

Capturing the Consumer Interest

Dr Colette Bowe, Chairman, Consumer Panel
Office of Communications (Ofcom), UK
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Statutory remit of the Consumer Panel

- Understand consumer issues but not “content” or advertising
- Advises Ofcom and “others” – ie the Government
- Remit covers all consumers but NOT “citizens”
- Need to have regard to issues for consumers in rural and dense urban areas; SMEs; older people; people with disabilities; people on low incomes.

Some key points from the Consumer Panel toolkit

(full document, published in February 2006, can be found at www.ofcomconsumerpanel.org.uk)

How has Ofcom responded?

- Organisation
- Project definition
- Public communication
- Relationship to requirement for Regulatory Impact Assessments?