

For Publication by UK Finance.

Access to Cash Action Group

Note of Meeting Monday 27 September 2021 @4pm

For attendees and apologies, see Appendix 1.

Natalie Ceeney [NC] welcomed the group, thanked attendees for joining and explained that the focus of the meeting was to agree the direction of travel in several areas, bearing in mind the need for pragmatism.

NC asked the attendees to note the steps to safeguard legal privilege and confidentiality along with the antitrust guidelines.

2. Stock-take and progress since last meeting

Chris Ashton [CA] reminded CAG that it had made a public commitment to develop and share a plan by Christmas. He confirmed that the team is on track to deliver this, and that the details of an announcement will be worked up in more detail following 'direction of travel' input from CAG at this meeting.

CAG agreed to the direction of travel and asked the team to work on the detail of an announcement and initial draft of FAQs to be presented to Design Authority on 21 October.

3. “North Star” service standards

Hannah Cane [HC] introduced the topic, highlighting the fact that the strawman is a methodology, and that a proposal for communicating will be developed separately.

CAG agreed that the strawman looks sensible, that the detail should be tested further to assure the group that it will lead to reasonable outcomes and asked that further thought is given to how this would be communicated externally.

4. Commercial model

CA introduced the commercial model. He explained that there are already models in place for ATMs, cashback and Post Office services, but not for deposit ATMs or Bank Hubs.

CAG agreed to using national market share for Hub set-up costs but views differed on whether the running costs should be based on market share or usage. They asked for further analysis to inform a final decision.

5. Co-ordinating body

Cat Farrow [CF] introduced the discussion, reporting that two options had been presented to Design Authority, who had agreed that LINK is best placed to take on the role of co-ordinating body

subject to further assurance in four areas. CF also flagged that LINK have confirmed they can be fully operational by March 2022.

6. Bank Hubs

HC introduced the discussion, explaining that the CACP experience has shown that specialist skills and knowledge are required to set up and run shared services. As well as the operational activities you would expect in a physical service, this involves introducing innovation, evaluating, reporting and managing decommissioning where required.

HC suggested that a separate entity may be needed to perform this role. The new entity would need to be low cost and up and running by Q1 2022.

It was stressed that a Bank Hub would be the option of last resort once all other options have been exhausted.

CAG agreed that there is a need for a new entity to set up and run the Bank Hubs and that a subgroup should be set up to work through the detail of the new entity.

7. AOB and date of next meeting

No other business was raised.

Date of next meeting: 1 November 2021

APPENDIX 1

Attendees	
Attendee Name	Organisation
Natalie Ceeney [NC] Chair	Independent Chair
David Postings [DP] Deputy Chair	UK Finance
Caroline Abrahams [CAb]	Age UK
Matt Hammerstein [MH]	Barclays Bank UK
Chris Woolard [CW]	EY
John Saxton [JS]	EY
Alison Coxon [AC]	EY
Amanda Mills [AM]	EY
Stuart Haire [SH]	HSBC UK
Vim Maru [VM]	Lloyds Banking Group
John Howells [JH]	LINK
Sara Bennison [SB]	Nationwide Building Society
David Lindberg [DL]	NatWest
Angelique Bret [AB]	Pinsent Masons
Owen Woodley [OW]	Post Office Limited

Debbie Crosby [DC]	TSB
Sian Williams [SW]	Toynbee Hall
Eric Leenders [EL]	UK Finance – Attendee
Chris Ashton [CA]	Independent Secretariat/PMO
Hannah Cane [HC]	Independent Secretariat/PMO
Cat Farrow [CF]	Independent Secretariat/PMO
Juliet Trimby [JT]	UK Finance Secretariat

Apologies

Attendee name	Organisation
Enrique Alvarez Labiano [EAL]	Santander
Martin McTague [MM]	Federation Small Businesses
Gary Jones [GJ]	TSB
Chris Bose [CB]	Nationwide Building Society
Brian Holland [BH]	NatWest

ENDS