

Board Meeting 19
9am Wednesday 24th January 2018
Les Cotils, St Peter Port, GY1 1UU

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
Sophie Watkins (SW), Manager of Administration and Stakeholder Management
George Butler (GB), Financial Accountant by phone for items 8.1 to 8.5

Apologies:

None

1	Minutes of the last meeting	Action
2	<p>Approval of previous Board decisions</p> <p>The board noted:</p> <ul style="list-style-type: none"> ▪ the adoption by the board by email on 11 December 2017 of the 2018 budgets for Guernsey OFSO and Jersey OFSO; ▪ the approval by the board of consultation paper 11 for publication, subject any amendments agreed by the Chair and Principal Ombudsman. 	
3	<p>Guernsey OFSO</p> <p>The board noted:</p> <ul style="list-style-type: none"> ▪ the approval of the 2018 Guernsey OFSO budget by CED in its meeting in the week beginning 4 December 2017; ▪ the visit to Alderney on 28 November 2017 by the Chair and Principal Ombudsman to provide a briefing on CIFO's role to the States of Alderney. 	
4	<p>Jersey OFSO</p> <p>The board noted the approval of the 2018 Jersey OFSO budget by the Minister for EDTSC, confirmed in a letter dated 27 November 2017. The Board welcomed the suggestion in the Minister's letter of a future meeting between the Minister and the Board but noted that the Minister's busy schedule would create difficulty in fixing a date.</p>	

5	<p>Guernsey States actions</p> <p>The board noted:</p> <ul style="list-style-type: none"> ▪ the renewal of CIFO Board Chair and Director appointments are due to be laid before the States of Deliberation on 7 February 2018; ▪ changes to the committee membership and staffing in CED. 	
6	<p>Jersey States actions</p> <p>The board noted:</p> <ul style="list-style-type: none"> ▪ the renewal of CIFO Board Chair and Director appointments; ▪ with some concern, the ongoing delay in a legislative or MoU solution to address challenging complaint circumstances involving law enforcement; ▪ the progress of a draft legislative amendment to enable statistical reporting of complaints on a named-financial services provider basis across all complaints resolved by CIFO. 	
7	<p>Chief Executive's Report</p> <p>The board noted the Chief Executive's report and in particular:</p> <ul style="list-style-type: none"> ▪ resourcing matters on current multiple complaint situations; ▪ further discussions regarding the Guernsey secondary pension plans; ▪ the board's concern at the lack of access to information from other bodies relevant to CIFO's resolution of cases, in both jurisdictions; ▪ that any considerations by States of Jersey through the Chief Minister's Office regarding further voluntary or statutory regulation of credit and lending may benefit from CIFO's complaints experience in that area, as both jurisdictions had the foresight to include this area within CIFO's remit from the outset; ▪ the change in the pattern of reasons that complaints were rejected by CIFO in the fourth quarter for 2017 ▪ the progress on developing a searchable system for published determinations on the CIFO website; ▪ the progress of information security certification; ▪ expressed interest in being informed of the dates and programme for the International Network of Financial Services Ombudsman Schemes conference later in 2018; ▪ discussed further refinement of statistical reports provided to the board on complaints progression and inventory; ▪ the increase in complaints received from microenterprises in Q4 2017 and noted the current consultation on widening complainant eligibility for UK FOS to include small enterprises; ▪ discussed additions to be made to the board calendar. <p>SW left the meeting.</p> <p>The board noted the arrangements to manage any conflict of interest regarding a specific financial services provider and were satisfied with the steps taken.</p> <p>SW re-joined the meeting.</p>	<p>SW / DM</p> <p>DM / GB</p> <p>DM/ SW</p> <p>SW</p>
8	<p>Finance</p>	

<p>8.1</p> <p>8.2</p> <p>8.3</p> <p>8.4</p> <p>8.5</p>	<p>CIFO Q4 financial accounts</p> <p>The board noted:</p> <ul style="list-style-type: none"> ▪ the Q4 accounts showing year to date were more useful than those showing only Q4; ▪ no further income is expected than that shown in the management accounts, these include £45,000 expected but not yet received; ▪ the surplus shown may increase if the expected further income is not received. <p>CIFO cashflow update</p> <p>The board noted the cashflow update.</p> <p>2017 Audit</p> <p>The board:</p> <ul style="list-style-type: none"> ▪ noted the audit timetable and discussed the progress with the financial accountant; ▪ noted the audit fees for 2017; ▪ authorised Debbie Guillou to sign the letters of engagement for the audit. <p>Timetable for 2018 levy collection</p> <p>The board noted the timetable.</p> <p>CIFO financial controls paper</p> <p>The board noted that the paper will be brought to the next board meeting, which will align with the audit. The financial accountant and lead director for finance will set up regular meetings mid-quarter to give a forum for discussion of finance matters and the paper will be discussed at the inaugural meeting.</p>	<p></p> <p></p> <p></p> <p></p> <p>GB GB / DG</p>
<p>9</p> <p>9.1</p> <p>9.2</p>	<p>CIFO consultations</p> <p>Funding review consultation paper 11</p> <p>The board noted that this consultation closes on 7 February 2018. The next and final consultation paper for the funding review should be published by end of March, with the text prepared for the end of February and the historical data to be added in March.</p> <p>CP12: case fees</p> <p>The board approved the paper for consultation with some minor amendments.</p>	<p></p> <p><i>DM</i> <i>GB</i></p> <p>SW</p>

9.3	CP13: 2018 levies The board approved the paper for consultation with some minor amendments.	SW
10	Policy issues	
10.1	Draft interests policy The board noted and discussed the draft policy. A revised policy is to be prepared for future Board review.	DM SW
10.2	GDPR implications for CIFO The board noted and discussed the paper on GDPR preparations.	
11	Discussion with Jersey and Guernsey States officials Darren Scott, EDTSC States of Jersey, and Darren Stephens, Finance Sector Development, States of Guernsey, attended to discuss matters of shared interest. This included the current UK FOS consultation on widening complainant eligibility to include small enterprises.	
	Approved at board meeting 20 on 25 April 2018 Chairman	