

End User Needs Working Group: Forum update as at 17/02/2016

Working Group Chair: Sian Williams

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EXECUTIVE SUMMARY

- The End User Needs Working Group has met twice and been supported by a number of sub group meetings. We have engaged with Accenture to provide additional resource to support the Group as it moves into Phase 2 of our work.
- The full list of detriments have been segmented into four main groupings focussed on 'control'; 'assurance'; 'financial capability' and 'corporate'.
- A separate document has been completed and agreed by the Group. This documents the Triage and Prioritisation Analysis leading to our recommendations and next steps. In summary although the market (in its widest sense) could partially address the related detriments, either via new technical solutions or via regulatory developments (PSD2; Open Banking Standards), there is a need for further collaboration.

Next Steps/Actions

- *Key next steps / actions between point of submitting this report and the next Forum meeting (14 April)*
- Carry out Stage 2: Detailed Analysis for the 4 prioritised solution concepts for End User Needs, as defined in the Forum's Working Group Briefing document, December 2015. This will include:
 - articulating clearly the problem that each solution is seeking to solve;
 - setting out the merits and reasons for collaboration, and assessing the key impacts identified;
 - and, critically, assessing whether the solution will deliver net benefits.
- Form an initial view of the potential delivery approaches for these proposed solutions.
- Engage with relevant stakeholder groups across the payments industry and community to develop understanding and support for the potential solutions

Key Deliverables/Milestones (taken from agreed high level programme of work)

- Agree Terms of Reference and work-plan: **15/12/2015**
- Define / refine / group detriments; prioritise; identify solutions: **25/02/2016**
- Define solutions; gather evidence: **14/04/2016**
- Define / finalise / evaluate solutions; gather evidence; produce implementation plans (supported by independent consultants): **30/06/2016**
- Produce relevant section of the DRAFT strategy (supported by independent consultants): **30/06/2016**
- Produce relevant section of the FINAL strategy (supported by independent consultants): **21/09/2016**

Key Risks & Issues

- The timescale for this work remains challenging. Recommendations from this working group will likely need to dovetail with established initiatives and the other working groups.
- Access to resources presents an ongoing challenge; we have had very good engagement with Working Group members to date, but recognise they are engaging over and above their day-to-day responsibilities. Engaging consultancy support is being pursued.

Forum Actions / Decisions Required

- Agreement for the potential solutions identified through our Triage and Prioritisation process - and the proposed prioritisation of four solution concepts for detailed analysis in the next phase of work.