

## Agenda: 26 January 2022

### For the 118<sup>th</sup> Meeting of the Office for Legal Complaints

09:30 onwards

Any comments to be tabled in respect of the papers or items for AOB are to be forwarded to the Board Secretary by noon, 24 January 2022 (please email: [kay.kershaw@legalombudsman.org.uk](mailto:kay.kershaw@legalombudsman.org.uk))

Item presented for information		Paper number	Sponsor		
Board forward plan		118.0	Board Secretary		
Horizon Scan		118.13	Sarah Gilbert		
Item	Timing	Item information	Paper number	Action	Sponsor
<b>Board meeting closed session</b>					
	09:30 (45 mins)	Private NED Session – verbal			
	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
2	10:35 (10 mins)	Approval of previous minutes: <ul style="list-style-type: none"> <li>Board meeting 14 December 2021</li> <li>RemCo meeting 17 November 2021</li> <li>ARAC meeting 6 October 2021</li> </ul>	118.1	Approval	Elisabeth Davies
3	10:45 (10 mins)	Matters arising and actions from previous meetings.	118.2	Update	Elisabeth Davies
<b>Performance Review and Scrutiny</b>					

4	10:55 (20 mins)	Executive report	<b>118.3</b>	Assurance / Update	Paul McFadden
5	11:15 (10 mins)	Update on ARAC meeting held on 10 January 2022, to include: <ul style="list-style-type: none"> <li>Update on ARAC assurance on the budget setting</li> </ul>	<b>Verbal</b>	Assurance / Update	Hari Punchihewa
6	11:25 (10 mins)	Finance report	<b>118.4</b>	Assurance / Update	Michael Letters
7	11:35 (10 mins)	Annual Report and Accounts 2020/21: Lessons Learned	<b>118.5</b>	Assurance / Update	Michael Letters / Laura Stroppolo
	11:45 (10 mins)	<b>BREAK</b>			
<b>Performance Review and Scrutiny</b>					
8	11:55 (30 mins)	People and Performance	<b>118.6</b> <b>118.7</b>	Assurance / Update	Sandra Strinati and Debra Wright
9	12:25 (15 mins)	Reducing the backlog	<b>118.8</b>	Assurance / Update	Deb McIntyre, Treena Moseley, David Peckham and Mark Persard
<b>Strategy and Planning</b>					
10	12:40 (10 mins)	Update from Performance and Quality task and Finish Group	<b>Verbal</b>	Assurance / Update	Martin Spencer
11	12:50 (15 mins)	2022/23 Budget and Business Plan: Milestone report on Business Plan Programme and expectations for February workshop	<b>118.9</b>	Assurance / Update	Laura Stroppolo
	13:05 (50 mins)	<b>LUNCH</b>			

<b>Experiencing LeO</b>					
12	13:55 (15 mins)	EDI Update, to include <ul style="list-style-type: none"> <li>• EDI steering Group Terms of Reference</li> <li>• Update on the Inclusive Leadership Training</li> </ul>	<b>118.10</b>	Approval / Update	Nikki Sinclair
13	14:10 (10 mins)	Service Complaint Adjudicator Contract	<b>118.11</b>	Approval	Steve Pearson
<b>Governance and related items</b>					
14	14:20 (5 mins)	Board paper redactions and non-disclosure report	<b>118.12</b>	Approval	Kay Kershaw
15	14:25 (10 mins)	Board effectiveness – January meeting	<b>Verbal</b>	Input	Elisabeth Davies
16	14:35 (5 mins)	Any other business	<b>Verbal</b>	Input	All
	<b>14:40</b>	<b>Close</b>			

### 2022 OLC Board and Committee Meeting Dates:

<b>Date</b>	<b>Meeting Type</b>	<b>Papers to be issued</b>
Monday 10 January	ARAC meeting	Monday 3 January
Wednesday 26 January	Board Meeting	Wednesday 19 January
Tuesday 8 February	RemCo And Joint staff Council mtg	Tuesday 1 February
Friday 11 February	Board meeting	Friday 4 February
Thursday 24 February	Board workshop	Thursday 17 February
Monday 7 March	ARAC meeting	Monday 28 February
Thursday 31 March	Board meeting	Thursday 24 March
Monday 9 May	ARAC meeting	Friday 29 April
Thursday 26 May	Board meeting	Thursday 19 May
Tuesday 14 June	RemCo meeting	Tuesday 7 June
Thursday 30 <sup>th</sup> June	ARAC meeting	Thursday 23 June
Thursday 30 <sup>th</sup> June	Board Meeting	Thursday 23 June
Thursday 14 July	Board seminar	Thursday 7 July
Thursday 15 September	Board seminar/ Board meeting	Thursday 8 September
Monday 3 October	ARAC meeting	Monday 26 September
Thursday 20 October	Board meeting	Thursday 13 October
Tuesday 15 November	RemCo meeting	Tuesday 8 November
Wednesday 15 December	Board meeting	Wednesday 8 December