

Meeting	OLC Board Meeting	Agenda Item No.	2
		Paper No.	139.2
Date of meeting	18 June 2025	Time required	30 Minutes

Title	Annual Report and Accounts 2024/25
Sponsor	Paul McFadden, Chief Ombudsman Hari Punchihewa (Chair of ARAC) Blessing Simango, Head of Finance, Procurement and IT Mike Harris, Interim Head of Communications, Engagement and Impact
Status	OFFICIAL
To be communicated to:	Members and those in attendance

Executive summary
<p>At its April 2025 meeting, the OLC Board received an update on document production, associated governance, and the external audit status of the OLC's 2024/25 Annual Report and Accounts (ARA). The final version of the document reflects Board feedback provided at the meeting, which included considerations of demand complexity, value for money, and ED&I.</p> <p>The external audit is nearing completion and has progressed well. Open communication between the auditors and the finance team has ensured timely responses throughout the audit. At the time of writing, all requested supporting schedules have been provided to the auditors and are currently undergoing review. There are no issues to flag at the moment, subject to final reviews. The ARA is now shared with the Board for final approval. ARAC's assurance of the final accounts is scheduled to take place in advance of this Board meeting.</p> <p>Following this meeting, and subject to final audit completion including quality checks and assurance from the ARAC Chair, the Annual Report and Accounts will be:</p> <ul style="list-style-type: none"> • Signed by the Accounting Officer • Sent to the Comptroller and Auditor General for signing, accompanied by the letter of representation from the Accounting Officer • Sent the official printer to be prepared for print and web publication • Laid in parliament the week commencing 30 June 2025 (proposed day is 3 July 2025)

Recommendation / action required	
Board is asked to approve the 2024/25 ARA.	
Equality Diversity and Inclusion	
EDI implications	Yes
The OLC's Annual Report and Accounts reviews the whole of the OLC's governance structures and the Legal Ombudsman's operations. EDI matters in respect of LeO's people and customers cut across the narrative, reflecting mandatory requirements and bestpractice wherever possible. The ARA's final published form will be accessible pdf.	
Freedom of Information Act 2000 (Fol)	
Paragraph reference	Fol exemption and summary
Attachments: Draft documents attached	Fol Exempt S.22 – information intended for future publication