

**MINUTES OF THE 19TH MEETING**  
**PHONE-PAID SERVICES AUTHORITY CONSUMER PANEL**

**Tuesday 28 March 2023 11.00-13.00**

**Microsoft Teams**

**Attendees:**

**Chair:** Rhian Johns

**Consumer Panel members**

Louise Baxter  
Patrick Bligh-Cheesman  
Paul Eaves  
Fred Forbes  
Nicola Wilson

**Phone-paid Services Authority**

Jonathan Levack  
Sarah-Louise Prouse  
Simon Towler

**Minutes:** Emma Hurt

**Apologies:**

**1. Introduction**

***1.1 Introduction and apologies***

Rhian welcomed members to the Consumer Panel meeting. No apologies were received.

***1.2 Previous meeting minutes and action log***

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

Matters arising were picked up during the meeting.

***1.3 Executive update***

The Executive provided an update. The key highlights are:

**Complaint Levels:** there has been a slight increase in complaints around alert services Relevant services s have been assigned to the Engagement and Enforcement team for action.

**Other market indicators:** complaints data continues to be very positive. Our experience is similar to the MNOs’.

The Business Plan and Budget has been approved by the Board and has gone forward to Ofcom for approval.

Following a reshuffle of government departments, PSA’s parent department has changed from DCMS to DSIT. The teams remain the same and have transferred from DCMS to DSIT. The statement from the Prime Minister outlining the change also stated that PSA is transferring into Ofcom.

**ACTION: The Executive will provide alert service complaints data for the next Consumer Panel meeting.**

#### **1.4 Panel update**

The Panel are keen to ensure the changing nature of vulnerability is consistent with Ofcom’s own definition. The Executive confirmed PSA is consistent with Ofcom, and observations of the market have not led to any need to change the approach.

The panel is keen to establish whether the education strategy will carry forward after the transfer.

The panel commended the work PSA has done for vulnerable consumers and the Panel want to ensure the good work is carried over post transfer.

## **2. Theme**

### **2.1 ICSS**

**The Executive provided the Panel with an update on PSA’s ICSS-related work. These included:**

- The publication of the Thematic Review. Reaction to its publication has been fairly muted.
- The publication of a consultation on changes to the Code was expedited.
- The forthcoming publication of a ICSS compliance update to clarify existing Code requirements.
- A presentation to the Ofcom Communications Consumer Panel
- BBC Watchdog
- Engagement and enforcement activity

## **3. Policy**

### **3.1 Future of regulation**

The Executive provided an update on the transfer. The Panel noted:

The PSA move to Riverside House has been completed.

Work continues on development of the S122 order and consultation. PSA is supporting and advising where required. The consultation document and S122 Order is expected to be published for consultation in September Securing Parliamentary time and obtaining approval is expected in the beginning of 2024. with the planned date for transfer as April 2024.

Ofcom and PSA are working closely on a variety of issues in relation to the transfer.

There is ongoing engagement with DCMS (DSIT) who are supportive of the transfer.

### 3.2 Transfer communications

The Executive provided an update on the consumer communications and in particular how to communicate the transfer to consumers.

Initial thoughts are to focus on directing consumers to the correct point of contact following the transfer instead of detailing the transfer itself.

The panel requested to be allowed to review the communications.

## 4. Any other business

### 4.1 Terms of office

In line with a cost-of-living increase across the whole organisation the attendance fee and retainer for the panel. will increase by 5% effective 1 April. A letter will be sent to confirm this in early April.

The panel term of office has been extended to 31 March 2024; the term will be extended again until the actual date of transfer.

The next meeting will be held at Riverside House with the option to join on Teams. No further business was discussed

**Date of the next meeting:** Wednesday 28 June 2023

### Action log

<b>Actions carried forward from previous meetings</b>	<b>Status</b>	<b>Notes</b>
A Code 15 update will remain on the Consumer Panel agenda.	<b>Ongoing</b>	Consider closing as this has been added to the workplan