

Financial Ombudsman Service Limited

MINUTES

MINUTES of the meeting of the directors, held at Langshott Manor, Horley, RH6 8PB on 8 June 2010 at 2.45pm

Present	Chris Kelly	chairman
	Alan Cook	director
	Elaine Kempson	director
	Kate Lampard	director
	Julian Lee	director
	Roger Sanders	director
	Maeve Sherlock	director
In attendance (except item 6/1006)	Natalie Ceeney	chief executive & chief ombudsman (CEO)
	Tony Boorman	decisions director
	Barbara Cheney	company secretary
	David Cresswell	director, communications & customer insight
	Stuart Curl	interim director, performance & finance
	Mike Harris	head of planning & analysis
	David Thomas	corporate director
	Jacque Wiggett	HR director

1/1006 Apology for absence

An apology for absence was received from John Howard.

2/1006 Minutes of the meeting held on 12 May 2010

The minutes of the board meeting held on 12 May 2010 were approved as an accurate record of the meeting.

3/1006 Matters arising

Minute 3/1005 – 2010/11 budget consultation
It was noted that feedback from stakeholders following the budget consultation and the CEO’s introductory meetings would be provided at the July meeting.

Minute 6/1005d – industry steering group
It was noted that invitations had been issued to consumer group representatives to join a consumer steering group.

Action The secretary will circulate the invitation list to the board

4/1006 Payment protection insurance (PPI)

The decisions director reported that the FSA was continuing to consider the responses to its consultation about its guidelines and the next steps. He added that he and the CEO were continuing to discuss a range of options with the FSA that would deliver a resolution for consumers.

Whilst recognising that the regulatory approach was a matter for the regulator and not the Ombudsman Service, the board discussed the potential models under consideration to assess the implications for the Service of each option. It concluded that the Service's priority should be to ensure that, where it had influence, the solution needed to be in alignment with the Service's principles. It was agreed that the risks of the different options needed to be clearly understood and assessed.

5/1006 Priorities for the year 2010/11

fos/10/06/05

The head of planning & analysis introduced a schedule of key priorities for the current year. He explained it was derived from the Service's values and corporate plan & budget 2010/11. He added that progress reports would be provided to the board on a quarterly basis.

During a discussion about the plan, it was confirmed that in future years it would be submitted to the board for discussion and iteration at an earlier stage in the planning cycle. The board queried whether the milestones and deliverables were sufficiently quantified and it was confirmed that greater detail would be provided as the system developed, but that the type of developmental goals specified did not always lend themselves to detailed quantification.

The board welcomed the recent appointment of a staff engagement specialist who would ensure staff were fully involved in the plans.

The CEO confirmed that the executive's individual objectives were linked to the relevant priorities and that they would be accountable for them.

6/1006 Directors' fees

The non-executive directors discussed this item without any members of the executive being present.

The board considered proposals that had been made to increase their remuneration. Whilst agreeing that the new levels should be regarded as the rate for their roles in the future, it was decided that it would be inappropriate to accept an increase in their fees in 2010/11 and that board members should continue to be paid at their current rates.

There being no other business, the meeting ended at 4.00pm