

## Agenda: 14 December 2023

### For the 130<sup>th</sup> Meeting of the Office for Legal Complaints

**09:15 – 13:00**

**Followed by lunch with staff at 13:05**

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, 13 December 2023.

Item presented for information			Paper number	Sponsor	
Board forward plan			130.0	Kay Kershaw	
Horizon Scan			130.9	Sarah Gilbert	
Item	Timing	Item information	Paper number	Action	Sponsor
<b>Board meeting closed session</b>					
09:15 (30 mins)	Private NED session				
09:45 (30 mins)	A pre-Board seminar with the Women's Network				
10:15 (15 mins)	<b>Break</b>				
<b>Board meeting open session</b>					
<b>Governance and related items</b>					
1	10:30 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
<b>Strategy and Planning</b>					
2	10:35 (15 mins)	2024/25 Budget, Business Plan and 2024/27 OLC Strategy: <ul style="list-style-type: none"> <li>• Update on progress</li> <li>• Update on consultation</li> </ul>	Verbal	Assurance / Update	Laura Stroppolo and Steph Godbold
<b>Performance review</b>					
3	10:50	Executive report	130.1	Assurance / Update	Paul McFadden

	(20 mins)				
4	11:10 (15 mins)	Update on the RemCo meeting held on 16 November 2023, including: <ul style="list-style-type: none"> <li>• Pay and benefits benchmarking</li> </ul>	<b>130.2</b>	Assurance / Update	Alison Sansome
5	11:25 (15 mins)	Annual legal update and enforcement report	<b>130.3</b>	Assurance / Update	Laura Stockin / Steve Pearson
11:40 (10 mins)	<b>Break</b>				
<b>Performance and planning</b>					
6	11:50 (15 mins)	Performance reporting: Mockup of integrated performance dashboard report	<b>130.4</b>	Update	Paul McFadden
<b>Governance and related items</b>					
7	12:05 (10 mins)	Service Complaint Adjudicator contract	<b>130.5</b>	Approval	Steve Pearson
8	12:15 (20 mins)	Annual Review of Governance documents: <ul style="list-style-type: none"> <li>• OLC Operating Framework</li> <li>• OLC Rules of Procedure</li> <li>• Schedule of Matters Reserved to Board</li> <li>• Scheme of Delegations</li> <li>• ARAC Terms of reference</li> <li>• RemCo Terms of Reference</li> <li>• Public Interests Decision Committee Terms of Reference</li> <li>• Performance Sub- Group Terms of Reference</li> <li>• OLC Governance Framework</li> </ul>	<b>130.6</b>	Approval	Laura Stroppolo
9	12:35 (5 mins)	Previous minutes, previous actions and matters arising, Including:	<b>130.7A</b> <b>130.7B</b>	Approval	Elisabeth Davies

		<ul style="list-style-type: none"> <li>Board meeting 18 October 2023</li> <li>RemCo meeting 27 March 2023</li> </ul>			
10	12:40 (5 mins)	Board paper redactions and non-disclosure report	<b>130.8</b>	Approval	Kay Kershaw
11	12:45 (10 mins)	Board effectiveness: feedback on meeting	<b>Verbal</b>	Input	Elisabeth Davies
12	12:55 (5 mins)	Any other business	<b>Verbal</b>	Input	All
	<b>13:00</b>	<b>Close</b>			
	13:05 (60 mins)	<b>LUNCH WITH STAFF</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 19 July	Performance Sub Group	Wednesday 12 July	MS Teams
Thursday 20 July	Board	Thursday 13 July	LeO Office
Monday 18 September	Performance Sub Group	Monday 11 September	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 20 November	Performance Sub Group	Monday 13 November	MS Teams
Thursday 14 December	Board	Thursday 7 December	LeO Office

**2024 Board and Committee Meeting Dates:**

<b>Date of meeting</b>	<b>Meeting Type</b>	<b>Papers to be issued</b>	<b>Office / MS Teams</b>
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