

Meeting	OLC	Agenda Item No.	5
		Paper No.	88.3
Date of meeting	4 June 2018	Time required	5 minutes

<i>Title</i>	Chief Executive Report
<i>Sponsor</i>	Rob Powell, Chief Executive
<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 arising since the April Board meeting. Financial issues and the annual report and accounts are covered in the finance paper.</p> <p>We have now transitioned fully to the new business process and all new cases are going on to the new Case Management System. The CMS launch has gone smoothly and non-critical bugs and letter templates are being addressed in line with our plans and finalisation of commercial arrangements with Version 1.</p> <p>We continue work to refine the new telephony, where we have experienced some snagging issues, to support the new process. More generally, there have been some challenges arising from the volume of change, the impact of dual running and transition to the new business process.</p> <p>The first tranche of new starters joined in April, and there has been excellent work on their induction. They are now taking cases and a second tranche of new starters join on 5 June.</p> <p>GDPR has been the other major area of focus, with good progress made with preparations and successful recruitment of a temporary Data Protection and Information Compliance Officer, with the permanent replacement due to arrive in August.</p> <p>There have been a number of meetings with key stakeholders, as set out in Appendix 1.</p>
Recommendation/action required
Board is asked to NOTE the issues highlighted in the paper.

4 June 2018

Chief Executive Report

1. Strategy and planning

There has been intensive work to finalise KPI definitions following Board approval of the new Balanced Scorecard in March, and to reflect helpful comments from the ARAC Chair. The new PMO is developing reporting and tracking systems.

2. Modernising LeO update

The Lessons Learned workshop for Phase 1 took place on 8 May and a draft report was discussed at May Programme Board. Work to scope Modernising LeO Phase 2 has made good progress. The programme structure has been approved by the Programme Board and programme, work stream and project documentation is being drafted.

On 18 April we went live with the new CMS. Aside from anticipated teething problems, the launch of the new CMS has gone smoothly. Commercial discussions have concluded and arrangements are being made to resolve remaining bugs, complete development and test the remaining letter templates.

There have been some issues with the new telephony solution, requiring re-engagement with the supplier to ensure call flows were correctly meeting the business needs and that all Operations' calls were being recorded. Recent changes are being closely monitored.

More generally, there have been some challenges from the volume of simultaneous change, the impact of dual running and transition to the new business process, which we expect the Q1 Pulse survey to reflect. A verbal update will be provided.

3. IT update

There have been two outages since the last report. The first on 10 April lasted six hours and gave users error messages on some web applications. On 17 May we suffered an issue with document generation in the old CMS, which lasted three hours, and was due to the associated SQL server agent having gone offline.

Preparatory planning work is underway for several Modernising LeO phase 2 projects, including management information/business intelligence, the Customer Assessment Tool, and CMS Decommissioning. A project team is in place for CMS decommissioning, and regular updates will be provided to Board via the quarterly Modernising LeO update.

4. HR update

Sickness absence, turnover and casework

The April 2018 sickness rate was 4%. Long term sickness is currently at 2.2% which compares favourably with the same period last year. Annual voluntary turnover for April

is 18.6%. Our peak in turnover in the previous 12 months was at the end of the 2017 calendar year which continues to impact our rolling 12 month figures.

Of the two grievances highlighted in my last report, one is close to conclusion and the second is now under investigation.

Recruitment

Following successful selection centres during April we have appointed an additional 13 Investigators and 5 level 1 Ombudsman. Another 18 new starters join on 5 June.

Employee Value Proposition

In April, RemCo approved our Celebrating Success reward and recognition scheme. Work is underway to prepare for launch and to implement the Edenred platform.

Learning and development

Induction of new starters completed on 3 May. Feedback has been positive, particularly the quality and engagement of the trainers delivering the induction sessions.

Estates

We are still awaiting a firm date for half of the first floor to be occupied by another MoJ body, which we now anticipate being in Quarter 2.

5. Governance update

GDPR preparations have continued. With GDPR in mind we are likely to switch off and decommission the email archive when the contract comes to an end in June. A temporary Data Protection and Information Compliance Officer started on 22 May, and a permanent recruit is due to join in mid-August.

We have developed internal guidance for publication of Board papers and FOI redactions. April papers have been published - the OLC Chair approved the redactions.

6. Legal update

We have circulated a legal update separately under legal privilege.

7. Stakeholder update

Annex A summarises stakeholder meetings since the last Board meeting. The most notable meetings have been the Chair's presentation to the LSB in April on 'what good looks like' and the bi-annual business assurance meeting with the MoJ. Verbal updates will be provided for both.

Appendix 1 – list of key external meetings and events

Date	Meeting	Scope/key issues
24/04/2018	Business assurance meeting with the MoJ (Alison Wedge and team, Neil Buckley of the MoJ for the performance item only)	<ol style="list-style-type: none"> 1. Performance, KPIs, improvement trajectory 2. Strategic issues update including GDPR 3. Horizon scanning 4. Finance 5. Other issues including CMC transition, cyber security and risk
24/04/2018	Presentation by the OLC Chair, supported by the CEO and CO, to the LSB Board on 'what good looks like' in terms of performance and transparency	The discussion covered KPIs, tolerances, accountabilities of the OLC to the LSB, performance improvement trajectory and transparency.
30/04/2018	Regular meeting with Neil Buckley, CEO of the Legal Services Board	<ol style="list-style-type: none"> 1. Follow-up on the business assurance meeting and presentation to the LSB on what good looks like. 2. Discussion about corporate structures and the relationship between the OLC and Legal Ombudsman. 3. OLC Annual Report and Accounts.
01/05/2018	MoJ ALB Senior Leaders Event (attended with OLC Chair)	<ol style="list-style-type: none"> 1. Financial position of the department and the role of finance 2. ALB centre of expertise 3. Justice 2030 strategy 4. Q&A with Permanent Secretary/ExCo members
04/05/2018	Meeting with Alan Eccles, CEO OPG, Karen Kneller, CEO, Criminal Cases Review Commission and Tracey Calleia, Regional Director HMCTS	First meeting to discuss shared learning and common issues, and opportunities for collaboration within the MoJ family in the Midlands.
09/05/2018	Visit to LeO by Neil Stevenson, CEO of the Scottish Legal Complaints Commission	Joint meeting with the Chief Ombudsman, covering process, performance management, IT/digital strategy, HR issues, stakeholder relations, mediation, the review of legal regulation in Scotland and opportunities for collaboration.
10/05/2018	Craig Wakeford, Regulatory Policy Associate, LSB	Relationship management, OLC governance, KPI framework and key business priorities.
17/05/2018	Board to Board meeting between the Bar Standards Board and OLC	<ol style="list-style-type: none"> 1. Modernising Regulatory Decision Making 2. Data and information sharing post GDPR 3. Obligations to publish complaints information
18/05/2018	Alison Wedge, Deputy Director, Head of ALB Centre of Expertise, MoJ	Update on CMC transition