**Minutes**

**76th ILP Meeting**

**Tuesday 14 December 2021, 10.00-12.00**

**Held via Microsoft Teams**

**Attendees:**

**Chair:** Ann Cook – PSA Board member, ITV

**ILP Members**

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| James Barnett – Three | Laurence Laroche, Three |
| Kevin Butcher – BBC | Tony Maher – TUFF |
| Joanna Cox – aimm | Jeremy Stafford-Smith – Vodafone |
| Peter Garside – EE | Joel Stern – Global Radio |
| Rickard Granberg – UKCTA | Rob Weisz – Fonix |
| Neil Johnson – aimm |  |

**Phone-paid Services Authority**

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| Peter Barker | Joanne Prowse (Chief Executive) |
| David Edmonds (Chairman PSA) | Simon Towler |
| Ayo Omideyi | Emma Hurt (minutes) |

**Guests**

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| Madhu Bedhan – Ofcom |  |

**Apologies**

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| Jennie Avery -EE | Hamish MacLeod – Mobile UK |
| Holly Fairweather – Channel 4 | Paul Miller – Three |
| Murray Findlay – Telefonica | Neil Roberts – Vodafone |
| Suzanne Gillies – Action 4 | Mark Stannard – Boku |
| Sukhi Kooner – BT Agile Media | Imogen Willdigg – Cancer.org.uk |

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| **1.** | **Introduction and apologies** |
|  | Ann Cook chaired the meeting and welcomed members to the 76th ILP noting this would be her last meeting as Chair. Apologies were noted as above. |

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| **2.** | **Review of actions** |
|  | The actions from the last meeting have been completed and the minutes were approved. |

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| **3.** | **Focus on topic** |
|  | **3.1 Business Plan and Budget**  The Chief Executive introduced the draft Business Plan and Budget and provided an overview of: the consultation timetable; the challenges anticipated for 22/23; the key assumptions about the market; and the range of activity planned to deliver our strategic purposes.  In giving this overview, the Chief Executive stressed this was a business plan to deliver the key drivers behind Code 15, notably the desire to prevent harm from happening in the first place and to be able to identify and deal with issues quickly.  The Executive presented a summary of the drivers behind the cost of regulation and outlined the draft budget for 22/23 in this context. The ILP was asked to note:   * the budget was lower than the previous year in cash terms, and £269k lower in real terms; * the budget is now £1.4m (26%) lower in real terms than 15/16; * most of the budget relates to the fixed costs of staff, premises and operating costs, with only 3% in relation to discretionary external spend on regulatory matters; * the levy to be collected is a fixed amount, and that in effect new business in the market would not therefore attract additional levy (if the market increases in size, but in proportion to each network’s existing market share, then no network will see an increase in the levy to be collected).   The draft Business Plan and Budget will be published for consultation on the 16December 2021. |

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| **4.** | **Any other business** |
|  | A number of items were raised by ILP members for discussion and recorded as follows:  In relation to the specific issue on certain provisions relating to broadcasting competitions and voting (3.13) identified after the Code 15 consultation period closed, the Executive has welcomed stakeholder engagement and encourages further responses through the process of consultation and other forums as appropriate.  The consultation on revisions to 3.13 is to be published in January.  Finalised Guidance (following consultation), Code Procedures and Exemptions under Code 15 will be published in February.  To further support industry, Code 15 implementation webinars will be held in January and February.  In response to a question on succession planning and who will be chairing the ILP going forward, the Executive confirmed the PSA Chairman will be taking on the role.  In response to a question on future consumer engagement, the Executive confirmed the business plan sets out activity to build on the existing consumer engagement strategy. Plans are being considered to reach out to consumers building on previous success such as with Watchdog! on the ICSS campaign and engaging with consumer groups and other stakeholders including Stop Scams UK.  The Executive acknowledged the benefits of direct marketing; however, this has a budget implication and PSA doesn’t have a marketing budget. Joel Stern referred to customer databases which could be considered for research and/or advice and offered support if required. The Executive noted that the Annual Market Review includes a consumer survey of 5000 consumers of phone-paid services which is fully representative.  In response to a question on the extent of representation on the Consumer Panel, the Executive provided a brief background on the membership of the Consumer Panel, noting the group are all appointed as individuals and bring a level of expertise and experience particularly around vulnerable consumers. The group themselves, acknowledge although they do not and cannot represent all consumers, they are able to represent consumer interests. The panel members are PSA office holders and receive a small payment for attending meetings.  **ACTION: The Executive to invite the Chair of the Consumer Panel to an ILP meeting.**  In response to a question on recovering bad debt, the Executive covered the challenges surrounding debt recovery noting there are many variables to consider, and each case is assessed on an individual basis.  Tony Maher informed the ILP he is departing TUFF and a new representative will be attending the ILP going forward. The Chair thanked Tony for his contribution to the ILP.  Members of the ILP recorded thanks to Ann Cook for her tenure as Chair of the ILP noting her significant contribution to the direction and effectiveness of the Panel.  No further business was discussed. |

The next meeting will be held on: Wednesday 2 March 2022

**Action log**

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| **Actions carried forward from December meeting** | **Status** | **Notes** |
| The Executive to invite the Chair of the Consumer Panel to an ILP meeting. | **Open** |  |