

Statutory Performance Review of Consumer Scotland

Consumer Scotland has welcomed the publication of the first independent Performance Review of its work. The [report is being published](#) today and laid in the Scottish Parliament. It was prepared by Elaine Lorimer, former Chief Executive of Revenue Scotland, with the assistance of Clare Bailey, Chair of the Consumer Council of Northern Ireland.

David Wilson, Chair of Consumer Scotland, said:

"We are pleased to welcome and support the publication of this important report. I am very grateful to Elaine Lorimer and Clare Bailey, and to the stakeholders who have contributed to this independent assessment of Consumer Scotland's performance.

"We are particularly pleased that the independent review provides an endorsement that we have built a strong base, noting that we are now a small, expert organisation with capability in research into consumer markets, analysis of data, and policy making and investigations.

"We also welcome the encouragement and the challenge that these are secure foundations from which we can increase our positive impact on the lives of consumers in Scotland. This will be achieved by building on the collaborative approach we have taken so far and maintaining our commitment to evidence-based advocacy."

Among the key conclusions of the Review are that Consumer Scotland should look carefully at its funding and operating model to ensure its focus remains balanced across its functions and sectors of the economy as the organisation continues to develop. It also recommends that Consumer Scotland's next Strategic Plan for 2027-32 should be ambitious for consumers in Scotland, and be developed in collaboration with key stakeholders, including Scottish Ministers, the Scottish Parliament, the UK government, and delivery bodies.

Sam Ghibaldan, Chief Executive of Consumer Scotland, said:

"Consumers experience detriment across a range of markets and services, and often have to navigate complexity. There is a significant power asymmetry between organisations and individuals, and Consumer Scotland helps rebalance the odds for consumers.

"The Lorimer Review will help guide Consumer Scotland's next Strategic Plan, shaping our next stage of development as we become ever more ambitious to achieve better outcomes for consumers in Scotland. We are developing our detailed responses to the recommendations in the report, and I look forward to working with our partners to put it into action."

Background

The Review of Consumer Scotland's performance has been prepared to fulfil the requirement in Section 19 of the Consumer Scotland Act 2020. This requires Consumer Scotland to “appoint a suitable individual or body to review and prepare a report on the performance of its functions during the period”. It also requires Consumer Scotland to “lay a copy of it before the Scottish Parliament, and to send a copy of it to the Scottish Ministers”.