

Agenda: 30 June 2022

For the 121th Meeting of the Office for Legal Complaints

13:00 onwards

By Video Call

Any comments to be tabled in respect of the papers or items for AOB are to be forwarded to the Board Secretary by noon, 28 June 2022 (please email: kay.kershaw@legalombudsman.org.uk)

Item presented for information			Paper number		Sponsor
Board forward plan			121.0		Board Secretary
Item	Timing	Item information	Paper number	Action	Sponsor
Board meeting closed session					
	13:00 (30 mins)	Private NED Session – verbal			
	13:30 (30 mins)	Private NED session with Chief Ombudsman			
	14:00 (15 mins)	Break			
Board meeting open session					
Governance and related items					
1	14:15 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
2	14:20 (10 mins)	Approval of previous minutes: Board meeting 26 May 2022	121.1	Approval	Elisabeth Davies
3	14:30 (10 mins)	Matters arising and actions from previous meetings.	121.2	Update	Elisabeth Davies

Performance Review and Scrutiny					
4	14:40 (20 mins)	Executive report	121.3	Assurance / Update	Paul McFadden
5	15:00 (30 mins)	Annual Report and Accounts 2021/22, final sign off	121.4	Approval	Paul McFadden and Laura Stroppolo
Strategy and Planning					
6	15:30 (20 mins)	2023-24 Budget: Programme Plan	121.5	Update	Laura Stroppolo
7	15:50 (15 mins)	Strategy Timing	121.6	Input	Elisabeth Davies
	16:05 (10 mins)	BREAK			
Governance and related items					
8	16:15 (10 mins)	Transparency reports to include: Board Member Register of Interests. Ombudsman and Senior Managers' Register of Interests Gifts and Hospitality report. Board Members and Senior Manager Expenses Report.	121.7	Approval	Kay Kershaw
9	16:25 (5 mins)	Board paper redactions and non-disclosure report	121.8	Approval	Kay Kershaw
10	16:30 (5 mins)	Board effectiveness – June meeting	Verbal	Input	Elisabeth Davies
11	16:35 (5 mins)	Any other business	Verbal	Input	All
	16:40	Close			

2022 OLC Board and Committee Meeting Dates:

Date	Meeting Type	Papers to be issued	Office / MS Teams
Monday 10 January	ARAC meeting	Monday 3 January	
Wednesday 26 January	Board Meeting	Wednesday 19 January	
Tuesday 8 February	RemCo And Joint staff Council mtg	Tuesday 1 February	
Friday 11 February	Board meeting	Friday 4 February	
Thursday 24 February	Board workshop	Thursday 17 February	
Monday 7 March	ARAC meeting	Monday 28 February	
Thursday 31 March	Board meeting	Thursday 24 March	
Wednesday 27 April	Extra-Ordinary Board Meeting	20 April 2022	
Monday 9 May	ARAC meeting	Friday 29 April	
Thursday 26 May	Board meeting	Thursday 19 May	
Tuesday 14 June	RemCo meeting	Tuesday 7 June	
Thursday 30 th June	ARAC meeting	Thursday 23 June	MS Teams
Thursday 30 th June	Board Meeting	Thursday 23 June	MS Teams
Thursday 14 July	Board seminar	Thursday 7 July	LeO Office
Thursday 15 September	Board seminar/ Board meeting	Thursday 8 September	LeO Office
Monday 3 October	ARAC meeting	Monday 26 September	MS Teams
Thursday 20 October	Board meeting	Thursday 13 October	LeO Office
Tuesday 15 November	RemCo meeting	Tuesday 8 November	MS Teams
Wednesday 15 December	Board meeting	Wednesday 8 December	LeO Office