

**MINUTES OF THE 437<sup>th</sup> MEETING**  
**PHONE-PAID SERVICES AUTHORITY LTD BOARD MEETING**

**Monday 2 September 2024**

**10.00-12.00**

**Phone-paid Services Authority, Riverside House, 2A Southwark Bridge Road, London  
SE1 9HA**

**Attendees:**

Chair: David Edmonds

**Board members:**

Meg Munn

Winnie Palmer

Jo Prowse

Mark Thomson

**PSA Executive:**

Peter Barker

Laura Carter

Jonathan Levack

Ayo Omideyi

Simon Towler

**Guest:**

Gavin Daykin, Ofcom

**Minutes:** Emma Hurt

**Apologies:**

Tor Ahjem

Alex Littlemore

**1. Standing Items**

**1.1 Introduction and apologies**

The Chair welcomed members and attendees to the Board meeting. The Chairman noted the apologies.

## **1.2 Previous minutes, matters arising and action log**

The previous meeting minutes were approved as an accurate record of the meeting. All actions from the last meeting have been completed.

## **1.3 Standing and other declarations of interest**

There were no declarations of interest recorded.

## **1.4 Chief Executive Report**

The Chief Executive presented her report on activity across the organisation. In addition to updates on operational matters and items elsewhere on the agenda, the Board noted in particular:

- The General Election caused a three month delay to the transfer process, but we are on track for the revised planned transfer date of 1 February 2025.
- The shift in timeline has not had a negative effect on colleagues and part-time secondments from PSA into Ofcom have commenced across the organisation.
- Wind up planning continues and the company will be made dormant during January 2025. Following the transfer on 1 February 2025, the National Audit Office will audit the accounts for the 24/25 financial year, with the expectation that these accounts will be laid before Parliament in May 2025. The plan remains for Jo and David to remain in place as directors during this process, supported by necessary resources scoped out and funded in advance e.g. DPO Centre data protection services. The Board noted that Ofcom have confirmed they are able to receive the final retained surplus balance.
- We continue to maintain historic high levels of compliance in the market.
- Analysis of the last set of ICSS data has demonstrated the regulatory changes in place have had a desired effect on reducing the levels of consumer detriment previously seen. Rip Off Britain remain interested in covering this issue further, although a planned interview has been rescheduled for later in the month.
- Two enforcement cases will be heard by oral hearings in November. Under the Code it is possible for a review application to be made in respect of one of the cases. If such an application is made it would, if granted, be considered by Ofcom.
- Debt recovery activities continue. Discussions between PSA and Ofcom are continuing in relation to Ofcom assuming the role of creditor in place of the PSA post transfer in respect of a number of providers in liquidation.

The Board thanked the Chief Executive for her report.

## 2. Items for approval/decision

There were no items for approval/decision.

## 3. Items for discussion

### 3.1 Transfer update

The Executive provided an update on the process for the transfer of regulation into Ofcom, In particular it was noted:

- DSIT colleagues have been particularly helpful towards achieving 1 February 2025 transfer date;
- Ofcom’s operational planning for the transfer is expected to place demands on PSA over the next three months, but that our focus in December and January will be on the smooth and orderly wind up of the company;

The Board thanked the Executive for the update.

## 4. Items for information

There were no items for information.

## 5. Any other business

The Board held a closed discussion.

**Date of the next meeting:** Wednesday 27 November 2024, 10.00-13.00

### Action log

<b>Actions carried forward from previous meetings</b>	<b>Status</b>	<b>Notes</b>
Minutes from the internal Regulatory Oversight Group to be circulated to the Board for information.	<b>Ongoing</b>	