

Agenda: 17 June 2026

For the 147th Meeting of the Office for Legal Complaints

13:00 – 16:10

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 on 15 June 2026.

This meeting will be held directly after two meetings of the ARAC. The first meeting will be a private meeting with internal and external auditors, the second will be an open meeting primarily focused on a review of the 2025/26 Annual Report and Accounts.

Item presented for information			Paper number		Sponsor
Board forward plan			147.0		Kay Kershaw
2026/27 Budget and Business Plan: Lessons learned			147.1		Phil Cain/ Laura Stroppolo
2027/28 Budget and Business Plan: Planning and timetable			147.2		Phil Cain/ Laura Stroppolo
Item	Timing	Item information	Paper number	Action	Sponsor
Board meeting closed session					
13:00 (30 mins)		Private NED Session			
Board meeting open session					
1	13:30 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Ric Blakeway
		Strategy and Planning			
2	13:35 (90 mins)	Developing the 2027/30 OLC Strategy: Consultation plans / draft strategy	147.3	Assurance / Update	Phil Cain
15:05 (10 mins)		Break			
Governance and related items					

3	15:15 (10 mins)	Previous minutes, previous actions and matters arising, Including: • Minutes of Board meeting held on 28 January 2026 • Minutes of Board meeting held on 25 February 2026 • Minutes of the Board meeting held on 29 April 2026 • Minutes of ARAC meeting held on 9 February 2026	147.4A 147.4B	Approval	Ric Blakeway / Kay Kershaw
4	15:25 (20 mins)	Annual Report and Accounts 2025/26: • Assurance from the Accounting Officer • Feedback and recommendation from ARAC • Review by the Board and approval	147.5	Assurance /Update / Approval	Phil Cain/ Hari Punchihewa/ Mike Harris / Laura Stroppolo/ Blessing Simango
5	15:45 (10 mins)	Update on consultation on Scheme Rules, case fee arrangements and decision transparency	Verbal	Assurance /Update	Steve Pearson
6	15:55 (5 mins)	Board effectiveness – June meeting	Verbal	Input	Ric Blakeway
7	16:00 (5 mins)	Voluntary Assurance Letter	Verbal	Input	Ric Blakeway
8	16:05 (5 mins)	Any other business	Verbal	Input	All
	16:10	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
Monday 15 June	PIDCo Meeting	Wednesday 10 June	MS Teams
Wednesday 17 June	ARAC Meeting	Wednesday 10 June	LeO office
Wednesday 17 June	Board Meeting	Wednesday 10 June	LeO office
Tuesday 7 July	RemCo Meeting	Tuesday 30 June	MS Teams
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