

Minutes of the seventh meeting

Office for Legal Complaints (OLC) Remuneration & Nomination Committee

Wednesday 13 May 2010

10.30am – 1.30pm

Victoria House, Southampton Row, London, WC1B 4AB

Present:

Rosemary Carter (Chair)
Tony Foster (Member)
Margaret Doyle (Member)

In attendance:

Adam Sampson – Chief Ombudsman
Lesley Hancock – Head of HR
Liz Shepherd – Operations Director

Board Secretary:

Sarah Pickering

Preliminary issues:

The quorum requirements for the meeting were met.

Item 1 – Welcome and apologies

1. No apologies were received.

Item 2 – Minutes of previous meeting

2. The minutes of the meeting of 8 March were approved

Item 3 – Matters arising & action points

3. The Chair requested clarification on whether a decision had been made regarding the administration of payroll. Lesley confirmed that we were looking at alternatives including a bureau solution linked to our preferred HR system.

Item 4 – Sample job descriptions

4. At the request of the Chair this was discussed last.

A sample of job descriptions were reviewed and suggestions for amendments were made. It was agreed that these are to be incorporated before reissue.

ACTION:

- Head of HR / Secretary to update job descriptions as agreed and to reissue for information only.

Item 5 – Recruitment Update

5. The Head of HR gave an overview of the current status of the recruitment programme. Numerical response to the campaigns so far has been good. However there has been an issue with the quality of candidates for Operations Managers. Lessons have been learned and incorporated. A second campaign with an updated job description will be undertaken and general feedback issued to candidates via the website.
6. It was noted that for timing reasons LCS candidates missed the opportunity to apply for other roles after being unsuccessful for the Operations Manager role; this will also likely be the case for other roles. In order to access this pool of skilled candidates the LCS staff will be given an opportunity to reapply in a one off campaign. The LCS will provide further training for their staff.

ACTION

- Head of HR / secretary to distribute current versions of the Recruitment Calendar and Application to Offer statistics to the Committee and to schedule regular updates.

Item 6 – Pay Remit

7. The Director of Operations presented the pay and performance document for operational and support functions which she is going to discuss with the Ministry of Justice in preparation for developing the pay remit submission.

Annual pay increases for functional roles are to be determined using a matrix linking performance and a salary position in a pay range.

The pay and performance approach was approved in principle.

ACTIONS

- Head of HR / secretary to circulate the pay bands for all roles
- KPIs to be confirmed by go-live date (and to be subsequently reviewed)
- The Chair and Chief Ombudsman to discuss salaries for current staff for the current pay year.

Item 7 – Training

8. The Chief Ombudsman and Director of Operations gave an update on the current status of the training programme which will consist of:
 - legal training provided by Northumbria University;
 - ombudsman training provided Queen Margaret University;
 - training on the IT equipment provided by 2e2; and
 - Legal Ombudsman training which would be provided in-house and outsourced specialists.

Tribal are undertaking a training needs analysis and presenting programme proposals to the EMT for approval. It is expected to be a 6 week programme.

The Chair suggested that it might be worthwhile contacting Ventura who run the child maintenance options service for the Child Maintenance and Enforcement Commission.

ACTIONS:

- Remco to receive a copy of the training plan when agreed and to be invited to attend any of the courses.

Item 8 – Annual Report

9. The first draft of the Remco annual report was discussed and it was agreed that needed to be reviewed.

ACTIONS:

- Remco to review after the discussion at the Board meeting on 17 May and feedback comments to Chair.

Item 9 – Dates of next meetings

10. The dates of the next two meetings are to be confirmed by the Chair after the May Board meeting taking into account the recruitment schedule and the need to provide expected salary costs for the July Board.

Item 10 – Any other business

11. There was no other business.

Item 11 – Next meeting

12. The next meeting will be held on 14 June 2010.

Sarah Pickering
Secretary
Date 14/05/10