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**Media policy norms for a Europe in crisis**

Digital intermediaries are growing in influence while democratic online communicative possibilities are squeezed by the realities of media market behaviour; public service broadcasters are facing challenges of legitimacy and funding while established news outlets are increasingly distrusted by audiences; European citizens are threatened by austerity but there appears little appetite to develop a professional or policy response that meets these challenges. This paper attempts to reflect on existing policy norms and to suggest fresh ones that better articulate how best to respond to neoliberalization and crisis. Rhetorical commitments to democracy, free speech, privacy and transparency are being squeezed by a more pragmatic emphasis on efficiency and competition leaving little room for more expansive ambitions of social justice and equality. By focusing on several case studies, the papers will argue that we need more radical policy frames to confront a radical series of attacks on the public interest.