Consumer duty evaluation tool

* 1. This is an example template that could be used by a public authority to review their approach to the consumer duty and evaluate whether a different approach would be more effective in future, as referred to in Annex G of [How to meet the consumer duty: guidance for public authorities (draft)](https://consumer.scot/publications/how-to-meet-the-consumer-duty-guidance-for-public-authorities-draft-html/).

**Template**

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|  | **Fully met** | **Partially met** | **Not met** | **Not applicable** |
| **Planning**A decision was taken at the start of the process as to whether this was a strategic decision or not. |  |  |  |  |
| **Planning**The aims and outcomes of the proposal understood at the planning stage. |  |  |  |  |
| **Gathering evidence**Sufficient evidence was gathered before an assessment of the proposal was completed |  |  |  |  |
| **Assessment and improvement**The evidence gathered was used to assess the impact of the strategic decision on consumers and alternative proposals were considered |  |  |  |  |
| **Decision**Findings from the assessment and improvement stage were used to come to a final proposal |  |  |  |  |
| **Decision**The reason for the final proposal was documented, including any consideration of how to meet the consumer duty |  |  |  |  |
| **Publication**The steps taken by the public body to meet the consumer duty have been or will be published |  |  |  |  |