

**Minutes of the forty fifth meeting of the  
Office for Legal Complaints (OLC)**

**Monday 10 September 2013  
11.30 – 12.30**

**Austin Court, Birmingham**

**Present:**

Elizabeth France	Chair
Tony Foster	Member
David Thomas	Member
Professor Mary Seneviratne	Member
Margaret Doyle	Member
Rosemary Carter	Member
Karen Silcock	Member
Maureen Vevers	Member

**In attendance:**

Adam Sampson	Chief Ombudsman
Rob Hezel	Chief Operating Officer
Alison Robinson	Head of Policy and Communications
Freda Sharkey	General Counsel

**Apologies:**

None

**Board Secretary:**

Vanessa Jane                      Executive Assistant to the Chair and Chief Legal Ombudsman

**Item 1 - Welcome and preliminary issues**

1. The Chair welcomed and thanked attendees for their hard work over the summer.
2. The quorum requirements for the committee meeting were met.
3. Margaret Doyle declared an interest in the QUM papers.

**Item 2 - Minutes of previous meeting**

4. The minutes of the meeting of 15 July 2013 were reviewed with a request for amendments.

**Item 3 - Matters arising and action points**

5. Members noted those agenda items where action had been completed and received an update on other points.

#### **Item 4 - Comments received regarding items presented for information**

6. The items presented for information were noted. No comments had been received in advance of the meeting for circulation.

#### **Item 5 - Chief Ombudsman's report**

7. The Chief Ombudsman's report was noted and questions were put forward to the Chief Ombudsman. In response to these questions the Chief Ombudsman confirmed that the redundancy exercise, although unpleasant, had gone well with only two outstanding redundancy agreements awaiting signature. The Chief Operating Officer informed the Board that the cost saving exercise has put LeO on track to meet the unit cost target. The Chief Ombudsman thanked Katherine Sherrington, Head of Service and the Human Resources team for all their hard worked during this difficult period.

#### **ACTION**

- The Chair would like a letter sent from her or the Chief Ombudsman to the LSB informing them of the recent developments.

#### **Item 6 - Chief Operating Officer's report**

8. The Chief Operating Officer's report was noted and in response to questions from members the Chief Operating Officer confirmed:
  - All finances are on track to hit budget.
  - The Chair congratulated the Chief Operating Officer on the successful IT procurement and gaining permission from the Board. It was a large piece of work which was swiftly executed with no foreseeable issues.

#### **Item 7 - KPI report**

9. Members noted that the time taken for Ombudsmen decisions was increasing. The Chief Ombudsman informed the Board that this was due to the restructure of Ombudsmen and that this would be reversed over the coming months.
10. The Chief Operating Officer assured the Board that the new telephony system, which is being rolled out during October, will help to increase service levels.

#### **Quality KPI**

11. There was a lengthy discussion regarding quality information and how it was to be used. It was felt by all that the new process was too limited and more information should be made available. The Chief Operating Officer was asked to come back to the Board with a revised proposal.

#### **ACTION**

- The Chief Operating Officer is required to approach the Board at the next meeting with a revised proposal.

**Item 8 - Any other business**

12. There were no other matters arising.

**Next meeting**

13. The next OLC meeting will be held on 21 October 2013, venue to be confirmed.