

28 April 2005

Lord Currie  
Chairman, Ofcom  
Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA

### **Consumer Strategy**

At our 19 April 2005 meeting, the Panel was given a presentation by [REDACTED] on Ofcom's consumer strategy project.

Whilst the presentation was fine - as far as it went – the Panel was concerned about whether the work is comprehensive enough. It is as you know the Panel's view that what is required is almost a change management exercise in terms of the way in which the interests of consumers are addressed within Ofcom, and we believe, from our reading of your Annual Plan for 2005/6, that this is also your view.

In light of this we would like to know whether you and the Ofcom Board are satisfied that the current project plan is sufficiently broad in scope and ambitious enough in what it hopes to achieve, to deliver the considerable commitments made to citizen and consumer interests set out in your 2005/6 Annual Plan.

I would very much like to discuss this with you next time we meet. I am copying this letter to Stephen and Kip.

**Colette Bowe**