

Agenda: 17 May 2021

For the 114th 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, 13 May 2021 (please email: kay.kershaw@legalombudsman.org.uk)

Item presented for information			Paper number	Sponsor	
Board forward plan			114.0	Board Secretary	
Horizon Scan			114.14	Alex Moore	
Item	Timing	Item information	Paper number	Action	Sponsor
	10:45 (35 mins)	Private NED Session – verbal			
	11:20 (10 mins)	Break			
Board meeting open session					
1	11:30 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
2	11:35 (10 mins)	Approval of previous minutes: <ul style="list-style-type: none"> Board meeting held on 31 March 2021 Board seminar held on 5 October 2020 ARAC Meeting held on 10 March 2021 	114.1	Approval	Elisabeth Davies
3	11:45 (10 mins)	Matters arising and actions from previous meetings.	114.2	Update	Elisabeth Davies
Performance Review and Scrutiny					
4	11:55 (15 mins)	Executive report	114.3	Assurance	Paul McFadden

5	12:10 (10 mins)	Finance report, to include: a report on year-end expenditure	114.4	Assurance / Update	Michael Letters
6	12:20 (10 mins)	ARAC update	Verbal	Assurance / Update	Hari Punchihewa
	12:30 (10 mins)	Break			
7	12:40 (10 mins)	2021/22 Budget and Business Plan learning review, including update on completed milestones	114.5	Update / Assurance	Laura Stroppolo
8	12:50 (10 mins)	Update on the preparation of the 2020/21 Annual Report and Accounts	114.6	Assurance / Update /	Alex Moore / Laura Stroppolo
	13:00 (40 mins)	Lunch			
9	13:40 (20 mins)	People and Performance	114.7	Assurance	Sandra Strinati
10	14:00 (20 mins)	Priority1: Pre-Assessment Pool activity	Verbal	Update / Assurance	Deb McIntyre, Treena Moseley and David Peckham
11	14:20 (10 mins)	Independent Review summary report	114.8	Assurance	Petrina Hoggan
	14:30 (5 mins)	Break			
		Experiencing LeO			
12	14:35 (20 mins)	Service Complaint Adjudicator's Annual Report 2020/21	114.9	Assurance	Claire Evans
13	14:55 (15 mins)	Twice yearly quality assurance update.	114.10	Assurance	Steve Pearson
14	15:10 (15 mins)	Lessons learned from the Employment Tribunal	114.11	Update / Assurance	Paul McFadden
	15:25 (10 mins)	Break			
Strategy and Planning					

15	15:35 (70 mins)	Annual Strategic Risk workshop to include a review the 2020/21 strategic risk register and agree the proposed strategic risks and risk appetite for 2021/22.	114.12	Discussion and Approval	Laura Stroppolo
	16:45 (5 mins)	Break			
Governance and related items					
16	16:50 (5 mins)	Board paper redactions and non-disclosure report	114.13	Approval	Kay Kershaw
17	16:55 (10 mins)	Board effectiveness – May meeting	Verbal	Input	Elisabeth Davies
18	17:05 (5 mins)	Any other business	Verbal	Input	All
	17:10	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