

Minutes of the fourth meeting

Office for Legal Complaints (OLC) Remuneration & Nomination Committee

Friday 12 February 2010

10.00am – 12.30pm

Victoria House, Southampton Row, London, WC1B 4AB

Present:

Rosemary Carter (Chair)
Tony Foster (Member)
Margaret Doyle (Member)

In attendance:

Adam Sampson – Chief Ombudsman
Lesley Hancock – Head of HR

Observing other attendees/guests

Chris Charman – Towers Watson

Board Secretary:

Sarah Pickering

Preliminary issues:

The quorum requirements for the meeting were met.

Item 1 – Welcome and apologies

1. Apologies have been received from Liz Shepherd.

Item 2 – Minutes of previous meeting

2. The minutes of the meeting of 25 January 2010 were approved subject to recording the decision about backdating benefits.

Item 3 – Matters arising & action points

3. There were no matters arising.
It was agreed that in future action points should be listed as a separate annex.

Item 4 – Job Evaluation and Pay

4. Chris Charman presented the Legal Ombudsman Job evaluation, market assessments and pay structure design undertaken by Towers Watson.

There is a need to agree the pay scales for the Operations functions because of the recruitment campaign starting on 8 March 2010. A decision could not be made on the job evaluation and pay structure for the Operations functions without the job descriptions. However, it was agreed that the salary range for the Investigators was too small and that there should be a differential between Assessors and Investigators. These are to be agreed by 3 March either by e-mail or at separate meeting on this date based on an updated assessment by Towers Watson.

ACTIONS

- Lesley Hancock to provide updated Job Descriptions
- Towers Watson to revise the salary benchmarks
- The salary scales for other positions to be confirmed at a later date.

Item 5 – Forward View & People Workstream plans

5. Timings of recruitment were discussed. The chair requested a timeline for the People Workstream.
6. Lesley Hancock gave an update on the selection of training providers, which is the subject of a tender process.

ACTIONS

- Lesley Hancock to distribute a timeline for the People Workstream.
- Margaret Doyle to be involved in the selection of the training providers

Item 6 – Dates of future meetings and AOB

7. Members noted the next committee meeting would be held at 10.00 am on 3 March by conference call if possible, if not face to face. A proposed schedule of future

meetings would be agreed after the Court decision and the timeline for the People Workstream had been distributed.

There was no other business.

Sarah Pickering
Secretary
Date 12/02/10