



**Influence, achievement and objectives  
2013 and 2014**



**Achieved - 2013**

After intensive pressure, and opposition from expected allies, over many years the move from 084 to 03 was announced and largely completed.

**2014 - to follow**

Final completion is expected to be achieved very early in 2014. The same principles must be reflected by others, but the method may be different.



A report accepted evidence on the fact that use of 084 numbers for Government service lines was inappropriate and unnecessary.

Departments must apply the Guidance from the Cabinet Office, issued in response to this report. Twelve months is enough.



A clear directive requires enforcement of the terms of the GP contracts, as amended in 2010 to prohibit use of 084 numbers.

Full compliance by GPs in England must be ensured. Other 084 numbers must be removed from the NHS, in all of the UK.



Our oral and written evidence on the issue of Nuisance Calls was accepted. A number of our points were reflected strongly in its report.

The radical measures identified as necessary, but not proposed in the report, must come forward and be adopted.



It was delightful to find three of our own published objectives adopted as being those underlying the widely publicised "Costly Calls" campaign.

We look forward to more co-operative working, although expect this approach to be followed in a more gracious manner.



Many suggestions have received a positive response. This is seen most clearly by pressing ahead with the "unbundled tariff".

Much work will be needed to achieve success with the "unbundled tariff", including a major information campaign.



Efforts to dilute and minimise the nature of the regulatory provisions arising from the EU Consumer Rights Directive were set aside.

Guidance must be clearly presented to aid compliance, which must be ensured by strict and early enforcement action, as necessary.



The long awaited Guidance was completed and published in the dying days of the year. Its terms are perfectly fit for purpose.

Individual bodies at all levels must produce and implement plans for themselves, and for their subsidiaries and delivery contractors.



A most positive statement confirms the intention to reflect the provisions of the Consumer Rights Directive in regulations.

We look forward to the regulatory steps that will be taken to ensure that consistent measures are in place across all businesses.