

Agenda: 26 April 2023

For the 126th Meeting of the Office for Legal Complaints

09:15 – 16:00

Any comments to be tabled in respect of the papers or items for AOB are to be forwarded to the Board Governance Manager by noon, 24 April 2023.

As part of the Externally commissioned Board effectiveness review, this meeting will be observed by a representative from Campbell-Tickell.

Item presented for information		Paper number	Sponsor		
Board forward plan		126.0	Board Secretary		
Horizon Scan		126.14	Sarah Gilbert		
Item	Timing	Item information	Paper number	Action	Sponsor
Board meeting closed session					
09:15 (30 mins)	Private NED Session – verbal				
09:45 (30 mins)	A pre-Board seminar with LGBTQ+ Staff Network.				
10:15 (15 mins)	Break				
Board meeting open session					
Governance and related items					
1	10:25 (10 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
Experiencing LeO					
2	10:35 (15 mins)	Independent Service Complaint Adjudicator's annual report	126.1	Assurance / Update	Susan Bradford
Governance and related items					
3	10:50 (10 mins)	Approval of previous minutes:	126.2	Approval	Elisabeth Davies

		<ul style="list-style-type: none"> Board meeting 25 January 2023 RemCo meeting 24 November 2022 			
4	11:00 (10 mins)	Matters arising and actions from previous meetings.	126.3	Update	Elisabeth Davies
Performance Review and Scrutiny					
5	11:10 (20 mins)	Executive report	126.4	Assurance / Update	Paul McFadden
6	11:30 (15 mins)	Performance dashboard - quarter three reporting: Operational Performance	126.5	Assurance / Update	David Peckham
7	11:45 (15 mins)	Performance dashboard - quarter three reporting: Quality and Service		Assurance / Update	Steve Pearson
8	12:00 (10 mins)	Performance dashboard - quarter three reporting: Finance		Assurance / Update	Michael Letters
	12:10 (10 mins)	Break			
9	12:20 (15 mins)	Performance dashboard - quarter three reporting: People		Assurance / Update	Debra Wright
10	12:35 (10 mins)	Update on the RemCo meeting held on 27 March 2023	n/a	Verbal	Alison Sansome
Experiencing LeO / OLC					
11	12:45 (15 mins)	Civil service people survey	126.6	Assurance / Update	Debra Wright
	13:00 (45 mins)	LUNCH WITH STAFF Board members to have photographs taken.			
12	13:45 (10 mins)	Update on Scheme Rules changes	126.7	Assurance / Update	Steve Pearson
Strategy and Planning					
13	13:55 (15 mins)	2023/24 Budget and business plan: lessons learned	126.8	Assurance / Update	Laura Stroppolo
14	14:10 (30 mins)	Annual report and accounts 2022/23: first draft	126.9	Assurance / Update	Laura Stroppolo /

					Steph Godbold
15	14:40 (20 mins)	2024/27 OLC strategy: follow up from the February Board workshop	126.10	Update / discussion	Paul McFadden / Laura Stroppolo
	15:00 (10 mins)	BREAK			
16	15:10 (20 mins)	Board effectiveness update: <ul style="list-style-type: none"> • Themes from annual Board member reviews • What the OLC skills audit tells us 	126.11	Update	Elisabeth Davies
Governance and related items					
17	15:30 (10 mins)	Transparency reports: <ul style="list-style-type: none"> • Board member register of interests • Senior manager and ombudsman register of interests • Gifts and hospitality • Board member and senior manager expenses 	126.12	Approval	Kay Kershaw
18	15:40 (5 mins)	Board paper redactions and non-disclosure report	126.13	Approval	Kay Kershaw
19	15:45 (10 mins)	Board effectiveness – April meeting	Verbal	Input	Elisabeth Davies
20	15:55 (5 mins)	Any other business	Verbal	Input	All
	16:00	Close			

2023 OLC Board and Committee Meeting Dates:

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Monday 16 January	ARAC	Monday 9 January	MS Teams
Tuesday 10 January	P&Q Task and Finish Group	Friday 6 January	MS Teams
Wednesday 25 January	Board	Wednesday 18 January	LeO Office
Thursday 16 February	Board Workshop	Thursday 9 February	LeO Office
Wednesday 15 March	RemCo	Wednesday 8 March	LeO Office
Wednesday 26 April	Board	Wednesday 19 April	LeO Office
Monday 15 May	ARAC	Monday 8 May	MS Teams
Thursday 15 June	ARAC	Thursday 8 June	LeO Office
Thursday 15 June	Board	Thursday 8 June	LeO Office
Thursday 20 July	Board	Thursday 13 July	LeO Office
Thursday 21 September	Board Workshop	Thursday 14 September	LeO Office
Monday 2 October	ARAC	Monday 25 September	MS Teams
Wednesday 18 October	Board	Wednesday 11 October	LeO Office
Thursday 16 November	RemCo	Thursday 9 November	MS Teams
Thursday 14 December	Board	Thursday 7 December	LeO Office

2024 Board and Committee Meeting Dates:

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Monday 15 January	ARAC	Monday 8 January	MS Teams
Tuesday 30 January	Board	Tuesday 23 January	LeO Office
Tuesday 27 February	Workshop	Tuesday 20 February	LeO Office
Wednesday 20 March	RemCo	Wednesday 6 March	MS Teams
Wednesday 20 March	RemCo / Staff Council	N/A	MS Teams
Thursday 25 April	Board	Thursday 18 April	LeO Office
Monday 20 May	ARAC	Monday 13 May	MS Teams
Thursday 13 June	ARAC	Thursday 6 June	LeO Office
Thursday 13 June	Board	Thursday 6 June	LeO Office
Thursday 25 July	Board	Thursday 18 July	LeO Office
Thursday 26 September	Workshop	Thursday 19 September	LeO Office
Monday 14 October	ARAC	Monday 7 October	MS Teams
Thursday 24 October	Board	Thursday 17 October	LeO Office
Thursday 21 November	RemCo	Thursday 14 November	MS Teams
Wednesday 18 December	Board	Wednesday 11 December	LeO Office
Thursday 14 December	Board	Thursday 7 December	LeO Office