

Agenda: 18 October 2021

For the 116th Meeting of the Office for Legal Complaints

09:45 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, 14 October 2021 (please email: kay.kershaw@legalombudsman.org.uk)

Item presented for information		Paper number	Sponsor		
Board forward plan		116.0	Board Secretary		
Horizon Scan		116.12	Alex Moore		
Item	Timing	Item information	Paper number	Action	Sponsor
Board meeting closed session					
	09:45 (45 mins)	Private NED Session – verbal			
	10:30 (30 mins)	Private NED session with the Chief Ombudsman – verbal			
	11:00 (10 mins)	Break			
Board meeting open session					
1	11:10 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
2	11:15 (10 mins)	Approval of previous minutes: <ul style="list-style-type: none"> • Board meeting 1 July 2021 • ARAC meeting 6 May 2021 • ARAC Meeting 1 July 2021 • RemCo meeting 10 June 2021 	116.1	Approval	Elisabeth Davies

3	11:25 (10 mins)	Matters arising and actions from previous meetings.	116.2	Update	Elisabeth Davies
Performance Review and Scrutiny					
4	11:35 (15 mins)	Executive report	116.3	Assurance	Paul McFadden
5	11:50 (10 mins)	Finance report	116.4	Assurance / Update	Michael Letters
6	12:00 (10 mins)	ARAC update	n/a	Verbal	Hari Punchihewa
7	12:10 (20 mins)	People and Performance	116.5A 116.5B	Assurance	Sandra Strinati / Debra Wright
8	12:30 (15 mins)	Reducing the backlog	116.13	Update / Assurance	Deb McIntyre, Treena Moseley and David Peckham
	12:45 (45 mins)	LUNCH			
Performance Review and Scrutiny / Strategy and Planning					
9	13:30 (30 mins)	The case for changing the Scheme Rules	116.6	Update / Approval	Steve Pearson
10	14:00 (75 mins)	2021/22 Mid-Year Review and 2022/23 Budget and Business Plan: <ul style="list-style-type: none"> Confidence levels and an update from the Task and Finish Group Understanding the obstacles Preparation for consultation Budget acceptance criteria 	116.7	Update / Assurance / Approval	Paul McFadden/ Sandra Strinati / Laura Stroppolo/ Martin Spencer/ Hari Punchihewa
	15:15 (10 mins)	Break			

Governance and related items					
11	15:25 (15 mins)	Updated Governance documents: <ul style="list-style-type: none"> • Category 1 Publication Committee Terms of Reference • OLC Operating Framework • OLC Rules of Procedure • Scheme of Delegation 	116.8	Approval	Steve Pearson
12	15:40 (5 mins)	Quarterly transparency publications, to include <ul style="list-style-type: none"> • Board Member and Senior Managers' Register of Interests • Board Member and Senior Manager's expenses 	116.9	Approval	Kay Kershaw
13	15:45 (15 mins)	Update on Board effectiveness, to include <ul style="list-style-type: none"> • Revised RemCo Terms of Reference 	116.10A 116.10B	Assurance / Approval	Elisabeth Davies
14	16:00 (5 mins)	Board paper redactions and non-disclosure report	116.11	Approval	Kay Kershaw
15	16:05 (10 mins)	Board effectiveness – October meeting	Verbal	Input	Elisabeth Davies
16	16:15 (5 mins)	Any other business	Verbal	Input	All
	16:20	Close			

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

2022 OLC Board and Committee Meeting Dates:

Date	Meeting Type	Papers to be issued
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 workshop	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 th June	ARAC meeting	Thursday 23 June
Thursday 30 th 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