**Minutes of the meeting of the Communications Consumer Panel (CCP) and Advisory Committee for Older and Disabled People (ACOD)**

**10 April 2025, 10:30 – 15:30**

**Meeting held in hybrid format via Microsoft Teams**

**Present**

CCP/ACOD (The Panel)

Helen Froud (Chair)

Judith Clifton

Lenna Cumberbatch (from Item 5 onwards)

Grant Davis

Michelle Goddard

Robert Hammond (Member for England)

Rhian Johns

Carrie Matchett (Member for Northern Ireland)

David Warburton-Broadhurst

Michael Wardlow

Apologies

Rachel Burr (Member for Wales)

In attendance for the duration of the meeting

The Panel’s Executive Team  
UK Regulators Network’s ‘Next Generation Non-Executive Directors’ (NEDs) scheme member

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| **Item** |
| 1. **Welcome and introduction**    1. The Chair welcomed Panel Members and attendees to the meeting. |
| 1. **Declarations of Members’ interests**    1. Helen Froud declared her new Non-Executive Director role for the Human Tissue Authority, commencing 21 April 2025.    2. Michael Wardlow declared his new Non-Executive Director role as a Board Member of the Belfast Harbour Commissioners, commencing 1 April 2025. |
| 1. **Minutes of the meeting on 13 March 2025 and matters arising**    1. The minutes of the meeting of 13 March 2025were **APPROVED** as a true and accurate reflection.    2. Following recent media, government and societal discussions around the Netflix four-part drama ‘Adolescence’, the Panel reflected on the power and influence the programme had had in heightening perception of online harms and their effects. Members acknowledged a need to continue to deepen their knowledge of Online Safety and in refining their role in making a positive impact in that space. |
| 1. **Chair’s update**    1. The Chair and Members provided an overview of the Panel’s recent activity and stakeholder engagement across the UK since the last meeting held on 13 March. |
| 1. **CCP/ACOD Research Plan for 2025/2026**    1. The Panel refined their priorities around previously-discussed topics for research in the coming year.    2. Discussion focused on migration to Voice over-Internet Protocol (VoIP), 2G/3G switch-off and related connectivity concerns, including in urban areas.    3. It was agreed that other topics of interest, such as complaints and Alternative Dispute Resolution services (ADR) and Online Safety would remain on the Panel’s watchlist with potential to commission research in these areas in 2026/27, while remaining alert to changes in the sector that could drive consumer impacts.    4. The Panel agreed that upcoming agenda items and stakeholder engagement would fuel the Panel’s knowledge on topics of interest that had not been shortlisted for research this year, and the Panel would also remain mindful of consumers’ experiences regarding premium rate services. |
| 1. **CCP/ACOD Strategy**    1. With four new Members having recently joined the Panel, making an almost full complement (pending the approval of a new Member for Scotland), the Panel discussed their personal motivations for joining the Panel, what they hoped to achieve and the strengths that they would individually and collectively bring to understanding and voicing the needs of underserved communities, using the Panel’s current priority workstreams as a prompt for discussion. |
| 1. **Telecoms Access Review 2026-2031 update**    1. The Panel received an update from Ofcom on the Telecoms Access Review 2025-2031 including the market review framework.    2. Panel Members asked questions to better understand the proposed changes from the current approach.    3. Panel Members and Ofcom discussed the correlation between copper retirement and the migration to VoIP.    4. The Panel relayed deep concerns on behalf of consumers who had not voluntarily migrated and remain on degrading legacy networks, who may require additional support, and that Internet Service Providers (ISPs) may not be aware of the complex needs of their customers.    5. Although services could be perceived as competitive whilst on a copper service, the Panel feared that once a consumer switches to a Fibre to the Premise (FTTP) service, competition may diminish between providers.    6. The Panel would respond to Ofcom’s Consultation: Promoting competition and investment in fibre networks: Telecoms Access Review 2026-2031.    7. The Panel look forward to receiving a future update at the end of 2025. |
| 1. **Consumer Policy update**    1. The Panel received an update from Ofcom’s consumer policy team on its key consumer policy areas.    2. Members expressed their keenness to receive an update from Ofcom on their Review into Alternative Dispute Resolution (ADR) once responses had been analysed.    3. Panel Members conveyed concerns about the affordability of communications services, which had been heightened after receiving the latest findings from the Minimum Digital Living Standard (MDLS) programme and would appreciate an update from Ofcom.    4. Panel Members are keen to receive an update on the numbers of successful ‘switchers’ when using the One Touch Switch (OTS) service especially since the address data matching difficulties which Communications Providers (CPs) had experienced.    5. Ofcom’s market research team would provide an update to the Panel on the design of Ofcom’s Switching Tracker and Switching Experience Tracker, so that the Panel could understand what Ofcom already monitors in terms of consumer switching experience.    6. Panel Members referred to the concerns they had raised in item 7 regarding the correlation between consumers who remain on legacy networks and any unintended consequences of Ofcom’s Telecoms Access Review.    7. The Panel raised additional concerns around the vagueness of key performance indicators (KPIs), lack of availability data and targets for Fibre-to-the-Premises (FTTP) and VoIP, and the potential lack of competition for consumers remaining on legacy networks.    8. Members asked Ofcom whether checks were in place to ensure that the coverage that had been provided by 2G/3G masts that were being disconnected would be supplied by 4G/5G roll-out in those areas.    9. Panel Members asked for information on lessons learnt in relation to the sending and receiving of International mail following the recent substation fire at Heathrow airport.    10. The Panel queried whether Ofcom’s Future of Postal Regulation, and Enforcement teams were aware of the extent to which postal delivery targets had not been reached this calendar year and about Ofcom’s proactivity around monitoring compliance with the targets. An update on the monitoring of postal Quality of Service targets at a future meeting was requested. |
| 1. **Implementing the Media Act Accessibility Requirements update**    1. Due to additional time being required to discuss technical aspects of the Telecoms Access Review, the Panel and Ofcom agreed during the meeting to postpone item 9 so that the item could be given the time and attention it deserved. |
| 1. **Any Other Business**    1. There was no other business. |