

## Agenda: 20 October 2022

### For the 123<sup>rd</sup> Meeting of the Office for Legal Complaints

**09:30 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, 18 October 2022 (please email: [kay.kershaw@legalombudsman.org.uk](mailto:kay.kershaw@legalombudsman.org.uk) )

Item presented for information	Paper number	Sponsor
Board forward plan	123.0	Board Secretary

Item	Timing	Item information	Paper number	Action	Sponsor
<b>Board meeting closed session</b>					
	09:30 (30 mins)	Private NED Session – verbal			
	10:00 (10 mins)	<b>Break</b>			
<b>Board meeting open session</b>					
<b>Governance and related items</b>					
1	10:10 (5 mins)	Welcome attendees, apologies, declarations of interest	n/a	Note	Elisabeth Davies
2	10:15 (5 mins)	Approval of previous minutes: <ul style="list-style-type: none"> <li>Board meeting 15 September 2022</li> <li>ARAC meeting 30 June 2022</li> </ul>	123.1	Approval	Elisabeth Davies
3	10:20 (10 mins)	Matters arising and actions from actions from previous meetings	123.2	Update	Elisabeth Davies
<b>Experiencing LeO</b>					
4	10:30 (15 mins)	Service Complaint Adjudicator’s Interim Mid-Year Report 2022/23	123.3	Assurance	Susan Bradford

Performance Review and Scrutiny					
5	10:45 (15 mins)	Executive report	<b>123.4</b>	Assurance / Update	Paul McFadden
6	11:00 (15 mins)	The Performance Dashboard and Quarter 2 Reporting: Operational Performance	<b>123.5</b>	Assurance / Update	David Peckham
7	11:15 (15 mins)	People		Assurance / Update	Debra Wright
8	11:30 (10 mins)	Quality and Service, to include discussion on Ombudsman Decision letters		Assurance / Update	Steve Pearson
9	11:40 (10 mins)	Finance		Assurance / Update	Michael Letters
	11:50 (10 mins)	<b>BREAK</b>			
10	12:00 (10 mins)	ARAC update from meeting held on 3 October 2022	<b>Verbal</b>	Assurance / Update	Hari Punchihewa
11	12:10 (10 mins)	Annual Report and Accounts 2021/22: Lessons Learned	<b>123.6</b>	Assurance / Update	Laura Stroppolo and Steph Goldbold
12	12:20 (10 mins)	Risk Management Policy and Risk Appetite Statements / Tolerances	<b>123.7</b>	Approval	Laura Stroppolo
	12:30 (30 mins)	<b>LUNCH</b> <b>Lunch with LeO staff as part of LeO's Health, Safety and Wellbeing Month</b>			
Strategy and Planning					
13	13:00 (60 mins)	2023/24 Budget and Business Plan: <ul style="list-style-type: none"><li>Approval of draft Budget, Budget Acceptance Criteria and Business Plan, and agreement of the one- year interim strategy for consultation.</li></ul>	<b>123.8</b>	Approval	Paul McFadden Laura Stroppolo Steph Godbold
14	14:00 (15 mins)	Scheme Rules changes: Update on progress	<b>123.9</b>	Assurance / Update	Steve Pearson

Experiencing LeO					
15	14:15 (60 mins)	Focusing on EDI <ul style="list-style-type: none"> <li>• EDI Benchmarking data - customer facing</li> <li>• Staff Network update to include a spotlight on REACH Network and REACH Strategy</li> <li>• Feedback on Big Promises</li> <li>• Black History Month</li> </ul>	<b>123.10</b>	Update	Nikki Sinclair and Dale Simon
	15:15 (10 mins)	<b>BREAK</b>			
Governance and related items					
16	15:25 (10 mins)	OLC Governance Framework	<b>123.11</b>	Approval	Laura Stroppolo
17	15:35 (10 mins)	Transparency Reports, to include: Board Member Register of Interests Senior Manager and Ombudsman Register of Interests Gifts and Hospitality Report Board Member and Senior Manager Expenses report	<b>123.12</b>	Approval	Kay Kershaw
18	15:45 (5 mins)	Board paper redactions and non-disclosure report	<b>123. 13</b>	Approval	Kay Kershaw
19	15:50 (10 mins)	Board effectiveness – October meeting	<b>Verbal</b>	Input	Elisabeth Davies
20	16:00 (5 mins)	Any other business	<b>Verbal</b>	Input	All
	16:05	<b>Close</b>			

## 2022 OLC Board and Committee Meeting Dates:

Date	Meeting Type	Papers to be issued	Office / MS Teams
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 meeting	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	
Wednesday 27 April	Extra-Ordinary Board Meeting	20 April 2022	
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 <sup>th</sup> June	ARAC meeting	Thursday 23 June	
Thursday 30 <sup>th</sup> 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	LeO Office
Tuesday 24 November	RemCo meeting	Tuesday 17 November	TBC
Wednesday 15 December	Board meeting	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
Thursday 21 September	Board Workshop	Thursday 14 September	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