

# Minutes

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## 77<sup>th</sup> ILP Meeting

Wednesday 2 March 2022, 10.00-12.00

Held via Microsoft Teams

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### Attendees:

**Chair:** David Edmonds (Chair PSA)

### ILP Members

Kevin Butcher – BBC

Joanna Cox – aimm

Holly Fairweather – Channel 4

Peter Garside – EE

Jesper Hjortholm, Boku

Neil Johnson – aimm

Laurence Laroche -Three

Jeremy Stafford-Smith – Vodafone

Joel Stern – Global Radio

Michael Sheriff - BT

### Phone-paid Services Authority

Peter Barker

Jonathan Levack

Alex Littlemore

Ayo Omideyi

Joanne Prowse (Chief Executive)

Simon Towler

Emma Hurt (minutes)

### Guests

Gavin Daykin – Ofcom

### Apologies

Jennie Avery -EE

James Barnett – Three

Murray Findlay – Telefonica

Suzanne Gillies – Action 4

Rickard Granberg – UKCTA

Hamish MacLeod – Mobile UK

Paul Miller – Three

Neil Roberts – Vodafone

Rob Weisz – Fonix

Imogen Willdigg – Cancer.org.uk

<b>1.</b>	<b>Introduction and apologies</b>
	<p>David Edmonds welcomed members to the 77<sup>th</sup> ILP meeting and introduced new members Jesper Hjortholm and Michael Sherriff from Boku and BT respectively.</p> <p>David confirmed he has been invited by the PSA Board to remain as Chair of the PSA for a further year to establish and embed the new regulatory framework under Code 15. Ofcom has given its approval. He very much hoped that this extension would provide continuity of leadership throughout this important time for the benefit of all stakeholders.</p> <p>David confirmed his objectives as Chair would be to build on the positive progress with industry on market compliance, deliver Code 15 and maintain the effectiveness and efficiency of the organisation supported by the new organisational structure. David announced, subject to Board and Ofcom approval, a further reduction of £185K to the budget to that originally proposed for the coming year following detailed review in Q4 of our resourcing needs, amounting to a 12% real terms reduction on the previous year. Any additional resources required during the year would not be funded from additional levy requirements.</p> <p>Joanna Cox thanked the Chair for his remarks.</p>
<b>2.</b>	<b>Review of actions</b>
	<p>The actions from the last meeting have been completed and the minutes were approved. The Chair of the Consumer Panel has been invited to attend the June ILP meeting.</p>
<b>3.</b>	<b>Focus on topic</b>
	<p><b>3.1 Code 15 update</b></p> <p>The Executive reported on progress of Code 15 since October 2021.</p> <ul style="list-style-type: none"> <li>• Guidance has been streamlined, with over 20 pieces of guidance relating to Code 14 replaced by six guidance documents supporting Code 15. Finalised Guidance was published on 16 February 2022.</li> <li>• Procedures document has been published alongside Guidance, Exemptions and Data Retention notice also on 16 February 2022.</li> <li>• Stakeholder engagement: three seminars have taken place focussed on standards, supervision and engagement and enforcement. All seminars were well attended, and the recordings are published on You Tube.</li> <li>• An organisational restructure to align staff to support Code 15 has been completed. The restructure introduces a new supervision function and intelligence functions have been consolidated.</li> <li>• A consultation on revisions to Section 13.3 was issued in January and seven responses have been received for consideration. The Executive noted the</li> </ul>

	<p>amendment, which will require consultation with Ofcom, will come in to force after Code 15 has been implemented with a target date of May.</p> <p>A member of the ILP asked about raising Bespoke Permissions; the Executive advised members to get in touch as soon as possible for discussions and advice.</p> <p>In response to an issue encountered by a member of the ILP, the Executive confirmed plans to improve the useability of the Registration pages. Furthermore, the management of the website has been bought in house which enables useability issues to be fixed faster. Any members that experience problems should report these so they can be addressed.</p> <p>A member of the ILP expressed concern over the potential disruption a thematic review could bring and requested caution over the next 6-9 months whilst industry embeds Code 15. The Executive confirmed there is not a list of thematic reviews and they would only be conducted where proportionate and necessary.</p>
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<b>4.</b>	<p><b>Market Issues</b></p> <p>The Executive provided an update on market issues, noting that ICSS remains our main concern at the moment.</p> <p>As an overview to the regular presentation of data, the Executive outlined the wide range of sources of intelligence considered as part of its assessment of regulatory responses.</p> <p>In terms of data, the Executive reported:</p> <ul style="list-style-type: none"> <li>• The current estimate for 2021/22 is there will be 111,000 contacts compared to 285,100 two years ago – a drop of over 60%</li> <li>• Virtually all of these contacts (99%) continue to be handled by Service Checker and the Interactive Voice Response on the telephone system</li> <li>• Total complaints continue to fall significantly, with 2,100 expected during 2021/22 compared to 13,900 two years ago – a drop of over 85%</li> <li>• Indeed, since 2016/17, complaints have been reduced by 94% (from 33,600) due both to the introduction of special conditions on subscription services and the enforcement emphasis on due diligence, risk assessment and control</li> </ul> <p>The Executive also provided an overview of enforcement activity during 2021/22 to date, noting that the total number of cases worked on has fallen by around two-thirds over the past two years.</p> <p>An estimate of market revenues for 2021/22 was provided by the Executive, based on actual figures received from networks for the first three quarters of the year. In conclusion, the Executive estimates that revenues (excluding charity donations) will be around 5% lower than the previous year.</p> <p>A member of the ILP enquired if regular reporting could be resumed. The Executive confirmed the reports (including backdated reports) will be provided in the near future to MNOs.</p>
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<b>5.</b>	<b>PSA Update</b>
	<p>An update was provided to the group by the Chief Executive with key points on upcoming publications as follows:</p> <ul style="list-style-type: none"> <li>• Code 15 will come in to force on 5 April.</li> <li>• The Business Plan and Budget will be published towards the end of March subject to Board and Ofcom approval, with a proposed revised budget of £3,878k. This is due to the organisational structure work done in Q4, reducing budgeted staff headcount to 36.4 FTE</li> <li>• Section 3.13 will be published in May.</li> </ul>
<b>6.</b>	<b>Industry items</b>
	<p>A member of the ILP requested an update on the consumer education programme. The Executive confirmed an update will be provided at the June ILP meeting.</p> <p>The Executive noted whilst communications have in recent months focused on Code 15, supporting and readying industry for Code implementation, work has also been undertaken with consumer groups and there are continuous efforts to provide information to consumers – e.g. through social media.</p>
<b>7.</b>	<b>Any other business</b>
	No further business was discussed.

The next meeting will be held on: Thursday 30 June 2022

**Action log**

<b>Actions from the meeting</b>	<b>Status</b>	<b>Notes</b>