



News Release

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Communications Consumer Panel advises Lord Carter that consumer needs and expectations must be met

Government initiatives such as the universal broadband commitment and media literacy action plan should be designed around the needs of consumers and citizens, the Communications Consumer Panel told a recent meeting of the Digital Britain Steering Group chaired by Lord Carter.

Communications Consumer Panel Chair Anna Bradley said that the Panel had been “pleased to accept Lord Carter’s invitation to discuss with the Steering Group how the Government can clearly link its Digital Britain initiatives to consumer and citizen needs and expectations”.

The Panel spoke to Lord Carter about the necessity for:

- A universal broadband commitment that delivers the services and applications that everyone should have access to.
- Action on skills and confidence that reflects the full spectrum of consumer and citizen needs and is targeted at the groups that most require help.
- New content, especially more (and better) public services online, to help drive broadband take-up and take full advantage of digital technology.

Anna Bradley said that on Wednesday 3 June the Panel will be publishing research that shows that in the not-too-distant future it will be essential for everyone to have broadband at home because not having it will be a real disadvantage.

“This research will further bolster the case for making broadband available to everyone and highlights the importance of a focus on the forty per cent of people who do not yet have broadband at home. This may be for any number of reasons, from affordability, through skills and confidence to just not seeing any benefit, but whatever the reasons, consumers and citizens believe that it is vital that the forty per cent do not miss out,” she added.

Ends

NOTES FOR EDITORS AND CSEs

[Read the Panel's presentation to the Digital Britain Steering Group on the Panel's website here](#)

To discuss the research that the Panel will be publishing on Wednesday 3 June please call the Panel's Media Advisor Sian Evans – contact details below.

The Communications Consumer Panel was established to advise Ofcom on the consumer interest in the markets it regulates. The Panel is independent and sets its own agenda. Visit www.communicationsconsumerpanel.org.uk for more information.

The Panel's members appointed by Ofcom are:

- Anna Bradley (Chairman)
- Fiona Ballantyne (member for Scotland)
- Louisa Bolch
- Kim Brook (member for Wales)
- Colin Browne
- Roger Darlington (member for England)
- Maureen Edmondson (member for Northern Ireland)
- Leen Petre
- Damian Tambini
- Bob Warner

For further information about Communications Consumer Panel members go to <http://www.communicationsconsumerpanel.org.uk/about/>

For a copy of our submission to the Digital Britain interim report go to our website <http://www.communicationsconsumerpanel.org.uk/Digital%20Britain.pdf>

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