

Agenda: 25 January 2023

For the 125th 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, 23 January 2023 (please email: kay.kershaw@legalombudsman.org.uk)

Item presented for information		Paper number	Sponsor		
Board forward plan		125.0	Board Secretary		
Horizon Scan		125.15	Steve Pearson		
Item	Timing	Item information	Paper number	Action	Sponsor
Board meeting closed session					
	09:30 (30 mins)	Private NED Session – verbal			
	10:00 (10 mins)	Break			
Board meeting open session					
Governance and related items					
1	10:10 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
2	10:15 (10 mins)	Approval of previous minutes: <ul style="list-style-type: none"> • Board meeting 15 December 2022 • ARAC meeting 3 October 2022 	125.1	Approval	Elisabeth Davies
3	10:25 (10 mins)	Matters arising and actions from previous meetings.	125.2	Update	Elisabeth Davies
Performance Review and Scrutiny					

4	10:35 (20 mins)	Executive report	125.3	Assurance / Update	Paul McFadden
5	10:55 (15 mins)	Performance Dashboard - Quarter 3 Reporting: <ul style="list-style-type: none"> Operational Performance 	125.4	Assurance / Update	David Peckham
6	11:10 (10 mins)	Performance Dashboard - Quarter 3 Reporting: <ul style="list-style-type: none"> People 		Assurance / Update	Debra Wright
7	11:20 (10 mins)	Performance Dashboard - Quarter 3 Reporting: <ul style="list-style-type: none"> Quality and Service 		Assurance / Update	Steve Pearson
8	11:30 (10 mins)	Performance Dashboard - Quarter 3 Reporting: <ul style="list-style-type: none"> Finance 		Assurance / Update	Michael Letters,
	11:40 (10 mins)	BREAK			
Strategy and Planning					
9	11:50 (60 mins)	Trajectories and assumptions: <ul style="list-style-type: none"> Forecast 2023/24 Update on the meeting of the Performance and Quality Task and Finish Group held on 10 January 2023 What would be acceptable to the OLC at year end 2022/23 	125.5	Assurance / Update / Approval	Martin Spencer/ Paul McFadden
	12:50 (30 mins)	LUNCH			
10	13:20 (45 mins)	2023/24 Budget and Business Plan: <ul style="list-style-type: none"> Update on the ARAC meeting held on 16 January 2023 Budget Acceptance Criteria Approval 	125.6	Assurance / Update / Approval	Martin Spencer/ Hari Punchihewa / Paul McFadden / Laura Stroppolo /

		<ul style="list-style-type: none"> Budget and Business Plan Approval 			Steph Godbold/
11	14:05 (10 mins)	Annual Report and Accounts 2022/23: <ul style="list-style-type: none"> Timetable and planning 	125.7	Assurance / Update	Laura Stroppolo / Michael Letters
Experiencing LeO					
12	14:15 (30 mins)	Civil Service People Survey Results	125.8	Update	Debra Wright
13	14:45 (15 mins)	Update on Scheme Rules Changes	125.9	Update	Steve Pearson
Governance and related items					
	15:00 (10 mins)	BREAK			
14	15:10 (15 mins)	Tripartite Protocol	125.10	Ratification	Elisabeth Davies / Paul McFadden
15	15:25 (15 mins)	OLC Governance Framework	125.11	Approval	Laura Stroppolo / Paul McFadden
16	15:40 (20 mins)	Annual review of Governance Documents: <ul style="list-style-type: none"> OLC Operating Framework OLC Rules of Procedure Schedule of Matters Reserved to Board Scheme of Delegations and RemCo Terms of Reference Public Interest Committee Terms of Reference (formerly known as Category 1 Publications Committee) 	125.12	Approval	Laura Stroppolo / Paul McFadden

17	16:00 (10 mins)	Transparency Publications Report: <ul style="list-style-type: none"> • Board Member Register of Interests • Senior Manager and Ombudsman Register of Interests • Gifts and Hospitality Report • Board Member and Senior Manager Expenses report 	125.13	Approval	Kay Kershaw
18	16:10 (5 mins)	Board paper redactions and non-disclosure report	125.14	Approval	Kay Kershaw
19	16:15 (10 mins)	Board effectiveness – January meeting	Verbal	Input	Elisabeth Davies
20	16:25 (5 mins)	Any other business	Verbal	Input	All
	16:30	Close			

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