

Agenda: 26 May 2022

For the 120th Meeting of the Office for Legal Complaints

09:00 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, 24 May 2022 (please email: kay.kershaw@legalombudsman.org.uk)

Item presented for information	Paper number	Sponsor
Board forward plan	120.0	Board Secretary
Horizon Scan	120.13	Sarah Gilbert

Board meeting open session					
Governance and related items					
1	09:00 (5 mins)	Welcome attendees, apologies, declarations of interest and matters arising.	n/a	Note	Elisabeth Davies
Performance Review and Scrutiny					
2	09:05 (15 mins)	Executive report	120.1	Assurance / Update	Paul McFadden
3	09:20 (40 mins)	Performance Report People Report Reducing the backlog	120.2A 120.2B 120.2C	Assurance / Update	Sandra Strinati and Debra Wright Luke Hutchinson, Deb McIntyre and David Peckham
Strategy and Planning					
4	10:00 (25 mins)	Agreed Data Set – review of performance reporting	120.3	Update	Luke Hutchinson

	10:25 (10 mins)	BREAK			
5	10:35 (15 mins)	Scheme Rules changes	120.4	Approval	Steve Pearson
Performance Review and Scrutiny					
6	10:50 (10 mins)	Update on ARAC meeting held on 9 May 2022	Verbal	Assurance / Update	Harindra Punchihewa
7	11:00 (10 mins)	Annual Report and Accounts 2021/22: Update on Progress	120.5	Assurance / Update	Laura Stroppolo and Steph Goldbold
8	11:10 (15 mins)	Finance report	120.6	Assurance / Update	Michael Letters
Governance and related items					
9	11:25 (20 mins)	Board effectiveness review, to include update on ARAC effectiveness.	120.7	Update	Elisabeth Davies
	11:45 (10 mins)	BREAK			
Strategy and Planning					
10	11:55 (10 mins)	2022/23 Budget and Business Plan: Lessons learned	120.8	Assurance / Update	Laura Stroppolo
Experiencing LeO					
11	12:05 (10 mins)	Service Complaint Adjudicator's Annual Report 2021/22	120.9	Assurance	Susan Bradford
Governance and related items					
12	12:15 (10 mins)	Approval of previous minutes: <ul style="list-style-type: none"> • Board meeting 31 March 2022 • Extra Ordinary Board meeting 27 April 2022 • ARAC meeting 7 March 2022 	120.10	Approval	Elisabeth Davies
13	12:25 (10 mins)	Actions from previous meetings.	120.11	Update	Elisabeth Davies

14	12:35 (5 mins)	Board paper redactions and non-disclosure report	120.12	Approval	Kay Kershaw
15	12:40 (10 mins)	Board effectiveness – May meeting	Verbal	Input	Elisabeth Davies
16	12:50 (5 mins)	Any other business	Verbal	Input	All
	12:55	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	MS Teams
Tuesday 14 June	RemCo meeting	Tuesday 7 June	Proposed to Cancel
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	Proposed to keep as scheduled
Wednesday 15 December	Board meeting	Wednesday 8 December	LeO Office