



Consumers, Estate Agents and Redress Act 2007

2007 CHAPTER 17

PART 1

[^{F1}THE CONSUMER ADVOCACY BODIES]

Determining priorities

5 Forward work programmes [^{F1}of the GCCNI]

- (1) [^{F2}The GCCNI] must [^{F3}before each programme year] publish a document (the “forward work programme”) containing—
 - (a) a statement of any priorities of [^{F4}the GCCNI] for the year in relation to designated consumers generally or any description of designated consumers;
 - (b) a general description of the main activities (including any projects) which it plans to undertake during the year in relation to designated consumers generally or any description of designated consumers;
 - (c) a statement of any other priorities of [^{F5}the GCCNI] for the year;
 - (d) a general description of any other projects which it plans to undertake during the year (other than those comprising routine activities in the exercise of its functions).
- (2) The description of a project under subsection (1)(b) or (d) must include the objectives of the project.
- (3) The forward work programme for any year must also include—
 - (a) an estimate of the overall expenditure which [^{F6}the GCCNI] expects to incur during the year in the exercise of its functions, and
 - (b) an estimate of the expenditure (if any) which [^{F7}the GCCNI] expects to incur during the year in the exercise of its functions in relation to designated consumers.

Changes to legislation: Consumers, Estate Agents and Redress Act 2007, Section 5 is up to date with all changes known to be in force on or before 12 June 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

^{F8}(4)

^{F9}(4A) In preparing a draft of the forward work programme for any year, the GCCNI must consult—

- (a) Citizens Advice , and
- (b) [^{F10}Consumer Scotland] .]

(5) Before publishing the forward work programme for any year, [^{F11}the GCCNI] must publish a notice—

- (a) containing a draft of the forward work programme, and
- (b) specifying the period within which representations about the proposals contained in it may be made,

and must consider any representations which are duly made and not withdrawn.

(6) The notice under subsection (5) must be published by [^{F12}the GCCNI] in such manner as it considers appropriate for the purpose of bringing the matters contained in the notice to the attention of persons likely to have an interest in them.

(7) [^{F13}The GCCNI] must send a copy of any notice given by it under subsection (5) to—

- (a) the Secretary of State,
- ^{F14}(b)
- ^{F14}(c)
- (d) the Office of Fair Trading, and

(e) any regulatory body which [^{F15}the GCCNI] considers might have an interest in the content of the notice.

^{F16}(8) References in this section to “designated consumers” are references to designated consumers who are consumers in relation to postal services in Northern Ireland.

(9) In this section “programme year” means—

- (a) the period beginning on 1st April 2014 and ending with the next following 31st March, and
- (b) each successive period of 12 months.]

Textual Amendments

- F1** Words in s. 5 heading inserted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#) , art. 1(3) , [Sch. 1 para. 12\(7\)\(a\)](#) (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F2** Words in s. 5(1) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#) , art. 1(3) , [Sch. 1 para. 12\(7\)\(b\)\(i\)](#) (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F3** Words in s. 5(1) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#) , art. 1(3) , [Sch. 1 para. 12\(7\)\(b\)\(ii\)](#) (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F4** Words in s. 5(1)(a) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#) , art. 1(3) , [Sch. 1 para. 12\(7\)\(b\)\(iii\)](#) (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F5** Words in s. 5(1)(c) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#) , art. 1(3) , [Sch. 1 para. 12\(7\)\(b\)\(iv\)](#) (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)

Changes to legislation: Consumers, Estate Agents and Redress Act 2007, Section 5 is up to date with all changes known to be in force on or before 12 June 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

- F6** Words in s. 5(3)(a) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(7)(c)(i)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F7** Words in s. 5(3)(b) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(7)(c)(ii)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F8** S. 5(4) omitted (1.4.2014) by virtue of The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(7)(d)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F9** S. 5(4A) inserted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(7)(e)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F10** Words in s. 5(4A)(b) substituted (13.1.2022) by The Consumer Scotland Act 2020 (Consequential Provisions and Modifications) Order 2022 (S.I. 2022/34), art. 1(1), **Sch. para. 7(4)** (with art. 5)
- F11** Words in s. 5(5) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(7)(f)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F12** Words in s. 5(6) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(7)(g)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F13** Words in s. 5(7) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(7)(h)(i)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F14** S. 5(7)(b)(c) omitted (1.4.2014) by virtue of The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(7)(h)(ii)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F15** Words in s. 5(7)(e) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(7)(h)(iii)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F16** S. 5(8)(9) inserted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(7)(i)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

Commencement Information

- I1** S. 5 in force at 7.5.2008 by S.I. 2008/1262, art. 3

Changes to legislation:

Consumers, Estate Agents and Redress Act 2007, Section 5 is up to date with all changes known to be in force on or before 12 June 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

[View outstanding changes](#)

Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 42(4)(c) words substituted by [2023 c. 52 Sch. 17 para. 16\(a\)](#)
- s. 42(4)(c) words substituted by [2023 c. 52 Sch. 17 para. 16\(b\)](#)