

Agenda: 29 April 2026

For the 146th Meeting of the Office for Legal Complaints

09:15 – 16:00

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, 24 April 2026.

Item presented for information			Paper number		Sponsor
Board forward plan			146.0		Kay Kershaw
Item	Timing	Item information	Paper number	Action	Sponsor
Board meeting closed session					
09:15 (30 mins)		Private NED Session			
09:45 (30 mins)		Pre Board session with the Chief Ombudsman			
10:15 (15 mins)		Break			
Board meeting open session					
Governance and related items					
1	10:30 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Ric Blakeway
Strategy and Planning					
2	10:35 (20 mins)	Update on the Budget Acceptance Criteria and Scheme Transformation Review bids.	Verbal	Assurance / Update	Phil Cain
3	10:55 (60 mins)	Proposed changes to case fees, scheme rules and decision transparency Draft consultation for approval	146.1	Update / Approval	Steve Pearson

4	11:55 (30 mins)	Leadership Structure	146.2	Update	Zoe Grainger
5	12:25 (20 mins)	2025/26 Annual Report and Accounts: Update on progress	146.3	Assurance / Update	Laura Stroppolo, Mike Harris, Blessing Simango
12:45 (45 mins)		Lunch with Staff Health and Safety week.			
Strategy and Planning					
Performance review					
6	13:30 (15 mins)	Chief Ombudsman’s report	146.4	Assurance / Update	Phil Cain
7	13:45 (30 mins)	Integrated performance report	146.5	Assurance / Update	Executive Team
8	14:15 (10 mins)	Update from RemCo: - Feedback on the RemCo meeting held on 12 March 2026 - Feedback on the annual RemCo / Staff Council meeting held on 12 March 2026	146.6	Assurance / Update	Alison Sansome Zoe Grainger
9	14:25 (10 mins)	Update from ARAC Feedback on the ARAC meeting held on 9 February 2026	146.7	Assurance / Update	Harindra Punchihewa Phil Cain
10	14:35 (10 mins)	Update from PIDCo - Feedback on the PIDCo meeting held on 27 February 2026 - Annual PIDCo report to Board	146.8	Assurance / Update	Rachel Cerfontyne Steven Pearson
14:45 (10 mins)		Break			
Experiencing LeO					
11	14:55 (15 mins)	Service Complaint Adjudicator’s annual report	146.9	Assurance / Update	Sally Berlin Steven Pearson

Governance and related items					
12	15:10 (5 mins)	Previous minutes, previous actions and matters arising, Including: • ARAC meeting 6 October 2025 • RemCo meeting 20 November 2025 • RemCo meeting on 16 December 2025	146.10A 146.10B	Approval	Kay Kershaw
13	15:15 (15 mins)	2026 Board Effectiveness Review	146.11	Assurance / Update	Ric Blakeway
14	15:30 (5 mins)	Transparency publications report: • Board member Register of Interests • Ombudsman and Senior Manager Register of Interests • Gifts and Hospitality Report • Board Members and Senior Manager's Expenses report	146.12	Approval	Kay Kershaw
15	15:35 (5 mins)	Board paper redactions and non-disclosure report	146.13	Approval	Kay Kershaw
16	15:40 (5 mins)	Voluntary Assurance Letter	Verbal	Discussion	Ric Blakeway
17	15:45 (10 mins)	Board effectiveness: Feedback on April meeting	Verbal	Assurance / Update	Ric Blakeway
18	15:55 (5 mins)	Any other business	Verbal	Discussion	All
	16:00	Close			

2026 Board and Committee Meeting Dates

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Wednesday 28 January	Board Meeting	Wednesday 21 January	LeO office
Monday 9 February	ARAC Meeting	Monday 2 February	MS Teams
Wednesday 25 February	Board Workshop	Wednesday 18 February	LeO office
Friday 27 February	PIDCo Meeting	Tuesday 24 February	MS Teams
Thursday 12 March	RemCo Meeting	Thursday 5 March	MS Teams / LeO office
Wednesday 29 April	Board Meeting	Wednesday 22 April	LeO office
Monday 11 May	ARAC Meeting	Tuesday 5 May	MS Teams
Wednesday 20 May	PIDCo Meeting	Friday 15 May	MS Teams
Wednesday 17 June	ARAC Meeting	Wednesday 10 June	LeO office
Wednesday 17 June	Board Meeting	Wednesday 10 June	LeO office
In process of being scheduled	RemCo meeting	TBC	TBC
Thursday 9 July	PSG Meeting	Monday 6 July	MS Teams
Wednesday 29 July	Board Meeting	Wednesday 22 July	LeO office
Monday 17 August	PIDCo Meeting	Wednesday 12 August	MS Teams
Tuesday 1 September	PSG Meeting	Thursday 27 August	MS Teams
Wednesday 23 September	Board Workshop	Wednesday 16 September	LeO office
Monday 19 October	ARAC Meeting	Monday 12 October	MS Teams
Wednesday 28 October	Board Meeting	Wednesday 21 October	LeO office
Wednesday 12 November	PIDCo Meeting	Friday 7 November	MS Teams
Wednesday 18 November	RemCo Meeting	Wednesday 11 November	MS Teams / LeO office
Tuesday 1 December	PSG Meeting	Thursday 26 November	MS Teams
Wednesday 16 December	Board Meeting	Wednesday 9 December	LeO office

2027 Board and Committee Meeting Dates*

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Wednesday 27 January	Board Meeting	Wednesday 20 January	LeO office
Friday 12 February	ARAC Meeting	Friday 5 February	MS Teams
Wednesday 24 February	Board Workshop	Wednesday 17 February	LeO office
Wednesday 17 March	RemCo Meeting	Wednesday 10 March	MS Teams / LeO office
Wednesday 28 April	Board Meeting	Wednesday 21 April	LeO office
Monday 17 May	ARAC Meeting	Monday 10 May	MS Teams
Wednesday 16 June	ARAC Meeting	Wednesday 9 June	LeO office
Wednesday 16 June	Board Meeting	Wednesday 9 June	LeO office
Wednesday 21 July	Board Meeting	Wednesday 14 July	LeO office
Wednesday 22 September	Board Workshop	Wednesday 15 September	LeO office
Monday 11 October	ARAC Meeting	Monday 4 October	MS Teams
Wednesday 27 October	Board Meeting	Wednesday 20 October	LeO office
Wednesday 24 November	RemCo Meeting	Wednesday 17 November	MS Teams / LeO office
Wednesday 15 December	Board Meeting	Wednesday 8 December	LeO office

*2027 Dates for PIDCo and PSG meetings have not yet been confirmed