

| | | | |
|------------------------|------------------|------------------------|------------|
| <i>Meeting</i> | OLC | <i>Agenda Item No.</i> | 4 |
| | | <i>Paper No.</i> | 100.3 |
| <i>Date of meeting</i> | 28 November 2019 | <i>Time required</i> | 10 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. | |

28 November 2019

Executive report

1. Period since last Board

The positive trajectory on delivery continues in line with the road map, being only 1.28% off cumulative closure delivery plan and on plan for reduction in the pre assessment pool to around 1000 by year end. This is covered in detail, including trajectory, in the performance report elsewhere on this agenda.

Board requested detail at last meeting on performance variation across the business, which continues to improve with far more people hitting the expected >7 closures per month – the table at **Appendix 2** shows the shift in bandings for percentage of investigators closing at those rates. This evidences the productivity improvements being driven across the business and underpinning the road map.

Service complaints continue to be as anticipated, largely concerning delays and related communication. There are no emerging qualitative trends to bring to Board's attention.

The finance position has once again returned an underspend against profile, covered in detail in the finance report, but expectation remains that year end will be balanced at outturn. Operational recruitment is ongoing and still very positive, however, there are high levels of competition in investigator and ombudsman recruitment across the local market at this time.

The frequent and ongoing engagement with MoJ policy team, MoJ ALB team and LSB Officers continues. Board should, however, note the welcome shift in relationships with LSB officers over the period, and in particular the helpful contributions of the new CEO in external fora.

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 |
|-------------|--|--|
| 23/10/2019 | Chair attended the Law Society Excellence Awards | The Chair had been a judge for the Excellence in Client Service award. |
| 29/10/2019 | CLC visit. CO met with Steve Ward and Simon Blandy, Director of Policy and Standards and Akua Dwomoh-Bonsu, Legal and Enforcement Officer. | To share understanding of how LeO works and the outcomes for CLC regulated providers. |
| 30/10/2019 | CO attended LSCP Panel meeting at LSB. | CO presented update to Consumer Panel. |
| 7/11/2019 | The Chair, CO and Annette Lovell attended a 6-way meeting with the LSB | Regular meeting. |
| 12/11/2019 | CO and Alison Wedge MoJ catch up. | Regular catch up. |
| 19/11/2019 | CO attended Law Society Regulatory Process committee. | CO presented an update on performance and direction of travel, as well as addressing questions from the committee. |
| 25/11/2019 | CO attended Birmingham and Midlands Regulators and small bodies network. | New local forum for engagement. |

Appendix 2 – Investigator performance banded by monthly closures

The table below shows the shift in bandings between April and October of investigator closures as a % of overall investigator numbers. It does include new starters hence numbers still remaining in the lower categories

| Closures per month | % Invs Apr-19 | % Invs Oct-19 |
|---------------------------|----------------------|----------------------|
| 0-3 | 29% | 9% |
| 4-6 | 38% | 24% |
| 7-8 | 20% | 33% |
| 8+ | 13% | 34% |