

## Board Meeting 8

9.00am – 2pm Thursday 3<sup>rd</sup> September 2015  
CIFO office, St Helier, Jersey

### Minutes

Board of Jersey OFSO  
Board of Guernsey OFSO

#### Present:

David Thomas (DT) in the chair  
John Curran (JC)  
Debbie Guillou (DG)  
John Mills (JM)

#### In attendance:

Douglas Melville (DM), Principal Ombudsman and CEO  
Sophie Watkins (SW), consultant acting as interim operations manager (except for items 1 – 6)

#### Apologies:

None

1	<p><b>Minutes of last meeting</b></p> <p>The board noted a quorum was present.</p> <p>The minutes were approved.</p>	Action
2	<p><b>Guernsey OFSO</b></p> <p>The board noted approval for the 2015 budget had been requested from the Commerce and Employment Department.</p>	
3	<p><b>Jersey OFSO</b></p> <p>The board noted approval for the revised 2015 budget had been requested from the Minister for Economic Development.</p>	
4	<p><b>Guernsey States actions:</b></p> <p>The board noted the progress on the Commencement Ordinance and CED's acknowledgement of the typing error in the Billet d'Etat.</p>	
5	<p><b>Jersey States actions:</b></p> <p>The board noted the progress of the Appointed Day Act and the passing of the Exempt Business Amendment Order.</p>	
6.1	<p><b>CIFO Chief Executive's Report</b></p> <p>The board noted the:</p> <ul style="list-style-type: none"> <li>▪ Development of separate Bailiff-led events to mark the opening of CIFO in both islands. The Board to attend both. The</li> </ul>	

7	<p>tentative dates and times are 17<sup>th</sup> November at 5.30pm Guernsey, 19<sup>th</sup> November at 1pm Jersey. To be confirmed.</p> <ul style="list-style-type: none"> <li>▪ Progress of the MOUs with the Financial Services Commissions in both islands.</li> <li>▪ Progress of the CIFO website</li> <li>▪ Stakeholder, media and complainant contacts/engagements</li> <li>▪ Potential delay to the full complaints management software implementation and the interim plans</li> <li>▪ Plans to fill the remaining staffing positions through advertising and secondments.</li> <li>▪ Plans to source expertise in specific areas of financial services through industry, regulatory and other ombudsman channels to ensure balance.</li> </ul> <p><b>CIFO Project Plan to Launch Date</b></p> <p>The board noted the updated plan and requested to see an updated version at subsequent meetings.</p>	
8	<b>Consultations</b>	
	<p>The board discussed the responses to the Consultation Paper 1 on the inclusion of certain local charities as eligible complainants and determined to recommend to CED and EDD that charities with a turnover limit equivalent to that for microenterprises should be eligible complainants. The board was minded to note to the Departments the board's understanding of the status of not-for-profit organisations such as sports clubs to check that they do not fall outside the individual and microenterprise definitions. A letter would be drafted for:</p> <ul style="list-style-type: none"> <li>▪ approval by board</li> <li>▪ sharing with officers</li> <li>▪ final version to be sent to the Minister and Board.</li> </ul>	DT DM DM
8	<p><b>CIFO Project Plan to Launch Date</b></p> <p>The board considered the project plan. The timing and type of consultation in different areas was discussed. The consultation on sufficiently close relationships will be brought forward to the week beginning 27 July to assist with the funding project. Further consideration would be given to publishing in mid-August consultations on the model complaints procedure and operational policies on factors considered for the rejection of complaints; the delegation of complaints handling functions; and arrangements for review of delegated decisions to reject complaints. There was discussion of whether there should be public consultation or invited/round table type consultation – which it was noted must involve consumer as well as industry stakeholders.</p>	DM
9	<b>Finance</b>	
9.1	The board noted the status of the States' loans.	
9.2	<p><b>Levy notices</b></p> <p>The board noted:</p> <ul style="list-style-type: none"> <li>▪ the draft levy schemes and authorised the Chairman to action</li> </ul>	

	<ul style="list-style-type: none"> <li>any further changes before publication;</li> <li>▪ that CED would be advised of the intention to send out the levy notices but that this would not affect the CED board's ability to comment on the budget;</li> <li>▪ that the levy notices will go out in the week beginning 7 September.</li> </ul>	DM SW
9.3	<p><b>Line of credit</b></p> <p>The Board noted the Chief Executive would further discuss the terms of the fees for this credit agreement with the bank.</p>	DM
10.1	<p><b>Model complaint procedure</b></p> <p>The board discussed the content of the procedure and agreed that it would be consulted on for a period of 30 days and should be noted in the levy notices to financial services providers.</p>	
10.2	<p><b>Policy on rejection of complaints, delegation of case-handling functions and review of rejection decisions</b></p> <p>The board discussed the draft policy.</p>	
10.3	<p><b>Revised Tendering policy</b></p> <p>The board approved the policy and its publication on the website.</p>	
11	<p><b>Jersey registration of business name</b></p> <p>The form was signed subject to the identification of a suitable address for the service of legal documents in Guernsey, either through CIFO's suppliers of professional services or options such as Guernsey Registry.</p>	
12	<p><b>Next meeting dates</b></p> <p>The board will meet at 2 – 5pm on 30<sup>th</sup> September, followed by dinner and the Board meeting at 9am on 1<sup>st</sup> October. The session on 30<sup>th</sup> September will consider transparency and key performance indicators. A paper will be required prior to this on transparency. Review of the risk register will be carried out in early 2016.</p> <p>November's board meeting will move from 5<sup>th</sup> November to fit around the opening events. Potentially 12 – 5pm on 17<sup>th</sup> November in Guernsey, with dinner after the opening event. To be confirmed.</p> <p>December – no board meeting.</p> <p>2016 dates (subject to confirmation from directors):  14<sup>th</sup> January  3 March  5 May  7 July  8 September  3 November.</p>	DM/DT  SW

Approved at board meeting 9 on 1 October 2015

A handwritten signature in black ink that reads "David Thomas". The signature is written in a cursive style with a horizontal line underneath the name.

Chairman