**Summary of the Communications Consumer Panel and ACOD's strategic plan for 2024-2027, titled "Our way forward, leaving no-one behind." ​**

**Introduction:** The Communications Consumer Panel aims to advance fairness and opportunity in the communications sector, focusing on consumer and citizen empowerment and mitigating detriment. ​The strategic plan is based on stakeholder input, research findings, and emerging issues. ​

**Mission and Key Priorities:** Our mission is to represent the voices of citizens and consumers, especially those susceptible to harm, in communications sector practice and policy development. ​ Our key priorities for the next three years are:

1. Connectivity
2. Affordability
3. Accessibility
4. Trust and Reliability ​

**Who We Are:** The Communications Consumer Panel and Advisory Committee for Older and Disabled People (CCP-ACOD) are statutory bodies that provide consumer insights to Ofcom, governments, and the communications industry. ​ Members are Non-Executive Directors appointed by the Secretary of State, supported by a small Executive Team from Ofcom. ​Members have cross-membership of the CCP and ACOD.

**Strategic Vision:** "Across the UK, communications services are provided as a basic human right with no-one left behind." ​

**How We Work:** We cover a broad range of issues, including telecommunications, online safety, postal services, and digital inclusion. ​ We influence policy development through expert advice, robust research, and stakeholder engagement. ​

**Plan of Work:** ​ Our strategic plan is flexible to adapt to the evolving sector. ​ We focus on issues such as social tariffs, digital poverty, rural and remote service access, and network resilience. ​

**Stakeholder Engagement:** We collaborate with consumer bodies, academics, industry, Ofcom, and governments. ​ Our engagement mechanisms include National Stakeholder Hubs, Ofcom’s National Advisory Committees, and monthly panel meetings. ​

**Research and Insights:** ​ We commission consumer research to influence policy and practice, focusing on underserved groups. ​

Upcoming research will consider the impact of network outages and the consumer experience of Alternative Dispute Resolution. ​Our research is published in ‘Our Publications’ at [www.communicationsconsumerpanel.org.uk](http://www.communicationsconsumerpanel.org.uk)

**Key Priorities and Specific Issues:** ​

1. **Affordability:** Social tariffs, digital divide, debt collection, market consolidation, and ease of switching. ​
2. **Accessibility:** Ageing population support, rural service access, inclusive design, and equality of outcome. ​
3. **Connectivity:** Universal access, rural connectivity, 2G/3G switch-off, and emergency services access. ​
4. **Trust and Reliability:** Communication around industry changes, network resilience, and online safety. ​

**Conclusion:** We look forward to ongoing engagement with our valued stakeholders and will continue to listen to the voices of those less heard and more susceptible to harm, adapting our focus to address emerging consumer, citizen, and micro-business concerns. ​

For more detailed information and to highlight any issues affecting consumers, citizens and, or micro-businesses in the UK communications sector, contact us directly at [contact@communicationsconsumerpanel.org.uk](mailto:contact@communicationsconsumerpanel.org.uk)

