

## MINUTES

MINUTES of the meeting of the directors, held on Monday 21 September 2020 at 16.45

<b>Present</b>	Zahida Manzoor (ZM)	Chair of the board
	Gerard Connell (GC)	Director
	Alan Jenkins (AJ)	Director
	Heather Lauder	Director
	Jenny Watson (JW)	Director
	Graham Brammer (GB)	Director
<b>In attendance</b>	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
	Nicola Wadham (NW)	Chief Information Officer
	Garry Wilkinson (GW)	Principal ombudsman & director of investigation
	Richard Thompson (RT)	Principal ombudsman & director of quality
	Yvette Bannister (YB)	General Counsel
	Alison Hoyland (AH)	Board secretary
	Megan Webster (MW)	Policy and communications manager

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### 1-2/2009 Board and committee meetings:

The Board approved the minute of the July board meeting.

#### Matters arising

The board noted that FCA oversight committee would be chaired by Richard Lloyd going forward.

Approval for the final two new non-executives had been submitted to the FCA board, which was due to meet on 7 October.

#### Chief ombudsman and chief executive's update

The board noted the chief ombudsman and chief executive's updated and associated annexes.

### 3/2009 Strategic review of quality

fos/20/09/03

The board noted the update on the strategic review of quality and that this would come back for substantive discussion to the board on 24 November.