

<i>Meeting</i>	OLC	<i>Agenda Item No.</i>	4
		<i>Paper No.</i>	96.3
<i>Date of meeting</i>	24 June 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>Interim 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.

24 June 2019

Executive report

1. Period since last Board

- **Maintaining trust and confidence in LeO**

Key meetings have included those with the new LSB lead Board member and our new ALB contact for MoJ. Full details of the Chair and Chief Ombudsman meetings are included in the appendix.

Of particular note was the Consumer Redress Workshop, which included other sectors, dispute resolution bodies, Ombudsmen and consumer organisations, Reassuringly, the key outcomes were:

- LeO is working to develop, or already doing, those things most likely to improve delivery of redress to consumers of legal services. Areas referenced were communication, informal resolution, triage and mediation
- The area of work most likely to have impact that may be taken forward by the bodies is around sector improvement and engagement

- **Resource, capacity and capability**

The drive on both performance and integrity is still a key focus for the business as is the need to ensure we have the levels of recruitment that take account of the impacts of this and the vacancy profile. The executive are working to manage both resilience issues and the resultant potential impacts on morale and workload across a range of functions, as well as operations

- **Staff engagement**

The April intake of staff are integrating well and the recent recruitment campaigns have been successful, with high quality internal promotions, as well as good external candidates. This is bringing a level of energy to the business. The new approach to change management, particularly the latest work on Quality and Feedback, is beginning to support a difference in engagement. Team cascades and the move away from broadcast in other interactions have been introduced in response to feedback.

2. Other current issues

Late last financial year we accepted the ICO offer of a voluntary audit which has provided us with improvement opportunities. Security of personal data was unsurprisingly our strongest area. We have an action plan to address the outcomes and ARAC will have the opportunity to consider the findings at next meeting.

Appendix 1 summarises stakeholder engagement by Chair and CO since the last paper. Wider stakeholder issues appear in the separate horizon scan paper.

Appendix 1 – list of key external meetings and events

Date	Meeting/engagement activity	Scope/key issues
18/4/19	The Chair met with Sir Richard Atkins, Chair of the Bar Council, and Mark Hatcher, Special Advisor to the Chair on representation and Policy.	This was a general catch up meeting.
10/5/19	The Chair attended an External Stakeholder Panel for the LSB CEO recruitment.	Members of the external stakeholder panel met with candidates for the role of CEO and provided feedback to the Chair of the LSB to assist with the recruitment to this post.
20/5/19	CILEX CEO	Chief Ombudsman held case discussion to establish new ways of working
20-22/5/19	Ombudsman Association Conference	Chief Ombudsman attended annual conference
28/5/19	LSCP members and Chair and LSB staff	Pre workshop discussion
29/5/19	Solicitors Journal	Chief Ombudsman gave an interview to journalist from Solicitors Journal
7/6/19	LSB CEO	Regular catch up between Chief Ombudsman and LSB CEO
10/6/19	Regular 6-way meeting with the LSB	The Chair, Annette Lovell and the Chief Ombudsman attended the regular meeting. Discussions included performance, delivery models and the agenda for a LSB / OLC Board to Board meeting in July.
11/6/19	Donal Galligan of Ombudsman Association	Catch up post OA conference
12/6/19	David Winks, MoJ	Chief Ombudsman met new colleague from MoJ
12/6/19	Consumer Redress Workshop	The Chair, Chief Ombudsman and Dr Jane Martin attended the Legal Services Consumer Panel workshop