



Barbara Hughes

Barbara Hughes now heads the Consumer Partnership function at the FCA ensuring positive strategic relationship management with consumer organisations across the UK. She has been working at the Financial Conduct Authority since June 2014 on Consumer Strategy and Insight with a remit to embed the consumer perspective within the organisation. Immediately prior to this she was Director of Consumer Policy at Ofwat, the water regulator, leading work on customer empowerment, redress and consumer policy.

Barbara has over 20 years experience of regulation, enforcement, policy and strategy within the consumer protection and competition policy landscape.

Her previous roles include coverage of economy-wide issues in relation to consumer policy at the Office of Fair Trading, heading up the consumer credit and estate agents licensing functions, and taking enforcement action under the Consumer Protection from Unfair Trading Regulations and Competition Act.

She has also held senior consumer protection roles within local government and worked on telecoms regulation in the run up to the Communications Act. Originally from the Midlands, Barbara now lives in Cambridgeshire with her family, 3 dogs and a cat.