

## Agenda: 31 March 2021

### For the 113th Meeting of the Office for Legal Complaints

**10:45 onwards, by conference call**

*Any comments to be tabled in respect of the papers or items for AOB are to be forwarded to the Board Secretary by noon, 29 March 2021 (please email: [kay.kershaw@legalombudsman.org.uk](mailto:kay.kershaw@legalombudsman.org.uk) )*

Item presented for information			Paper number	Sponsor	
Board forward plan			<b>113.0</b>	Board Secretary	
Item	Timing	Item information	Paper number	Action	Sponsor
	10:45 (45 mins)	Private NED Session – verbal			
	11:30 (10 mins)	<b>Break</b>			
<b>Board meeting open session</b>					
1	11:40 (5 mins)	Welcome attendees, apologies and declarations of interest.	<b>n/a</b>	Note	Elisabeth Davies
2	11:45 (10 mins)	Approval of previous minutes: <ul style="list-style-type: none"> <li>Board meeting held on 28 January 2020</li> <li>ARAC Meeting held on 23 November 2020</li> <li>RemCo meeting held on 18 November 2020</li> </ul>	<b>113.1</b>	Approval	Elisabeth Davies
3	11:55 (10 mins)	Matters arising and actions from previous meetings.	<b>113.2</b>	Update	Elisabeth Davies
<b>Performance Review and Scrutiny</b>					
4	12:05 (15 mins)	Executive report	<b>113.3</b>	Assurance	Paul McFadden
5	12.20 (15 mins)	Finance report, including update on underspend	<b>113.4 A</b> <b>113.4 B</b>	Assurance / Update	Michael Letters

6	12:35 (30 mins)	Outcome of the 2021/22 Budget and Business Plan application to the LSB and review of the business planning process	<b>Verbal</b>	Update	Paul McFadden
7	13:05 (10 mins)	Annual Report and Accounts – review of timetable and plan	<b>113.5</b>	Assurance / Update /	Alex Moore / Laura Stroppolo
	13:15 (30 mins)	<b>Lunch</b>			
8	13:45 (20 mins)	Performance report, including an update on the People Plan	<b>113.6</b>	Assurance	Sandra Strinati
9	14:05 (10 mins)	RemCo update	<b>Verbal</b>	Assurance / Update	Jane Martin
10	14:15 (20 mins)	Review of actions from the Independent Review	<b>113.7</b>	Assurance	OLC Chair / Petrina Hoggan
11	14:35 (20 mins)	Update on Employment Tribunal and review	<b>113.8</b>	Update	Paul McFadden
<b>Governance and related items</b>					
12	14:55 (10 mins)	Approach to Equality Priority Objectives for 2021/22	<b>113.9</b>	Approval	Petrina Hoggan
	15:05 (10 mins)	<b>Break</b>			
<b>Strategy and Planning</b>					
13	15:15 (10 mins)	Horizon Scan	<b>113.10</b>	Update / Assurance	Alex Moore
<b>Performance Review and Scrutiny</b>					
14	15:25 (15 mins)	ARAC update, to include the approval of the revised ARAC Terms of Reference	<b>113.11</b>	Assurance / Update /	Hari PUNCHIHewa
<b>Governance and related items</b>					
15	15:40 (15 mins)	Annual Review of Scheme of Delegations and of Matters Reserved to Board	<b>113.12</b>	Approval	Mike Letters / Steve Pearson

16	15:55 (5 mins)	Transparency reports: <ul style="list-style-type: none"> <li>• Ombudsman, Senior Manager and Board Member Register of Interests</li> <li>• Board and Senior Manager Expenses Report</li> <li>• Gifts and Hospitality Register</li> </ul>	<b>113.13</b>	Approval	Kay Kershaw
17	16:00 (5 mins)	Board paper redactions and non-disclosure report	<b>113.14</b>	Approval	Kay Kershaw
18	16:05 (10 mins)	Board effectiveness – March meeting	<b>Verbal</b>	Input	Elisabeth Davies
19	16:15 (5 mins)	Any other business	<b>Verbal</b>	Input	All
	<b>16:20</b>	<b>Close</b>			

### 2021 OLC Board and Committee Meeting Dates:

Date	Meeting Type	Papers to be issued
Thursday 28 January	Board meeting	Thursday 21 January
Thursday 11 February	RemCo meeting – to be preceded by the annual Joint Staff Council meeting	Thursday 4 February
Friday 12 February	Board meeting	Friday 5 February
Friday 26 February	Board workshop	TBC
Wednesday 10 March	ARAC meeting	Wednesday 3 March
Wednesday 31 March	Board meeting	Wednesday 24 March
Thursday 6 May	ARAC meeting	Thursday 29 April
Monday 17 May	Board meeting	Monday 10 May
Thursday 10 June	RemCo meeting	Thursday 3 June
Thursday 24 June	Board seminar	Thursday 17 June
Thursday 1 July	ARAC meeting	Thursday 24 June
Thursday 1 July	Board meeting	Thursday 24 June
Thursday 9 September	Board seminar	Thursday 2 September
Wednesday 6 October	ARAC meeting	Wednesday 29 September
Monday 18 October	Board meeting	Monday 11 October
Wednesday 17 November	RemCo meeting	Wednesday 10 November
Tuesday 14 December	Board meeting	Tuesday 7 December