

Board Meeting 21
9.00am Wednesday 11th July 2018
CIFO office, St Helier

Minutes
Board of Jersey OFSO
Board of Guernsey OFSO

Present:

David Thomas (DT) in the chair
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

Apologies:

John Curran (JC)

1	Minutes of the last meeting	Action
2	<p>Approval of previous Board decisions</p> <p>The board noted the Chairman had signed the amended letters of representation regarding the 2017 audit of the OFSOs on 25 April 2018.</p>	
3	<p>Guernsey OFSO</p> <p>The board noted:</p> <ul style="list-style-type: none"> ▪ the plans for the annual public meeting on the 2017 annual report on 12 July 2018; and ▪ the submission of the completed questionnaire for the States of Guernsey review of arms-length bodies. 	
4	<p>Jersey OFSO</p> <p>The board noted the plans for the annual public meeting on the 2017 annual report on 11 July 2018.</p> <p>The board considered an application to vary the levy amount on levy notice J2018-009 and agreed there were exceptional reasons to do so.</p>	

5	<p>Guernsey States actions</p> <p>The board:</p> <ul style="list-style-type: none"> ▪ noted that the CIFO annual report 2017 was tabled for consideration at the 18 July meeting of the States of Assembly; and ▪ discussed the attendance of the Chairman and officers at a meeting of the Committee for Economic Development on 12 July 2018. 	
7	<p>Jersey States actions</p> <p>The board noted:</p> <ul style="list-style-type: none"> ▪ The Ministerial appointments following the recent election and the current changes being developed and progressed within the civil service framework and political responsibilities; ▪ The CIFO annual report 2017 was presented to the States Assembly in report 82/2018; ▪ The announcement regarding the departure of the Director General of the Jersey Financial Services Commission. 	
8	<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"> ▪ The recent amendments to pension regulation, which do not affect CIFO's remit; ▪ That the Chief Executive has been appointed to the Executive Committee of the Ombudsman Association; ▪ A current multiple complaint situation; ▪ Discussed amendments to the board complaint reporting; ▪ Discussed the complaints volume, throughput and timeliness; ▪ the quarterly complaint statistics and approved their publication; ▪ the stakeholder engagements schedule; ▪ the hospitality register; ▪ Media coverage; and ▪ CIFO Board calendar of activities. 	<p>DM</p> <p>DM</p>
9	<p>Finance</p> <p>9.1 CIFO Q2 financial accounts</p> <p>The board noted the Q2 financial accounts.</p> <p>8.2 CIFO cashflow and 2018 levy collection update</p> <p>The board noted and discussed:</p> <ul style="list-style-type: none"> ▪ the cashflow; ▪ the forecast financial position at year end. <p>9.3 The board considered and discussed the proposed additional staffing costs to improve the timeliness of complaint-handling, which were approved.</p>	

9.4	<p>Insurance coverage</p> <p>This was deferred to the next board meeting.</p>	
10	<p>Consultations</p> <p>The board considered the responses to CP14 and approved:</p> <ul style="list-style-type: none"> • The recommendation regarding the change to levy-setting to a pan-CI approach; • Holding the case fees at the current level, with no cap or discretion to vary as there was insufficient support for this in responses. It will be possible to hold further consultations as needed in future; • The board noted the potential legislative approach and agreed it would be helpful to consolidate the accounts of the two OFSOs if practicable. • While implementation is desirable and should be encouraged to be in place for 1 January 2019, the board agreed this was not essential for 1 Jan 2019. 	
11	<p>Policy on conflicts of interest</p> <p>The board received completed questionnaires from two board members and all staff members, reviewed the report on conflicts of interest and noted the one actively managed potential conflict.</p>	
11	<p>Future board meetings</p> <p>The board agreed these should be held on one full day 9am – 5pm, ideally on Tuesdays. For implementation from the next board meeting.</p>	SW
	<p>Approved at board meeting 22 on 23 October 2018</p> <p>Chairman</p>	