

## **Minutes of CIFO Board Meeting 46**

24/10/2024 | 09:00 - 12:30 - (GMT+00:00)

Bucktrout House St Peter Port Guernsey

### **Attendees (7)**

Antony Townsend (AT); Rob Girard (RG); Jennifer Carnegie (JC); Hayley North (HN) Management; Douglas Melville (DM); Ross Symes (RS); Alison Finn (AF)

### **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**

AT advised of a pending appointment by UK Treasury in relation to the FCA (Financial Conduct Authority).

### **Gift and Hospitality Register**

DM advised that an invitation had been declined from a local business group that includes FSPs within CIFO's mandate.

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

None

### **Minutes of last meeting for approval**

Approved

### **Board to Note**

The board calendar of activities was reviewed, and it was agreed that the strategy and board meetings could be completed in one day each quarter.

Meeting dates for 2025 were agreed as:

- 23 January
- 17 April
- 24 & 25 July (to include the annual meeting)
- 22 October

Revised calendar invites will be sent out.

The board noted the previous decisions made by email:

- Board agreement to a late zero-rating request from an FSP
- Board agreement to suspend plan for CIFO Funding Structure Review

## **Finance and Risk**

The board noted the Q3 2024 financials and that performance against budget is positive.

The board reviewed the proposed 2025 budget, cashflow projections and 2025 levies and case fees.

It was noted that a rising caseload would increase the use of the contract ombudsmen. CIFO's complaint management system required updating and some of the computer equipment required replacing, these items are the major driver in the proposed 2025 12% budget increase over CIFO'S 2024 budget.

The board discussed the split of income between case fees and levies and agreed that total amount to be raised by levy should be only increased by the June RPI of 5%.

It was decided that financial modelling would be undertaken after the meeting to identify a case fee amount that would keep the increase in the total amount to be raised by levy to 5% and the revised figures would be provided to the board for approval in the draft consultation on the 2025 levy schemes and revised case fee schemes.

The board approved the introduction of a death in service benefit for the CIFO team based on the cost estimates provided.

It was noted there were no changes to the risk register this quarter.

The current system for zero-rating was discussed and the limitation of the current system noted.

### **CIFO Chief Executive's Report**

The board noted the Chief Executive's report as written.

The board noted the update on projects arising from the external review as written.

### **Operations and Case-related Reports**

The board noted that, while more complaints had been received so far this year, output is at its highest level since the backlog reduction of 2021. The Chair asked RS to thank the team for their efforts.

The board noted the Q3 complaint statistics and approved them for publication.

The board noted the Q3 timeliness metrics.

The board noted the update on the 10 oldest case files.

The board approved the appointment of two further contract Ombudsmen to assist with the rising case file inventory:

### **Governance and Policy**

No service complaints had been received this quarter. One previous service complainant complained to JOIC (Jersey Office of the Information Commissioner).

DM provided an update on the reappointment of RG. In Jersey a letter of appointment is due from the Jersey Minister. In Guernsey, the required police checks are underway.

Historically, CIFO decisions have never been published to CIFO's website with the complainant named. However, the complainant's name has historically been used in Final Decisions issued to both parties by CIFO. This left the risk of incomplete sterilisation of decisions before publication (removal of complainant name and circumstances which could permit easy identification of the complainant) has been a consideration which has resulted in a hold on published decisions.

It was agreed to take two approaches:

1. For decisions written up to 31 December 2024, a curated approach would be taken. Decisions highlighting current issues of importance (e.g., where CIFO is seeing rising numbers of, for example Fraud will be sterilised and published).
2. Moving forward from 1 January 2025 all decisions written will be anonymised with the complainant referred to by their title and fictitious surname initial (e.g., Mr M), so that sterilisation will not be required and the risk of data breaches due to inadvertent inclusion of the complainant's name will be minimised.

## **Administration**

None

## **AOB**

The board noted the previous briefings received on the requirements of both Commissions for individuals offering their services as a director to register with the Commission. The board also noted the criteria and guidance to be used by individual directors to determine whether the registration requirements of each Commission apply to them. It was agreed that individual directors would be responsible for making their own assessment. Management was directed to inform the board if there were any new developments with respect to this matter.

## **In Camera**

Nothing to discuss