

**Minutes of the twenty sixth meeting of the**

**Office for Legal Complaints (OLC)**

**Monday 5 September 2011**

**11.00am – 12.30pm**

**Burlington Hotel, Birmingham**

**Present:**

Elizabeth France, Chair  
Margaret Doyle, member  
Tony Foster, member  
David Thomas, member  
Professor Mary Seneviratne, member

**In attendance:**

Adam Sampson, Chief Ombudsman  
Rob Hezel, Director of Finance and Business Services  
Alison Robinson, Head of Policy and Communications  
Liz Shepherd, Director of Operations

**Board Secretary:**

Andy Taylor

**Preliminary issues:**

The quorum requirements for the Board meeting were therefore met.

There were no declarations of interest.

**Item 1 – Welcome and apologies**

1. The Chair welcomed those in attendance.
2. Apologies were received from Brian Woods-Scawen and Rosemary Carter

**Item 2 – Minutes of previous meeting**

3. The minutes of the meeting of 18 July 2011 were approved for publication.

**Item 3 – Matters arising & action points**

4. Members noted those items where action had been completed and that others were included as agenda items.

#### **Item 4 – Comments received regarding items presented for information.**

5. The items presented for information were noted. No comments were received in advance of the meeting for circulation.
6. The corporate risk register had been recently considered by the Executive and two amendments to the tabled paper were required. Members noted the register and suggested that one further risk should be included in respect of the relationship between the OLC and LSB. This would be drawn to LSB's attention, and explained, at the regular meeting between the Chairs and Chief Executives.
7. Members received an update on LSO activity. It was pleasing to note the progress which had been made in clearing the outstanding work. The casework was expected to be largely complete by October leaving time for any appeals and other follow up to be completed by the end of the year. A closing report would be prepared by the LSO for the Ministry of Justice.
8. Members noted the finance report.
9. The Chief Ombudsman's monthly report was discussed and Members were advised that a recent internal audit undertaken by KPMG had considered the LeO complaint handling business process to be satisfactory. A full copy of the internal audit report will be presented to the next Audit and Risk committee meeting in October.
10. Members discussed the suite of internal KPI data and noted the good performance in the Assessment Centre and the significant uplift in case closures in the Resolution Centre. Although there had been little shift in the age profile of cases, the Executive advised that the priority would be to close these cases before their first anniversary.
11. Members were advised that a sample of customer satisfaction data was being taken as part of a pilot exercise and the initial results would be available in November.
12. Members queried the increase in the number of cases requiring an ombudsman decision. Further investigation of this data was requested in order to establish if there was a trend developing and if so, what action would be necessary to avoid a build up of cases awaiting decision.

In response to further questions it was confirmed that a further commentary in respect of quality matters and forecasting information would be included in future KPI reports as soon as possible.

#### **ACTIONS**

- The Chair and Chief Ombudsman to discuss the new entry into the corporate risk register with the LSB.

- The Head of Change to update the corporate risk register to reflect members' comments.
- The Secretary to include time in the November meeting to allow members to discuss any interim data relating to the customer satisfaction data pilot exercise.
- The Executive to include commentary on quality KPI matters as soon as possible and to include forecasting information, where appropriate projected from through "amber to green" and separation of fixed and variable costs to assist future planning assumptions. Future KPI papers should also include page numbers for ease of reference.
- The Deputy Chief Ombudsman to investigate the recent data identifying an increase in ombudsman decisions in order to establish if there is a trend developing and whether a backlog of ombudsman casework may occur. The Deputy Chief Ombudsman to provide an update to members at a later stage for further discussion.

**Item 5 – Any other business.**

13. The meeting closed. Members and the Executive continued with their annual strategy discussion.
14. The next OLC meeting will be held on 26 September 2011 at Baskerville House, Birmingham, commencing at 11.30am.

Andy Taylor  
Board Secretary  
16 September 2011