

Minutes of the thirteenth meeting

Office for Legal Complaints (OLC) Remuneration & Nomination Committee

Tuesday 15 March 2011 11.00am – 12.50pm

Present:

Rosemary Carter (Chair)
Tony Foster (Member)
Margaret Doyle (Member)

In attendance:

Rob Hazel – Director of Finance and Business
Adam Sampson – Chief Ombudsman

Committee Secretary

Gurmit Sangha – Compliance Officer

In attendance

Andy Taylor

Preliminary issues:

The quorum requirements for the meeting were met.

Item 1 – Welcome, apologies and conflicts of interest

1. The Chair welcomed those in attendance.
2. There were no apologies received.
3. There were no conflicts of interest declared

Item 2 – Minutes of the previous meeting

4. The minutes of the meetings held on 15 and 22 November 2010 were approved for publication and for distribution to OLC Members.

Item 3 – Matters arising & action points

5. Members noted those items where action had been completed and that others were included as agenda items.

6. The Committee Secretary advised members of the list of approved HR policies currently published on the staff intranet.
7. The Chief Ombudsman advised members that EMT will discuss the recommendations outlined in the recent report collated by Tribal relating to equality, diversity and accessibility.
8. The Chief Ombudsman provided members with an update on the Staff Forum.

Action:

- Members to be provided with a list of policies published for staff access and a copy of the “policy control document.”
- Members to be provided with final drafts of all HR policies currently published on the staff intranet.
- Members to be advised of any proposed actions to be undertaken following the review of the Tribal report regarding equality, diversity and accessibility.
- Members to be provided with a copy of the staff handbook once all HR policies have been approved.
- Members to be provided with a copy of the terms of reference for the Staff Forum once this has been approved.

Item 4 - Chair’s update

9. The Chair requested that members should be appropriately updated by the executive regarding progress made on meeting the recommendations outlined within KPMG HR audit report.

Action:

- The Director of Finance and Business to provide members with monthly updates on the progress made meeting the recommendations outlined within KPMG HR audit report.

Item 5 – KMPG HR internal audit update

10. Members received an extensive update on the 7 recommendations within the KMPG HR internal audit from the Director of Finance and Business. Questions were invited and members were advised that:
 - Progress is being made on the outstanding staff CRB checks and references.
 - A Project Manager who has been recruited will work with the HR team on the Work Stream Charter.
 - Recommendations on the critical risk of right to work documentation have been met, and this item is now closed.
 - Work is ongoing in respect of resolving outstanding design and development issues concerning the HR IT system.
 - The second wave of HR policies and procedures have been sent to the Policy Board and final draft copies will be provided to Members in due course.
 - Structures are being put in place for producing Management Information, both strategic for the OLC, and operational for EMT.

- Progress is being made on HR team benchmarking. A report has been received from HR Consultants Towers which will be shared with the HR team. Discussions will take place with the HR team on a future plan of action.

Action:

- The Director of Finance and Business Services to share with members on a monthly basis the Work Stream Charter.
- The Director of Finance and Business Services to provide members with a copy of the HR action plan.
- Members to provide the Director of Finance and Business Services with any comments on the Towers report by the end of Monday 21 March 2011.
- The Director of Finance and Business Services to provide members with a draft HR Strategy in time for the committee meeting scheduled for 28 June 2011.

Item 6 – Staff remuneration and pay policy

11. Members received a presentation from the Director of Finance and Business Services on the staff remuneration and pay policy. Members were advised on:

- The inherited position.
- The requirement to communicate with staff.
- Managing expectations.
- Development of the pay and personal development review framework.

12. Both Members and the Executive agreed there is a need to revisit the operational effectiveness of the of pay and performance review framework model.

ACTION:

- Draft proposals are to be presented to EMT next week.
- Members to be provided with a copy of the draft proposals and are asked to provide feedback to the Director of Finance and Business Services as soon as possible.

Item 7 – Draft Remuneration and Nomination Committee Annual Report paper

13. The Head of Compliance presented a draft annual report to members for the 2010/11 financial year. Comments were invited and Members requested that additional comment should be incorporated into the next draft to include details of; recruitment and training; staff engagement and the staff survey and feedback received regarding the staff induction training programme.

14. Members also advised on the format of the report and asked the Head of Compliance to review the committee terms of reference in light of the recent Towers report with the Director of Finance and Business Services.

ACTION:

- The Head of Compliance to action the recommendations made and provide a further draft as soon as possible to members.
- The Head of Compliance and Director of Finance and Business Services to discuss and revise the committee terms of reference, providing a revised version to the committee for approval in line with the agreed timetable (November meeting).

Item 8 – Future agendas/timetable and any other business

15. Members noted that future agendas would follow the timetable outlined in the revised terms of reference.

Item 9 – Next meeting

16. The next meeting will be held on 28 June 2011 at the offices of LSB.

Gurmit Sangha
Committee Secretary
Date: 16/03/2011