

Minutes of the eighth meeting

Office for Legal Complaints (OLC) Remuneration & Nomination Committee

Monday 14 June 2010 10.00am – 11.00pm

Meeting conducted by conference call

Present:

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

In attendance:

Lesley Hancock – Head of HR
Liz Shepherd – Director of Operations

Apologies

Adam Sampson – Chief Ombudsman
Sarah Pickering – Committee Secretary

Preliminary issues:

The quorum requirements for the meeting were met.

Item 1 – Welcome and apologies

1. Apologies from Adam Sampson and Sarah Pickering were received.

Item 2 – Minutes of previous meeting

2. The minutes of the meeting of 13 May were reviewed. The Chair asked that the wording of one phrase be reviewed to more closely reflect the conversation. The rest of the minutes were approved.

Item 3 – Matters arising & action points

3. The actions and matters arising were reviewed. A member of the committee requested clarification on the reporting requirements for senior staff salaries. The Chair undertook to consult with the Chair of the Board to agree an approach, the members of the committee expressed a preference for transparency.
4. The Director of Operations reported that a technical solution was being developed for the timing of pay reviews which would address the potentially long time before a first pay review. The Committee asked that this be brought to the next meeting for approval.
5. The Chair confirmed that the Remuneration Committee Annual report had been updated to reflect the comments of committee members and circulated to the wider Board.

ACTION:

- Chair to consult with Chair of the Board on publication of Senior salaries.
- Director of Operations to review timings of pay award and bring proposal to the committee at its next meeting

Item 4 – Update on Commencement Orders

The Chair updated the Committee on the situation.

Item 5 – Recruitment Update

6. The Director of Operations gave an overview of the current status of the recruitment programme. A short paper outlined the implications for headcount numbers and monthly salary between June and January 2011 as recruitment of Operations roles begins in earnest. The forward programme of Selection centres was outlined.
7. A member of the committee asked for clarification on the special provisions being made for candidates from legacy complaints handling bodies, and this was given. Numerical response to the campaigns so far has continued to be good.
8. A member of the committee asked for information on the diversity profile of candidates. The Head of HR confirmed that this information is requested from candidates as part of the online application process, and that HR are currently

satisfied with the profile of candidates. The committee asked to be provided with a breakdown at the next meeting.

9. The committee asked for an update on the performance of Tribal Consulting who are providing recruitment services. The Head of HR confirmed that the Executive are broadly happy with the performance of Tribal, but that the true test of the work will be when the bulk recruitment starts.

ACTION

- Head of HR / committee secretary to provide regular updates on the progress of the recruitment.
- Head of HR / Director of Operations to flag up any issues that arise during the process.
- Head of HR / committee secretary to provide diversity statistics at next meeting.

Item 6 – Dates of next meetings

10. The date of the next meeting on 6 July 11:00 – 14:00 at Baskerville House was confirmed.

Item 7 – Any other business

11. There was no other business.

Lesley Hancock
Head of HR
Date 14/06/10