

**Board Meeting 15**  
**9.00am Thursday 19<sup>th</sup> January 2017**  
**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 Chief Executive, by video link for item 5  
Sophie Watkins (SW), Manager of Administration and Stakeholder Management  
George Butler (GB), Financial Accountant

**Apologies:**

None

1	<b>Minutes of the last meeting</b>	<b>Action</b>
	The board approved the minutes of the last meeting.	
2	<p><b>Approval of previous Board decisions</b></p> <p>The board noted its previous:</p> <ul style="list-style-type: none"> <li>• adoption of the 2017 budget on 12<sup>th</sup> December 2016;</li> <li>• approval of the Financial Services Ombudsman Fee Scheme (Jersey) 2017 and the Financial Services Ombudsman Fee Scheme (Bailiwick of Guernsey) 2017 on 15<sup>th</sup> December 2016.</li> </ul>	
3	<p><b>Guernsey States actions</b></p> <p>The board noted:</p> <ul style="list-style-type: none"> <li>▪ The approval of the OFSO 2017 budget and further correspondence;</li> <li>▪ The Financial Services Ombudsman (Bailiwick of Guernsey) Law, 2014 (Amendment) Ordinance, 2016;</li> <li>▪ The Financial Services Ombudsman (Case Fee and Levies) (Bailiwick of Guernsey) (Amendment) Order, 2016;</li> <li>▪ The MOU between CED and EDD, signed on 10 November 2016;</li> <li>▪ The status of the development of an information sharing protocol;</li> <li>▪ An update on issues relating to the CIFO mandate.</li> </ul>	

4	<p><b>Jersey States actions</b></p> <p>The board noted:</p> <ul style="list-style-type: none"> <li>▪ The approval of the OFSO 2017 budget;</li> <li>▪ The MOU between CED and EDD, signed on 10 November 2016;</li> <li>▪ The Financial Services Ombudsman (Case-Fee and Levy) (Amendment) (Jersey) Regulations 2016;</li> <li>▪ The status of the development of an information sharing protocol;</li> <li>▪ An update on issues relating to the CIFO mandate.</li> </ul>	
5	<p><b>Chief Executive's Report</b></p> <p>The board noted the Chief Executive's report and in particular:</p> <ul style="list-style-type: none"> <li>▪ approved complainant satisfaction surveys as detailed in the report</li> <li>▪ approved respondent satisfaction surveys as detailed in the report</li> <li>▪ approved the other measures of quality control planned by management;</li> <li>▪ requested the analysis of 2016 complaint statistics, including analysis of the reasons for rejections as out of mandate, be circulated as soon as available to facilitate discussion as to the best method of presentation for the annual report;</li> <li>▪ requested that care should be taken with the appropriate terminology for multiple complaints;</li> <li>▪ noted the register of hospitality.</li> </ul>	SW/GB/DM
6	<p><b>Finance</b></p> <p>6.1 <b>CIFO Q4 financial accounts</b></p> <p>The board:</p> <ul style="list-style-type: none"> <li>▪ noted the Q4 financial accounts;</li> <li>▪ noted the fees for the 2016 audit and discussed a strategy for discussion to contain the fees for the 2017 audit;</li> <li>▪ discussed an approach to the additional invoice for outsourced accountancy services.</li> </ul> <p>6.2 <b>CIFO cash-flow analysis</b></p> <p>The board noted the cash-flow for the quarter to 31/12/2017 was as forecast.</p> <p>6.3 <b>Update on 2016 levy and case fee income</b></p> <p>The board noted:</p> <ul style="list-style-type: none"> <li>▪ the levy income was as forecast in Q3;</li> <li>▪ the levy debtors of less than £1,000;</li> <li>▪ the case fee income of £35,000 after providing £14,000 for irrecoverable fees.</li> </ul>	SW/GB/DM SW/GB/DM
6.4	<p><b>2016 audit</b></p> <p>The board:</p> <ul style="list-style-type: none"> <li>▪ noted the audit timetable and that all parties are aiming for the audit to be completed for sign-off at the March board meeting, if possible;</li> <li>▪ noted the apologies from KPMG for having to cancel the presentation on the 2016 audit;</li> <li>▪ agreed to receive the KPMG presentation electronically when it became available;</li> </ul>	GB

	<ul style="list-style-type: none"> <li>▪ agreed to delegate any actions or procedural approvals flowing out of the KPMG presentation to DG.</li> </ul>	DG
6.5	<p><b>2017 final CIFO budget</b></p> <p>The board noted the 2017 final approved CIFO budget.</p>	
6.6	<p><b>2017 levy timetable</b></p> <p>The board noted the timetable for collection of the 2017 levies.</p>	
6.7	<p><b>Financial Controls Framework Paper (FCF)</b></p> <p>The Board:</p> <ul style="list-style-type: none"> <li>▪ approved the proposed processes as detailed in the paper;</li> <li>▪ noted the items for further inclusion at its July meeting;</li> <li>▪ noted the appointment of the financial accountant provided increased scope to delegate further its span of financial control;</li> <li>▪ welcomed the FCF approach to work in the most cost-effective manner whilst maintaining appropriate governance oversight.</li> </ul>	GB
6.8	<p><b>Insurance: Judicial review update</b></p> <p>The board noted the confirmation from the underwriter of the management liability policy that potential costs in relation to judicial reviews of ombudsman decisions should be covered under the 'wrongful acts' cover, which brings consideration of this matter to a close.</p>	
7	<p><b>CIFO consultations</b></p> <p>The board discussed the draft consultation paper 10 on the 2017 levy schemes and minor amendments, plus:</p> <ul style="list-style-type: none"> <li>▪ having noted the proposed levy amounts will be reviewed after assessment of the 2017 licensee data from the Financial Services Commissions, recommended forewarning CED and EDD if this results in changes to the proposed levy amounts;</li> <li>▪ delegated final approval of the consultation document to the chairman;</li> <li>▪ recommended any accompanying press release or newsletter made clear the key messages.</li> </ul>	<p>SW / DM</p> <p>DT SW / DM</p>
8	<p><b>Tuition reimbursement policy</b></p> <p>The board noted the paper on a tuition reimbursement policy and made some suggestions for further consideration by management including:</p> <ul style="list-style-type: none"> <li>▪ differentiation between compulsory training required by CIFO and discretionary professional development training that aligns with CIFO's objectives and needs;</li> <li>▪ a threshold such as £500 - 750 below which reimbursement is not required;</li> <li>▪ consider clarifying the wording regarding how an employee "leaves" and the implications of those circumstances (resigned or terminated)</li> <li>▪ further clarification regarding reasonable study leave and exam leave days being subject always to the operational needs of CIFO.</li> </ul>	DM

9	<p><b>Ombudsman Association draft Service Standards Framework</b></p> <p>The board noted the current consultation on a draft Service Standards Framework and considered that the terms of any response to the consultation were a matter for the principal ombudsman. But the board requested management to report back on whether CIFO already complied with all of the proposed standards.</p> <p>The board recommended that, if the OA had finalised and adopted the standards by the time of the 2016 annual report, the report should assess CIFO against the standards.</p>	<p>DM</p> <p>DM</p>
	<p>Approved at board meeting 16 on 29 March 2017</p> <p>Chairman</p>	