

**MINUTES OF THE 438<sup>th</sup> MEETING  
PHONE-PAID SERVICES AUTHORITY LTD BOARD MEETING  
Wednesday 27 November 2024  
11.15-13.00**

**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:**

Tor Ahjem

Peter Barker

Laura Carter

Jonathan Levack

Alex Littlemore

Ayo Omideyi

Simon Towler

**Guest:**

Gavin Daykin, Ofcom

**Minutes:** Emma Hurt

**Apologies:**

**1. Standing Items**

**1.1 Introduction and apologies**

The Chair welcomed members and attendees to the Board meeting.

**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**

Winnie Palmer reported her appointment as Vice President at Web Pro, a website infrastructure company. The position does not present a conflict of interest.

### **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 Parliamentary period of objection for the Statutory Instrument concludes on 2 December. The SI has progressed through the Scrutiny Committees;
- Business as usual continues, with regulation of the market remaining an operational priority. We continue to maintain historic high levels of compliance in the market;
- The latest network returns indicate revenues associated with Information, Connection and Signposting Services have fallen, which is seen as further demonstration of the positive impact of regulatory changes made in this area to reduce levels of consumer detriment;
- The final Industry Liaison Panel meeting takes place on 3 December. Ofcom have indicated it will continue with some form of high-level industry liaison in the future;
- The final Consumer Panel meeting has taken place, and a handover document has been drafted for the Ofcom Communications Consumer Panel (CCP). The Executive will meet with CCP to help ensure the good work of the panel is continued;
- The final Annual Report “Raising Standards: the PSA’s role in making the market work for consumers and industry” will be published shortly. The report looks back at the last ten years of PSA work and what has been achieved.

The Board thanked the Chief Executive for her report.

## **2. Items for approval/decision**

### **2.1 2023/24 Director’s Report and Financial Statements**

The Board approved the Directors Report and Financial statements for 2023/24, as recommended by the Audit, Risk and Corporate Governance Committee.

### **2.2 Wind up procedures**

The Board were reassured to receive from the Executive a comprehensive report on the organisation’s wind-up procedures.

### **2.3 PSA Board composition post transfer**

The Board discussed governance arrangements for the company post-transfer and agreed to confirm this at a later date.

**3. Items for discussion**

There were no items for discussion.

**4. Items for information**

There were no items for information.

**5. Any other business**

The Chairman recorded his thanks to the Board and the Executive for all their support and hard work in delivering a successful conclusion to the organisation's role as a regulatory body.

The Board held a closed discussion.

**Action log**

<b>Actions carried forward from previous meetings</b>	<b>Status</b>	<b>Notes</b>
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All actions are complete.