

Consumer Scotland – Consumer Duty Draft Guidance

	After reading the guidance to what extent would you agree or disagree with the following statements?
1.	<p>I understand what the consumer duty is:</p> <ul style="list-style-type: none"> • Strongly agree • Agree • Disagree • Strongly disagree
2.	<p>I understand who is subject to the duty:</p> <ul style="list-style-type: none"> • Strongly agree • Agree • Disagree • Strongly disagree
3.	<p>I understand what is meant by ‘a consumer’:</p> <ul style="list-style-type: none"> • Strongly agree • Agree • Disagree • Strongly disagree
4.	<p>I understand how to demonstrate my organisation has met the duty:</p> <ul style="list-style-type: none"> • Strongly agree • Agree • Disagree • Strongly disagree • N/A (not a public authority subject to the duty)
5.	<p>I understand the reporting requirement for public authorities subject to the duty:</p> <ul style="list-style-type: none"> • Strongly agree • Agree • Disagree • Strongly disagree • N/A (not a public authority subject to the duty)

See point 2 in the response to Question 9, below.

6.	<p>I understand the benefit of meeting the duty to consumers and public authorities:</p> <ul style="list-style-type: none"> • Strongly agree • Agree • Disagree • Strongly disagree • N/A (not a public authority subject to the duty)
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7.	<p>I understand the role of senior decision makers in meeting the consumer duty:</p> <ul style="list-style-type: none"> • Strongly agree • Agree • Disagree • Strongly disagree • N/A (not a public authority subject to the duty)
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8.	<p>I understand how to undertake the recommended impact assessment approach:</p> <ul style="list-style-type: none"> • Strongly agree • Agree • Disagree • Strongly disagree • N/A (not a public authority subject to the duty)
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See point 3 in response to Question 9 below.

9.	<p>Does the guidance documentation give public authorities the information needed to be able to meet the requirements of the duty?</p> <p>If no, what further information should the guidance contain to support public authorities to meet the requirements of the duty and improve outcomes for consumers?</p>
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Not entirely.

1. Training – it is not clear from the guidance whether Consumer Scotland is planning to provide the necessary training, or if public bodies will be expected to develop their own.
2. Reporting - what does Consumer Scotland envisage as the format for reporting ie is this likely to be a stand-alone report or can the information be

	<p>incorporated into our existing reporting framework? If it is the former, will there be a template for reporting?</p> <p>3. Impact assessment – can we please have clarification on whether it is possible for Scottish Water to use its own impact assessment framework or do we have to follow the example template given in the guidance.</p> <p>4. Strategic decision – it would be helpful to understand what Consumer Scotland considers a “strategic decision.” We would be happy to work with Consumer Scotland to help refine this definition.</p>
<p>10.</p>	<p>Do you have any examples of good practice, or case studies, Consumer Scotland could use in the final guidance? This might include examples of:</p> <ul style="list-style-type: none"> • Consumer engagement • Securing better outcomes for consumers • Integrated impact assessment approaches
	<p>We note the use of Scottish Water’s example of customer engagement in the draft guidance and welcome its use in the final guidance document. Please contact us via the usual routes if you want to access further examples to help illustrate the guidance.</p> <p>Scottish Water has a positive record of consumer engagement in strategic decision-making eg throughout the SR21 process. As part of our Community Engagement Framework, we are currently finalising our Early Engagement Strategy which has been co-developed with key stakeholders including Consumer Scotland.</p> <p>We are also currently working with Consumer Scotland and WICS to develop the principles and approach for customer engagement in the SR27 process and would be happy for this to be used as an example within the final guidance if appropriate.</p>
<p>11.</p>	<p>Are there any other comments or suggestions you would like to make regarding the suite of draft guidance documents that would make the guidance as effective as possible?</p>
	<p>We have no further comment at this stage but would welcome further engagement to support the finalisation of the guidance.</p>
<p>12.</p>	<p>Are you responding as:</p> <ul style="list-style-type: none"> • An individual • A public authority subject to the duty • A third sector organisation • Another organisation not subject to the duty
<p>- End of Document -</p>	