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

12 February 2025, 16:00 - 17:30 and 13 February 2025, 09:45 - 14:00

**Meeting held in hybrid, dual-language format
at the Ofcom Cardiff office and via Microsoft Teams**

Present (both days)
CCP/ACOD (The Panel)
Helen Froud (Chair) – absent for item 12 and 13 on day two
Rachel Burr (Member for Wales)
Judith Clifton
Lenna Cumberbatch
Grant Davis
Michelle Goddard
Robert Hammond (Member for England)
Rhian Johns
David Warburton-Broadhurst
Michael Wardlow

Apologies
Carrie Matchett (Member for Northern Ireland)

In attendance (both days)
The Panel's Executive Team
An observer from the UK Regulators Network's 'Next Generation Non-Executive Directors' (NEDs) scheme

In attendance (day two)
Ofcom's Director for Wales
Representatives of the Ofcom Wales Policy team
Ofcom's Board Member for Wales (introduction)
Representatives of the Advisory Committee for Wales
Representative of the Welsh Language Commissioner's office
Representative of Welsh Government
Representative of the Older People's Commissioner for Wales office

Day one: Panel meeting 12 February 2025

Item

1. Welcome and introduction

1.1 The Chair welcomed existing Members and new Panel Members who commenced their roles on 1 February 2025.

2. Declarations of Members' interests

2.1 There were no declarations of interest.

3. Minutes of the meeting on 16 January 2025 and matters arising

3.1 The minutes of the meeting of 16 January 2025 were **APPROVED** as a true and accurate reflection following a slight amendment.

3.2 Following previous engagement with Ofcom on Post Monitoring and Quality of Service the Panel would prepare its response to [Ofcom's Consultation: Review of the universal postal service and other postal regulation](#).

4. Consumer Policy update

4.1 The Panel received an update from Ofcom's consumer policy team on its key consumer priority areas.

4.2 Members were pleased to learn [Ofcom's consultation: Review of ADR in the telecoms sector](#) had been launched and look forward to noting the responses once published.

4.3 The Panel and Ofcom discussed the probability of scammers using AI.

4.4 The Panel remain keenly interested in the One Touch Switch (OTS) programme and asked Ofcom about its enforcement plans following delays in the programme and the impact on consumers of these delays.

4.5 The Panel highlighted to Ofcom its concerns about the Migration to Voice over Internet Protocol (VoIP), from the Public Switched Telephone Network (PSTN). While members believed that pausing involuntary migration for consumers with more complex telephony set-ups (including telecare users and people with health monitoring devices) was a helpful short-term safeguarding solution, 'paused' consumers still needed to be factored into communications providers' plans. The Panel urged Ofcom and industry to prevent unintended negative consequences as a result of leaving consumers using a degrading telephone network.

4.6 Members asked Ofcom about any monitoring undertaken around Migration to VOIP failure rates and practical measures around monitoring the use of landlines before and after migration.

4.7 Members continued to urge a national awareness campaign, encompassing UK government, devolved nations' administrations and Ofcom.

4.8 The Panel requested an update on the Shared Rural Network.

4.9 The Panel remains engaged in learning about Ofcom's next steps in relation to the 2G/3G switch off.

4.10 The Panel questioned Ofcom about its approach to the lack of improvement in Royal Mail's quality of service.

4.11 Members would respond to Ofcom's consultation on proposed changes to the Universal Postal Service and looked forward to learning the outcomes of forthcoming pilots planned by Royal Mail.

5. Chair's update

5.1 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 16 January.

5.2 The Chair provided an update on the process of recruiting a new Member for Scotland, which was ongoing.

5.3 The Chair thanked Member for Wales, Rachel Burr for charing the All-UK National Stakeholder Hub held on 5 February 2025, which had provided the Panel and its stakeholders with the opportunity to share current issues, future plans and current and future research.

6. Any Other Business

6.1 There was no other business.

Day two: Panel meeting 13 February 2025

7. Chair and Member for Wales: Welcome

7.1 The Chair and the Member for Wales welcomed Panel Members and guests to the meeting. The Chair expressed her gratitude to the Ofcom Wales team for a warm welcome on the Panel's first meeting held outside of London.

7.2 All attendees were introduced.

7.3 The Chair confirmed the meeting would be held in dual language format, for all, whether attending online or in person.

7.4 The Chair reminded attendees that every UK consumer, citizen and micro-business, and particularly those who are more likely to be underserved by the communications sector, are represented by the Panel. Additionally, the Panel

should not be London-centric and aims to hold future meetings in other nations to learn more about the experiences of consumers across the UK.

8. Meet the Advisory Committee for Wales (ACW) and the Ofcom Wales Nations team

8.1 The Panel received an overview of Ofcom's work in Wales, from Ofcom's Director for Wales and policy team, including Ofcom's compliance with Welsh Language Standards, and the valued relationships the team holds with Welsh stakeholders across the nation.

9. Learning about 'Promotion and Facilitation of the Welsh Language' in Wales

9.1 A representative of the Welsh Language Commissioners' Office provided an overview of the position of the Welsh language in Wales, the unique needs of Welsh-speaking citizens and consumers who live in Wales, and the Commissioner's approach to the promotion of the Welsh language.

9.2 Additional information was provided to Members on the Common European Framework of Reference for Languages (CEFR), Welsh Language Commissioners Reports, and Welsh Language Commissioners 'Welsh as a way of working' 2021/2022.

10.   Learning about 'Digital Resilience in Education' - Welsh Government

10.1   A representative from the Welsh Government's 'Digital Resilience in Education team' provided the Panel with an overview of the team's work to educate parents and young people on how to live a safer life online, including resources available on the team's Hwb website, guides for families, and details from Welsh Government's Keeping Safe Online youth group.

11.   Learning about Older People's experiences in Wales

11.1   A representative of the Older People's Commissioner for Wales' Office provided a summary of the challenges older Welsh consumers can face, which included accessing digital services, and the effects of being left behind or excluded from online tools and facilities. He highlighted the Older People's Commissioner for Wales' report, Access Denied: Older people's experiences for digital exclusion in Wales

11.2   Other topics discussed were scams and their effects on older consumers, how to avoid ageism in communications, the negative portrayal of older people within media, and the importance of community, for example, older people having somewhere or someone to visit for assistance.

12.   **Networking and lessons learned – facilitated by the Panel's Member for Wales**

12.1 The Panel took time to consider learnings from the event and appreciated the opportunity to gain a clearer perspective of the broader context of communities by allowing time in its agendas to visit parts of the UK.

13.   **Any Other Business**

13.1 There was no other business