

Title	Consumer Panel - Consumer Interest Audit "Tool-Kit"		
Date	29 Sept. 2005	Written by	[REDACTED]
		Group	Consumer Panel
Presented by	Colette Bowe		
Paper no.	Info Paper 139(05)	Linkages to other papers	
Board Date	11 Oct.2005		

Matter for information

The Board are invited to discuss work commissioned by the Consumer Panel from Price Waterhouse Coopers into the development of a consumer interest audit 'tool-kit'.

Overview of issue(s)

The Panel's statutory duty is to advise Ofcom and others on the interests of consumers in the communications market-place. With limited resources it cannot hope to offer advice on all of the consumer-related matters that might come before it and to address this the Panel has opted to identify more strategic ways of adding value to the regulatory process.

In 2004, the Panel decided to see if it could find a way to satisfy itself that Ofcom effectively identifies and gives due weight to the consumer interests in its regulatory decision-making. It observed that whilst there are tools for assessing outputs of regulation (impact assessments etc) there are currently few if any ways of assessing 'inputs' to regulation.

After competitive tender, it commissioned Price Waterhouse Coopers to develop a methodology for "auditing" the way in which Ofcom (or any regulator) takes consumer interests into account in the formation and implementation of regulation.

The work was overseen by a Project Board chaired by Colette Bowe and assisted by Ruth Evans and Graham Mather of the Consumer Panel, Pam Giddy of the Ofcom Content Board and Ed Humpherson of the National Audit Office.

Supporting information

Information Paper 139(05) – Overview slides
 Annex 1 to 139(05) – Draft Consumer Panel cover paper to preface PWC report
 Annex 2 to 139(02) – PWC report (final draft)