

## Key Points from the Research

The project analysed the documentation of the regulatory agencies, carried out interviews with 32 stakeholders and interviewed 114 people in 16 focus groups:

- Regulators experience contradictory demands: between treating individual service-users as consumers and confining their role to ensuring that they are properly protected, and taking on a wider public interest role, which treats them as citizens.
- The focus-groups indicate users are also confused. Many express enthusiasm for the role of autonomous consumer in preference to the paternalism of a 'nanny state'. This is combined with a strong sense of insecurity in making market choices and desire for interventions to protect individual investors or viewers and their families.

Further research continues.

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[Livingstone, S. 2006: Citizens and Consumers: Discursive debates during and after the Communications Act 2003](#)  
(SCARR WP10)

Link to PURR website <http://www.lse.ac.uk/collections/PURRR/>