

## Agenda: 20 July 2023

### For the 128<sup>th</sup> Meeting of the Office for Legal Complaints

09:15 – 16:35

Any comments to be tabled in respect of the papers or items for AOB are to be forwarded to the Board Governance Manager by noon, 19 July 2023.

Due to planned industrial action affecting the rail network, this meeting will be hold remotely.

Item presented for information			Paper number	Sponsor	
Board forward plan			128.0	Board Secretary	
Horizon Scan			128.11	Sarah Gilbert	
Item	Timing	Item information	Paper number	Action	Sponsor
<b>Board meeting closed session</b>					
09:15 (60 mins)		Extended private NED session with Campbell Tickell on the Board Effectiveness Review			
10:15 (10 mins)		<b>Break</b>			
<b>Board meeting open session</b>					
<b>Governance and related items</b>					
1	10:25 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
<b>Performance Review and Scrutiny</b>					
2	10:30 (20 mins)	Executive report	128.1	Assurance / Update	Paul McFadden
3	10:50 (15 mins)	Performance dashboard - quarter one reporting: Operational Performance	128.2	Assurance / Update	David Peckham
4	11:05 (15 mins)	Performance dashboard - quarter one reporting: Quality and Service		Assurance / Update	Steve Pearson

5	11:20 (15 mins)	Performance dashboard - quarter one reporting: Finance		Assurance / Update	Blessing Simango
6	11:35 (15 mins)	Performance dashboard - quarter one reporting: People		Assurance / Update	Debra Wright
7	11:50 (15 mins)	Scheme Rules update	<b>128.3</b>	Assurance / Update	Steve Pearson
12:05 (10 mins)		<b>Break</b>			
		<b>Experiencing LeO / OLC</b>			
8	12:15 (45 mins)	EDI Update: <ul style="list-style-type: none"> <li>The 3 year plan.</li> <li>Diversity baseline of LeO's workforce.</li> <li>Diversity baseline of LeO's customers.</li> <li>Findings of the social mobility survey.</li> </ul>	<b>128.4A</b>  <b>128.4B</b>  <b>128.4C</b>	Assurance/ Update	Mark Persard
	13:00 (30 mins)	<b>LUNCH BREAK</b>			
<b>Strategy and Planning</b>					
9	13:30 (60 mins)	Risk workshop: <ul style="list-style-type: none"> <li>Where we are and ensuring a collective ownership of risk.</li> <li>A new risk appetite.</li> <li>The new Strategy and overseeing future risk.</li> </ul>	<b>128.5</b>	Assurance/ Update	Laura Stroppolo
	14:30 (10 mins)	<b>BREAK</b>			
10	14:40 (60 mins)	2024/27 OLC Strategy: <ul style="list-style-type: none"> <li>Focusing on what success will look like.</li> <li>Reflecting on the emerging skeleton document.</li> </ul>	<b>128.6</b>	Update	Elisabeth Davies / Paul McFadden/ Laura Stroppolo / Steph Godbold

		<ul style="list-style-type: none"> <li>Engagement update including feedback from the staff events.</li> </ul>			
	15:40 (10 mins)	<b>BREAK</b>			
<b>Governance and related items</b>					
11	15:50 (10 mins)	Welsh Language Scheme	<b>128.7</b>	Approval	Paul McFadden
12	16:00 (10 mins)	Approval of previous minutes: <ul style="list-style-type: none"> <li>Minutes of Board meeting held on 15 June 2023</li> <li>Minutes of ARAC meeting held on 15 May 2023</li> </ul> Matters arising and actions from previous meetings.	<b>128.8A</b>  <b>128.8B</b>	Approval	Elisabeth Davies/ Kay Kershaw
13	16:10 (5 mins)	Transparency reports: <ul style="list-style-type: none"> <li>Board member register of interests</li> <li>Senior manager and ombudsman register of interests</li> <li>Gifts and hospitality</li> <li>Board member and senior manager expenses</li> </ul>	<b>128.9</b>	Approval	Kay Kershaw / Louren Haye / Blessing Simango
14	16:15 (5 mins)	Board paper redactions and non-disclosure report	<b>128.10</b>	Approval	Kay Kershaw
15	16:20 (10 mins)	Board effectiveness – July meeting	<b>Verbal</b>	Input	Elisabeth Davies
16	16:30 (5 mins)	Any other business	<b>Verbal</b>	Input	All
	<b>16:35</b>	<b>Close</b>			

### 2023 OLC Board and Committee Meeting Dates:

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Monday 16 January	ARAC	Monday 9 January	MS Teams
Tuesday 10 January	Performance Sub Group	Friday 6 January	MS Teams
Wednesday 25 January	Board	Wednesday 18 January	LeO Office
Thursday 16 February	Board Workshop	Thursday 9 February	LeO Office
Wednesday 15 March	RemCo	Wednesday 8 March	LeO Office
Wednesday 26 April	Board	Wednesday 19 April	LeO Office
Monday 15 May	ARAC	Monday 8 May	MS Teams
Thursday 15 June	ARAC	Thursday 8 June	LeO Office
Thursday 15 June	Board	Thursday 8 June	LeO Office
Wednesday July 19	Performance Sub Group	Wednesday July 12	MS Teams
Thursday 20 July	Board	Thursday 13 July	LeO Office
Monday September 18	Performance Sub Group	Monday September 11	MS Teams
Thursday 21 September	Board Workshop	Thursday 14 September	LeO Office
Monday 2 October	ARAC	Monday 25 September	MS Teams
Wednesday 18 October	Board	Wednesday 11 October	LeO Office
Thursday 16 November	RemCo	Thursday 9 November	MS Teams
Monday November 20	Performance Sub Group	Monday November 13	MS Teams
Thursday 14 December	Board	Thursday 7 December	LeO Office

### 2024 Board and Committee Meeting Dates:

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Monday 15 January	ARAC	Monday 8 January	MS Teams
Tuesday 30 January	Board	Tuesday 23 January	LeO Office
Tuesday 27 February	Workshop	Tuesday 20 February	LeO Office
Wednesday 20 March	RemCo	Wednesday 6 March	MS Teams
Wednesday 20 March	RemCo / Staff Council	N/A	MS Teams
Thursday 25 April	Board	Thursday 18 April	LeO Office
Monday 20 May	ARAC	Monday 13 May	MS Teams
Thursday 13 June	ARAC	Thursday 6 June	LeO Office
Thursday 13 June	Board	Thursday 6 June	LeO Office
Thursday 25 July	Board	Thursday 18 July	LeO Office
Thursday 26 September	Workshop	Thursday 19 September	LeO Office
Monday 14 October	ARAC	Monday 7 October	MS Teams
Thursday 24 October	Board	Thursday 17 October	LeO Office
Thursday 21 November	RemCo	Thursday 14 November	MS Teams
Wednesday 18 December	Board	Wednesday 11 December	LeO Office
Thursday 14 December	Board	Thursday 7 December	LeO Office