

MINUTES OF THE 434th MEETING

PHONE-PAID SERVICES AUTHORITY LTD BOARD MEETING

Tuesday 28 November 2023, 10.00-13.00

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

PSA Executive:

Tor Ahjem

Peter Barker

Laura Carter

Jonathan Levack

Alex Littlemore

Ayo Omideyi

Simon Towler

Guest:

Gavin Daykin, Ofcom

Minutes: Emma Hurt

Apologies: Mark Thomson

1. Standing items

1.1 Introduction and apologies

The Chair welcomed members and attendees to the Board meeting. The Chairman noted the apologies.

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

There were no declarations of interest recorded.

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 phone-paid services market remains largely compliant, with continuing low levels of complaints;
- Our regulatory changes have had a positive impact on consumers for Information, Signposting and Connection Services (ICSS), and more data will be available at the next Board meeting;
- We are in the process of moving through the outstanding Enforcement and Engagement cases, and are in conversation with Ofcom around how best to implement the transition of open cases (pre- and post-adjudication) at the point of transfer;
- The License to Occupy agreement for office space at Riverside House has been extended to 1 October 2024. The terms remain the same.

2. Items for approval/decision

2.1 Business Plan and Budget 2024/25

The Executive presented the draft Business Plan and Budget for 2024/25, which the Resources Committee has recommended for approval by the Board. The Board noted the requirement for registration fee to be removed as of 1 April 2024.

The Board endorsed and approved the draft Business Plan and Budget 2024/25, 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 2022/23 which the Audit, Risk and Corporate Governance Committee has recommended for approval.

The Board 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 Statement Annual Review

The Executive presented the annual Governance Review. The Board noted the minor amendment following the changes in government departments, from DCMS to DSIT, and the current terms of office for Office Holders.

The Board 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, with a focus on the risks to the transfer timetable.

In thanking Ofcom for the update, the Board noted the publication of Ofcom's consultation on the draft SI on the regulation of Premium Rate Services on 21 November and the continued intention for the commencement date of the Statutory Instrument to be 1 October 2024.

3.2 Winding up activity planning

The Executive provided an overview of the range of detailed activity likely to be needed to effect the smooth transfer of regulation into Ofcom and the winding-up of PSA Limited.

The Board noted there will be legal obligations around the retention of financial and other records, and that practical solutions to managing this responsibility will be explored as part of the process.

3.3 Consumer Panel Chair Annual Report

The Chair of the Consumer Panel joined the meeting to provide her annual review of the work of the Consumer Panel. She referenced the report circulated prior to the meeting, and asked the Board to note:

- The Panel are especially keen to support the transfer process and to support the work of the Ofcom Consumer Panel;
- The Chair of the Consumer Panel met with the Ofcom Consumer Panel earlier this year to introduce the work the panel has undertaken and presented on ICSS;
- The Panel meet regularly, and each meeting has a key theme or focus. ICSS has been the Panel's main concern;
- The Panel feel valued by PSA, and can see how their suggestions have been incorporated into the PSA's regulatory approach;
- The Panel has a programme of work for the period up until transfer, with meetings taking place in March and June.

In thanking the Chair of the Consumer Panel for her report and the Panel's excellent work, the Board noted in particular its influence through the strong consumer protection

measures in Code 15 that are now being incorporated into Ofcom’s draft Statutory Instrument.

4. Items for information

4.1 Management Accounts Summary for the period ended 30th September 2023– as presented to Resources Committee on 16 November 2023

The Board noted the Management Accounts summary as presented to the Resources Committee.

4.2 Latest Risk Register– as presented to Audit, Risk and Corporate Governance Committee on 12 October 2023

The Board noted the Risk Register as presented to the Audit, Risk and Corporate Governance Committee.

4.3 Independent Complaints Assessor Annual Report

The CEO presented the Independent Complaints Assessor’s Annual Report. There have been no escalated complaints during 2023.

5. Any other business

None.

Date of the next meeting: *Monday 25 March 2024, 15.00-17.00*

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	
Ofcom and the Executive to provide an updated risk analysis at the next meeting.	Closed	

Actions from 28 November 2023 meeting