to how those who are digitally excluded can be protected in terms of equal access to mail services, recognising that this is a group of consumers who are particularly dependent on post	Ofcom	<b>Ongoing - Ofcom's final decision on USO reform recognises the potential risks to those who are digitally excluded.</b> We will continue to pursue this issue through the USO Implementation Forum	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
03/04/2024	Post	Universal Postal Service reform	Given the higher degree of reliance that many consumers in vulnerable circumstances have on postal services, it would be appropriate to include them at the centre of the design process for the future USO and we recommend that Ofcom considers how this might be achieved.	Ofcom	<b>Ongoing - Ofcom published an Equality Impact Assessment as part of its final decision on USO reform.</b> We will continue to pursue a focus on the specific issues for consumers in vulnerable circumstances through the USO Implementation Group	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
03/04/2024	Post	Universal Postal Service reform	We recommend that Ofcom undertakes and publishes further analysis on the compound effects for consumers who may be more dependent on postal services for multiple reasons.	Ofcom	<b>Ongoing - Ofcom's final decision recognises the compound risks of changes to the USO for some consumers, particularly those in rural areas and those who are digitally excluded.</b> We will continue to pursue a focus on this issue through the USO Implementation Group	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
03/04/2024	Post	Universal Postal Service reform	We recommend that a more detailed assessment is required on the UK bulk mail sector, in order to understand the implications for consumers in their receipt of important bulk mail that may arise from any changes to USO.	Ofcom	<b>Ongoing - Ofcom provided more detailed assessments through its final decision but we will continue to examine the practical impacts through the USO Implementation Group</b>	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
03/04/2024	Post	Universal Postal Service reform	We recommend that any options for a future USO should include specific proposals setting out how the affordability of postal services for consumers will be protected in that scenario.	Ofcom	<b>Ongoing - In October Ofcom launched a follow up review on the pricing and affordability of postal services.</b> We have engaged in media work on this and will respond to the initial Call for Input	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>

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03/04/2024	Post	Universal Postal Service reform	We recommend that a different approach to examining environmental impact should be taken as part of the next steps in this work, as consumer understanding and views should be central to any assessment of how the USO may need to adapt to help achieve environmental outcomes.	Ofcom	<b>Complete</b> - Ofcom's final decision included data on consumer views on environmental sustainability and how this relates to speed of mail delivery	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
03/04/2024	Post	Universal Postal Service reform	The Call for Input document recognises the significant 'intangible benefits' that Royal Mail can derive from its designation and status as the USO provider. These include its brand, visibility, reach and negotiating power. No assessment of the value of these benefits is provided as part of the financial estimations included in the Call for Input document. This is an important gap and we recommend that Ofcom undertakes and publishes its quantification of these benefits as part of its next steps	Ofcom	<b>Not Accepted</b> - No further information provided on this by Ofcom as part of the USO reform decision process	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
03/04/2024	Post	Universal Postal Service reform	We would welcome Ofcom providing further clarity on its approach to reviewing Royal Mail's efficiency as part of its financial assessment of the USO burden, as set out in the Call for Input document. We recommend that a full, independent efficiency review is conducted by Ofcom as part of the next steps in this work	Ofcom	<b>Complete</b> - Ofcom set out further detail on this as part of its final decision on USO reform and commits to monitoring the cost savings that Royal Mail makes from changes to the USO	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
03/04/2024	Post	Universal Postal Service reform	As part of its next steps in this work we recommend that Ofcom undertakes detailed modelling for each possible option for an adjusted USO, to demonstrate how quality of standards will be improved, monitored and enforced with that option.	Ofcom	<b>Ongoing</b> - Ofcom sets out the details of this in its final decision and we will examine the results from this through the USO Implementation Group	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
03/04/2024	Post	Universal Postal Service reform	We have identified additional evidence and analysis that we recommend should be produced and published to inform the design and development of any potential options to amend the current USO	Ofcom	<b>Complete - Ofcom provided substantial modelling for final proposed model</b> and for those options which were not followed	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
03/04/2024	Post	Universal Postal Service reform	We recommend that Ofcom considers the points above and sets out a comprehensive plan for further work to consider the future of the USO, with a range of options for how stakeholders and consumers can be placed at the heart of this process and given a central role in decision-making.	Ofcom	<b>Ongoing</b> - Ofcom strongly recommended Royal Mail to put in place a stakeholder implementation forum for 2 years to monitor the rollout of the USO reform.	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
03/04/2024	Post	Universal Postal Service reform	As part of its next steps in this work we recommend that Ofcom undertakes detailed modelling for each possible option for an adjusted USO, to demonstrate how quality of standards will be improved, monitored and enforced with that option.	Ofcom	<b>Complete - Ofcom provided substantial modelling for final proposed model</b> and for those options which were not followed	<a href="https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/">https://consumer.scot/publications/ofcom-call-for-input-on-the-future-of-the-universal-postal-service/</a>
06/10/2025	Post	Future of Post Office	To maintain the existing access criteria and requirement for 11,500 minimum Post Offices across the UK.	Department for Business and Trade	<b>Ongoing - We await the UK Government's response and next steps on the Green Paper.</b> We continue to engage bilaterally with UK Government on our recommendations.	Department of Business and Trade Green Paper: Future of Post Office   Consumer Scotland
06/10/2025	Post	Future of Post Office	Development of a Rural Strategy for Post Office which assesses the impact of any changes (i.e., to access criteria, postcode access criteria, government funding or what counts as a post office) and outlines how rural Post Offices will adequately and sustainably deliver essential services to consumers.	Department for Business and Trade		Department for Business and Trade
06/10/2025	Post	Future of Post Office	Introduce an additional Strategic Priority Focused on Consumer-Centric Service Delivery with explicit focus on delivering a relevant, accessible, and high-quality service that meet the evolving needs of consumers.	Department for Business and Trade		Department for Business and Trade
06/10/2025	Post	Future of Post Office	Maintain the current postcode district access criteria	Department for Business and Trade		Department for Business and Trade
06/10/2025	Post	Future of Post Office	Consider opportunities to strengthen the consumer voice in the future governance and accountability arrangements for the Post Office	Department for Business and Trade		Department for Business and Trade
06/10/2025	Post	Future of Post Office	Ensure that government policy requirements on the Post Office are appropriately and sustainability funded.	Department for Business and Trade		Department for Business and Trade
06/10/2025	Post	Future of Post Office	Ensure Post Office remains a mechanism for vital physical access to government, financial and postal services for consumers.	Department for Business and Trade		Department for Business and Trade
02/08/2024	Post	Parcel complaints	Ofcom should set out in more detail its approach to monitoring the impact of the new complaints guidance for parcel operators. This should include clear success criteria; monitoring and reporting timelines and measures; and details of the range of regulatory actions that Ofcom will take if improvements in consumer outcomes are not achieved by April 2025	Ofcom	<b>Ongoing - We have engaged Ofcom on our recommendations. Ofcom's latest post monitoring report, in October 2025, provides further data on consumer experiences in the parcel market, including on complaints.</b> The report identifies improvements the regulator observes amongst individual parcel operators in complaints channels, monitoring and accessibility. We understand that the regulator is engaging directly with parcel operators to monitor and encourage improvements to complaints systems. We will continue to liaise with the regulator on our recommendations and further actions that are required to advance these issues.	<a href="https://consumer.scot/publications/lost-in-the-post-the-experience-of-consumer-detriment-in-the-parcels-market.html/#section5">https://consumer.scot/publications/lost-in-the-post-the-experience-of-consumer-detriment-in-the-parcels-market.html/#section5</a>
02/08/2024	Post	Parcel complaints	Ofcom should consider its future strategy for publication of data on consumers' experiences of complaints in the parcel sector, drawing on its expertise in publishing similar data for other sectors that it regulates. More regular, detailed complaints data from the regulator can support improved transparency and awareness for consumers in their interactions with retailers and operators	Ofcom		<a href="https://consumer.scot/publications/lost-in-the-post-the-experience-of-consumer-detriment-in-the-parcels-market.html/#section5">https://consumer.scot/publications/lost-in-the-post-the-experience-of-consumer-detriment-in-the-parcels-market.html/#section5</a>
02/08/2024	Post	Parcel complaints	Ofcom should publish market volumes for consumer to anywhere (C2X) and consumer to consumer (C2C) markets to provide clear public information on the relative size of these markets and help improve consumer understanding where the overall balance of redress responsibilities lies between retailers and parcel operators	Ofcom		<a href="https://consumer.scot/publications/lost-in-the-post-the-experience-of-consumer-detriment-in-the-parcels-market.html/#section5">https://consumer.scot/publications/lost-in-the-post-the-experience-of-consumer-detriment-in-the-parcels-market.html/#section5</a>
02/08/2024	Post	Parcel complaints	Ofcom should engage with the Competition and Markets Authority to identify opportunities for cross-regulatory working to improve the outcomes of consumers receiving parcels from online retailers, specifically to improve consumer awareness of where to complain if they experience a problem relating to their delivery	Ofcom		<a href="https://consumer.scot/publications/lost-in-the-post-the-experience-of-consumer-detriment-in-the-parcels-market.html/#section5">https://consumer.scot/publications/lost-in-the-post-the-experience-of-consumer-detriment-in-the-parcels-market.html/#section5</a>

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02/08/2024	Post	Parcel complaints	Ofcom should split out the Annual Monitoring Report on the Postal Market by nation level, similar to the Connected Nations reports, to ensure that there is detail on how the parcel market is functioning for each nation in the UK. Given the different geographic, market and policy context for consumers in the different nations, it is important that any variations in experience are monitored and understood, to support effective responses to these	Ofcom		<a href="https://consumer.scot/publications/lost-in-the-post-the-experience-of-consumer-detriment-in-the-parcels-market-html/#section5">https://consumer.scot/publications/lost-in-the-post-the-experience-of-consumer-detriment-in-the-parcels-market-html/#section5</a>
02/08/2024	Post	Parcel complaints	Parcel operators should review their complaints procedures in line with the new guidance from Ofcom and should proactively publish details of the steps they have taken to improve their processes for consumers, along with regular data about the number and types of complaints they have received and the actions they have taken to address these	Parcel operators		<a href="https://consumer.scot/publications/lost-in-the-post-the-experience-of-consumer-detriment-in-the-parcels-market-html/#section5">https://consumer.scot/publications/lost-in-the-post-the-experience-of-consumer-detriment-in-the-parcels-market-html/#section5</a>
02/08/2024	Post	Parcel complaints	Online retailers should ensure that they clearly explain the sender's legal liability to ensure safe delivery at the point of purchase. This should include clear information about where consumers should direct any complaints about their delivery experience	Online retailers		<a href="https://consumer.scot/publications/lost-in-the-post-the-experience-of-consumer-detriment-in-the-parcels-market-html/#section5">https://consumer.scot/publications/lost-in-the-post-the-experience-of-consumer-detriment-in-the-parcels-market-html/#section5</a>