

9 March 2015

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Chairman

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### Ofcom Draft Annual Plan 2015/16

Thank you for the comprehensive response to Ofcom's draft Annual Plan for the coming year from the Communications Consumer Panel (the Panel) and the Advisory Committee for Older and Disabled People (ACOD). The work of the Panel and the Advisory Committee is important and impressive and the Board is grateful for your input to Ofcom's Annual Plan.

The role of the Panel in advocating for consumers and citizens across Ofcom's activities (and with other stakeholders) is essential for strong representation. I note your focus on micro businesses alongside residential consumers, and am pleased that your research in this area last year contributed to Ofcom's work to assess the performance of the market for SMEs. I am grateful for ACOD's influence on accessibility and usability issues, notably the Committee's insights on next generation text relay.

The team here is working on preparation for publication of the Annual Plan at the end of March. We have taken account of all the responses we have received, and the Annual Plan will explain our position on all the points raised by stakeholders, including of course the Panel and ACOD. In the meantime, I am pleased that your response commented on so many important issues. I note your emphasis on fast, reliable broadband services and ubiquitous mobile coverage, together with the need for speedy and good customer service. As you say, sub-optimal delivery of communications services is a significant issue. We are working now and expect our work to continue to progress in these and the other areas you highlight in the coming year.

Your response mentions the delay to publication of our quarterly reports on consumer complaints data. I agree with you that this data is useful to consumers, and that transparency of this kind also incentivises improved industry performance. Publication of data for Quarters 2 and 3 2014/15 has been held while the Ofcom team carries out checks to validate the accuracy of some of the data. During this time, they have also reviewed the scope of the report. The delay is frustrating, but it is important that the team applies a high standard of diligence to ensure that the published data is accurate. These checks are now nearly finished, and the results for Q2 and Q3 will be published as soon as possible with data for more providers than previous reports included following the review of scope. This will be followed quickly by the Q4 report, bringing us fully up to date.

Ofcom will continue to engage with the Panel and ACOD across all of the issues raised in your response, and more broadly. Please do let me know if you would like to discuss any of these points directly, or contact Ofcom's Director of Consumer Policy, Chris Taylor

([chris.taylor@ofcom.org.uk](mailto:chris.taylor@ofcom.org.uk), 020 7981 3594). Chris and his team will continue to provide regular reports to your meetings in 2015/16 if you would find that helpful.

I look forward to working with you in this coming year on the many challenges where we share an interest.

Kind regards

Patricia

**Dame Patricia Hodgson**