

Minutes for Board Meeting 45

24/07/2024 | 09:00 - 12:30 - (GMT+00:00)

Stratus 2 Forum 3 Grenville Street St Helier Jersey JE2 4UF

Attendees (7)

Antony Townsend; Jennifer Carnegie; Rob Girard; Hayley North; Douglas Melville; Ross Symes; Alison Finn

Item 1 - Approval of the Agenda

Approved

Review of current Director and CEO Declarations of Interests and noting of any declared updates from individual Directors or CIFO staff

Jennifer Carnegie is no longer on the board of Condor Ferries and her position in Jersey Business should be recorded as non-executive director.

Hayley North is no longer a member of the advisory group to the Investment Associations Sectors Committee.

Gift and Hospitality Register

Board and management discussed what could constitute a conflict in specific circumstances.

Declaration of any interests and potential conflict with respect to the agenda

None

Minutes of last meeting for approval

HN noted that, an ex-board member, was included in the attendees for the meeting. This will be amended.

Board to Note

Submission of the 2023 annual report to Guernsey CfED and the Jersey Minister on 30 April 2024.

CIFO Board calendar meetings dates for the rest of 2024 and approved meeting dates for 2025.

The Board noted the 2025 meeting dates had been approved by email on 4 June 2024.

CIFO Chief Executive's Report

The board noted the Chief Executive's report and in particular:

The national coverage by BBC on CIFO's annual report statistics in relation to the increase in fraud complaints.

The success of the recent stakeholder event on complaint handling jointly held with the JFSC and the Jersey FIU.

The Board discussed the possibility of holding a similar event in Guernsey. It was agreed to await the appointment of the new head of the Guernsey FIU.

Working from home has been adopted. RS advised there are no operational issues arising as yet. The Board agreed to review this at the January 2025 board meeting and also to consider the office space requirements as the current lease agreement expires in December 2025.

The debate in Jersey regarding the creation of a Public Sector Ombudsman in Jersey.

The MONEYVAL report on their Jersey inspection is due on the day of the Board meeting. The need for non-executive directors to register under Schedule 2 has been rolled back and DM advised regarding the criteria that determine whether individual Directors need to register.

DM provided an update on the external review and the progress made with the recommendations:

1. A team building exercise is underway and will be complete in September. The consultant's report will be provided to the board at the October meeting. Customer surveys will be rolled out shortly, the questions will be based on those used by other ombudsman schemes.
2. The changes to the complaint form have been made.
3. A chat function is to be added to the website to assist with completion of the complaint form.

Operations and Case-related Reports

The board noted the case-related reports and in particular:

More complaints have been received, however output has increased.

CIFO is maintaining trust and confidence with complainants and FSPs.

There are challenges with more engaged stakeholders not accepting recommendations and pushing for decisions.

DSARs are still creating an administrative burden.

The contract Ombudsmen capacity has dropped.

FSP timeliness is an issue with one provider representing 80% of outstanding case files. DM & RS have met with the CEO and senior leadership to highlight the issue and the JFSC has also been made aware. The Board queried CIFO's options. CIFO can refer non-receipt of files as a lack of required cooperation to the Attorney General, however for now they will continue to monitor the situation and keep up the engagement with the bank CEO as required.

A Provisional Decision was issued the week before the Board meeting on Number 4 of the 10 oldest cases.

Finance and Risk

The board noted the Q2 2024 financials and that they painted a positive picture.

The board noted the update to the risk register.

Governance and Policy

No service complaints have been received this quarter.

The Chair advised of an ongoing issue with a complainant who was not satisfied with CIFO's mandate determination who had exhausted CIFO's processes. The Chair would write to the complainant to advise there would be no further engagement from CIFO.

It was agreed the Chair would write to both governments to seek approval to extend RG's term as Director which is due to terminate in January 2025.

The Board approved the publication of CIFO's Conflicts Policy and Declarations of Interest on CIFO's website.

Administration

None

AOB

The Chair discussed the format of future meetings and it was agreed that the shorter meeting format had been successful and that in future the strategy discussion and board meeting could be held over one day.

In Camera