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Consumer Scotland
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By email: corporateservices@consumer.scot

Dear Consumer Scotland

Citizens Advice response to the Consumer Scotland consultation on the Draft Work Programme 2024-2025

Citizens Advice welcomes the opportunity to respond to this consultation. We also responded to the Consumer Scotland Work Programme consultation 2023-24. We will continue to liaise with Consumer Scotland in the coming year for the benefit of Great Britain's consumers. Our response is not confidential and may be freely published.

Patron HRH The Princess Royal Chief Executive Dame Clare Moriarty

Citizens Advice is an operating name of the National Association of Citizens Advice Bureaux.

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Consumer Scotland vision and key priorities for consumers

We agree with the context facing consumers in Scotland as described within the Consumer Scotland three year Strategic Plan. In particular, addressing the challenges of affordability and the problems facing consumers in vulnerable circumstances are of the highest priority. Our own recent research, [The National Red Index](#), shows that almost 5 million people in Great Britain are facing a negative budget. A further 2.35 million people are cutting back on essential spending to unsafe levels including for vital services such as energy and other utilities.

An approach focussed upon strategic priorities, as noted within the Draft Work Programme, is welcomed especially the issues relating to significant infrastructure, tariff systems, access to vital markets, and the affordability and standards of services for consumers.

Partnership approach

Consumer Scotland has a focus on partnership working including through other consumer groupings for Scotland and Great Britain including the Consumer Protection Partnership where both Consumer Scotland and Citizens Advice are members. We look forward to working with Consumer Scotland either through these partnership groups or directly, including sharing evidence and policy positions to benefit consumers facing a severe cost of living crisis.

Yours faithfully

Caroline Farquhar

Caroline Farquhar

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Energy Networks and Systems