

Ofcom
Plan of Work Team
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5th February 2026

Dear colleagues

Thank you for the opportunity to respond to Ofcom's proposed Plan of Work for 2026-27. I have set out in this letter Consumer Scotland's feedback on the proposed Plan, which I will hope will be of value to you as you finalise your activities for the coming year.

Consumer Scotland has valued our engagement with Ofcom over the past 12 months. In particular, we have been pleased to engage with you on a range of issues, including the reform of the Universal Service Obligation for postal services, the Telecoms Access Review and on the resilience of broadband and mobile infrastructure in rural Scotland.

Consumer Scotland recently published our own Draft Work Programme for 2026-27. In this Programme we set out our planned work for the year ahead, across our five statutory outcomes:

- Reducing harm to consumers
- Increasing consumer confidence in dealing with businesses that supply goods and services
- Increasing the extent to which consumer matters are taken into account by public authorities
- Promoting the sustainable consumption of natural resources and other sustainable practices
- Advancing inclusion, fairness, prosperity and other aspects of wellbeing in Scotland

Our Programme sets out our proposed research, analysis, policy, advocacy and strategic partnerships activities for the year ahead, alongside our statutory roles on the Consumer Duty for public bodies in Scotland, our recall of goods function and the next steps in our planned investigations on behalf of consumers.

In the next year our work will include:

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- publishing our Consumer Welfare Report setting out how well the interests of consumers are being served in Scotland, and the nature and extent of any harm experienced.
- publishing new analysis on the key issues affecting telecommunications consumers in Scotland and priority areas for action.
- engaging with the reform process for the Universal Service Obligation for postal services, including participation in the Royal Mail Customer Engagement Forum and contributing to Ofcom's work on affordability and pricing of postal services.
- research and advocacy on information provision and redress systems for postal consumers.
- engaging with stakeholders to promote fair and equitable access to postal services for all consumers.

We offer the following comment on Ofcom's plans:

We welcome the commitment to helping to deliver resilient connectivity and mobile coverage to remote areas in Scotland, and to increase the focus on improving network resilience in Scotland. Telecommunications infrastructure provides a vital, lifeline service for many consumers in rural and remote parts of Scotland, enabling their engagement with essential services and supporting economic participation. We welcome action by Ofcom to ensure that consumers in these areas receive services comparable with those elsewhere in the UK. We note Ofcom's commitment to play a convening role in work to fill connectivity gaps. Consumer Scotland would be pleased to contribute to Ofcom's activity in this space and to provide input and advice on the key issues of importance for consumers in Scotland.

We welcome the work Ofcom has commenced to examine the impact of AI on the experience of residential and business broadband, mobile and pay TV customers, and the plans to continue this work in 2026-27. Consumer Scotland will be undertaking our own scoping work on the consumer impact of AI during the next year and we would be pleased to engage further with Ofcom on this issue.

We note Ofcom's plans to consult on its approach to affordability and pricing in postal services in March 2026, with a decision during Q3 of 2026-2027. We have previously engaged with Ofcom's Call for Input on this issue and we look forward to contributing further to the next steps in this work. It will be important that the outputs from the work ensure that all consumers have access to affordable postal services and that robust protections and incentives are in place to achieve this.

We welcome Ofcom's proposals to continue monitoring the handling of complaints and treatment of disabled customers in the parcels market. This is an issue that Consumer Scotland has previously published research on, and made recommendations for actions that

could help to improve consumer outcomes. We would be keen to engage further with Ofcom as it continues this work, to help secure positive outcomes for consumers in Scotland.

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Across the proposed Plan of Work it is important that all activities can demonstrate tangible benefits for consumers across the nations. We will continue to work with the Ofcom and other key stakeholders, to highlight areas of particular importance for consumers across Scotland and to provide evidence and advice on the actions required to deliver positive outcomes for Scottish consumers.

I hope these comments are helpful and we look forward to continuing to work together in 2026-27.

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