



House of Commons  
Committee of Public Accounts

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**Consumer Protection**

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**One Hundred and Seventh Report of  
Session 2017–19**

*Report, together with formal minutes relating  
to the report*

*Ordered by the House of Commons  
to be printed 1 July 2019*

## The Committee of Public Accounts

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### Committee staff

The current staff of the Committee are Richard Cooke (Clerk), Laura-Jane Tiley (Second Clerk), Hannah Wentworth (Chair Liaison), Ameet Chudasama (Senior Committee Assistant), Baris Tufekci (Committee Assistant), Hajera Begum (Committee Assistant) and Stephen Luxford.

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# Contents

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<b>Summary</b>	<b>3</b>
<b>Introduction</b>	<b>4</b>
<b>Conclusions and recommendations</b>	<b>5</b>
<b>1 Protecting consumers</b>	<b>8</b>
Common problems for consumers	8
Differences in regulators' approaches	9
The need for regulators and government to work together	10
<b>2 Measuring and reporting performance</b>	<b>12</b>
What regulators want to achieve for consumers	12
Regulators' understanding of their own impact	12
Regulators' publicly available information	13
<b>Formal Minutes</b>	<b>15</b>
<b>Witnesses</b>	<b>16</b>
<b>Published written evidence</b>	<b>17</b>
<b>List of Reports from the Committee during the current Parliament</b>	<b>18</b>



## Summary

Consumers are facing difficulty accessing the water, energy, telecoms and financial services that they are paying for. The regulators in these sectors have a statutory responsibility to protect the interests of consumers, and the problems faced are often the same across all sectors—for example, difficulties with paying bills, mounting debts, switching to better deals, and deciphering overly complex bills and other information. These issues are particularly prevalent and serious for consumers in vulnerable circumstances. Despite common issues, the individual regulators take different and often inconsistent approaches to tackling them, have not made enough progress in working together, and with government, to improve services for consumers and develop common solutions where there is scope to do so. They also need to be more specific on what exactly they are trying to achieve for consumers, and how they will measure and report on how well they are doing it. A huge part of the problem is that regulators have traditionally worked on the basis that competition will lead to the best outcomes for people. However, the regulators need to work better together to ensure that competition leads to better services and more choice for consumers, rather than presenting opportunities for them to be exploited by suppliers. Despite our concerns, we welcome the regulators' acknowledgement that they can and should do more to address these issues. We will follow up with them in due course to examine what progress they are making.

## Introduction

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Access to good quality and affordable water, energy, communications and financial services is essential for people to live and function in modern society. In 2017, UK households spent a total of around £140 billion purchasing these services mostly from private companies. The characteristics of some markets mean that, left to their own devices, they risk failing to meet the needs of consumers or other areas of public interest, such as the environment. Each sector is therefore overseen by a regulator to ensure that services are provided in a way that protects consumers and meets public policy objectives. The four main regulators of these sectors—Ofwat, Ofgem, Ofcom and the Financial Conduct Authority (FCA), respectively—were set up to be directly accountable to Parliament, and each has a primary statutory duty to protect the interests of consumers.

## Conclusions and recommendations

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1. **Consumers are facing serious problems with accessing essential services: affordability constraints, difficulties accessing the best deals, and confusing and often incomprehensible bills.** Vulnerable consumers, in particular, face a number of common challenges. Many struggle to afford all of their essential services, and often owe debts to more than one service provider at a time. Rising utility prices, including a 37% real-terms rise in electricity prices since 2007, put further pressure on affordability. Ofwat estimates that over the next five years the number of households receiving assistance to pay their water bill will nearly double. Elderly consumers, those who are less well-off and those who do not use the internet are also least likely to switch provider to access the best deals. Consumers are being penalised for loyalty: estimates suggest that people who do not switch their energy, telecoms and financial services providers could be overpaying by up to £1,000 a year. While the expansion of digital platforms has increased accessibility in many respects, it has also restricted it. Digital exclusion is cross-sector problem, with consumers increasingly needing to access or manage services or information online (for example, internet banking, digital utility bills or price comparison websites). The ability of consumers to choose deals, know what support is available or avoid being missold inappropriate products also depends on how well they understand bills and other information, which are often unnecessarily complicated.
  
2. **The regulators take different and often inconsistent approaches to common consumer issues, and are not fully utilising the mechanisms they have to collaborate to produce tangible benefits.** Ultimately, we are concerned that variation in approach is leading to disparity in consumer experience. For example, each sector has different rules for providing compensation and redress when things go wrong. Some have flat rates for specific problems such as supply disruptions, while others set compensation based on the level of detriment to the consumer. The regulators also set different rules and principles relating to how firms treat consumers in problem debt or in other vulnerable situations, and how firms should provide information to customers (for example in bills or annual statements). These inconsistent approaches make it more confusing for consumers, and mean the regulators are not maximising their effectiveness by sharing best practice. The regulators do have forums such as the UK Regulators Network to meet and share insights, but could not give us any examples of meaningful joint working that they had achieved. We are not convinced that their current engagement translates into tangible improvements in outcomes for consumers.

**Recommendation:** *The four regulators should develop a mechanism for working together to develop consistent approaches to common problems for consumers across all four sectors, developing joint strategies where appropriate.*

**Recommendation:** *Each of the regulators should write to us by the end of 2019 explaining the specific joint projects they expect to complete and what metrics they are using to measure the impact on consumers' lives.*

3. **Government and regulators need to work more closely together to overcome barriers to effectively protecting consumers.** Regulators have significant powers to protect consumers, but they also face some policy or legislative constraints outside their direct control. They believe that there are changes that would improve protection for consumers but which require government to introduce legislation, for example to help address data sharing barriers and to establish an ombudsman service in the water sector. Regulators also need to work closely with government on social policy objectives and priorities to help manage potential conflicts or trade-offs between objectives or groups of consumers when making regulatory decisions. For example, there are significant questions about how to regulate online content, the extent to which consumers should pay for decarbonisation through energy bills, and what level of local banks and cash machines should be maintained for consumers who rely on them. Greater engagement between regulators and government would enable more proactive discussions and joint strategies on factors affecting consumers that government and regulators need to jointly address.

**Recommendation:** *Using the mechanism outlined in recommendation one, the four regulators and their relevant policy departments should work together to identify and where possible address legal or policy barriers to protecting consumers.*

**Recommendation:** *Based on the joint work on legal and policy barriers, each regulator should write to us by the end of 2019 outlining the approach they have taken and work done with their relevant policy departments. Specifically:*

- *Ofwat should update us on the work they have done into introducing an independent ombudsman in the water sector;*
- *Ofgem should update us on how they will approach the question of how to fund decarbonisation; and*
- *All regulators should update us on work done to identify what legislative changes would be appropriate to enable better data sharing.*

4. **Regulators are not clear enough about what they are trying to achieve for consumers.** It is important for any public body to be clear about and accountable for what it is trying to achieve, and what criteria it will use to judge whether it is being successful. The four regulators have set out overall intended consumer outcomes at a high level, such as affordability, high quality services or value for money. These are commendable ambitions but are not specific or measurable, and therefore cannot be used to judge progress. For example, we are disappointed that the aims do not typically include targets or success measures and question how the regulators intend to monitor progress. We recognise that in some cases there can be challenges with setting targets, which can create perverse incentives and unintended consequences. However, the regulators accept that it is not enough to simply point to the challenges involved and that they can do more in this respect.

**Recommendation:** *Each regulator should set out, by the end of 2019, more specific, measurable, and understandable aims for consumer outcomes in their sector. Where quantitative success measures are not appropriate, regulators should articulate why this is the case and how they plan to measure progress.*

5. **The regulators do not yet have a good enough understanding of their own impact and effectiveness in protecting consumers.** Regulators need a good understanding of how effective they are and what impact they are having, so that they can judge progress and take corrective action when things are not on track. But their performance information does not sufficiently examine the extent to which they are improving outcomes for consumers, and there is no consistency between regulators in what they measure or how they measure it. The regulators highlight the difficulty in isolating the effects of their own actions from other factors that affect consumer outcomes, such as economic conditions or the effects of wider government policy. But they also recognise they can do more to assess their effectiveness. We believe they need to find a way of considering, monitoring and assessing all these factors as a whole to truly understand—and respond to—consumer outcomes. The Financial Conduct Authority (FCA) has made most progress with its new structured programme of evaluations, and the other regulators are now looking to learn from the FCA's approach.

**Recommendation:** *Regulators should work together to develop common principles and methodological approaches to measuring their effectiveness and impact on consumers.*

**Recommendation:** *Each regulator should write to us by the end of 2019 setting out the progress they have made on this and how their understanding of the consumers they serve has improved.*

6. **Regulators' publicly available information is not sufficiently useful or accessible for consumers and other stakeholders.** The information that independent regulators make publicly available should help consumers, Parliament and wider stakeholders hold regulators to account for protecting consumer's interests. We are therefore surprised and concerned that the regulators acknowledge that much of their reporting could be more accessible for the public. In particular, their regular publications such as annual reports should show the link between what they are trying to achieve, what they have done and what the actual outcomes are for consumers. Regulators' websites are clearly an important method of communicating with the public, however the information on them is muddled by jargon in place of plain English, and complex layouts which make it difficult to find accessible and understandable information on what the regulator is doing and how it is performing.

**Recommendation:** *Each regulator should take steps to enhance the clarity and transparency of publicly available information, including annual reports, and the usability of their websites.*

**Recommendation:** *Each regulator should report back to us by the end of 2019 on the action they have taken to make their public information more accessible and engaging.*

# 1 Protecting consumers

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1. On the basis of a report by the Comptroller and Auditor General, we took evidence from Ofwat, Ofgem, Ofcom and the Financial Conduct Authority (FCA) about their work to protect consumers.<sup>1</sup>
2. Access to good quality and affordable water, energy, communications and financial services is essential for people to live and function in modern society. In 2017, UK households spent a total of around £140 billion purchasing these services mostly from private companies.<sup>2</sup>
3. The characteristics of some markets mean that, left to their own devices, they risk failing to meet the needs of consumers or other areas of public interest, such as the environment. Each sector is therefore overseen by a regulator to ensure that services are provided in a way that protects consumers and meets public policy objectives. The four main regulators of these sectors—Ofwat, Ofgem, Ofcom and the Financial Conduct Authority (FCA), respectively—were set up to be directly accountable to Parliament, and each has a primary statutory duty to protect the interests of consumers. These regulators vary substantially in size, have different remits and oversee sectors of varying sizes, features and complexity.<sup>3</sup>

## Common problems for consumers

4. Consumers are still facing serious problems accessing essential services. We received submissions from a number of organisations which outlined the challenges people are facing. We also asked the regulators about some of the most pressing challenges that consumers face in their sectors. Issues such as affordability constraints, difficulties accessing the best deals, and problems understanding bills are having a significant impact on people's daily lives and disproportionately affect people in vulnerable circumstances.<sup>4</sup>
5. Many consumers struggle to afford all of their essential services, and often owe debts to more than one service provider at a time.<sup>5</sup> The National Audit Office noted in its report that of those people reporting debt problems to Citizens Advice, 32% had problems in two of the four sectors in this review, while 11% had problems in three of the four.<sup>6</sup> Price rises in utilities have placed greater pressure on affordability challenges for people, including real-terms increases since 2007 of 37% in electricity, 28% in gas and 6% in water.<sup>7</sup> Vulnerable consumers are also more likely to use high-cost forms of borrowing such as unarranged overdrafts, including to pay household bills.<sup>8</sup> Ofwat highlighted that about 12% of people currently struggle to pay their water bill, and estimates that over the next five years the number of households receiving assistance to pay their water bill will nearly double.<sup>9</sup>

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1 C&AG's Report, *Regulating to protect consumers in utilities, communications and financial services markets*, Session 2017–2019, HC 1992, 20 March 2019

2 C&AG's report, para 1

3 C&AG's report, paras 1–2

4 Qq 2–33, 45–50, 85–88

5 Qq 30, 35, 45; C&AG's Report, para 11

6 C&AG's Report, para 2.7

7 Q 25; C&AG's Report para 2.8

8 Qq 2, 48–50

9 Q 24

6. The regulators acknowledged that consumers who do not routinely switch provider typically pay more for their service.<sup>10</sup> Estimates suggest that people who do not switch their energy, telecoms and financial services providers could be overpaying by up to £1,000 a year.<sup>11</sup> This is a particular issue for vulnerable consumers who may find it more difficult to shop around for the best deal. For example, Ofgem’s research has found that elderly and lower social grade consumers are a third less likely than the average consumer to switch energy supplier.<sup>12</sup> Citizens Advice told us that regulators lack a consistent approach to tackling vulnerability and that more could be done to share best practice. It said that regulators and regulated companies should improve how they identify vulnerable customers and suggested that this was an area where a consistent approach would be extremely beneficial.<sup>13</sup>

7. In all four sectors, consumers increasingly need to access or manage services and information online (for example, internet banking, digital utility bills or price comparison websites). It is much more challenging for consumers without access to a computer or the internet to find the best deal or tariff.<sup>14</sup> Some areas of the country are less well connected than others, and some consumers can find themselves excluded on that basis, while others may simply need additional support to help them navigate complex systems.<sup>15</sup> Scope, the disability charity, told us that digital exclusions means some disabled people find it more difficult to access the most accessible deals. It highlighted that 20% of disabled people have never accessed the internet, compared to just 5% of all adults in the UK.<sup>16</sup>

8. We also asked the regulators about the challenge some consumers face reading and understanding bills and other information. The quality and accessibility of the information available to consumers will influence their ability to choose deals, know what support is available or avoid being mis-sold inappropriate products. Ofcom has found that how telephone companies provide information to customers has a material impact on whether they switch provider at the end of their contract. The regulators acknowledged that despite making progress, companies still provide consumers with bills, statements and contracts that are often not particularly user-friendly and can be overly complicated.<sup>17</sup>

## Differences in regulators’ approaches

9. We asked the regulators to explain how they tackle common consumer issues, including what redress is available when things go wrong, how firms treat consumers in problem debt, and how firms provide information to consumers such as in bills.<sup>18</sup>

10. Each sector has different rules for providing compensation and redress when things go wrong. For example, Ofcom introduced a voluntary scheme in 2019 involving most big providers, whereby consumers receive an automatic flat rate compensation for specific problems with their landline telecoms services. This includes £25 should an engineer not turn up to undertake repair work and £5 a day if an installation does not happen when

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10 Qq 16, 88

11 Citizens Advice Report, [The cost of loyalty](#), February 2018

12 Q 19; C&AG’s Report para 2.9

13 CON003

14 Q 16

15 Q 22

16 Written evidence from Scope ([CON0005](#))

17 Qq 15, 86–88

18 Qq 2–35, 43–51, 85–91

scheduled. In energy and water, compensation is not automatic but is available at different rates for supply interruptions or other problems. By contrast, the level of redress that consumers are entitled to in financial service is calculated based on the level of detriment they experience.<sup>19</sup>

11. The regulators set different rules and principles guiding how firms treat consumers in debt or other vulnerable situations. Consumers in vulnerable circumstances are likely to face additional challenges with all services they access. But despite this, each sector has different requirements regarding discounts or support available, how firms collect debts, and how they serve vulnerable consumers in general.<sup>20</sup> The regulators explained that some of these differences are due to differences in the tools and powers that they have available.<sup>21</sup>

12. Each regulator also imposes different rules on how firms provide information to customers, such as in bills, bank statements or contract terms. Despite good work to improve the readability of such information this is not universal, and the sectors differ in what information is presented and how it is described.<sup>22</sup> Ofcom also told us that it is just about to introduce new rules about how companies notify customers that their contracts are coming to an end, where similar rules have already been in place in other sectors.<sup>23</sup>

13. The regulators have forums to discuss common challenges and share insights, lessons and methodologies that may help improve outcomes for consumers. For example, the UK Regulators Network includes these four regulators as well as a number of others. Senior representatives from the regulators meet approximately ten times a year through this network, while the Chief Executives meet three to four times a year.<sup>24</sup>

14. We asked the regulators to provide examples of the joint solutions that have been developed as a result of their collaboration. The regulators highlighted consumer vulnerability as the current focus of the network and a key priority for the regulators over the coming 18 months. They pointed to ongoing work looking at power of attorney and using data sharing to identify customers in vulnerable consumers. But they did not provide any examples of successful joint initiatives or solutions that have led to tangible improvements for consumers.<sup>25</sup>

## The need for regulators and government to work together

15. Regulators have both the statutory responsibility to protect the interests of consumers and the powers to intervene to discharge these responsibilities.<sup>26</sup> However, the regulators explained to us that they also face several constraints outside their direct control that they need to work with government to overcome.<sup>27</sup>

16. The regulators particularly highlighted legislative barriers to data sharing that prevent firms and regulators from providing more joined-up support to consumers. With appropriate safeguards, data sharing can help essential service providers identify

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19 Qq 26–34

20 Qq 25–28, 31, 33–35, 44–46

21 Q 45

22 Qq 85–89

23 Q 88

24 Qq 27, 66–67

25 Q 68

26 C&AG's Report, para 2.1

27 Qq 34–44, 95, 102–106

potentially vulnerable consumers who may need additional support or protection, such as those who are disabled or experiencing debt problems.<sup>28</sup> But Ofgem and Ofwat explained that the regulators' efforts to introduce new data sharing approaches between energy and water companies have made limited progress so far due to data protection laws. Specific consent is required from customers, and the regulators foresee it being even more difficult to extend to telecoms or financial services providers.<sup>29</sup>

17. Ofwat also highlighted that there is no statutory body within the water sector, such as an ombudsman, to independently adjudicate on consumer complaints and levels of compensation. An ombudsman would provide an additional source of data on consumer issues, and another mechanism to keep pressure on water companies to be consumer focused. But establishing an ombudsman would require legislative change.<sup>30</sup>

18. The regulators also noted a number of areas where they need to work more closely with government on social policy objectives and priorities to help manage potential conflicts or trade-offs that affect consumers when making regulatory decisions. For example, the FCA raised the question of whether and how it should best maintain the provision of local bank branches and cash machines, when technological changes mean that fewer consumers use these functions but they are still vitally important for some.<sup>31</sup> Ofgem also told us that it needs greater clarity over its role with respect to promoting decarbonisation while managing the costs to consumers. This would, for example, help the regulator to make decisions around whether to extend Britain's gas network, how to fund the infrastructure to support the roll-out of electric vehicles, and the extent to which consumers should pay for decarbonisation through energy bills.<sup>32</sup> The regulators also highlighted concerns over the regulation of online content and cyber-security, particularly with complex new issues such as the marketing of crypto-assets through social media.<sup>33</sup>

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28 Qq 27, 35

29 Qq 36–44

30 Qq 34, 102–103

31 Q 95

32 Qq 62, 105, 115

33 Qq 83, 89–90, 101, 115

## 2 Measuring and reporting performance

### What regulators want to achieve for consumers

19. The National Audit Office's report concluded that the regulators have not been specific enough in defining the overall outcomes they want to achieve for consumers.<sup>34</sup> We agree that it is important for any public body to be clear about and accountable for what it is trying to achieve, and what criteria it will use to judge whether it is being successful. Each regulator sets overall intended consumer outcomes at a high level, such as affordability, high quality services or value for money. But they have not translated these aims into measurable criteria, such as targets, that they could use to assess progress.<sup>35</sup>

20. The regulators all highlighted the difficulty in setting meaningful targets and outcome measures when they do not have direct control over all of the factors that impact on consumer outcomes.<sup>36</sup> We also recognise that, in some areas, setting specific targets can create perverse incentives and unintended consequences.<sup>37</sup>

21. However, the regulators acknowledged that the outcomes they have set can be too high-level and vague, and that there would be value in being more specific about what they are trying to achieve. Ofgem noted that from 2020 it will need to report on the impact of the energy price cap, and whether the market is working well enough for consumers for the cap to be removed. In order to do this, Ofgem will need to define what conditions need to be met in order to judge whether the market is working well enough for consumers.<sup>38</sup> Ofcom told us that it has work under way to develop a set of metrics that feel real to consumers, for example relating to better access and more affordable prices, and which Parliament and the public could use to track progress.<sup>39</sup> Ofwat also noted how it was working with other water regulators—the Environment Agency and Drinking Water Inspectorate - to set longer-term targets for the water sector.<sup>40</sup>

### Regulators' understanding of their own impact

22. Regulators need to measure their performance and assess their impact to make sure that they are achieving their objectives and take corrective action where necessary. The National Audit Office's report found that the performance information that regulators use is focused on data that tracks the progress of individual projects and programmes. The regulators do not typically use information on consumer outcomes to monitor and assess their own overall performance.<sup>41</sup>

23. The regulators highlighted the difficulty in isolating the effects of their own actions from other factors that affect consumer outcomes, such as economic conditions or the effects of wider government policy. But they also recognised that they can do more to measure their effectiveness.<sup>42</sup> The FCA has made the most progress in starting work

34 C&AG's Report, paras 12, 22

35 C&AG's Report, paras 2.13–2.14

36 Q 69, 74–75

37 C&AG's Report, para 2.14

38 Q 75

39 Q 69, 83

40 Q 74

41 C&AG Report, paras 3.6–3.10

42 Qq 69–70, 74–75; C&AG's report, para

to better understand its impact and influence, and has committed to a programme of evaluations to examine whether specific interventions worked out as expected.<sup>43</sup> The other regulators recognised the benefits of these exercises and have similarly committed to undertaking more evaluations. Ofcom told us that it is planning to do serious evaluations of two or three of its interventions on an annual basis.<sup>44</sup> Similarly, Ofgem told us that it had recently published its first review and it plans to more of these in the future.<sup>45</sup> Ofwat also noted that it currently reviews its five-yearly price control process, but is committed to expanding its approach to include reviews across the different levers and interventions that it uses.<sup>46</sup>

24. The regulators also told us about some of the ways they were trying to improve their regular performance information. Ofwat told us that while it currently monitors data on individual companies, it is developing sector-wide dashboards with information on consumer outcomes.<sup>47</sup> Ofcom also explained that it plans to turn the information it uses on the progress of specific interventions into more effective tools for holding itself to account for protecting consumers.<sup>48</sup>

### Regulators' publicly available information

25. The information that independent regulators make publicly available should enable consumers, Parliament and wider stakeholders to hold them accountable for protecting consumer's interests. The regulators told us that they could do more to help the public understand what they are doing to protect consumers and why. Ofcom told us it hasn't done enough to publicly explain how it has developed its priorities based on its consumer research and the changing issues in the market.<sup>49</sup> Ofwat similarly noted its intention to communicate more clearly its understanding of the challenges consumers face and its own decisions on how to address them.<sup>50</sup> Ofgem told us that it has made progress by introducing its annual 'Consumer Impact Report' which attempts to quantify the total expected benefit to consumers of Ofgem's interventions over the past year.<sup>51</sup>

26. We also challenged the regulators about whether their public reporting helps consumers understand what difference they are making in practice. The FCA told us that it could do more to report on the effectiveness of its actions, and noted that it is working to improve this, particularly in its annual report.<sup>52</sup> Ofwat acknowledged that, to date, it has not been clear or consistent in reporting on consumer outcomes, and noted that it planned to report annually on progress against a new set of high-level consumer outcomes.<sup>53</sup> Ofcom also explained that it planned to use its annual plans and annual reports to provide more transparency about what they have and have not achieved, and a clearer link between what they set out to achieve and what progress they are making.<sup>54</sup>

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43 Qq 69, 74; C&AG Report, para 3.14

44 Q 69

45 Q 76

46 Q 74

47 Qq 74–79

48 Q 80

49 Q 83

50 Q 84

51 Qq 75–76

52 Q 74

53 Q 74

54 Qq 71–73, 83

27. We asked the regulators about their websites, and the type and consistency of information provided online to the general public. While there is some good practice, for example Ofcom's website is generally accessible, there are several areas where regulators' websites and the documents they contain could be improved. In particular, the regulators could do more to improve the use of plain English in their online material and minimise technical jargon. The layout of the webpages for consumers could also be improved, to make it as easy as possible for consumers to access the information they need.<sup>55</sup>

# Formal Minutes

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**Monday 1 July 2019**

Members present:

Meg Hillier, in the Chair

Sir Geoffrey Clifton-Brown	Bridget Phillipson
Shabana Mahmood	Gareth Snell
Anne Marie Morris	

Draft Report (*Consumer Protection*), proposed by the Chair, brought up and read.

*Ordered*, That the draft Report be read a second time, paragraph by paragraph.

Paragraphs 1 to 27 read and agreed to.

Introduction agreed to.

Conclusions and recommendations agreed to.

Summary agreed to.

*Resolved*, That the Report be the One hundred and seventh of the Committee to the House.

*Ordered*, That the Chair make the Report to the House.

*Ordered*, That embargoed copies of the Report be made available, in accordance with the provisions of Standing Order No. 134.

[Adjourned till Monday 8 July at 3:30pm]

## Witnesses

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The following witnesses gave evidence. Transcripts can be viewed on the [inquiry publications page](#) of the Committee's website.

### Monday 20 May 2019

**Andrew Bailey**, Chief Executive Officer, Financial Conduct Authority,  
**Sharon White**, Chief Executive, Ofcom, **Dermot Nolan**, Chief Executive,  
Ofgem, **Rachel Fletcher**, Chief Executive, Ofwat

[Q1-115](#)

## Published written evidence

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The following written evidence was received and can be viewed on the [inquiry publications page](#) of the Committee's website.

CON numbers are generated by the evidence processing system and so may not be complete.

- 1 Anglian Water Services ([CON0001](#))
- 2 Citizens Advice ([CON0003](#))
- 3 Drax Group plc ([CON0002](#))
- 4 Energy Networks Association ([CON0007](#))
- 5 Good Energy ([CON0004](#))
- 6 Macmillan Cancer Support ([CON0006](#))
- 7 Scope ([CON0005](#))

## List of Reports from the Committee during the current Parliament

All publications from the Committee are available on the [publications page](#) of the Committee's website. The reference number of the Government's response to each Report is printed in brackets after the HC printing number.

### Session 2017–19

First Report	Tackling online VAT fraud and error	HC 312 (Cm 9549)
Second Report	Brexit and the future of Customs	HC 401 (Cm 9565)
Third Report	Hinkley Point C	HC 393 (Cm 9565)
Fourth Report	Clinical correspondence handling at NHS Shared Business Services	HC 396 (Cm 9575)
Fifth Report	Managing the costs of clinical negligence in hospital trusts	HC 397 (Cm 9575)
Sixth Report	The growing threat of online fraud	HC 399 (Cm 9575)
Seventh Report	Brexit and the UK border	HC 558 (Cm 9575)
Eighth Report	Mental health in prisons	HC 400 (Cm 9575) (Cm 9596)
Ninth Report	Sheffield to Rotherham tram-trains	HC 453 (Cm 9575)
Tenth Report	High Speed 2 Annual Report and Accounts	HC 454 (Cm 9575)
Eleventh Report	Homeless households	HC 462 (Cm 9575) (Cm 9618)
Twelfth Report	HMRC's Performance in 2016–17	HC 456 (Cm 9596)
Thirteenth Report	NHS continuing healthcare funding	HC 455 (Cm 9596)
Fourteenth Report	Delivering Carrier Strike	HC 394 (Cm 9596)
Fifteenth Report	Offender-monitoring tags	HC 458 (Cm 9596)
Sixteenth Report	Government borrowing and the Whole of Government Accounts	HC 463 (Cm 9596)
Seventeenth Report	Retaining and developing the teaching workforce	HC 460 (Cm 9596)
Eighteenth Report	Exiting the European Union	HC 467 (Cm 9596)

Nineteenth Report	Excess Votes 2016–17	HC 806 (Cm 9596)
Twentieth Report	Update on the Thameslink Programme	HC 466 (Cm 9618)
Twenty-First Report	The Nuclear Decommissioning Authority’s Magnox	HC 461 (Cm 9618)
Twenty-Second Report	The monitoring, inspection and funding of Learndirect Ltd.	HC 875 (Cm 9618)
Twenty-Third Report	Alternative Higher Education Providers	HC 736 (Cm 9618)
Twenty-Fourth Report	Care Quality Commission: regulating health and social care	HC 468 (Cm 9618)
Twenty-Fifth Report	The sale of the Green Investment Bank	HC 468 (Cm 9618)
Twenty-Sixth Report	Governance and departmental oversight of the Greater Cambridge Greater Peterborough Local Enterprise Partnership	HC 896 (Cm 9618)
Twenty-Seventh Report	Government contracts for Community Rehabilitation Companies	HC 897 (Cm 9618)
Twenty-Eighth Report	Ministry of Defence: Acquisition and support of defence equipment	HC 724 (Cm 9618)
Twenty-Ninth Report	Sustainability and transformation in the NHS	HC 793 (Cm 9618)
Thirtieth Report	Academy schools’ finances	HC 760 (Cm 9618)
Thirty-First Report	The future of the National Lottery	HC 898 (Cm 9643)
Thirty-Second Report	Cyber-attack on the NHS	HC 787 (Cm 9643)
Thirty-Third Report	Research and Development funding across government	HC 668 (Cm 9643)
Thirty-Fourth Report	Exiting the European Union: The Department for Business, Energy and Industrial Strategy	HC 687 (Cm 9643)
Thirty-Fifth Report	Rail franchising in the UK	HC 689 (Cm 9643)
Thirty-Sixth Report	Reducing modern slavery	HC 886 (Cm 9643)
Thirty-Seventh Report	Exiting the European Union: The Department for Environment, Food & Rural Affairs and the Department for International Trade	HC 699 (Cm 9643)
Thirty-Eighth Report	The adult social care workforce in England	HC 690 (Cm 9667)
Thirty-Ninth Report	The Defence Equipment Plan 2017–2027	HC 880 (Cm 9667)
Fortieth Report	Renewable Heat Incentive in Great Britain	HC 696 (Cm 9667)

Forty-First Report	Government risk assessments relating to Carillion	HC 1045 (Cm 9667)
Forty-Second Report	Modernising the Disclosure and Barring Service	HC 695 (Cm 9667)
Forty-Third Report	Clinical correspondence handling in the NHS	HC 929  (Cm 9702)
Forty-Fourth Report	Reducing emergency admissions	HC 795 (Cm 9702)
Forty-Fifth Report	The higher education market	HC 693 (Cm 9702)
Forty-Sixth Report	Private Finance Initiatives	HC 894  (Cm 9702)
Forty-Seventh Report	Delivering STEM skills for the economy	HC 691 (Cm 9702)
Forty-Eighth Report	Exiting the EU: The financial settlement	HC 973 (Cm 9702)
Forty-Ninth Report	Progress in tackling online VAT fraud	HC 1304 (Cm 9702)
Fiftieth Report	Financial sustainability of local authorities	HC 970 (Cm 9702)
Fifty-First Report	BBC commercial activities	HC 670 (Cm 9702)
Fifty-Second Report	Converting schools to academies	HC 697 (Cm 9702)
Fifty-Third Report	Ministry of Defence's contract with Annington Property Limited	HC 974 (Cm 9702)
Fifty-Fourth Report	Visit to Washington DC	HC 1404 (Cm 9702)
Fifty-Fifth Report	Employment and Support Allowance	HC 975 (Cm 9702)
Fifty-Sixth Report	Transforming courts and tribunals	HC 976 (Cm 9702)
Fifty-Seventh Report	Supporting Primary Care Services: NHS England's contract with Capita	HC 698 (Cm 9702)
Fifty-Eighth Report	Strategic Suppliers	HC 1031 (Cm 9702)
Fifty-Ninth Report	Skill shortages in the Armed Forces	HC 1027 (9740)
Sixtieth Report	Ofsted's inspection of schools	HC1029 (Cm 9740)
Sixty-First Report	Ministry of Defence nuclear programme	HC 1028 (Cm 9740)
Sixty-Second Report	Price increases for generic medications	HC 1184 (Cm 9740)

Sixty-Third Report	Interface between health and social care	HC 1376 (Cm 9740)
Sixty-Fourth Report	Universal Credit	HC 1375 (Cp 18)
Sixty-Fifth Report	Nuclear Decommissioning Authority	HC 1375 (Cp 18)
Sixty-Sixth Report	HMRC's performance in 2017–18	HC 1526 (Cp 18)
Sixty-Seventh Report	Financial Sustainability of police forces in England and Wales	HC 1513 (Cp 18)
Sixty-Eighth Report	Defra's progress towards Brexit	HC 1514 (CP 18)
Sixty-Ninth Report	Sale of student loans	HC 1527 (Cp 56)
Seventieth Report	Department for Transport's implementation of Brexit	HC 1657 (Cp 56)
Seventy-First Report	Department for Health and Social Care accounts	HC 1515 (Cp 56)
Seventy-Second Report	Mental health services for children and young people	HC 1593 (Cp 79)
Seventy-Third Report	Academy accounts and performance	HC 1597 (Cp 79)
Seventy-Fourth Report	Whole of Government accounts	HC 464 (Cp 79)
Seventy-Fifth Report	Pre-appointment hearing: preferred candidate for Comptroller and Auditor General	HC 1883 (Cp 79)
Seventy-Sixth Report	Local Government Spending	HC 1775 (Cp 79)
Seventy-Seventh Report	Defence Equipment Plan 2018–28	HC 1519 (Cp 79)
Seventy-Eighth Report	Improving Government planning and spending	HC 1519 (Cp 79)
Seventy-Ninth Report	Excess Votes 2017–18	HC 1596 (Cp 97)
Eightieth Report	Capita's contracts with the Ministry of Defence	HC 1931 (Cp 97)
Eighty-First Report	Rail management and timetabling	HC 1736 (Cp 97)
Eighty-Second Report	Windrush generation and the Home Office	HC 1793 (Cp 97)
Eighty-Third Report	Clinical Commissioning Groups	HC 1518 (Cp 113)
Eighty-Fourth Report	Bank of England's central services	HC 1740 (Cp 97)

Eighty-Fifth Report	Auditing local government	HC 1739 (Cp 97)
Eighty-Sixth Report	Brexit and the UK border: further progress review	HC 1738 (Cp 97)
Eighty-Seventh Report	Renewing the EastEnders set	HC 1942 (Cp 113)
Eighty-Eighth Report	Transforming children's services	HC 1737 (Cp 113)
Eighty-Ninth Report	Public cost of decommissioning oil and gas infrastructure	HC 1741 (Cp 113)
Ninetieth Report	BBC and personal service companies	HC 1742 (Cp 113)
Ninety-First Report	NHS financial sustainability: progress review	HC 1522 (Cp 113)
Ninety-Second Report	Crossrail: progress review	HC 1743 (Cp 113)
Ninety-Third Report	Disclosure and Barring Service: progress review	HC 2004 (Cp 113)
Ninety-Fourth Report	Transforming rehabilitation: progress review	HC 1747
Ninety-Fifth Report	Accessing public services through the Government's Verify digital system	HC 1748
Ninety-Sixth Report	Adult health screening	HC 1746
Ninety-Seventh Report	Local Government Governance and Accountability	HC 2077
Ninety-Eighth Report	The apprenticeships programme: progress review	HC 1749
Ninety-Ninth Report	Cyber security in the UK	HC 1745
One-Hundredth Report	NHS waiting times for elective and cancer treatment	HC 1750
One Hundred and First Report	Submarine defueling and dismantling	HC 2041
One Hundred and Second Report	Military Homes	HC 2136
One Hundred and Third Report	Planning and the broken housing market	HC 1744
One Hundred and Fourth Report	Transport infrastructure in the South West	HC 1753
One Hundred and Fifth Report	Local Enterprise Partnerships: progress review	HC 1754
One Hundred and Sixth Report	Brexit and the UK border: out-of-court settlement with Eurotunnel	HC 2460
First Special Report	Chair of the Public Accounts Committee's Second Annual Report	HC 347

Second Special Report      Third Annual Report of the Chair of the Committee  
of Public Accounts      HC 1399