

<i>Meeting</i>	OLC	<i>Agenda Item No.</i>	2
		<i>Paper No.</i>	99.1
<i>Date of meeting</i>	24 October 2019	<i>Time required</i>	5 Minutes

<i>Title</i>	Executive Report
<i>Sponsor</i>	Rebecca Marsh, Chief Ombudsman
<i>Status</i>	OFFICIAL
<i>To be communicated to:</i>	Members and those in attendance

Executive summary
<p>This paper updates Board on key issues from the Chief Ombudsman.</p> <p>Performance and finance updates are covered in separate items on today's Board agenda.</p> <p>Appendix 1 provides a summary of the Chief Ombudsman and Chair's engagement with key stakeholders.</p>
Recommendation/action required
Board is asked to NOTE the issues highlighted in the paper.

24 October 2019

Executive report

1. Period since last Board

The Chief Ombudsman and senior team continue to focus on improving the customer experience through driving improvement in delivery and reducing the front-end wait.

The positive trajectory on delivery continues – with only a 2% variance at the end of September between closures to date and delivery plan. The greater consistency month on month in team performance delivers increasing levels of confidence in the overall sustainability of business performance.

The plan and work undertaken on the pre assessment pool continues to drive the steady decrease seen in previous months, with a reduction from 3217 at the start of the year to 1828 at the end of September. This all results in improved customer experience week on week.

The senior team are also engaged in detailed planning for the next three years, including work on the budget, business plan and people plan to drive the continuous improvement in our service.

The continuing roll out of the quality and feedback model, and the success of the recent recruitment campaigns, support the levels of confidence in maintaining the trajectory.

The improvement is also reflected across our KPI framework with only 4 of the 10 external KPIs still showing some amber or red in their profile.

The Service Complaints Adjudicator's report features on today's agenda. Service complaints as a percentage of closures for the first 6 months of the year are down from 3% last year to 2.7% this year. Many of the complaints flowing through to final stages relate to our transition period – 2017 & 2018 and a large number of those relate to delays and communications from that period.

The extensive scrutiny and oversight of LeO remains a significant feature of senior level activity, with frequent engagement with MoJ policy team, MoJ ALB team and LSB Officers.

Appendix 1 summarises stakeholder engagement by Chair and CO since the last paper.

Appendix 1 – list of key external meetings and events

Date	Meeting/engagement activity	Scope/key issues
27 /9/19	Chair attended a meeting with Helen Phillips, Chair of the Legal Services Board	Regular quarterly meeting
07/10/2019	CO attended a meeting with Matthew Hill CEO of the Legal Services Board	Introductory meeting
07/10/2019	CO met with Alison Wedge Deputy Director of MoJ	Informal catch up meeting post ARAC
09/10/2019	CO attended Professor Mayson Briefing re interim report at UCL	UCL Briefing
11/10/2019	CO met with Linda Lee, Chair of Regulatory Process Committee of the Law Society	Discovery session
11/10/19	Chair attended the Public Chair's Forum	Delivered a presentation on managing the move from Private to Public Sector.
15/10/2019	CO and DCS attended OLC/MoJ Business Assurance	OLC / MoJ Business Assurance Meeting