



The Scottish Parliament  
Pàrlamaid na h-Alba

## Economy and Fair Work Committee

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The Scottish Parliament  
Edinburgh  
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Sent by email only

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13 February 2024

Dear Sam

### **Consumer Scotland Draft Work Programme 2024-25**

Thank you for your letter of 17 January enclosing Consumer Scotland's draft work programme for the coming year, under six main themes, and seeking the Committee's views. The Committee discussed your letter at its meeting last week and highlighted the following as suggested areas for work.

Under the theme of "making the energy market work for consumers" the Committee suggests looking at the use of prepayment meters and, more generally, the level of standing charges.

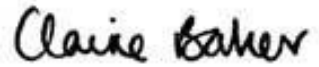
Under consumer experience, the Committee would also highlight the loss of banks in our high streets and the impact on access to services, similarly the proposed changes to postal services and reduction in delivery days. The Committee also expressed concerns about the impact of dynamic pricing - particularly in the music industry - on consumers. This may be something which could be explored further in your research or advocacy work.

Under the heading "Fairer markets for all consumers" the draft plan states the intention to build on the literature review Consumers in Vulnerable Circumstances published last year to consider whether some consumers experience compound disadvantage across multiple markets due to characteristics or geography. The Committee seeks your assurance that disabled people and their needs are being fully taken account of in your work plan for the coming year.

Finally, the Committee would be grateful for further clarity on how climate adaptation and mitigation is being embedded across all the strands of your work.

I look forward to hearing from you.

Kind regards

A handwritten signature in black ink that reads "Claire Baker". The signature is written in a cursive, slightly slanted style.

**Claire Baker MSP**  
**Convener**