**Nuisance Calls Commission**

**Draft remit**

**Background**

# The Scottish Government held a Nuisance Calls Summit on the 29 June 2016 following research conducted by Which? that showed people in Scotland received more nuisance calls compared to the rest of the UK. It was also a SNP manifesto commitment and brought regulators, industry and consumer groups together and demonstrated the Scottish Government’s commitment to developing consumer policy in collaboration with the people and organisations it most affects.

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# Regulation of nuisance calls and texts is currently reserved to the UK Government. Responsibility is predominantly split between the Information Commissioner’s Office (ICO) and Ofcom, although PhonePayPlus also have a role.

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To continue the momentum following the Summit, the Scottish Government has convened a short life Nuisance Calls Commission to explore how the impact of nuisance calls can be reduced, and to demonstrate the value of a consumer protection policy that focuses on Scottish concerns.

**Aim**

To find practical solutions to the problem of unwanted calls and develop an action plan on how tangible outcomes will be delivered making long term differences and reduce their impact on people’s lives.

**Objectives**

# To deliver this aim the Commission will seek to:

# empower consumers by raising awareness and helping them to protect themselves;

# empower and support companies that want to do the right thing, for example by providing guidance or finding ways to share best practice and find effective ways to tackle persistently offending companies or individuals; and

# influence the regulatory environment to reduce gaps and increase effectiveness.

**Impact**

Consumers, including the most vulnerable in our society, will have enhanced protection from nuisance calls via a number of interventions including a reduction in the number of unwanted calls, changes in business behaviours with unscrupulous practices being clamped down on and enforced through the justice system.

**Terms of Reference**

**Membership**

Keith Brown, Cabinet Secretary for Economy, Jobs and Fair Work

Sheena Brown, Scottish Government

Huw Saunders, Ofcom

Ken MacDonald, Information Commissioner’s Office

Julie McCarron, Trading Standards Scotland

Peter Adamson, SCOTTS

Keith Dryburgh, Citizen Advice Scotland

Alex Neill, Which?

Mairi MacLeod, Ofcom Communications Consumer Panel

Amanda Williams, Department for Culture, Media & Sport

John Mitchison, Telephone Preference Service

Meg Blight, BT

Claire Mack - Scottish Council for Development and Industry

**Roles and responsibilities**

**Chair:** Keith Brown, Cabinet Secretary for Economy, Jobs and Fair Work

**Membership:** Members of the Commission have been selected as key regulatory, industry and consumer groups stakeholders with interests in preventing nuisance calls.

**Lifespan:** The group is expected to meet three times with the first meeting taking place on 30 November 2016.

**Secretariat:** A member of the SG Competition Policy Team shall act as secretariat.

**Venue:** Provided by the Scottish Government and held in Edinburgh