

Annual Report and Resource Accounts 2009-10

Annexe E

Market studies, super-complaints, and reviews of undertakings and orders, 1 April 2009 to 31 March 2010

Market studies summary

Table E1: Market studies statistics, 1 April 2007 – 31 March 2010

	2007-08 (for comparison)	2008-09 (for comparison)	2009-10
Market studies launched	3	5	5
Market studies completed	2	5	4
Market studies ongoing at end of financial year	3	3	4

Completed market studies

Table E2: Market studies completed, 1 April 2009 – 31 March 2010

<i>Market study</i>	<i>Date launched</i>	<i>Date completed and length of study</i>	<i>Expected completion date at time of launch</i>	<i>Reason for extension (if any) beyond expected completion date</i>	<i>Summary of outcome*</i>
Local bus services	05/03/09	07/01/10 10 months	By end 2009	The study was completed by the end of 2009 and was published in the first working week of 2010.	Local bus markets do not appear to be working well for passengers. Sector referred the sector to the Competition Commission for investigation
Isle of Wight ferries	27/02/09	14/10/09 7 months	May 2009 (but note the later decision to consult which delayed the project)	A decision to consult on our findings was made after launch due to importance of the decision for the people of the Isle of Wight. Consultation was published in June, rather than May, due to European and local elections.	Limited evidence of problems for consumers that interventions in the market could address

				Consultation ran until 12 August.	
Home buying and selling	25/02/09	18/02/10 12 months	By end 2009	Research phase was extended due to a low survey response rate	More innovation in the sector could lead to a better deal for buyers and sellers
Second-hand cars	07/05/09	18/03/10 10 months	Early 2010	N/A	More needs to be done to ensure dealers are aware of the law, consumers are aware of their rights, and dealers who fail to comply face a real threat of effective enforcement action

* More detail on the findings of each market study are set out in the main body of the OFT's Annual Report 2009-10 and in the Market Studies section of the OFT website.

Ongoing market studies

Table E3: Market studies that were ongoing as at 31 March 2010

<i>Market study*</i>	<i>Date launched</i>	<i>Progress as at 31 March 2010</i>	<i>Expected completion date at time of launch</i>	<i>Reason for extension (if any) beyond expected completion date</i>
Advertising of prices	15/10/09	Psychology review completed. Consumer research in pilot phase. Stakeholder programme in advanced state.	September/October 2010	N/A
Online targeting of advertising and prices	15/10/09	Research, including a consumer survey, and stakeholder consultations completed.	Spring 2010	N/A
Corporate insolvency	12/11/09	Evidence gathering completed. Analysis of information ongoing.	End June 2010	N/A
Consumer contracts	04/02/10	Fact-finding discussions held with stakeholders. Consumer research commissioned.	Winter 2010	N/A

* Further details of these market studies are set out in the main body of the OFT's Annual Report 2009-10 and in the Market Studies section of the OFT website.

Super-complaints

Table E4: Super-complaints dealt with by OFT, 1 April 2009 – 31 March 2010

<i>Super-complaint*</i>	<i>Complainant</i>	<i>Date received</i>	<i>Date of OFT response</i>	<i>Status as at 31 March 2010</i>
Supply of beer in UK pubs	The Campaign for Real Ale (CAMRA)	24/07/09	22/10/09	In October 2009, the OFT reported that it had found no evidence that supply ties were resulting in competition problems that were having an adverse impact on consumers. A consultation on the findings was opened in February 2010 and ran until 24 March 2010.
Cash ISAs	Consumer Focus	31/03/10	Ongoing	At the end of the reporting period, the OFT was considering the issues raised in the super-complaint.

* More detail on the super-complaints are set out in the main body of the OFT's Annual Report 2009-10 and in the super-complaints section of the OFT website.

Reviews of orders and undertakings

<i>Review</i>	<i>Date launched</i>	<i>Date completed and length of review</i>	<i>Summary of outcome*</i>
ITV's Contract Rights Renewal Undertakings	30/01/08	29/05/09 16 months	We advised the Competition Commission to consider changes to ITV's Contract Rights Renewal Undertakings.

* More details are set out in the main body of the OFT's Annual Report 2009-10.