

**Board Meeting 20**  
9.00am Wednesday 25<sup>th</sup> April 2018  
CIFO office, St Helier

**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  
James le Bailly and Claudia So, KPMG, for item 9.3

**Apologies:**

George Butler (GB), Financial Accountant, for item 9.

1	<b>Minutes of the last meeting</b>	<b>Action</b>
2	<p><b>Declaration of interest</b></p> <p>The board noted that John Curran will be joining the board of the new Data Protection Authority in Guernsey.</p>	
3	<p><b>Approval of previous Board decisions</b></p> <p>The board noted its previous decisions to:</p> <ul style="list-style-type: none"> <li>▪ Approve the 2018 fee schemes and the feedback paper on consultation paper 12;</li> <li>▪ Approve consultation paper 14 for publication subject to the Chair's prior approval of any minor amendments.</li> </ul>	
4	<p><b>Guernsey OFSO</b></p> <p>The board noted the adjusted levy for the non-banking sectors' levy and approved the Financial Services Ombudsman Levy Scheme (Bailiwick of</p>	

	Guernsey) 2018 and the corresponding feedback paper on consultation paper 13.	
5	<p><b>Jersey OFSO</b></p> <p>The board noted the adjusted levy for the non-banking sectors' levy and approved the Financial Services Ombudsman Levy Scheme (Jersey) 2018 and the corresponding feedback paper on consultation paper 13.</p>	
6	<p><b>Guernsey States actions</b></p> <p>The board noted:</p> <ul style="list-style-type: none"> <li>▪ The Review of the Governance of Arm's Length Bodies and the input required from CIFO;</li> <li>▪ The further work carried out by the States of Guernsey Finance Sector Development unit to confirm the absence of objections from Guernsey industry to statistical reporting of complaints by CIFO on a named-FSP basis.</li> </ul>	SW/DM/DT
7	<p><b>Jersey States actions</b></p> <p>The board noted:</p> <ul style="list-style-type: none"> <li>▪ the Financial Services Ombudsman (Disclosure of Information - Amendment of Law) (Jersey) Regulations 2018 (the amending regulations);</li> <li>▪ the approval of the Public Services Ombudsman: establishment of office proposition (P.32/2018), as amended;</li> <li>▪ the favourable references to CIFO during the debate in the States Assembly on the amending regulations and on the Public Services Ombudsman proposition on 22 March 2018.</li> </ul>	
8	<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>▪ the work of CIFO this quarter which was dominated by significant non-case file-related activity including: <ul style="list-style-type: none"> <li>○ preparing the 2017 annual report and audited accounts, the commencement of complaint data publication on an island-specific basis, the efforts to assist with the passing of the amending regulations (see item 7), further consultation as part of the funding structure review and usual consultations on levies and case fees.</li> </ul> </li> <li>▪ the delivery of the above notwithstanding significant unplanned staff absence and resulting impact on staff members and additional costs of out-sourcing certain functions. The board thanked the team for its work and persistence at this time.</li> <li>▪ the current restructuring of States of Jersey departments and the implications for the departmental and ministerial responsibilities for CIFO;</li> <li>▪ the INFO conference in September, which staff will attend given the unique development and training opportunity this represents, and</li> </ul>	SW/DM

	<p>for which the board would like to review the programme to decide if director attendance is warranted;</p> <ul style="list-style-type: none"> <li>▪ the quarterly complaint statistics and approved their publication, subject to a further addition to be approved by the chair;</li> <li>▪ the stakeholder engagements schedule;</li> <li>▪ the hospitality register;</li> <li>▪ Media coverage; and</li> <li>▪ CIFO Board calendar of activities.</li> </ul>	
9	<p><b>Finance</b></p> <p>9.1 <b>CIFO Q1 financial accounts &amp; Financial Controls paper</b> These were deferred to the next board meeting due to staff absence.</p> <p>8.2 <b>CIFO cashflow and 2018 levy collection update</b> The board noted and discussed:</p> <ul style="list-style-type: none"> <li>▪ the cashflow;</li> <li>▪ the timing of the 2018 levy collection. Levy notices will be sent to banks in May and other sectors in June/July;</li> <li>▪ the reserves.</li> </ul> <p>9.3 <b>2017 financial statements</b> James le Bailly and Claudia So of KPMG attended the board meeting to report on the audit and present the audit opinion.</p> <p>The board approved:</p> <ul style="list-style-type: none"> <li>▪ the 2017 financial statements;</li> <li>▪ letters of representation to KPMG, subject to one area regarding unbilled income that required a minor amendment;</li> <li>▪ the chairman to sign the amended letters of representation.</li> </ul>	<p>SW DT</p>
10	<p><b>Consultations</b></p> <p>The board noted the update on consultation paper 14 on the proposed new CIFO future funding structure.</p>	
11	<p><b>Policy</b></p> <p>The board considered the policy on conflicts of interest and requested that completed questionnaires from staff and directors are circulated for the next board meeting.</p>	<p>DM/SW</p>
	<p>Approved at board meeting 21 on 11 July 2018</p> <p></p> <p>Chairman</p>	