Annual Plan 2015/16 at a glance

Each year in March, Ofcom publishes an Annual Plan that sets out our priorities and describes the other work we will be conducting in the coming year. Our progress against our programme for 2015/16, and our work's outcomes, will be set out in our Annual Report when we publish it in July 2016.

As in previous years, we have organised our work programme for the coming year under our six strategic purposes, which are derived from our duties.

We have identified 11 priorities for 2015/16. These priorities are specific activities which we identify as being of particular importance to the organisation, or which have a clear milestone to reach in this financial year. They are set out in Figure 1, below.

Figure 1: Priorities for Ofcom in 2015/16

Promote effective competition and informed choice	Protect consumers from harm	Promote opportunities to participate	Secure optimal use of spectrum	Maintain audience confidence in broadcast content
• Undertake a Strategic Review of Digital Communications • Ensure effective competition in the provision of communications services for businesses, particularly SMEs • Improve the process of switching providers for consumers	• Introduce clearer pricing for numbers starting 08, 09 and 118, and make '080' and '116' calls free from mobiles • Monitor and ensure improved quality of service and customer service performance • Protect consumers from harm in a range of priority areas including nuisance calls	• Review the factors that potentially affect the sustainability of the universal postal service • Promote better coverage of fixed and mobile services for residential and business consumers	• Work towards the timely release and effective award of spectrum, including the 2.3GHz, 3.4GHz and 700MHz bands • Represent the UK's position in international negotiations to agree how best to use spectrum effectively	• Promote audience safety and assurance in traditional and online environments

Contribute to and implement public policy defined by Parliament, and where appropriate by devolved administrations

- *No priority work areas*

In addition to these priorities, we will undertake a range of other significant work that is important to delivering our strategy. This is set out in Figure 2 below.

Figure 2: Significant work areas for 2015/16

Promote effective competition and informed choice	Protect consumers from harm	Promote opportunities to participate	Secure optimal use of spectrum	Maintain audience confidence in broadcast content
• Work to ensure fair and effective competition in broadcasting services, including our review of the 'wholesale must offer' obligation • Implement the review of the framework for regulatory financial reporting in telecoms • Commence the fixed access and narrowband market reviews • Promote effective choice for consumers by ensuring that clear, relevant information is readily available • Undertake MIAs in support of Public Value Tests by the BBC Trust	• Work with UK and international bodies to promote improvements in caller line identification • Support industry and Government initiatives to improve levels of trust in internet services • Work to ensure that critical services are supported on next generation voice networks • Ensure consumers have access to redress for service failures and poor quality of service	• Understand and promote the interests of vulnerable citizens and consumers • Carry out other work in light of our duty to secure the provision of the universal postal service	• Conclude our review of spectrum requirements for programme-making and special events • Improve the planned use of UHF spectrum • Apply annual licence fees for 900MHz and 1800MHz spectrum • Work with Government to meet the spectrum requirements of the emergency services • Explore and implement opportunities for spectrum sharing • Plan for future spectrum requirements, including for the Internet of Things • Implement plan on radio frequency performance	• Complete our review of music formats regulation on radio • Complete our review of the EPG code • Develop plans for the implementation and licensing of small-scale DAB

Contribute to and implement public policy defined by Parliament, and where appropriate by devolved administrations

- Complete Ofcom's review of public service broadcasting
- Respond as appropriate to changes in the devolution of powers to national governments
- Publish an update to the 2014 report on the state of UK communications infrastructure
- Develop a framework for measuring media plurality
- Engage with Government on the potential implementation of a common framework for media standards
- Engage with the legislative programme of the new European Commission