Agenda: 30 January 2024

For the 131st Meeting of the Office for Legal Complaints

09:15 – 14:45

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, 26 January 2024.

Item presented for information	Paper number	Sponsor
Board forward plan	**131.0**	Kay Kershaw
Horizon Scan	**131.11**	Sarah Gilbert

Item	Timing	Item information	Paper number	Action	Sponsor
		Board meeting closed session			
	09:15 (30 mins)	Private NED session			
	09:45 (30 mins)	A pre-Board session with the Chief Ombudsman			
	10:15 (15 mins)	**Break**			
		Board meeting open session			
		Governance and related items			
1	10:30 (5 mins)	Welcome attendees, apologies and declarations of interest.	**n/a**	Note	Elisabeth Davies
		Strategy and Planning			
2	10:35 (15 mins)	Planning update on the Performance Sub-Group meeting held on 10 January 2024 and what this means for approving the Business Plan, Budget and Strategy.	**131.1**	Assurance / Update	Martin Spencer

3	10:50 (10 mins)	Update on the ARAC meeting held on 15 January 2024 and what this means for approving the Business Plan, Budget and Strategy.	**131.2**	Assurance / Update	Hari Punchihewa
4	11.00 (40 mins)	2024/25 Budget, Business Plan and 2024/27 OLC Strategy: • Consultation feedback • Approval for Submission to the LSB	**131.3**	Approval	Paul McFadden, Laura Stroppolo and Steph Godbold
5	11:40 (35 mins)	EDI Update: • EDI strategy – year 1 action plan progress • External EDI benchmarking update (workforce data/customer data capture rates) • External EDI networking update • Race Equality Week • Social mobility	**131.4**	Assurance / Update	Mark Persard
12:15 (10 mins)	**Break**				
Performance review
6	12:25 (15 mins)	Chief Ombudsman's Report	**131.5**	Assurance	Paul McFadden
7	12:40 (30 mins)	Integrated performance dashboard. • Where we are with the Agreed Data Set	**131.6**	Assurance	Executive Team
13:10 (50 mins)	**Lunch**				
Performance review
8	14:00 (15 mins)	Scheme Rules update	**131.7**	Assurance / Update	Steve Pearson
Governance and related items

9	14:15 (5 mins)	Quarterly Transparency Publications reporting: • Board Register of Interests • Ombudsman and Senior Manager Register of Interests • Gifts and Hospitality Report • Ombudsman and Senior Manager expenses report	**131.8**	Approval	Kay Kershaw
10	14:20 (5 mins)	Previous minutes, previous actions and matters arising, Including: • Board meeting 14 December 2023 • ARAC meeting 2 October 2023	**131.9A** **131.9B**	Approval	Elisabeth Davies
11	14:25 (5 mins)	Board paper redactions and non-disclosure report	**131.10**	Approval	Kay Kershaw
12	14:30 (5 mins)	Board effectiveness: feedback on meeting	**Verbal**	Input	Elisabeth Davies
13	14:35 (10 mins)	Any other business	**Verbal**	Input	All
	14:45	**Close**			

2024 Board and Committee Meeting Dates:

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Wednesday 10 January	Performance Sub-Group	Wednesday 3 January	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 13 March	MS Teams
Wednesday 20 March	RemCo / Staff Council	Wednesday 13 March	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
July TBC	Performance Sub-Group	TBC	TBC
Thursday 25 July	Board	Thursday 18 July	LeO Office
September TBC	Performance Sub-Group	TBC	TBC
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

2025 Board and Committee Meeting Dates:

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
January TBC	Performance Sub-Group	TBC	TBC
Monday 13 January	ARAC	Monday 6 January	MS Teams
Wednesday 29 January	Board	Wednesday 22 January	LeO Office
Thursday 27 February	Board Workshop	Thursday 20 February	LeO Office
Thursday 20 March	RemCo	Thursday 13 March	MS Teams
Tuesday 29 April	Board	Tuesday 22 April	LeO Office
Monday 19 May	ARAC	Monday 12 May	MS Teams
Wednesday 18 June	ARAC	Wednesday 11 June	LeO Office
Wednesday 18 June	Board	Wednesday 11 June	LeO Office
July TBC	Performance Sub-Group	TBC	TBC
Thursday 24 July	Board	Thursday 17 July	LeO Office
September TBC	Performance Sub-Group	TBC	TBC
Thursday 25 September	Board Workshop	Thursday 18 September	LeO Office
Monday 6 October	ARAC	Monday 29 September	MS Teams
Wednesday 22 October	Board	Wednesday 15 October	LeO Office
Thursday 20 November	RemCo	Thursday 13 November	MS Teams
Wednesday 17 December	Board	Wednesday 10 December	LeO Office