

Meeting	OLC Board Meeting	Agenda Item No.	4
		Paper No.	109.3
Date of meeting	26 October 2020	Time required	10 Minutes

Title	Chair's report
Sponsor	Elisabeth Davies, OLC Chair
Status	OFFICIAL

Executive summary
<p>In September a paper was shared with the Board providing an update on each of the three recruitment rounds and shared relevant equality and diversity monitoring statistics alongside an update on the outcome at the point of drafting. Detail was provided on the Chief Operating Officer and the Chair of ARAC appointments. Detail was not provided on the Chief Ombudsman appointment and so this paper provides a further and final update on the third appointment.</p> <p>This paper also briefly sets out how wider communication of the appointments is being handled, both internally to staff and externally to stakeholders.</p> <p>Finally it provides an indication of how much thinking and planning is going in to ensuring both the Chief Ombudsman and Chief Operating Officer are fully prepared and role ready in January.</p>
Recommendation/action required
Board is asked to note.

Chair's update: Recruitment

1. Introduction

In September a paper was shared with the Board providing an update on each of three recruitment rounds - Appointing a new Chief Ombudsman; appointing a new Chief Operating Officer; appointing a new Non-Executive Board member and Chair of ARAC. It shared relevant equality and diversity monitoring statistics alongside an update on the outcome at the point of drafting.

Detail was provided on the Chief Operating Officer¹ and the Chair of ARAC appointments. Detail was not provided on the Chief Ombudsman appointment as, at the time of the meeting, appropriate approval for the Accounting Officer aspect of the role was still being sought from the Ministry of Justice.

Detail was also provided on the temporary adjustments that had been put in place for the line management of senior managers who will be managed by the Chief Operating Officer when they are in place. The paper noted:

- The Interim Director of Operations will line manage the Deputy Ombudsman; the Head of Finance will line manage the Head of IT and the HR Strategic Support will line manage the interim in charge of Organisational Development and People Strategy.
- Mariette Hughes has assumed the role of Interim Director of Operations and acting Chief Ombudsman along with Acting Accounting Officer.

This paper therefore provides a further and final update on the Chief Ombudsman appointment and how the transition to the new Executive Team is being managed.

2. Chief Ombudsman

Paul McFadden has been appointed as the new Chief Ombudsman.

Since July 2019, Paul has been the Acting Northern Ireland Public Services Ombudsman (NIPSO). His substantive role, which he has held since 2016, is Deputy Commissioner/Deputy Ombudsman. He is responsible for leadership of NIPSO and all Ombudsman functions, overseeing independent investigation of public services and developing external relationships and profile.

Prior to this (2009-2016) he was Head of Complaints Standards Authority at the Scottish Public Services Ombudsman (SPSO), Police Complaints Commissioner for Scotland (2007-2008) and a Policy Advisor to the Scottish Government (2004-2009).

¹ Sandra Strinati who will start on 4th January 2021.

Paul has spent much of his career working with Ombudsman and complaint handling organisations and he is passionate about the work that they do.

His formal start date will be 11th January 2021.

3. Managing the transition

All of LeO's staff have now been fully briefed about the Chief Ombudsman and Chief Operating Officer appointments.

External stakeholders have been updated and a press notice has been published including biographical details and career backgrounds.

The focus is now on managing the transition and the induction of both colleagues. Some of this activity will take place over the course of November and December and in advance of January start dates. This is set to include

- Sharing of critical documentation including performance and finance reports.
- Provision of key governance documents.
- Catch up meetings scheduled with each of the Executive Team.
- Possible face to face meeting with the new Executive Team.
- Introductory meetings with OLC Board members.
- Introductory meetings with the MoJ and the LSB.
- Staff communication from the new CO and COO.
- Arranging meetings early in the new year for the new CO with each of the external stakeholders.