

## Agenda: 29 April 2025

### For the 138<sup>th</sup> Meeting of the Office for Legal Complaints

09:30 – 15:15

Any comments to be tabled in respect of the papers or items for AoB are to be forwarded to the Board Governance Manager by noon, 25 April 2025.

Item presented for information			Paper number		Sponsor
Board forward plan			138.0		Kay Kershaw
Item	Timing	Item information	Paper number	Action	Sponsor
Board meeting closed session					
09:30 (45 mins)		Private NED session with the Chief Ombudsman			
10:15 (15 mins)		Break			
Board meeting open session					
Governance and related items					
1	10:30 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
Strategy, Planning and Governance					
2	10:35 (30 mins)	Review of the skeleton 2024/25 Annual Report and Accounts and update on progress.	138.1	Assurance / Update	Laura Stroppolo, Mike Harris, Blessing Simango
3	11:05 (30 mins)	LeO's strategic approach to digital technology and AI	138.2	Discussion	David Peckham
11:35 (5 mins)		Break			
4	11:40 (20 mins)	Stakeholder management	138.3	Assurance / Update	Mike Harris

5	12:00 (15 mins)	2025 Internal Board Effectiveness	138.4	Assurance / Update	Elisabeth Davies
12:15 (10 mins)		Break			
Performance review					
6	12:25 (15 mins)	Chief Ombudsman's report	138.5	Assurance	Paul McFadden
7	12:40 (30 mins)	Integrated performance report	138.6	Assurance / Update	Executive Team
13:10 (50 mins)		Lunch with staff			
Performance review / experiencing LeO					
8	14:00 (20 mins)	Update from RemCo:	138.7A	Assurance / Update	Alison Sansome Debbie Wright
		<ul style="list-style-type: none"><li>Feedback on the RemCo meeting held on 20 March 2025</li><li>Feedback on the annual RemCo / Staff Council meeting held on 20 March 2025</li><li>Civil Service Survey Results</li></ul>	138.7B		
Experiencing LeO					
9	14:20 (15 mins)	Service Complaint Adjudicator's annual report	138.8	Assurance / Update	Susan Bradford Steven Pearson
10	14:35 (10 mins)	Revision of the Welsh language scheme	138.9	Assurance / Update	Mike Harris
Governance and related items					
11	14:45 (5 mins)	Transparency publications report: <ul style="list-style-type: none"><li>Board member Register of Interests</li><li>Ombudsman and Senior Manager Register of Interests</li><li>Gifts and Hospitality Report</li></ul>	138.10	Approval	Kay Kershaw

		<ul style="list-style-type: none"> <li>Ombudsman and Senior Manager expenses report</li> </ul>			
12	14:50 (5 mins)	Previous minutes, previous actions and matters arising, Including: <ul style="list-style-type: none"> <li>Board meeting 29 January 2025</li> <li>RemCo meeting 27 November 2024</li> </ul>	<b>138.11A</b> <b>138.11B</b>	Approval	Kay Kershaw
13	14:55 (5 mins)	Board paper redactions and non-disclosure report	<b>138.12</b>	Approval	Kay Kershaw
14	15:00 (10 mins)	Board effectiveness: <ul style="list-style-type: none"> <li>Feedback on April meeting</li> </ul>	<b>Verbal</b>	Assurance / Update	Elisabeth Davies
15	15:10 (5 mins)	Any other business	<b>Verbal</b>	Input	All
	<b>15:15</b>	<b>Close</b>			

## 2025 Board and Committee Meeting Dates

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Wednesday 8 January	Performance Sub-Group	Wednesday 2 January	TBC
Monday 13 January	ARAC	Monday 6 January	MS Teams
Wednesday 29 January	Board	Wednesday 22 January	LeO Office
Thursday 27 February	Board Workshop	Thursday 20 February	LeO Office
Thursday 20 March	RemCo	Thursday 13 March	MS Teams
Tuesday 29 April	Board	Tuesday 22 April	LeO Office
Monday 19 May	ARAC	Monday 12 May	MS Teams
Wednesday 18 June	ARAC	Wednesday 11 June	LeO Office
Wednesday 18 June	Board	Wednesday 11 June	LeO Office
July TBC	Performance Sub-Group	TBC	TBC
Thursday 24 July	Board	Thursday 17 July	LeO Office
September TBC	Performance Sub-Group	TBC	TBC
Thursday 25 September	Board Workshop	Thursday 18 September	LeO Office
Monday 6 October	ARAC	Monday 29 September	MS Teams
Wednesday 22 October	Board	Wednesday 15 October	LeO Office
Thursday 20 November	RemCo	Thursday 13 November	MS Teams
Wednesday 17 December	Board	Wednesday 10 December	LeO Office

## 2026 Board and Committee Meeting Dates\*

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Wednesday 28 January	Board Meeting	Wednesday 21 January	LeO office
Monday 9 February	ARAC Meeting	Monday 2 February	MS Teams
Wednesday 25 February	Board Workshop	Wednesday 18 February	LeO office
Wednesday 18 March	RemCo Meeting	Wednesday 11 March	MS Teams / LeO office
Wednesday 29 April	Board Meeting	Wednesday 22 April	LeO office
Monday 11 May	ARAC Meeting	Tuesday 5 May	MS Teams
Wednesday 17 June	ARAC Meeting	Wednesday 10 June	LeO office
Wednesday 17 June	Board Meeting	Wednesday 10 June	LeO office
Wednesday 29 July	Board Meeting	Wednesday 22 July	LeO office
Wednesday 23 September	Board Workshop	Wednesday 16 September	LeO office
Monday 19 October	ARAC Meeting	Monday 12 October	MS Teams
Wednesday 28 October	Board Meeting	Wednesday 21 October	LeO office
Wednesday 18 November	RemCo Meeting	Wednesday 11 November	MS Teams / LeO office
Wednesday 16 December	Board Meeting	Wednesday 9 December	LeO office

\*2026 Dates for Performance Sub-Group meetings have not yet been agreed