

# A Payments Strategy for the 21st Century

Putting the needs of users first:

**Supplementary documents –  
Additional end-user needs highlighted in  
consultation responses**

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## Summary of additional end-user needs noted in the responses

- 1.1. In response to the consultation process on the Draft Strategy, 60% of respondents noted additional end-user needs for consideration.
- 1.2. The majority of these additional end-user needs are already being progressed elsewhere in the industry. However, in a number of cases we anticipate additional requirements to be solved by the implementation of our currently defined solutions and will consider these during the collaborative development of the necessary standards and rules.
- 1.3. A summary of these additional end-user needs and the Forum's proposed response is set out in Figure 1.

Figure 1: Additional end-user needs noted in the responses

Suggested additional end-user needs	Forum Response to additional end-user needs
Retention of cheque payments	The decision to retain cheques has been supported by the development of the ICS and digital imaging
All payments real time	The strategy is moving towards the ability for all payments to be real time but there is still a role for future dated and batch payments
Include international payments in scope	International payments are included in some solutions e.g. Financial crime. Interoperability is a key design principal
Include cards in scope	These card payment detriments fall outside of our scope, we therefore recommend that the PSR consider these detriments further
Increase speed of settlement	This will be considered by the BoE RTGS initiative
Easing corporate account switching	This could be better enabled by new payment infrastructure, however, is not wholly a payment question
Account Number Portability	This has been considered by the Forum and rationale for its exclusion have been included in the draft
Ease of use of propositions	Ease of use is one of the key design principals for the design of all the solutions.
Increased confidence in security	The Improving trust in payments solutions are targeting this and customer education should increase confidence
Assurance Data covering Payment collections	This will be taken into account during the detailed design phase of the Assurance Data solution
PSPs want to improve fin crime reaction speed	The Improving trust in payments solutions are targeting this.
Include money remittance in scope	The strategy will address the UK aspects of money remittance, however, international payments are out of scope.
Enhanced and rich data would improve corporate assurance	These will be addressed though Enhanced Data and Assurance Data solution development

## Summary of specific Government needs noted in the responses

- 1.4. The Government is responsible for a larger proportion of payments and have bespoke user needs; therefore, there were a variety of distinct Government outcomes highlighted.
- 1.5. The Government response to the consultation highlighted a number of desired capabilities to address their specific needs, which are shown in Figure 2. This figure also sets out the Forum's view on how the Government needs will be covered by the currently defined Solutions and highlights where the desired capability does not wholly fall within the scope of payment systems.
- 1.6. The Forum recognises the importance of these capabilities, and will continue to consider them throughout the detailed design of our Solutions.

Figure 2: Government needs noted in the responses

Government Expected Outcomes	Covered by strategy	If yes, where
<b>Improvements to payment information to enable faster reconciliation:</b>		
Enabling the direct alignment of supplementary data to payments to support automation and acceleration of the reconciliation process for government, and large and small businesses	Yes	Enhanced data solution
<b>Enabling improvements to banking and reconciliation:</b>		
To support clearer and faster allocation of payments across multiple invoices or citizen debtors' accounts, enabling "real-time" visibility and improving accuracy of accounts	Yes	Enhanced data solution
To aid any aggregation of payments to suppliers without creating added complexity	Yes	Enhanced data solution
To provide faster settlement of payments, instil greater confidence in the payment systems and financial security	Yes	Accessible settlement account options solution
<b>Supporting the provision of evidence and verification:</b>		
Reducing the burden of citizens to provide financial evidence	Yes	Assurance data solution
Improving the effectiveness of entitlement testing	Yes	Enhanced data solution
Reducing errors in payments	Yes	Assurance data solution
Reducing fraud prevention activities	Yes	Broadly the FCDS solutions
<b>Enabling the better sharing of information across departments:</b>		
Enable citizens to provide data once rather than multiple times to each individual department	Yes	Enhanced data solution
Provide greater clarity of a citizen's payment interactions across all departments	Yes	Enhanced data solution
Providing for greater clarity on credit risk with private sector companies; such as in support of procurements	Yes	Centralised KYC solution
Driving harmonisation of governance and legal requirements across departments for citizens	No	Outside of the scope of Forum