

MINUTES OF THE 413th MEETING
PHONE-PAID SERVICES AUTHORITY LTD BOARD MEETING

Wednesday 14th November 2018

10.00am – 1.00pm

**PHONE-PAID SERVICES AUTHORITY LTD,
25th FLOOR, 40 BANK STREET, LONDON E14 5NR**

Board Members

David Edmonds - Chairman

Kevin Brown – Senior Independent Director

Ann Cook

Meg Munn

Steve Ricketts (via phone)

Joanne Prowse - CEO

Phone-paid Services Authority Executive

Peter Barker

John Hodge (item 4.2)

Jonathan Levack (item 3.1)

Ayo Omideyi

Simon Towler

Stephanie Ratcliffe (minutes)

1.0 STANDING ITEMS

1.1 Apologies and Introduction

The Chairman **WELCOMED** members to the meeting. Apologies were received from Lynn Parker, Director of Consumer Protection at Ofcom.

1.2 Minutes of 412th Board Meeting held on 12th September 2018

The Board **APPROVED** the draft minutes of the meeting held on 12th September 2018.

1.2.1 Action Log and Matters Arising

The Board **NOTED** that where actions on the log were not closed, these were either on the agenda, assigned to future meetings, or updates included under the CEO report.

The Board **NOTED** consent to charge security testing (AC550) remains ongoing and completion is expected in January 2019 with consultation on guidance and new standards on consent to charge to follow thereafter. The Board **RECOMMENDED** the Executive continue to pursue the resolution of critical issues in the agreed timeframe with operators.

(Action: M Collins)

There were no matters arising.

1.2.2 Standing and other Declarations of Interest on agenda items

There were no standing or other declarations of interest recorded.

1.3 Chief Executive's Report

The Board **NOTED** the Chief Executive's update on activity and progress across the organisation, as outlined in the paper. The following points were highlighted:

- *Policy* - the call for inputs to the subscriptions services review closed on 15th October. A consultation document will be published early next year.
 - *Ofcom and DCMS Engagement* – Ofcom and PSA are primarily focusing on policy projects, involving directory enquiries and ICSS.
 - *Consumer Engagement* – see item 3.1. Recruitment of the consumer panel is complete, and an induction session of the panel planned. The Board discussed the make-up of the panel and how its advice is intended to complement other sources of consumer intelligence and perspective including complainant data, commissioned research and engagement with consumer bodies. A report on progress will be provided at the next Board meeting.
- (Action: J Levack)
- *Industry Engagement* – the industry forum was held on 2nd October, panel sessions were interactive and feedback received was generally positive. Our ongoing industry engagement programme progresses constructively.
 - *Organisational Developments* – were discussed at the Resources Committee meeting and include:
 - a wellbeing programme covering mental and physical health and resilience;
 - an EDI programme to help promote equality, diversity and inclusion (inclusive of gender pay gap).
 - *Financial Reporting* – was discussed in detail by the Resources Committee.
 - *Appendix A, Business Plan Status Update* - PSA is on track for delivery of the key activities, as set out in the overview.
 - *Appendix B, Operational Dashboard* – key data covering complaints, contact, case and market size was discussed in detail by the Resources Committee.
 - *Systems and Processes* – PSA is embedding new consumer facing messaging and building and testing the new data collection process for the registration scheme. The Executive acknowledged the Board's request to be included on any business continuity exercises, going forward.

2.0 ITEMS FOR APPROVAL/DECISION

2.1 Draft Business Plan and Budget 2019/20

The Executive presented the draft business plan and budget for 2019/20 to the Board. The Board **NOTED** the Resources Committee had recently reviewed the plan in detail and that recommendations had been incorporated into the plan.

The Resources Committee **RECOMMENDED** the business plan and budget 2019/20 to the Board for approval. The Board **APPROVED** the budget and business plan proposals for 2019/20.

The Board **NOTED** the plan will be presented to the ILP in December, consultation will then follow. Final budget approval will be sought from Ofcom in March 2019.

2.2. Annual Review of Office Holder Handbooks

The Board **NOTED** the annual review of office holder handbooks had been recently undertaken and some revisions made to the handbooks, to ensure these meet current requirements and remain fit for purpose.

The Board **APPROVED** the revisions, as set out in the paper.

3.0 ITEMS FOR DISCUSSION

3.1. Report on Consumer Strategy (biannual)

The Board **NOTED** the overview of activity and progress made against delivery of the consumer strategy, delivered as part of the business plan:

- the formation and piloting of a consumer panel to help improve our policy and strategy development from a consumer perspective. Induction takes place on 16th November; the first meeting is being held on 12th December.

The Executive advised it will continue to:

- identify ways to reach out to regional areas/news outlets;
- ensure ongoing the new website is accessible and comprehensible as possible to the consumer;
- ensure press engagement continues to be proactive and used as a means to publishing key consumer advice.

(Action: J Levack)

Ann Cook offered to liaise with ITV on types of information to provide to regional news outlets.

The Board **THANKED** the Executive for the good progress made within this area.

3.2 Risk Register

The Executive presented a high-level summary of the risk register, as at November 2018. The Board **NOTED** the register had been reviewed in detail at the recent ARCG

Committee, where it was agreed to develop the key risk indicators further to allow for identifying possible trigger points for further analysis and discussion.

The Chair of the ARCGC **FED BACK** to the Board on the recent ALB Audit and Risk Committee Chair's meeting and **ADVISED** the meeting was productive, with discussion mainly focusing on Brexit matters.

4.0 ITEMS FOR INFORMATION

4.1 Management Accounts Full Summary Report Period Ended 30th September 2018

The Board **NOTED** the management accounts summary report for the period ended 30th September 2018 and that the financial performance of the organisation had been reviewed in detail at the recent Resources Committee meeting.

4.2 Major Case Update (oral)

The Board **NOTED** the oral update on current major cases.

This related to two recent large-scale investigations as well as an update on an emerging trend relating to 'alert services'.

The Board **THANKED** the Executive for the concise update.

4.3 Independent Lay Assessor – annual report

The Board **NOTED** the independent lay assessor's report from October 2017 to October 2018. One complaint was received over this period. The assessor found no evidence to suggest PSA had not properly fulfilled its duties and that its actions were reasonable. Overall, she found PSA manage concerns raised well and address issues effectively.

The Board **NOTED** the lay assessor's gratitude towards the Executive for providing her with the required support.

5.0 AOB

- 5.1 The Executive provided an oral update to the Board on progress and developments in relation to the PSA DQ consultation and proposed Final Statement. The Board was briefed by the Executive on a confidential and legally privileged matter, including related discussions with Ofcom. The Board **NOTED** the Executive's briefing and advice and **REQUESTED** that the Executive ensures that Ofcom remains aligned in relation to the matter.

End of Minutes

Date & location of next Board meeting:

Date: Tuesday 12th March 2019

Time: 10.00am-1.00pm

Location: PSA offices, 25th Floor, 40 Bank Street, Canary Wharf, London, E14 5NR