

End User Needs: Forum update as at 07th December 2015

Working Group Chair(s): Sian William / Nick Davies

Last Report

N/A

This Report

Amber

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EXECUTIVE SUMMARY

- WG met for first time on 17th November 2015 – some questions about the representative balance of the group – particularly on the SME/Corporate user side (but see below)
- The terms of reference were agreed in principle at the first meeting of the WG and have subsequently been updated to include the subject areas for the 3 work streams which are:
 1. **“Customer control”**- building up from work being done on Request to pay (RtP) work – this area to focus on not just misdirected payments but the wider concept of control (see separate paper)
 2. **“Customer Assurance”**- this subgroup to focus on the customer being better able to achieve their ends when initiating a payment (see separate paper)
 3. **“Financial capability”**- even if we do make changes to the systems, there is a question as to whether customers will actually benefit from them by using the system – this goes beyond understanding what the systems can do and into whether there is fundamental trusts in their capabilities.
- A full RAG assessment is difficult at this early stage and there remains a challenge in this area about resourcing where, perforce, much of the input relies on people making time to enable their input but initial indications are that there is sufficient interest to make the work of the Group effective

Next Steps/Actions

- Customer Control Sub group – an initial telekit has taken place and it was agreed that a survey of the work going on in this space is a good idea- a workshop to do just this is scheduled for 16th December. Important to note this is not just RTP, but includes all aspects of giving the customer more control over “how much they pay to whom, how and when” and needs to include access to cash, not just electronic payments.
- Customer Assurance Sub group- again an initial telekit has been held and a similar conclusion reached. An initial workshop to capture existing work will be scheduled as soon as possible.
- NB There is important cross-overs from both the above to the Financial Crime WG as ID/AV is a key issue in control and assurance.
- Financial Capability Group- initial telekit took place on 8th December – initial discussion with MAS suggests this group and objectives in line with existing work on a strategic approach to Fin Cap, but that the work may be more about pulling together a list of how payments undermine people’s financial capability or their ability to implement it, and what “good would look like” in terms of how a highly fincap supportive payments system would look/sound/work/impact. This work would provide a guide for other working groups to draw on and a list of success factors for the overall Strategy evaluation. We can then consider whether the FC strand is best achieved as a standalone WG or through embedding it across all relevant WGs (thus ensuring best use of limited resources).
- We still need to decide how to handle “corporate user fincap needs” – particularly around SMEs and charities.

An ad hoc meeting with Corporate /SME representatives took place 7/12 – nothing to emerge from that suggests that the workstream work is wide of the mark. We will consider and consult on the best way to capture and integrate these views going forwards.

Key Deliverables/Milestones

- Full evaluation of existing work and mapping across to detriments - **31/01**
- Identification of priority solutions to follow broadly WCPS Stage 3 timetable - **25/03**
- Report to Forum on detailed workplan on those priorities - **15/05**

Key Risks & Issues

- 1 Alignment with PSD2, OBDWG, WCPS and government regulatory changes. Some of these will influence and some will be influenced by PSF actions – will be important we get full picture from HMT, FCA and PUK/EBA
- 2 Understanding of how economic work of PSR will inform work of the PSF and WGs- case for investment needs making so that priorities fully in tune with PSR’s statutory remit
- 3 Based on that early suggestions on procurement, commissioning and delivery from PSR would be useful
- 4 Collaborative/competitive divide to be more fully described in context of PSD2 and the emergent TPPP market
- 5 Need to ensure Financial Capability “outcome indicators” are included as measures of success across the whole strategy/workplan

Forum Actions / Decisions Required

- Agree Terms of Reference and workplan
- Ongoing secretariat support
- Sample economic cases to be presented to and considered by the Forum
- Agree on whether/how to ensure Financial Capability “measures of success” can be included across the workplan/Strategy.

