


# CHANNEL ISLANDS FINANCIAL OMBUDSMAN

<b>Board Meeting 2</b> <b>9.00am Friday 9<sup>th</sup> January 2015</b> <b>Guernsey Registry, Market Building, Fountain Street, St Peter Port, GY1 3GX</b>		
<b>Minutes</b> <b>Board of Jersey OFSO</b> <b>Shadow board of Guernsey OFSO</b>		
<b>Present:</b> David Thomas (DT) in the chair John Curran (JC) Debbie Guillou (DG) John Mills (JM)		
<b>In attendance:</b> Sophie Watkins (SW), consultant acting as interim operations manager		
<b>Apologies:</b> None		
1	<b>Minutes of last meeting</b> The board noted a quorum was present. The minutes were approved. [ <i>Subject to the correction of one typing error (SG to DG)</i> ]	Action
2	<b>Ombudsman recruitment</b> The board noted: <ul style="list-style-type: none"> <li>That following further discussion with the Chair of the Jersey Appointments Commission, a local Commissioner would oversee the recruitment.</li> <li>Seven applicants would be invited for interview.</li> <li>Permission to employ a licensed person had been granted until Dec 2017 (this period to be clarified against the requirement to appoint on a 5 year term).</li> <li>The decision to interview in Jersey for short-haul candidates, by skype for long-haul. Appropriate venues to be booked.</li> </ul>	SW  SW  SW
3	<b>Legislation</b> The board noted: <ul style="list-style-type: none"> <li>the paper</li> </ul>	

	<ul style="list-style-type: none"> <li>the need for the administrative provisions of the Guernsey Law to be brought into force as soon as possible.</li> <li>That in Jersey responsibility for CIFO would remain with EDD.</li> </ul>	SW / DT
4	<p><b>Finance</b></p> <p>The board noted:</p> <ul style="list-style-type: none"> <li>That the Jersey Minister for Economic Development had approved the 2014 and 2015 Jersey OFSO budgets.</li> <li>Its thanks to DG and SW for the budget preparation.</li> <li>That the budgets are still estimates to be refined (in conjunction with the ombudsman, when appointed) once quotes have been obtained from suppliers and as the staffing plans develop.</li> <li>On 1<sup>st</sup> December 2014 the board had all agreed a written resolution authorising two directors to sign the Jersey loan agreement.</li> <li>The Jersey loan agreement had since been signed and completed, and the first instalment was expected on 30 January 2015.</li> <li>A bank account for Jersey OFSO had been opened and further arrangements needed to be made for Guernsey OFSO in tandem with the Guernsey Law coming into force.</li> <li>A brief on services required from accountants had been prepared.</li> <li>The risk assessment paper and that a revised copy would be circulated.</li> <li>The agreed establishment costs incurred by EDD and CED, to be reimbursed by CIFO.</li> </ul>	<p>SW</p> <p>SW</p>
5	<p><b>Suppliers of services</b></p> <p>The Board noted:</p> <ul style="list-style-type: none"> <li>Around 50 expressions of interest in total had been received from suppliers of services and would be forwarded to the board.</li> <li>Book-keeping and billing/collection would be prioritised and a shortlist of potential suppliers would be established, to be signed off at the next board meeting.</li> <li>The scope for billing and collection would be prepared.</li> </ul>	<p>SW</p> <p>JM/JC/DG</p> <p>SW/JM/DG</p>

	<ul style="list-style-type: none"> <li>• That book-keeping need not be arranged before the first loan drawdown is received in the bank account.</li> <li>• That an HR/legal supplier would be approached for the ombudsman employment contract, as this was a priority.</li> <li>• Premises advice was fairly urgent, potential suppliers to be assessed.</li> <li>• There was some statutory indemnity for the board but that insurance (Directors and Officers, indemnity etc) should be progressed in due course</li> <li>• PR/website to be progressed in due course.</li> <li>• A legal panel should be established later.</li> </ul> <p>The Board authorised the Chairman to sign the contract with Sophie Watkins to perform the role of Interim Operations Manager on a consultancy basis.</p>	<p>SW</p> <p>JM</p> <p>JM</p> <p>JC</p>
6	<p><b>Communication</b></p> <p>The board discussed enquiries from financial services providers as to what information they should provide on the ombudsman and noted a response would be prepared.</p> <p>The general information on OFSO for the States' websites needed to be progressed as a priority as a place to refer potential complainants.</p> <p>The Board noted the PO box had been obtained and the mail procedure:</p> <ul style="list-style-type: none"> <li>• All mail to be date-stamped on receipt and filed.</li> <li>• Invoices should be scanned and sent to DG</li> <li>• Mail to be picked up once a week.</li> </ul> <p>Options for a cloud-based document storage and sharing system to be investigated plus email accounts for the board plus interim Operations Manager.</p> <p>The board agreed that the Implementation Oversight Group should continue until no further actions are required from the Departments. Also that the Departments may be sent OFSO board minutes, until these are published.</p>	<p>DT</p> <p>SW</p> <p>SW</p>
7	<p><b>Formalities and practicalities</b></p> <p>The board noted the business licence and permission for a licenced person had been granted.</p>	

	The business name registration is to be progressed.	SW
8	<b>Schedule for future meetings</b> The following schedule was agreed: Thursday 5 February Wednesday 4 March Friday 17 April Thursday 7 May Thursday 4 June Thursday 2 July Thursday 3 September Thursday 1 October Thursday 5 November Thursday 3 December	

	Approved at board meeting 3 on 4 March 2015   Chairman	
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