

# The Payment Systems Regulator Ltd

## Minutes

Meeting:	PSR Board	
Time & date of Meeting:	17 June 2020	
Venue:	Skype Meeting	
Present:	Charles Randell (Chair)	Chris Hemsley
	Simon Ricketts	Noel Gordon
	Tommaso Valletti	David Geale
	Aidene Walsh	
In attendance:	Set out in Annex A	
Apologies:	None	

### 1 Apologies, quorum and declarations of interest

- 1.1 The meeting was noted to be quorate and proceeded to business.
- 1.2 No apologies were received.
- 1.3 The Chair welcomed Aidene Walsh to her first meeting. She declared interests in RBS plc and LBG plc and her role as a director of Banking Competition Remedies Ltd. The Board noted these interests and was satisfied that they did not conflict with items to be discussed at the meeting.

### 2 Minutes of the meeting held on 13 May 2020

- 2.1 The minutes of the Board meeting held on 13 May were **approved**.

### 3 Matters Arising

- 3.1 The progress in respect of the matters arising from previous meetings was **noted**.

### 4 Pay.UK (PSR Board only)

- 4.1 The Board agreed the items they wanted to discuss with the Pay.UK representatives, including progress on the procurement process for the NPA, the benefits and challenges to competition that this could have on the payments market and emphasising the importance of achieving the original objectives set by the Payments Strategy Forum.

### 5 Pay.UK

- 5.1 Pay.UK updated the Board on the procurement process for the NPA. The Board emphasised the importance of competition at all levels of the development of the NPA and noted that the objectives set by the Payments Strategy Forum underpinned Specific

Directions 2 and 3 given by the PSR. The Board and Pay.UK discussed competition and innovation.

## **6 Pay.UK Board de-brief**

- 6.1 The Board reflected on the discussion with Pay.UK and agreed the next steps with the PSR team.

## **7 Review of the effectiveness of the Board and Committees**

- 7.1 The Independent Audit representatives presented the findings of the Board's annual effectiveness review. Overall, it was reported that scores had improved on the previous year, providing a positive picture of how the Board is performing. It was felt that the Board operates in a spirit of trust and openness, and meetings were inclusive and supportive of the leadership team. Board papers and the PSR's interactions with the FCA were also noted to have improved.
- 7.2 The Board discussed areas where more focus was needed, including establishing, monitoring and measuring strategic objectives, continuing improvement to interactions with the FCA, review of Board composition, and succession planning and how the Board considers the needs of, and engages with, industry and stakeholders.

## **8 Access to Cash update**

- 8.1 The Board was updated on LINK's emergency plan (concerning potential instances in the near term, where large scale conversions of free to use ATMs would result in gaps in the Protected ATM footprint and loss of access for consumers), and the thresholds for this plan to be triggered. The Board noted that LINK had to comply with competition law, which may limit its discretion to some extent. However, the Board said it was important that LINK's threshold take into account the disproportionate impact that loss of cash access has on areas where there are more vulnerable consumers, particularly given the current conditions in the Covid-19 crisis.
- 8.2 The Board discussed possible approaches to long term cash access models. It was noted that a joint PSR and FCA roundtable will be held with industry participants to obtain their commitment to work on developing solutions that could best meet people's long-term cash access needs. The Board emphasised its keenness to see momentum for proposals on future cash access models. It is also keen that the analytical framework used for assessing potential future models have a broad focus, and have sufficiently detailed objectives, to help ensure appropriate outcomes for consumers.
- 8.3 The Board **agreed** the PSR should communicate to LINK the importance of overlaying vulnerability as a factor when establishing the criteria for triggering its emergency plan, and encouraged continued close working and alignment during this critical time.

## **9 PSR Annual Report & Accounts 2019/20**

- 9.1 The Board were advised that there had been delays in the PSR accounts being audited by the NAO, due to the impact of COVID-19 on the NAO audit team, which had resulted in the need to postpone the laying of the PSR Annual Report and Accounts to September. The team are working with the FCA to ensure any requirements to publish particular sections of the Annual Report and Accounts before September are met. In the interim, final amendments are being made including to update fast-moving and high-profile items.
- 9.2 The Board **agreed** for final approval of the Annual Report and audited Accounts to be done via written procedure.

## **10 Any other business**

**PSR SENSITIVE**

10.1 With no further items of business to discuss the meeting closed.

**Charles Randell**  
Chair

## **Annex A: Attendees**

### **Attending all, or substantially all, of the meeting:**

Carole Begent	General Counsel & Head of Regulatory & Competition Enforcement
Louise Buckley	Chief Operating Officer and Head of Strategy
Genevieve Marjoribanks	Head of Policy
Allyson Milano	Assistant Company Secretary
Simon Pearce	Company Secretary
Kim Turner	Private Secretary to the Managing Director
Ian Runacres	Private Secretary to the Chairman

### **Attending for the following items:**

<b>4</b>	Gala Poole Janet Duggan	Manager, Policy Manager, Legal
<b>5</b>	Paul Horlock Matthew Hunt	Pay.UK Pay.UK
<b>6</b>	Gala Poole Janet Duggan	Manager, Policy Manager, Legal
<b>7</b>	Catherine Stalker Jane Hayes Beverley Walker	Independent Audit Independent Audit FCA Manager, Central Secretariat
<b>8</b>	Emma Gibson	Manager, Legal
<b>9</b>	David Godfrey Amanda Ebourne	FCA Director, Finance Manager, Operations

**Other relevant associates were also present.**