

## **Board Meeting 31**

**9.30am – 3:30pm Thursday 21 January 2021**

**By video conference**

### **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  
Alison Finn (AF), Financial Accountant

#### **Apologies:**

1	<p><b>Approval of the Agenda</b></p> <p>Approved</p>
2	<p><b>Declaration of interests or potential conflict with respect to the agenda</b></p> <p>No interests or potential conflict with items on the agenda were declared.</p>
3	<p><b>Minutes of the last meeting</b></p> <p>The board approved the minutes of the last meeting.</p>
4	<p><b>Previous board decisions by email to note</b></p> <p>The board noted the following decisions made via email communication:</p> <ul style="list-style-type: none"> <li>▪ Guernsey OFSO adoption of the 2021 combined CIFO budget as approved by Guernsey CfED.</li> <li>▪ Jersey OFSO adoption of the 2021 combined CIFO budget as approved by the Minister.</li> </ul>
5	<p><b>Guernsey OFSO</b></p> <p>The board noted:</p> <ul style="list-style-type: none"> <li>▪ Proposed extension of OFSO director J. Curran’s term by one year.</li> <li>▪ Publication of Q3 2020 complaint statistics (28 October 2020).</li> </ul>

6	<p><b>Jersey OFSO</b></p> <p>The board noted:</p> <ul style="list-style-type: none"> <li>▪ Proposed extension of OFSO director J. Curran’s term by one year.</li> <li>▪ Publication of Q3 2020 complaint statistics (28 October 2020).</li> </ul>
7	<p><b>Guernsey States actions</b></p> <ul style="list-style-type: none"> <li>• Guernsey CfED approval of extension of OFSO director J. Curran’s term by one year (laid before Guernsey States of Deliberation on an exception basis).</li> </ul>
8	<p><b>Jersey States actions</b></p> <ul style="list-style-type: none"> <li>▪ Jersey Minister approval of extension of OFSO director J. Curran’s term by one year (to be laid before States of Jersey on an exception basis)</li> <li>▪ Jersey C&amp;AG review of financial reporting and audit governance</li> </ul>
9.1	<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 draft Jersey legislation to enable the appointment of board members for a term shorter than 3 years in exceptional circumstances.</li> <li>• The breakthrough in CIFO’s last longstanding multi-complaint situation with settlement of all claims agreed up to CIFOs statutory compensation limit.</li> <li>• Government of Jersey’s proposal to introduce pension regulation and to extend CIFOs mandate to cover all pension types.</li> <li>• The recent UK Supreme Court judgement in relation to business interruption insurance and the implications for CIFO in following this guidance for any complaints they may receive in relation to claims under this type of insurance.</li> <li>• New proposed legislation by the Guernsey CfED and P&amp;R Committee for regulation of non-bank credit and finance providers.</li> </ul> <hr/> <p>9.2 <b>Complaint statistics</b></p> <p>The Board reviewed the Q4 2020 operating statistics and approved the statistics for publication.</p> <hr/> <p>9.3 <b>Stakeholder meetings schedule</b></p> <p>The Board noted the stakeholder meetings held during the previous period.</p> <hr/> <p>9.4 <b>Hospitality register</b></p> <p>The Board noted the register entries for the previous period.</p> <hr/> <p>9.5 <b>Media coverage</b></p> <p>The board noted the media coverage of CIFO and other relevant items during the previous period.</p> <hr/> <p>9.6 <b>CIFO Board calendar of activities</b></p> <p>Noted</p>

<p>10</p> <p>10.1</p> <p>10.2</p> <p>10.3</p> <p>10.4</p> <p>10.5</p> <p>10.6</p>	<p><b>Finance</b></p> <p><b>CIFO Q4 Financial Statements</b></p> <p>The Board noted the Q4 financial accounts.</p> <p><b>CIFO cashflow analysis</b></p> <p>The Board noted the year-end cashflow update and that the actual cash position at year-end was in excess of the forecast position at the beginning of the year.</p> <p><b>CIFO 2020 Draft Financial Statements</b></p> <p>The Board noted the 2020 financial statements had been prepared and are in draft format pending the audit completion.</p> <p><b>Levy collection update</b></p> <p>It was agreed that management was to attempt to enforce payment of the last outstanding levy through the Jersey Petty Debts Court.</p> <p><b>2020 Audit</b></p> <p>The Board noted the audit of the 2020 financial statements was in progress.</p> <p><b>CIFO staff health insurance plan</b></p> <p>The Board noted the renewal of the plan for 2021. A review of the cover and various plan options available will be undertaken with staff and CIFO’s insurance broker in May 2021.</p>
<p>11</p> <p>11.1</p> <p>11.2</p> <p>11.3</p>	<p><b>Governance and Policy Issues</b></p> <p>The Board noted the requirements to renew the existing Cybersecurity validation currently in progress.</p> <p>The Board noted that CIFO had been revalidated as an Ombudsman Association (OA) member Ombudsman scheme.</p> <p>Discussion took place to determine the contents of the 2020 annual report. It was agreed that, as CIFO had been in operation for 5 full years, a review of what had occurred, and the progress made since inception be included in the annual report.</p>
<p>12</p>	<p><b>CIFO Consultations</b></p> <p>The Board noted the two open consultations.</p> <ul style="list-style-type: none"> <li>▪ CP 17 - Publication of Summary Complaints Statistics (closes 5 February 2021)</li> <li>▪ CP 18 - 2021 Levy Schemes (closes 4 February 2021)</li> <li>▪ CP 17 - Initial feedback from one leading stakeholder in the Guernsey pensions sector raised issues of a more generic nature regarding CIFO’s characterisation of complaint details such as product, issue and case file outcome.</li> <li>▪ CP 18 – No feedback received to date.</li> </ul>

13	<b>Administration</b> - None
14	<b>In Camera</b> – Nothing to discuss
	Approved at board meeting 32 on 29 April 2021.  Chairman