

# CHANNEL ISLANDS FINANCIAL OMBUDSMAN

## Board Meeting 6

2pm – 5pm Monday 29<sup>th</sup> June 2015

CIFO, office 148, Regus, Floor 1, Liberation Station, Esplanade, St Helier JE2 3AS

### 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 CEO

Sophie Watkins (SW), consultant acting as interim operations manager (except for item 6.5)

#### Apologies:

None

		Action
1	<b>Minutes of last meeting</b>  The board noted a quorum was present.  Subject to one typing correction in 6.4, the minutes were approved.	SW
2	<b>Guernsey OFSO</b>  Nothing to report	
3	<b>Jersey OFSO</b>  Nothing to report	
4	<b>Guernsey States actions:</b>  The board noted that the CED board had received the OFSO budget for approval and that, as CIFO had indicated that amendments were likely, it would postpone its consideration until the revised version is received.	
5	<b>Jersey States actions:</b>  Nothing to report	
6	<b>CIFO Operating Plan</b> <b>Complaint volumes:</b>  The board discussed complaint volume assumptions.	
6.2	<b>Opening timetable:</b>  The board considered the potential timetable for bringing the remaining legislative provisions into force in each island and requested a revised timetable is brought to the next board meeting, covering:	DM / SW

	<ul style="list-style-type: none"> <li>• The funding scheme publication and billing</li> <li>• The announcement of the opening date and early registration of complaints</li> <li>• Website go-live date(s)</li> <li>• Advice to FS providers on publicising CIFO / model complaints procedure</li> <li>• 'opening' event.</li> </ul> <p>The board asked for the draft publicity for the opening date announcement to be circulated to the board.</p>	DM / SW
6.3	<p><b>Communications plan for mandate launch:</b></p> <p>It was agreed that</p> <ul style="list-style-type: none"> <li>• officers at CED/EDD would be approached regarding an opening event and asked to liaise with officers in the Bailiffs' offices regarding a date;</li> <li>• stakeholders should be given more information on the role of an ombudsman;</li> <li>• The Chambers of Commerce should be added as stakeholders for the general business community;</li> <li>• Features in the various business magazines, websites and pages should be sought after the opening date announcement.</li> </ul>	SW SW SW SW
6.4	<p><b>Proposed premises plan</b></p> <p>The board agreed with the recommendations in the premises proposals.</p>	
6.5	<p><b>Proposed staffing model</b></p> <p>The Board discussed the staffing plan for the organisation and agreed with the proposed plan for the role of the current Operations Manager, subject to:</p> <ul style="list-style-type: none"> <li>• Review of the role and benchmarking of compensation by Hassell Blampied;</li> <li>• Assessment of incumbent against position description through interview with credible outside participant;</li> <li>• Acceptance of the incumbent to an offer on the terms consistent with the report from Hassell Blampied.</li> </ul>	
6.6	<p><b>Branding considerations</b></p> <p>The board agreed that</p> <ul style="list-style-type: none"> <li>• the website and email addresses should be geographically neutral and use the CIFO abbreviation</li> <li>• further exploration should be done comparing costs of 01481/01534 (plus the same six figure number) and 0345 codes</li> <li>• a single PO box address in Jersey should be used.</li> </ul>	DM / SW
6.7	<p><b>Website plans</b></p>	

	<p>The board noted that a request for proposals was in process with a closing date on 1 July 2015.</p>	
7	<p><b>Finance</b></p> <p><b>Budget review and management accounts to 15 June 2015</b></p> <p>The board noted the management accounts to 15 June and requested that an explanatory statement is prepared citing the total amount 'written off' by EDD for 2014 expenses and giving a breakdown of the expenses that make up the total.</p> <p>The board noted that</p> <ul style="list-style-type: none"> <li>• the overall total for the revised budget for 2015 will be broadly unchanged as operating costs are higher but capital expenditure is reduced. The 2016 budget will be increased due to increases in staffing costs and other unbudgeted costs;</li> <li>• further work should be done to explore whether some expenses can be expressed in a separate volume or 'caseload-related' expenditure section;</li> <li>• enquiries will be made as to whether CIFO can capitalise the IT modifications to the case management software, with both the accountants and the auditors;</li> <li>• there are likely to be three types of costs: standard operating costs (which will stay approximately the same irrespective of the volume of complaints), volume-related costs and contingent costs (depending on factors that are uncertain);</li> <li>• the revised budget will be sent to Departments around September / October 2015;</li> <li>• the 2016 budget will be shared with Departments at the end of the year when the FSO Laws require approval to be requested;</li> <li>• The budget should include the full staffing complement even if appointments to the posts are to be held off;</li> <li>• The revised cashflow will be brought to the next board meeting;</li> <li>• The levies for the 2015 operating costs and establishment costs should be billed as soon as possible;</li> <li>• The levies for 2016 will be billed at end 2015 and this should be flagged with the 2015 levies.</li> </ul>	SW
7.1		DM / DG
7.2	<p><b>States' loans</b></p> <p>The board approved and actioned further drawdowns of £50,000 on each States' loan.</p>	DM / SW
7.3	<p><b>Funding revised plan</b></p> <p>The board approved the proposal to operate the application process for zero rating for the levy at the same time as sending invoices for the levies.</p>	DM/DG/SW
7.4	<p><b>Goods and Service Tax (Jersey)</b></p> <p>The board noted that CIFO is not considered to be operating as a business and therefore is not required to register for GST or charge GST on its services but cannot reclaim GST on goods or services it obtains.</p>	DM / SW DM / SW

7.5	<p><b>Authorised signatories</b>            The board approved the addition of Douglas Melville as an authorised signatory.</p>	
8	<p><b>Consultation principles</b>            The board considered the paper, suggested amendments and noted that after further board consideration either the paper or a summary should be published on the CIFO website.</p>	
9	<p><b>Status of Current and Future Professional Services Suppliers</b>            The board discussed this item.</p>	
10	<p><b>Communication and stakeholder relations</b>            The board noted the list of previous and future planned stakeholder engagements.</p>	
	Approved at board meeting 7 on 23 July 2015  Chairman	