

REPORT

To: CORPORATE SERVICES COMMITTEE		Subject: CONSUMER FOCUS SCOTLAND - PUBLICATIONS
From: HEAD OF CENTRAL SERVICES		
Date: 16 July 2010	Ref: MS/EH	

1. **Purpose of Report**

To advise of the publication of two documents by Consumer Focus Scotland, which have been deposited in the Members' Library.

2. **Background**

Consumer Focus Scotland is the statutory organisation campaigning for a fair deal for consumers in Scotland. They are the voice of the consumer and work to ensure a fair deal on their behalf. It was created through the merger of three consumer organisations – Energy Watch, Post Watch and the Scottish Consumer Council. The new approach allows for more joined up consumer advocacy with a single organisation speaking with a powerful voice and able to more readily bring cross sector expertise to issues of concern.

3. **Scottish Postal Services – Consumer Survey 2010**

The Scottish Postal Services Consumer Survey 2010 looks at:-

How often people in Scotland send and receive mail;

How often people use their local Post Office, and what they use the Post Office for;

Which aspects of the mail system and the Post Office network consumers in Scotland most value and appreciate, and

Which elements of these services work less well for consumers and could be improved.

4. **Parcel Deliveries: Current Practice and Possible Solutions – A Briefing from Customer Focus Scotland**

Customer Focus Scotland have published their briefing on Parcel Deliveries: Current Practice and Possible Solutions. The briefing explores in more depth:-

Existing arrangements and practices used by on-line retailers and parcel delivery companies for delivering parcels to consumers in Scotland;

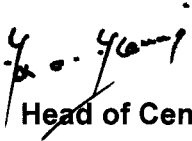
The challenges and difficulties that consumers face when attempting to receive a parcel, particularly in rural and remote areas, and

Innovative methods that are being used in the UK and abroad to make it easier for consumers to receive the parcel that they have ordered.

The paper then makes recommendations to parcel operators, to on-line retailers, and to consumers to help address some of the issues and improve how the system operates for the benefit of consumers.

5. **Recommendation**

It is recommended that Members note the publication by Consumer Focus Scotland of Scottish Postal Services – Consumer Survey 2010 and Parcel Deliveries: Current Practice and Possible Solutions.



Head of Central Services

Members seeking further information on the contents of this report are asked to contact Margaret Shankland on extension 2726.