

Tracey Reilly  
Head of Consumer Markets  
Consumer Scotland  
153 London Road  
Edinburgh  
EH8 7AU



30/01/2024

Response by email to: [consultation.UKRN@caa.co.uk](mailto:consultation.UKRN@caa.co.uk)

Dear Kevin

## **UKRN STRATEGY CONSULTATION RESPONSE**

Thank you for the opportunity to respond to the UK Regulators' Network Draft Strategy 2024-27. I have set out in this letter Consumer Scotland's feedback on the Draft Strategy, which I will hope will be of value to you as you finalise the Strategy. We note the intention to publish an Annual Delivery Plan 2024-25 which will set out the outputs UKRN will seek to deliver over the first year of the Strategy.

Consumer Scotland has valued our engagement with UKRN since our inception. In particular, we were pleased to work with UKRN to host a joint event in Edinburgh in November last year in relation to the impacts of the Cost of Living on consumers. We have also found our regular scheduled catchups with the UKRN team useful to keep informed of wider work undertaken by the UKRN and its members on cross cutting issues such as net zero and vulnerability. We look forward to continuing and building upon this positive relationship during the period 2024-27.

Consumer Scotland recently published our own Draft Work Programme for 2024-25. In this Programme we set out our planned work for the year across our three strategic objectives:

- Cost of living and affordability
- Consumers in vulnerable circumstances
- Climate change adaptation and mitigation

Our proposed workstreams include research, analysis, policy and advocacy activity, alongside our work on the Consumer Duty for public bodies in Scotland, the system for recall of goods and the development of our investigations function. We receive levy funding for our work in the gas, electricity, post and water sectors and we also undertake work across the wider consumer economy.

Given that set of activities, and reviewing UKRN's Draft Work Plan, there are a number of areas where there are opportunities for us to work together, especially in relation to our two shared priority areas of supporting the net zero transition and addressing vulnerability.

We would be keen to continue working with UKRN to promote collaboration, share knowledge across sectors and to foster thought leadership and stimulate debate regarding effective regulation which can meet consumer needs. We also recognise that it is important that UKRN as a network is sufficiently agile and able to adapt to address new risks and take new opportunities.

More broadly, we note the prioritisation principles contained in the plan and are pleased to see the inclusion of factors around identifying regulatory gaps, and reducing or tackling potential for consumer harm or detriment.

I hope these comments are helpful and we look forward to continuing to work with UKRN during 2024-25.

Yours sincerely

Tracey Reilly

Head of Consumer Markets  
Consumer Scotland