

## FINAL DRAFT – End User Needs Working Group | Terms of Reference

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### Background

1. The Payment Systems Regulator (PSR) has a duty to promote the development of, and innovation in payment systems in the interests of those who use, or are likely to use, the services provided by those payment systems (service-users).
2. The PSR has established the Payments Strategy Forum (the Forum) to ensure that changes and innovations in payment systems which require collaboration between firms can happen in an effective and timely manner. It aims to help overcome coordination difficulties and to proactively engage with a broad and diverse range of service-users to put their views at the beginning of the strategy setting process.
3. In preparation for the Forum's first meeting in October 2015, the PSR has been engaged in discussions with around 90 different stakeholders from the Payments Community, to establish common views on key areas or issues that could be addressed strategically by the Forum.
4. Input from these stakeholders was discussed at the Payments Community Event on 17 September 2015, with the aim of further understanding the areas stakeholders felt should be prioritised by the Forum.
5. Of the areas discussed, participants at the event were generally in agreement that the following user-needs should be addressed by the Forum:
  - Greater Control for Users
  - Customer Assurance
  - Financial Capability

### Scope and deliverables

6. Sub –groups of the Working Group are to be established under the above workstreams and they will work to identify
  - All existing work going on in those areas
  - The priorities for driving that work within the remit of the Forum
  - Presentation back to the Forum of potential solutions with an outline workplan for their delivery of the draft strategy by 01<sup>st</sup> July 2016.

7. The Forum can discuss and agree changes to the terms of reference for this group.

## **Working group operating principles**

### **Chair and membership**

8. The Forum will select a working group Chair to coordinate this work, responsible for reporting back to the Forum.
9. The Forum should discuss and agree the constitution of the working group to progress the work. There should be an open call for expressions of interest in actively participating in its work.
10. The PSR, the FCA and Bank of England should be invited to attend working group meetings as observers.

### **Resourcing**

11. The Forum should agree resourcing, including provision of secretariat support to the group and locations for meetings.
12. Working group members will be expected to provide all resources and funding necessary for the group to function effectively.

### **Meetings**

13. The Working group Chair will be responsible for convening any meetings necessary to progress the work.
14. The Working group Chair should be responsible for presenting the deliverables of the group as required by the Forum.
15. All materials to be discussed at the Forum should be sent to Forum secretariat two weeks ahead each scheduled Forum meeting
16. The working group may decide to set up its own sub-groups to progress work on specific matters within the scope of the working group if it considers this will help it to meet its objectives. The Forum should be made aware of the formation of any sub-groups and their purpose and function.