

Reference: 01968658

Information Requests
information.requests@ofcom.org.uk

28 March 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning the Communications Consumer Panel's staff, training and procurement on Equality, Diversity and Inclusivity. We note that your request was addressed to the Communications Consumer Panel.

We received this request on 28 February 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request

Dear Communications Consumer Panel,

I wish to make a freedom of information request and would be grateful if you could supply the following information within 20 working days:

1) The number of roles across all components of the organisation, expressed in numbers of full-time employees (FTE), that are mainly or exclusively focussed on issues of equality, diversity, or inclusivity. This information should encompass all staff employed by the organisation, regardless of their geographical location.

Roles meeting this description could include (amongst other guises) "Equality, Diversity and Inclusion Officer" (EDI) or "Diversity and Inclusion Project Managers". Please break down, if possible, the number of roles per component part of the department's operations.

For all roles meeting this description, please also provide, in order of preference, either a) the salary of these roles, b) the pay band of these roles, or c) the combined total salary of these roles. Please provide the information that is most in accordance with your data processing practices.

Please also advise if the organisation has any plans to hire further staff in these areas within the next 18 months, and the roles/pay bands that they are likely to occupy.

2) With the same criteria as above, please provide the number of internal training courses attended by staff which pertain to the issues encompassed by equality, diversity or inclusivity. Please include the name of the courses, the number of attendees, and the duration of the course.

Please, if possible, provide details of any internal EDI practices and networks, including the number of individuals who are members of such networks.

4) Please provide details of any external contractors brought in by the organisation to conduct training, advice, or guidance on issues relating to EDI. Where applicable this should include costs and associated manhours.

5) Please provide details of how equality, diversity and inclusivity is included in your procurement practices, the relative weight afforded to these considerations, and the current value of contracts in which EDI considerations was a part of the procurement process.

Our response

The Communications Consumer Panel (CCP) is made up of between eight and twelve non-executives appointed by the Secretary of State to represent UK consumers, citizens and micro-businesses, which Ofcom was required under the Communications Act 2003 to set up and maintain. None of the Panel Members are employed on a full-time basis, they are appointed on a part-time basis, for a specified term.

A team of three Ofcom colleagues work full-time to provide operational support to the CCP - for the avoidance of doubt, their roles are not mainly or exclusively focused on issues of equality, diversity, or inclusivity (EDI), but in providing a secretariat function to the CCP.

Ofcom has no plans to hire any staff in these areas within the next 18 months.

You may wish to refer to this recent [Freedom of Information response](#) regarding equality, diversity and inclusion roles at Ofcom. Regarding your question about salaries, there are no roles with the CCP meeting the description specified. However, salary information for Ofcom staff is available via a link from within the FOI response.

All Ofcom colleagues, which would include the operational full-time staff supporting the CCP, undertake a mandatory compliance e-learning relating to EDI, this focuses on the Equality Act 2010 and Ofcom's Dignity and Respect at Work policy. We do not bring in any external contractors for this training – the training is inhouse or through products we obtain.

The CCP does not often procure goods or services. When they need goods or services procured, this is undertaken by Ofcom under its robust policies and procedures. All procurement exercises are evaluated and considered on a case-by-case basis and as part of this, Ofcom does take into account EDI where relevant. Further information on Ofcom's commitment to EDI in its supply chain can be found [here](#).

The CCP does not have any EDI related networks. Ofcom has a number of colleagues lead networks: for further information on the Ofcom colleague networks please visit: [Ofcom colleague networks - Ofcom Careers](#).

If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).