

Minutes of the eighteenth meeting

Office for Legal Complaints (OLC) Remuneration & Nomination Committee

Wednesday 14 November 2012 11.30am – 13.45pm

Present:

Rosemary Carter (Chair)
Maureen Vevers (Member)
Margaret Doyle (Member)

In attendance:

Adam Sampson – Chief Ombudsman
Rob Hezel – Director of Finance and Business Services (absent from item 4)
Lesley Hancock – Head of Human Resources

Committee Secretary

Andy Taylor

The quorum requirements for the meeting were met.

There were no declarations of interest.

Item 1 – Welcome, apologies and conflicts of interest

1. The Chair welcomed those in attendance and in particular Maureen Vevers who was attending as a new member. The Chair thanked departing member Tony Foster his many contributions to the work of the committee during his tenure.

Item 2 – Minutes of the previous meeting

2. The minutes of the meeting held of 13 June 2012 were approved for publication.

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.

ACTIONS

- The Secretary to publish the approved minutes of the meeting held on 13 June 2012.

Item 4 - Chair's update

Secretary's note; Rob Hezel – Director of Finance and Business Services was absent for this item.

4. The Chief Ombudsman updated members with developments in respect of the executive restructure and the associated legalities and contractual arrangements. The Chief Ombudsman advised members there was a single internal candidate for the new role and confirmed that an independent salary benchmarking exercise had been undertaken and an internal communication will be made to staff at an appropriate stage. A formal interview was scheduled to take place during week commencing 19 November and it was anticipated that following an appointment to be made, a review of the organisation's substructure would then take place. However, should an appointment not be made appropriate mitigating plans would be implemented.

Item 5 – Flexible working

5. Members noted the tabled paper and felt the organisation was still in a relatively early stage of development to agree to the implementation of sabbaticals. It was felt the proposed qualifying time was too short and further work was required to ensure that both the staff member and organisation benefited from a period of sabbatical leave.

Members agreed there were benefits related to the introduction of job sharing arrangements; however, felt the number of roles within the organisation may be limited due to the practical implications and operational requirements of the organisation.

Members agreed to consider the proposals further at a later meeting.

ACTIONS

- The Head of HR to revisit the tabled paper and to represent a revised version at a subsequent meeting.

Item 6 – Maternity policy

6. Members carefully considered the tabled paper which had been developed following discussions with the Staff Council. Members noted the comparator tables and agreed the current policy was felt to be reasonable and it was not appropriate to amend the benefits at this stage. Members were advised the policy was subject to regular review, at least annually and agreed that maternity benefits should be included as part of this regular review process.

Item 7 – Equality and diversity report

The Director of Finance and Business Services advised members the tabled paper had been developed to record the agreed objectives for the HR team and had been developed in a format to provide structure and visibility in respect of activities and progress. The Chief Ombudsman further clarified that each department had separate equality and diversity objectives that have been derived from the business planning process. This had been done to ensure that equality and diversity objectives had been mainstreamed across the organisation.

7. In response to questions, the Chief Ombudsman agreed the impact on equality and diversity objectives would be carefully considered should any restructuring take place.

Item 8 – Recruitment

8. The Head of Human Resources presented a summary report following the recent recruitment campaign. The IT issues reported by a number of candidates had been investigated, however the IT provider had, in response, provided contrary information identifying that access to systems was available. It was agreed that no further action was required.
9. In response to questions, the Head of HR confirmed that appropriate access to reasonable adjustments were available to candidates throughout the application process.
10. The Head of HR advised members that a paper detailing 'lessons learned' from the recent recruitment campaign will be tabled at the January meeting.

ACTIONS

- The Head of HR to table a recruitment campaign 'lessons learned' paper at the January meeting.

Item 9 Ombudsman review

11. The Chief Ombudsman informed members that a review of competencies in respect of the ombudsman role had been undertaken and this had included all members of the ombudsman team. A revised draft of the relevant job descriptions had been developed and final comments were due from ombudsmen by Friday 16 November. Following this, revised job descriptions will be issued to members for their consideration and approval. Members noted there was some urgency in respect of the new junior ombudsman role since this was subject to a separate recruitment campaign.

ACTIONS

- The Chief Ombudsman to issue revised ombudsman job descriptions to members for approval during week commencing 19 November.

Item 10 – PDR review.

12. Members were provided with an oral summary of the organisation's PDR process and following this noted the tabled report. Members felt there appeared to be a disproportionately high incidence of 'level 3' performers. In response to questions, members were advised that all staff awarded this level by their line manager were subject to scrutiny by an internal moderation panel and work in this respect was drawing to a close, however had not been reflected in the summary paper. The moderation panel will prepare a report following their review and this will be tabled at the January meeting.

ACTIONS

- The Director of Finance and Business Services to table a report detailing the outcome of this year's PDR moderation process at the January meeting.

Item 11 Exit analysis

13. Members noted the tabled report and were pleased to see an improvement in the number of completed exit reports. The Head of HR advised members that discussions in respect of succession planning had commenced and a paper will be tabled at an appropriate stage in due course.

ACTIONS

- The Head of HR to table a paper detailing proposals for succession planning at a later meeting.

Item 12 Salary benchmarking

14. Members noted the follow up report and agreed that future benchmarking should be undertaken on a 2 – 3 year cycle. The Director of Finance and Business Services suggested that a review of the existing Pay Policy should also be considered and members agreed that a proposal to undertake such a review should be tabled at the June meeting.

ACTIONS

- The Director of Finance and Business Services to table a proposal to undertake a review of the Pay Policy at the June meeting.

Item 13 Any other business

15. The Chair agreed to issue details of possible dates for the Autumn meeting (2013) to members as soon as possible.

ACTIONS

- The Secretary to collate dates from members and confirm the date for the Autumn 2013 RemCo meeting

16. The next meeting will be held on 30 January 2013 at 10:30 am at the LSB Offices in Victoria House, London.

Andy Taylor
Secretary
14 November 2012