

Access to Cash Action Group

Note of meeting: Monday 27 July 16:00 – 17:00

Welcome and apologies, minutes and matters arising

For attendees and apologies, see Appendix 1.

Natalie Ceeney [NC] welcomed the group and introduced new members, Amanda Beech, Nationwide, who has replaced Sara Bennison, Katie Danby, HSBC who has replaced Stuart Haire and the OpCo Finance Director Andy Pellington.

NC also welcomed Vicki Hassan, Danske who attended on behalf of Vicky Davies, Ricky Diggins, LBG on behalf of Russell Galley, Richard Owen, Santander, on behalf of Enrique Alvarez and Gary Jones, TSB on behalf of Robin Bulloch.

NC and stressed the importance of the meeting and that the key focus would be:

- The pace of delivery
- The evolution of the model
- Standing up Permanent OpCo

The steps to safeguard legal privilege and confidentiality along with the antitrust guidelines were taken as noted.

CAG agreed the minutes of the last meeting and to the public version being published on UK Finance's website.

All matters arising would be covered in the meeting.

1. Access to Cash Programme Update.

Gareth Oakley [GO] provided a high-level update, highlighting the following key points:

- Offers have been accepted on premises in three Hub locations and Heads of Terms issued.
- The OpCo team is progressing well and working with LINK on the medium-term forecast, and this will be presented as part of the budget in full to CAG and DA in September.
- There has been continued good progress in relation to the deposits solution, with the detailed design brief issued to firms w/c 12 July and third-party suppliers engaged.
- Sian Williams [SW] will provide an update on digital Payments inclusion, at the next Delivery Authority meeting on 15 August and then CAG on 31 August.

- Despite a very positive start and some recent progress due to escalation and CAG membership involvement, there remains a lot of detail still to be worked through. A separate meeting of PF's had been called to discuss and progress these issues.
- Positive weekly engagement continues with the FCA and a second CEO level workshop with FCA has been held.

2. Solutions Thresholds.

John Saxton [JS] advised that currently, the proximity criteria in the LINK assessment process, only accounts for public transport journey times and not distance and is therefore seeking CAG approval to add a 5km overlay which will improve the number of communities which receive a new solution, especially in NI and rural areas.

CAG **agreed** that the 5km overlay should be applied to the LINK/ CAG criteria on an ongoing basis.

CAG **agreed** to also amend the LINK/CAG assessment criteria within the assessment process to better meet the needs of communities, with the intended consequence of significantly increasing the end state Hub to closure ratio.

CAG **agreed** that rapid analysis should now take place on other communities with the intention of announcing the solutions outcome in the next few weeks.

CAG **agreed** that OpCo should work with members to keep branches open to avoid cold spots where future Hubs are planned.

3. Evolution of the model: assurance, appeals and complaints.

Item 1: retention of light-touch CAG:

CAG **agreed** with the retention of the light-touch CAG, as recommended by DA, as a forum for strategic oversight and direction (in an advisory capacity).

Item 2: appeals and complaints mechanism:

It was agreed that an appeals and complaints process is required, and options were discussed at Delivery Authority on 18 July. CAG **empowered** the CAG team to undertake further analysis and implement the most workable solution.

4. Recommendations by DA for ratification by CAG members.

CAG **ratified** the following recommendations by DA members:

Budgeting approach: the DA agreed with the approach to leverage CACI data to model a range of branch closure scenarios across different communities, feeding into the 2023 budget.

Future role of CAG: CAG to remain as a forum for strategic oversight and direction in an advisory capacity, and DA agreed action should be taken in the form of an independent assurance mechanism.

Alternative solutions approach: DA was comfortable with the approach to alternative solutions and vendors list.

5. AOB

No other business was raised.

Date of next meeting 31 August 2022.

APPENDIX 1

Attendees	
Attendee Name	Organisation
Natalie Ceeney [NC] Chair	Independent Chair
Matt Hammerstein [MH] Deputy Chair	Barclays
Damon Rosamond-Lanzetta [DRL]	Addleshaw Goddard
Ben Koehn [BK]	Addleshaw Goddard
Sarah Randall [SR]	Addleshaw Goddard
Vicki Hassan [VH]	Danske (for Vicky Davies)
John Saxton [JS]	EY
Alison Coxon [AC]	EY
Martin McTague [MM]	Federation Small Businesses
Katie Danby [KD]	HSBC UK
Gareth Oakley [GO]	Interim OpCo
Amanda Bell [AB]	Interim OpCo
Andy Pellington [AP]	Interim OpCo
James Galloway [JG]	Interim OpCo
Alex Tonks [AT]	Interim OpCo
Ricky Diggins [RG]	LBG (for Russell Galley)
John Howells [JH]	LINK
Chris Ashton [CA]	LINK
Mandy Beech [MB]	Nationwide
David Lindberg [DL]	NatWest
Richard Owen [RO]	Santander (for Enrique Alvarez)
Sian Williams [SW]	Toynbee Hall
Gary Jones [GJ]	TSB (for Robin Bulloch)
David Postings [DP]	UK Finance
Eric Leenders [EL]	UK Finance
Peter Tyler [PT]	UK Finance
Juliet Trimby [JT]	UK Finance Secretariat
Fergus Murphy [FM]	Virgin Money

Apologies

Attendee name	Organisation
Chris Brooks [CB]	Age UK
Cat Farrow [CF]	CAG Central Team
Mark Essex [ME]	CAG Central Team
Vicky Davies [VD]	Danske
Russell Galley [RG]	LBG
Robin Bulloch [RB]	TSB
Enrique Alvarez Labiano [EAL]	Santander

END