

## Board Meeting 33

9.30am – 3:00pm Wednesday 21 July 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), Manager, Finance & Administration

#### Apologies:

#### 1 Approval of the Agenda

Approved

#### 2 Declaration of interests or potential conflict with respect to the agenda

DG advised regarding her recent board appointments of a Category 3 insurer, which falls within CIFO's remit. It was agreed there was no conflict.

JC advised he had been appointed as Chairman of Guernsey Employment Trust (GET)

#### 3 Minutes of the last meeting

The board approved the minutes of the last meeting, subject to the amendment of a typo.

#### 4 Previous board decisions by email to note

- None

5	<p><b>Guernsey OFSO</b></p> <p>The board noted:</p> <ul style="list-style-type: none"> <li>▪ Extension of OFSO director J. Curran’s term by one year</li> <li>▪ Publication of Q1 2021 complaint statistics (12 May 2021)</li> <li>▪ Extension of the terms of David Thomas and John Mills for another year through to January 2023 by Guernsey CfED, to be laid before the States of Guernsey</li> <li>▪ Publication of 2020 CIFO annual report (2 June 2021)</li> </ul>
6	<p><b>Jersey OFSO</b></p> <ul style="list-style-type: none"> <li>▪ The board noted: Extension of OFSO director J. Curran’s term by one year</li> <li>▪ Publication of Q1 2021 complaint statistics (12 May 2021)</li> <li>▪ Extension of the terms of David Thomas and John Mills for another year through to January 2023 by Jersey Minister, EDTSC, to be laid before the States of Jersey</li> <li>▪ Publication of 2020 CIFO annual report (2 June 2021)</li> </ul>
7	<p><b>Guernsey States actions</b></p> <ul style="list-style-type: none"> <li>▪ States of Guernsey approval of extension of OFSO director J. Curran’s term by one year</li> <li>▪ CIFO 2020 annual report laid before the Guernsey States of Deliberation by CfED</li> </ul>
8	<p><b>Jersey States actions</b></p> <ul style="list-style-type: none"> <li>▪ Government of Jersey approval of extension of OFSO director J. Curran’s term by one year</li> <li>▪ CIFO 2020 annual report laid before the States of Jersey by Jersey Minister EDTSC</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>• First time publication of FSP-named data, there were no issues reported. No feedback was received from industry. Feedback was received from both commissions which are utilising the data for their own internal industry risk analysis.</li> <li>• The Chief Executive updated the board on multiple complaint situations under review.</li> <li>• CIFO’s mandate and powers. 1) The Jersey pensions regulations and the proposed changes to CIFO’s legislation to bring this in mandate are progressing slowly. 2) CIFO’s limit of £150,000 is considered by CIFO’s trust sector expert to be far too low for trust and pension plan beneficiaries. It was discussed whether CIFO should publicise statistics on cases where losses exceed CIFO’s compensation limit.</li> <li>• The proposed regulation of non-bank lending is progressing slowly. The Chairman noted the discussion paper issued by Government of Jersey does not include comment on the total cost of lending or early repayments and acceleration costs.</li> </ul>
9.2	<p><b>Complaint statistics</b></p> <p>The Board reviewed the Q2 operating statistics and approved the statistics for publication.</p>
9.3	<p><b>Stakeholder meetings schedule</b></p> <p>The Board noted the stakeholder meetings entries for the previous period.</p>
9.4	<p><b>Hospitality register</b></p> <p>The Board noted the register entries for the previous period.</p>

9.5	<p><b>Media coverage</b></p> <p>The board noted the media coverage of CIFO during the previous period.</p>
9.6	<p><b>CIFO Board calendar of activities</b></p> <p>Noted</p>
10	<p>Finance</p>
10.1	<p><b>CIFO Q2 2021 Financial accounts</b></p> <p>The board noted the Q2 Financial accounts</p>
10.2	<p><b>Cashflow analysis Q2 and 2021 year-end projections</b></p> <p>The board noted the updated cash-flow forecast to 2021 year-end</p>
10.3	<p><b>Treatment of case-related expenses and 2022 budget implications</b></p> <p>The board discussed what should (and should not) be treated as case-related expenses in the preparation of the 2022 budget. This will be considered further during the 2022 budget development cycle.</p>
10.4	<p><b>Levy collection update</b></p> <p>The board noted the Guernsey non-bank levies had been invoiced in June and collection of these is as projected. The Jersey non-bank levies will be invoiced on 31 July.</p>
11	<p><b>Governance and Policy Issues</b></p>
11.1	<p><b>Board succession and recruitment</b></p> <p>The board discussed the planned recruitment for new directors and a chair designate for CIFO.</p>
11.2	<p><b>Quarterly board review – quality control</b></p> <p>No external oversight of complaint files or sampling of files is currently undertaken.</p> <p>Any responses from the Chairman to service review complaints should be copied to the other board members.</p> <p>More metrics to be provided to the board on appeals and overturned decisions annually. If any concerning trends are noted, reports to be provided to the board with quarterly complaint statistics and trends to be reported over time rather than as a period snapshot.</p>
11.3	<p><b>CIFO Timeliness metrics</b></p> <p>The board considered management’s report on complaint completion timeframes.</p>
11.4	<p><b>CIFO risk register update</b></p> <p>Previously a different risk was evaluated at each quarterly board. Moving forward the Chief Executive will provide an updated risk register for the board’s review to support directors with ongoing consideration, monitoring and mitigation of identified risks.</p>
11.5	<p><b>Board evaluation</b></p>

	A sample Board self-assessment questionnaire and supporting material were discussed. A draft questionnaire will be circulated to board members for comment and, once finalised, for completion before the next board meeting so the results can be discussed and factored into the recruitment of new directors.
12	<b>CIFO Consultations</b> No current consultations
13	<b>Administration</b>
14	<b>AOB</b> – Nothing to discuss
15	<b>In Camera</b> – Nothing to discuss
	Approved at board meeting 34 on 21 October 2021  Chairman