

MINUTES OF THE 412th MEETING

PHONE-PAID SERVICES AUTHORITY LTD BOARD MEETING

Wednesday 12th September 2018

11.00am – 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 - skype

Steve Ricketts

Joanne Prowse - CEO

Phone-paid Services Authority Executive

Emma Bailey (item 3.2)

Peter Barker

Mark Collins (item 3.1)

Alex Littlemore (item 3.3)

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 noted for Lynn Parker, Director of Consumer Protection, at Ofcom.

1.2 Minutes of 410th Board Meeting held on 26th June 2018

The Board **APPROVED** the draft minutes of the meeting held on 26th June 2018.

1.2.1 Matters Arising and Action log

There were no 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.

1.2.2 Standing and other Declarations of Interest on agenda items

Meg Munn recorded a declaration of interest with a new appointment as Independent Chair of the Church of England National Safeguarding Panel, commencing 17th September 2018.

1.2.3 Re-signing of Director's Report and Financial Statements for the Year Ended 31.03.18

The Board **AGREED** for the re-signing of the PSA's director's report and financial statements, year ended 31.3.18, to take place on behalf of the Board, by the Chairman of PSA and the Chair of the ARCG Committee, directly after the meeting.

(Action: D Edmonds/K Brown)

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 projects* -
 - A statement following the Society Lottery Services consultation has now been published and special conditions will come into effect on 1st October.
 - The consultation on special conditions for Directory Enquiries has now closed, responses were mainly supportive. A statement will be issued shortly and new special conditions are planned to come into effect on 1st November 2018.
 - Ofcom's consultation on bringing the controlled PRS definition to include ICSS on all number ranges closes mid-September and receives our full support.
 - A consultation on new draft guidance for Direct Buy Marketing has been published and a revised notice of specified charges and duration of

calls has been issued. The new limits will come into effect on 1st October 2018.

- *Ofcom and DCMS Engagement* – the Executive is looking forward to meeting with Curtis Juman, Ofcom’s new Finance Director, in October.
- *Consumer Engagement* –the formation of a consumer panel is underway to support improved consumer understanding and engagement, a first session is planned before year end.
- *The AMR* is due for publication in the second half of September 2018.
- *PSA’s website* overhaul has now been completed and is expected to go live shortly.
- *Industry Engagement* – significant engagement with industry continues. Recent meetings have taken place with aimm, MobileUK, fixed and mobile networks and a number of Level 1 providers.
- *Organisational Development* was discussed in detail at the recent Resources Committee meeting.
- *Financial reporting* was discussed in detail by the Resources Committee.
- *Appendix A, Business Plan status update* – PSA is on track for delivery of all the key activities, as set out in the overview.
- *Appendix B, Operational Dashboard* –The Board **NOTED** that the key data covering contact, complaint, case and market size was discussed in detail by the Resources Committee and that some additional recommendations had been made to provide further clarity.
- *Registration scheme* – a statement has been published in response to the consultation. Next steps include building and testing the new data collection system. The new requirements are expected to come into effect in January 2019.
- *GDPR* – consultation on specific guidance for industry concerning retention periods for different types of information requested by PSA, is expected in October 2018.

The Board also **RECOMMENDED** the new DPO meet with other regulators, and in particular the ICO given our close working relationship with them and our recently agreed MoU.

(Action: A Omideyi)

2.0 ITEMS FOR APPROVAL/DECISION

2.1 None

3.0 ITEMS FOR DISCUSSION

3.1 Consent to Charge Security Testing Update

The Executive presented an update on findings from testing undertaken by the security consultancy Copper Horse on the robustness of mobile aggregator consent to charge platforms.

The Board **NOTED** the report findings and that PSA is working collaboratively with the mobile network operator to act on the findings in a timely manner.

The Board **DISCUSSED** the output of the report will be fed into policy projects PSA is working on as part of its business plan. The Board **RECOMMENDED** the Executive:

- maintains a specific timetable for response to recommendations around due diligence and the security platforms;
- continues to monitor the outcomes for consumers.

(Action: M Collins)

The Board also **AGREED** that the PSA should continue to work with the mobile networks in respect of the further testing, which will be carried out after three months.

3.2 Subscriptions Review Update

The Executive presented an update on the review of subscriptions services. The Board **NOTED** research has been commissioned from Jigsaw Research, into consumers' expectations of these services. A Call for Inputs was issued on 6th September and the deadline date for responses is 15th October 2018.

The Board **NOTED** the timeline of key milestones for the project and **SUGGESTED** the Executive consider phone-paid service subscription mechanisms against other payment mechanisms. Steve Ricketts and Kevin Brown offered to assist with the project where required.

Meg Munn left the meeting.

3.3 Digital Transformation

The Executive presented an overview of options for potential projects for inclusion in the 2019/10 business plan and budget. The Board **NOTED** the progress of the DT programme on where PSA should invest in technology and processes and **ENDORSED** the assessment criteria, as set out in the paper.

The Board **NOTED** work is underway to improve workflows, streamline and automate certain processes in order to improve efficiencies and effectiveness in how we liaise with consumers and build on staff engagement.

The Board **AGREED** it was important to remain 'relative' and analyse costs against benefits and **RECOMMENDED** the Executive take learnings from other regulators.

(Action: A Littlemore)

3.4 Report on Enforcement Trends (biannual report)

The Executive provided an overview of complaints and cases being considered, as well as general market trends and issues identified by the Executive, as of 31st July 2018.

The Board **NOTED** the report on enforcement activity and trends as set out in the paper. In particular the Board **NOTED** the update provided in relation to an imminent Level 1 provider DDRAC case and the Executive's plans for managing its progression and any related matters.

4.0 ITEMS FOR INFORMATION

4.1 Management Accounts Full Summary Report Period Ended 31st July 2018

The Board **NOTED** the management accounts summary report for the period ended 31st July 2018, and that the financial performance of the organisation had been reviewed in detail at the Resources Committee meeting.

5.0 AOB

5.1 None

End of Minutes

Date & location of next Board meeting:

Date: Wednesday 14th November 2018

Time: 10.00am-1.00pm

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