

**Minutes of the fortieth meeting of the
Office for Legal Complaints (OLC)
Monday 19 November 2012
11.30am – 15.30pm
Baskerville House, Birmingham**

Present:

Elizabeth France, Chair
Tony Foster, member
Professor Mary Seneviratne, member
Margaret Doyle, member
Maureen Vevers, member
Rosemary Carter, member
Karen Silcock, member
David Thomas, member

In attendance:

Adam Sampson, Chief Ombudsman
Gary Garland, Deputy Chief Ombudsman
Rob Hezel, Director of Finance and Business Services
Liz Shepherd, Director of Operations
Sam Berrisford, Interim Head of Policy and Communications

Apologies:

None

Board Secretary:

Andy Taylor

Preliminary issues:

The quorum requirements for the Board meeting were met.

There were no declarations of interest.

Item 1 – Welcome and apologies

1. The Chair welcomed those in attendance.

Item 2 – Minutes of previous meeting

2. The minutes of the meeting of 22 October 2012 were approved for publication.

ACTIONS

- The Secretary to publish the approved minutes of the meeting held on 22 October 2012.

Item 3 – Matters arising & action points

3. Members noted those items where action had been completed and that others were included as agenda items. No further comments were received.
4. The Interim Head of Policy and Communications updated members in respect of customer satisfaction and CIE recommendation developments; advising reports will be presented at the January meeting.

ACTIONS

- The Secretary to include time on the January agenda to consider reports in respect of customer satisfaction and CIE recommendations.

Item 4 – Comments received regarding items presented for information.

5. The items presented for information were noted. No comments had been received in advance of the meeting for circulation.
6. The Chief Ombudsman's report was tabled. In discussion, members were provided with further details of the recent 'premature contacts pilot', which was following up cases raised too soon for consideration. In discussing staff recruitment and retention it was noted that a staff exit report had been tabled at the November RemCo meeting and nothing of concern had been identified.
7. The Director of Finance and Business Services advised members that the corporate risk register has been updated to reflect the OLC's risk 'appetite' following the session on this topic at the September strategy meeting.
8. Members noted the tabled finance and register of interests reports. No questions were raised. The register of interests report was approved for publication on the LeO website.

ACTIONS

- The Secretary to publish the register of interests report on the LeO website.

Item 5 – KPI report and update on ombudsman casework

9. Members discussed the KPI report. The Director of Finance and Business Services advised members the quality indicator was currently under review. This had been discussed at the recent quarterly meeting with the LSB who were content with the proposal.

Item 6 – Quality update

10. Members were provided with an update in respect of developments in the quality team. In response to questions, members were advised the next quality report was due in February 2013. This update will include details of developments following the recent internal audit report.

Item 7 – Scheme rules and CMC update

11. The Interim Head of Policy and Communications advised members the formal response to the scheme rules consultation will be published on the main website immediately following the meeting.
12. Members were advised that a Freedom of Information request has been received in respect of the scheme rules publications and this will be dealt with in accordance with the published procedure. Members requested the Executive to provide a summary of tabled papers in order that this may be included in the published minutes in future.
13. The Chief Ombudsman provided members with statistical projections and an update in respect of developments regarding the funding arrangements for the proposed CMC complaint handling work.

ACTIONS

- All future OLC papers are to be accompanied by a publishable summary for the Secretary to include in the minutes.

Item 8 – 2013 – 2016 Business and strategic plan

14. Members noted the tabled paper had been issued to the LSB for comment at their November meeting. Subject to minor amendments, and any comments from LSB or the MoJ members approved the paper for publication as part of the previously agreed consultation process.

ACTIONS

- The Interim Head of Policy and Communications to publish the approved draft business and strategic plan for wider consultation during week commencing 3 December 2012.

Item 9 – Publishing decisions

15. The Interim Head of Policy and Communications advised members there were no exceptional circumstances to bring to the attention of members in respect of the quarterly publication of data naming lawyers.
16. Members provided feedback to the Executive in respect of the example cases tabled for separate publication. Members agreed the examples displayed the required characteristics, however further background work was required before proceeding. For example; providing a copy of the proposed wording to be published and details of the process to be followed. The latter must include an opportunity for the lawyer to make any representations and if made, presented to the OLC for consideration.

ACTIONS

- The interim Head of Policy and Communications to publish the quarterly data in respect of the quarterly publication of data naming lawyers.
- The Executive to represent the sample cases, providing a copy of the proposed wording to be published and details of the process to be followed.

Item 10 – Any other business

17. Members noted that an informal meeting will take place after the December meeting, inviting all staff who have contributed to OLC meetings during the year.

ACTIONS

- The Secretary to confirm details of the informal meeting as soon as possible.

Next meeting

18. The next OLC meeting will be held on 17 December 2012 at Baskerville House.

Andy Taylor
Board Secretary
26 November 2012