

Reference: 01533054

Temiloluwa Dawodu
Information Rights Advisor
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5 December 2022

Freedom of Information: Right to know request

Thank you for your request for information in relation to data on broadband social tariffs. We received this request on 15 November 2022. We have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request

We have a campaign underway providing information to residents about the availability of broadband social tariffs, following the recent Ofcom publications concerning the low adoption rates in the UK: Affordability of communications services: September 2022 update.

Currently we depend on using data such as the deprivation index to target for example, social media, alerting local residents to the benefits these tariffs provide, and are considering requesting information from DWP in respect of those whom are eligible.

It would however be useful were there to be data available relating to take-up rates at a more detailed level, in our case by county. Can you kindly advise if Ofcom collects data at this level and if so may it be shared with us? If not collected, do you consider it may be worth doing so such that Local Authorities such as Oxfordshire may measure the success rates of improving take-up campaigns please?

Our response

We can confirm that we currently only collect information at the provider level and do not collect this broken down further.

This is because providers offer social tariffs on a voluntary basis, so we have to be mindful of the burden we place on providers when requesting information. We currently have no plans to collect this information at a more disaggregated level.

I hope this information is helpful. If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Temiloluwa Dawodu

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review, **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF