

MINUTES OF THE 430TH MEETING
PHONE-PAID SERVICES AUTHORITY LT BOARD MEETING

Wednesday 30 November 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

Mark Thomson

PSA Executive:

Peter Barker

Tania Dosoruth

Jonathan Levack

Alex Littlemore

Ayo Omideyi

Guest:

Gavin Daykin, Ofcom

Rhian Johns, Consumer Panel Chairman

Minutes: Emma Hurt

Apologies:

Simon Towler

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 [ref 1.2]

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.

Key points for the Board to note were:

- The Statement and General permission relating to receipting for virtual chat services was published on 22nd November.
- The Annual Report for 2021-22 will be published in early December.
- The move into Riverside house has been completed and the closure of the office at 40 Bank Street is going smoothly.
- Forecast market revenues for 22/23, based on Q1 and Q2 network returns data, suggests a 2% increase during the year (excluding charity payments). This forecast is more optimistic than the Annual Market Review estimate of a 1% decrease.
- We remain on track with delivering the 22/23 Business Plan activity.
- Progress continues to be made with the outstanding Code 14 cases. Since the introduction of Code 15, 12 Engagement cases have been opened and no Enforcement cases to date.

The Board agreed to dissolving three dormant companies, ICSTIS, PhonepayPlus and Phonebrain, as part of the transfer and windup activities...
The Board thanked the Chief Executive for her report.

2. Items for approval

2.1 Business Plan and Budget 2023/24

The Executive presented the draft Business Plan and Budget for 2022/23, which the Resources Committee has recommended for approval by the Board.

The Board endorsed and approved the draft Business Plan and Budget 2023/24, which will now move to public consultation. The final version of the Business Plan and Budget 2023/24 will be subject to Board approval in March 2023, following which formal approval will be sought from Ofcom.

2.2 Directors Report and Financial Statements

The Executive presented the Directors Report and Financial Statements for 2021/22, which the Audit, Risk and Corporate Governance Committee has recommended for approval.

The Board endorsed and approved the Directors Report and Financial statements and authorised electronic signatures to be applied to the accounts and sent to the Comptroller and Auditor General for certification.

2.3 Governance Review

The Executive presented the annual Governance Review.

The Board noted the current terms of office for Office Holders and approved the Governance Statement for publication on the PSA website.

3. Items for discussion

3.1 Future of Regulation

The Board received an update from Ofcom on the transfer process. The key highlights were:

- The move into Riverside House has been completed.
- The Data Processing Agreement is in place as is the License to Occupy.
- The key priority over recent months has been resolving some issues relating to the drafting of the s122 Order which have now been resolved.
- There are regular communications to staff including a seasonal newsletter.
- The PSA Board has approved PSA support to DCMS for obtaining legal advice on the “TUPE” statutory instrument.
- The planned timing for the consultation on the s122 Order is May/June 2023.

The Board noted the schedule for Ofcom to draft the order and requested a clear timeline for its completion noting the later Parliamentary process which will need to follow.

ACTION: the updated project plan timetable to be reported back to the PSA Board.

3.2 Consumer Panel Annual Report

The Chair of the Consumer Panel gave her Annual Report to the Board which covered the meeting at the start of the year with Rick Hill, Chairman of the Communications Consumer Panel. A result of the meeting was a letter sent in partnership to Google and Microsoft outlining concerns relating to ICSS.

The Panel has been informed on the transfer process and understands the rationale for the regulatory absorption. The Panel view PSA as a well-run regulator and members are keen to ensure the prevention of consumer harm remains key post transfer.

The Board thanked the Panel for their continuing support.

3.3 Independent Complaints Assessor Annual Report

The CEO presented the Independent Complaints Assessor’s Annual Report. There have been no escalated complaints during 2022.

3.4 ICSS Thematic Reviews findings

The Executive presented an overview of the Thematic Review of Information Connection Signposting Services. The Board noted the intention to publish findings early in 2023, and that any proposed regulatory changes would follow the usual consultation process.

4. Items for information

4.1 Management Accounts Summary for the period ended 30th September 2022– as presented to Resources Committee on 17 November 2022

The Board noted the Management Accounts Summary and agreed that the anticipated retained surplus was at a level necessary and sufficient to cover any outcome in relation to the Ofcom transfer.

4.2 Risk Register as at November 2022 – as presented to Audit, Risk and Corporate Governance Committee on 16 November 2022

The Board noted the Risk Register, including the increased risk rating assigned to the retention and recruitment of staff.

5. Any other business

The Board held a closed discussion.

Date of the next meeting: Thursday 9 March 2023

Action log

Actions carried forward from previous meetings

Status **Notes**

Minutes from the new internal Regulatory Oversight Group to be circulated to the Board for information.

Ongoing

Actions from 30 November 2022 meeting

The updated project plan timetable to be reported back to the PSA Board.

Open