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Colette Bowe
Chairman
Ofcom Consumer Panel
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

David Currie
Chairman

Direct line: 020 7981 3600

david.currie@ofcom.org.uk

Taking account of consumer and citizen interests – Progress and evaluation

In December 2005 I wrote to you congratulating the Panel on its development of a methodology for evaluating the way in which consumer and citizen interests are taken into account in regulatory decision making; the consumer interest Toolkit. In response I set out a number of proposals to assist Ofcom to implement the Toolkit recommendations and articulate consumer and citizen interests across relevant publications and in its communications with stakeholders.

Over the last year a considerable amount of work has gone into implementing these proposals. I enclose a short report which sets out the progress that has been made by Ofcom and some suggestions from our experience for future development of the Toolkit, both for our organisation and other regulators. As part of our commitment to keeping stakeholders informed on Ofcom's progress with citizen and consumer issues, we plan to publish this report on 28 February.

David Currie

cc. Claudio Pollack, Bradley Brady