

MINUTES

MINUTES of the meeting of the directors, held on Wednesday 23 September 2019 at 11.00

Present	Zahida Manzoor (ZM)	Chair of the board
	Gerard Connell (GC)	Director
	Alan Jenkins (AJ)	Director
	Sienna Veit (SV)	Director
	Jenny Watson (JW)	Director
	Diana Warwick (DW)	Director
In attendance	Caroline Wayman (CW)	Chief executive & chief ombudsman
	Julia Cavanagh (JC)	Chief finance officer
	Annette Lovell (AL)	Director of engagement
	Caroline Nugent (CN)	Director of HR&OD
	Garry Wilkinson (GW)	Principal ombudsman & director of new services
	Richard Thompson (RT)	Principal ombudsman & director of quality
	Caroline Wood (CWoo)	Horizons' portfolio director
	Alison Hoyland (AH)	Board secretary
Megan Webster (MW)	Policy and communications manager	

1-4/1909 Board and committee meetings:

The Board:

- approved the note of the board meeting held on 15 July 2019. AH would follow up on the outstanding action to circulate the updated schedule of matters reserved for the board.

Matters arising

Matters arising were picked up in the main substantive business before the board.

Chief ombudsman and chief executive's update

The chief executive and chief ombudsman provided a high-level summary of casework developments and priorities to inform the strategy away day discussions and in turn the more detailed review of the service's operational performance at the October board. The update also included a summary overview of key external and internal engagement and litigation work during the period since the previous board meeting.

Overall the service had seen fewer cases than forecast which was mainly attributed to lower numbers of PPI cases. However, the board noted that financial businesses and claims management companies had reported seeing significantly more cases than forecast in the weeks running up to, and on the day of, the PPI deadline which was likely to mean that the service would see higher numbers in the second half of the year. In a similar vein, the service itself had experienced considerably higher call volumes and post enquiries in recent weeks and on the deadline day, and the board noted its thanks to staff for the hard work and commitment in pulling together to respond to the demands for its help.

The service continued to see volatility in relation to the pay day lending market. As well as the operational impact and consequences for consumers, the board noted the potential financial impact on the service in relation to outstanding case fees that may not be recovered.

The service would continue to keep in close contact with the FCA to share what it was seeing and the impact on its operations, to help inform wider thinking and regulatory considerations.