

Agenda: 15 September 2022

For the 122nd Meeting of the Office for Legal Complaints

13:45 to 16:30

On-line meeting

Any comments to be tabled in respect of the papers or items for AOB are to be forwarded to the Board Secretary by noon, 13 September 2022 (please email: kay.kershaw@legalombudsman.org.uk)

Item presented for information			Paper number		Sponsor
Board forward plan			122.0		Kay Kershaw
Item	Timing	Item information	Paper number	Action	Sponsor
Board meeting open session					
Governance and related items					
1	13:45 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
2	13:50 (5 mins)	Approval of previous minutes: Board meeting 30 June 2022	122.1	Approval	Elisabeth Davies
3	13:55 (10 mins)	Matters arising and actions from previous meetings.	122.2	Update	Elisabeth Davies
Performance Review and Scrutiny					
4	14:05 (15 mins)	Executive report	122.3	Assurance / Update	Paul McFadden

5	14:20 (30 mins)	Quarter one reporting, to include: Finance Operational Performance People	122.4a 122.4b 122.4c	Update	Mike Letters, David Peckham, Debra Wright
	14:50 (10 mins)	BREAK			
Strategy and Planning					
6	15:00 (20 mins)	Interim Strategy update and outline.	Verbal	Update	Paul McFadden / Elisabeth Davies
7	15:20 (45 mins)	2023/24 Budget and Business Plan, to include: Planning and developing Business Plan, Interim Strategy and Consultation The skeleton Draft Budget	122.5a 122.5b	Input	Paul McFadden / Laura Stroppolo / Mike Letters / Stephanie Godbold
Performance Review and Scrutiny					
8	16:05 (10 mins)	Performance reporting: approval of the new dashboard	Verbal	Approval	Luke Hutcheson
Governance and related items					
9	16:15 (5 mins)	Board paper redactions and non-disclosure report	122.6	Approval	Kay Kershaw
10	16:20 (5 mins)	Board effectiveness – September meeting	Verbal	Input	Elisabeth Davies
11	16:25 (5 mins)	Any other business	Verbal	Input	All
	16:30	Close			

Attendance List

Elisabeth Davies

Annette Lovell

Elisabeth Bellamy

Dale Simon

Alison Sansome

Martin Spencer

Jane Martin

Hari Punchihewa

Paul McFadden, Chief Ombudsman

Steve Pearson, Deputy Chief Ombudsman and Head of Complex Cases

Michael Letters, Head of Finance

Laura Stroppolo, Head of Head of Programme Management and Assurance

Debra Wright, Head of People Strategy and Services

David Peckham, Head of Operations, Business Information and Business Transformation

Deb McIntyre, Operations Manager – item 5

Treena Moseley, Operations Manager – item 5

Mark Persard, Operations Manager – item 5

Luke Hutchinson, Business Intelligence Manager – items 5 and 8

Steph Godbold, Stakeholder and External Engagement Manager – items 6 and 7

2022 OLC Board and Committee Meeting Dates:

Date	Meeting Type	Papers to be issued	Office / MS Teams
Monday 10 January	ARAC	Monday 3 January	
Wednesday 26 January	Board	Wednesday 19 January	
Tuesday 8 February	RemCo And Joint staff Council	Tuesday 1 February	
Friday 11 February	Board	Friday 4 February	
Thursday 24 February	Board workshop	Thursday 17 February	
Monday 7 March	ARAC	Monday 28 February	
Thursday 31 March	Board	Thursday 24 March	
Wednesday 27 April	Extra-Ordinary Board Meeting	20 April 2022	
Monday 9 May	ARAC	Friday 29 April	
Thursday 26 May	Board	Thursday 19 May	
Tuesday 14 June	RemCo	Tuesday 7 June	
Tuesday 14 June	P&Q Task and Finish Group		
Thursday 30 th June	ARAC	Thursday 23 June	MS Teams
Thursday 30 th June	Board	Thursday 23 June	MS Teams
Thursday 14 July	Board seminar	Thursday 7 July	LeO Office
Tuesday 13 September	P&Q Task and Finish Group	Tuesday 6 September	MS Teams
Thursday 15 September	Board seminar/ Board meeting	Thursday 8 September	LeO Office
Monday 3 October	ARAC	Monday 26 September	MS Teams
Thursday 20 October	Board	Thursday 13 October	LeO Office
Thursday 24 November	RemCo meeting	Thursday 17 November	MS Teams
6 December	P&Q Task and Finish Group	Tuesday 29 November	MS Teams
Wednesday 15 December	Board	Wednesday 8 December	LeO Office

2023 OLC Board and Committee Meeting Dates:

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Monday 16 January	ARAC	Monday 9 January	MS Teams
Tuesday 10 January	P&Q Task and Finish Group	Friday 6 January	MS Teams
Wednesday 25 January	Board	Wednesday 18 January	LeO Office
Thursday 16 February	Board Workshop	Thursday 9 February	LeO Office
Wednesday 15 March	RemCo	Wednesday 8 March	LeO Office
Wednesday 26 April	Board	Wednesday 19 April	LeO Office
Monday 15 May	ARAC	Monday 8 May	MS Teams
Thursday 15 June	ARAC	Thursday 8 June	LeO Office
Thursday 15 June	Board	Thursday 8 June	LeO Office
Thursday 20 July	Board	Thursday 13 July	LeO Office

September date TBC	Board Workshop	TBC	LeO Office
Monday 2 October	ARAC	Monday 25 September	MS Teams
Wednesday 18 October	Board	Wednesday 11 October	LeO Office
Thursday 16 November	RemCo	Thursday 9 November	LeO Office
Thursday 14 December	Board	Thursday 7 December	LeO Office