

MINUTES OF THE 427TH MEETING

PHONE-PAID SERVICES AUTHORITY LT BOARD MEETING

Wednesday 23 March 2022

10.00-13.00

Phone-paid Services Authority, 40 Bank Street, London, E14 5NR

Attendees:

Chair: David Edmonds

Board members:

Meg Munn

Winnie Palmer

Jo Prowse

PSA Executive:

Peter Barker

Jonathan Levack

Ayo Omideyi

Simon Towler

Guest:

Gavin Daykin, Ofcom

Cristina Luna-Esteban, Ofcom

Minutes: Emma Hurt

Apologies:

Mark Thomson

1. Standing Items

1.1 Introduction and apologies

The Chair welcomed members and attendees to the Board meeting. Apologies were received from Mark Thomson.

1.2 Previous minutes, matters arising and action log [ref 1.2]

The previous meeting minutes were accepted as an accurate record of the meeting.

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, and the Board noted the following updates:

- **Code 15 implementation:** the implementation of Code 15 is on track for 5th April launch. The Senior Management and project teams have been focused on the delivery of the final Code 15 programme workstreams. A special mention was given to Jonathan Levack for leading the programme to a successful outcome.
- **Code 15 policy:** Industry liaison to work through changes to broadcasting competitions and voting requirements in the new Code is ongoing and constructive. In terms of timing, the revisions will require Ofcom approval after Code 15 comes into force.
- **Information Connection and Signposting Services (ICSS):** a joint letter regarding ICSS is being worked up for the PSA Consumer Panel and Ofcom Communications Consumer Panel outlining joint concerns around the service provisions.
- **Complaint levels:** complaints overall remain at an all-time low. As an indicator of the absence of consumer issues, the Phone-paid Services Consumer Group led by Paul Muggleton has been disbanded due to the low level of complaints now being handled by that group.
- **Culture & Values update:** the culture and values work has been completed and the company values have been refreshed and work is ongoing to ensure these are embedded within the organisation.
- **Organisation restructure:** a new supervisory function and the bringing together of the intelligence functions are the major changes because of the organisational restructure. Training has commenced to support the process and managerial skills required to support the new regulatory approaches. The new cache of managers has been upskilled from existing resource.
- **Working arrangements:** the roadmap towards new ways of working continues positively and is consistent with policies and approaches adopted by both DCMS and Ofcom.
- **Cyber Security:** further monitoring and controls are ongoing to mitigate the heightened risk resulting from the Ukraine invasion.

The Board thanked the Chief Executive for her report.

2. Items for approval/decision

2.1 Business Plan and Budget 2022/23

The Executive confirmed there had been seven responses to the draft Business Plan and Budget consultation which have been fully considered. There are no substantive changes proposed.

The section on Strategic Purpose has been updated to include the new culture and values statement.

The Board approved the Business Plan and Budget 2022-23. This will now be subject to Ofcom final approval and publication in advance of the new financial year.

2.2 Office Holder Handbook

The combined Office Holder handbook was approved by the Board having been presented at the Resources Committee on 10 March and will come into effect after 5 April. The Board noted the improvement to the layout and content.

3. Items for discussion

3.1 Strategic Planning update

The Board discussed the current state of the market, the impact of recent and upcoming regulatory change, and how consumers might be best served in the future.

3.2 Code 15 Implementation

The Executive confirmed the Code 15 Implementation Programme has successfully prepared the PSA and the industry for the Code's entry into force on 5th April.

The Code Procedures and Guidance have been published to support the new Code. Standard Operating Procedures for internal use will be videoed to complement training.

3.3 Balanced Scorecard

The Executive presented the Balanced Scorecard, as considered by the Resources Committee. The Board noted the targets it set have been achieved. The Board approved the measures on the Balanced Scorecard for the coming 2022/23 year.

4. Items for information

4.1 Accounts Summary Report, Period ended 31 January 2022 (as presented at the Resources Committee on 10 March 2022)

The Executive presented the Accounts Summary Report for the period ended 31 January as considered by the Resources Committee on 10 March. The Board noted the current forecast is on

budget and that projected reserves allow for the contingencies identified in the risk register to be met.

4.2 Risk Register (as presented at the ARCG Committee on 9 March 2022)

The Executive presented the Risk Register, as considered by the Audit, Risk and Corporate Governance Committee on 9 March 2022. The Board noted there are no red risks on the risk register and the impact of Covid-19 will be removed from the risk register at the appropriate time.

5.Any other business

No further business was discussed.

Date of the next meeting: Monday 27 June 2022

Action log

Actions carried forward from previous meetings	Status	Notes
Actions from 24 November 2021 meeting		