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CSA welcomes publication of 'How to do the right thing'

Dear Member,

The CSA welcomed the publication last week of, 'How to do the right thing,' the latest policy publication from Citizens Advice. The report sets out good practices that help consumers address and overcome periods of financial difficulty.



The Association was an important member of the 'Addressing Financial Difficulties' good practice working party (AFD), which was behind the report, and included local and national government agencies, creditors, debt collectors, bailiffs and advisers.

Myself and Claire Aynsley, Head of Membership and Compliance, attended the AFD over an 18 month period, and the work of the party has successfully culminated in the publication of the report, which investigates the existing problems some struggling consumers appear to continually

face, and how these can be overcome.

We encourage the membership to read the report, which can be accessed by the following link:

[How to do the right thing](#)

The examples of good practice are particularly useful, and the report details examples of good practice from different sectors together to set out a five part approach to addressing financial difficulties.

If you have any thoughts you wish to share with me about this, or any other matters related to the Money Advice Arena, please reply to this email.

Maria Wadsworth

CSA Board Director – Money Advice Arena Portfolio

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