

Agenda

79th ILP meeting

Tuesday 27 September 2022, 10.00-12.00

Phone-paid Services Authority, 40 Bank Street, London E14 5NR/Teams

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| 1. | Introductions and apologies (5 mins) | D Edmonds |
| 2. | Review of actions (5 mins) | D Edmonds |
| | i. Minutes & matters arising from meeting held June 2022 [ref 2.1] | |
| 3. | Focus on Topic (40 mins) | |
| | i. Annual Market Review | Analysys Mason |
| | ii. Code 15 update | S Towler/J Levack |
| 4. | Market Issues (20 mins) | |
| | i. Operational Metrics | Alex Littlemore |
| | ii. Market Issues | Alex Littlemore |
| | BREAK (5 mins) | |
| 5. | PSA update (25 mins) | PSA |
| | i. Forum | |
| | ii. Future of Regulation | |
| 6. | Industry items (10 mins) | ILP |
| 7. | Any other business (10 mins) | D Edmonds |

Date of the next meeting: Wednesday 14 December

Minutes

78th ILP Meeting

Thursday 30 July 2022, 10.00-12.00

Held via Microsoft Teams

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

1.	Introduction and apologies
	David Edmonds welcomed members to the 78 th ILP meeting
2.	Review of actions
	The actions from the last meeting have been completed and the minutes were approved.
3.	Focus on topic
	<p>3.1 Code 15 update</p> <p>The Executive reported on progress of Code 15 since March 2022.</p> <p>Code 15 is now in force, and implementation has gone well. The effort made by industry to get ready for implementation was noted and appreciated.</p> <p>Code 3.13 was revised after publication. Section 3.13 relates to competitions and voting, including broadcasting competitions. Consultation with industry resulted in revised provisions coming into effect on 18 May.</p> <p>PSA is currently working on a general permission for virtual chat receipting, and an informal roundtable was held on 15 June to consider options. A consultation is due to be published in the coming weeks.</p> <p>It was noted these two examples demonstrate the flexibility permitted by Code 15.</p> <p>The organisational restructure has been completed successfully supporting a smooth implementation process.</p> <p>Industry reported concern around publication of open enforcement cases. The Executive explained that this is common practice among regulators including Ofcom. In cases where the outcome is that no further action should be taken, a notification will be posted online, and the case later removed from the open enforcement cases page.</p> <p>Aimm commented it was carrying out a range of work to support members with compliance with Code 15, and training materials have been drafted. Aimm requested PSA to look over the training material to ensure it is comprehensive.</p> <p>ACTION: the Executive to circulate the series of Consumer Awareness videos.</p> <p>ACTION: aimm to send the training materials for review by the Executive.</p>
4.	Market Issues
	The Executive provided an update on market issues, noting that the key metrics were showing the same consistent pattern of low contact and complaint volumes. The main key issue in the market remains ICSS.
5.	PSA Update

	<p>An update was provided to the group by the Chief Executive and the Ofcom representative with key points as follows:</p> <p>Following the announcement on the future of regulation, discussions on transfer of PSA regulation to Ofcom are progressing.</p> <p>Regulation under PSA will continue up until transfer; any enforcement work outstanding after the transfer will continue under Ofcom.</p> <p>Funding arrangements: the levy model will continue up until the point of transfer; Ofcom's proposed funding arrangements will be included as part of their consultation process. For 23/24, PSA will present a Business Plan and Budget that recognises and allows for flexibility around the transfer date during the year. It is expected that the usual consultation timetable will be followed.</p> <p>The high-level timelines were shared with the ILP.</p> <p>An in-person Industry Forum is being planned for October.</p>
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6.	Industry items
	No further industry items were raised for discussion.

7.	Any other business
	No further business was discussed.

The next meeting will be held on: Tuesday 27 September 2022

Action log

Actions from the meeting	Status	Notes
The Executive to circulate the series of Consumer Awareness videos.	Complete	
aimm to send the training materials for review by the Executive.		