

## Agenda: 14 December 2021

### For the 117<sup>th</sup> Meeting of the Office for Legal Complaints

10:00 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, 13 December 2021 (please email: [kay.kershaw@legalombudsman.org.uk](mailto:kay.kershaw@legalombudsman.org.uk) )

Item presented for information			Paper number	Sponsor	
Board forward plan			117.0	Board Secretary	
Horizon Scan			117.14	Sarah Gilbert	
Item	Timing	Item information	Paper number	Action	Sponsor
<b>Informal session for those Board members able to attend</b>					
<b>Experiencing LeO</b>					
	10:00 (50 mins)	An overview of the new GETi role being piloted			
<b>Board meeting closed session</b>					
	10:50 (30 mins)	Private NED Session – verbal			
	11:20 (10 mins)	<b>Break</b>			
<b>Board meeting open session</b>					
<b>Governance and related items</b>					
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"> <li>• Board meeting 18 October 2021</li> </ul>	117.1	Approval	Elisabeth Davies
3	11:45 (10 mins)	Matters arising and actions from previous meetings.	117.2	Update	Elisabeth Davies

Performance Review and Scrutiny					
4	11:55 (15 mins)	Executive report	117.3	Assurance	Paul McFadden
5	12:10 (10 mins)	Finance report	117.4	Assurance / Update	Michael Letters
Performance Review and Scrutiny					
6	12:20 (10 mins)	Update on RemCo meeting held on 17 November	Verbal	Assurance	Jane Martin
7	12:30 (20 mins)	People and Performance	117.5A 117.5B	Assurance	Sandra Strinati and Debra Wright
8	12:50 (15 mins)	Reducing the backlog	117.6	Update / Assurance	Deb McIntyre, Treena Moseley and David Peckham
	13:05 (45 mins)	<b>LUNCH</b>			
Strategy and Planning					
9	13:50 (35 mins)	<p>2022/23 Budget and Business Plan:</p> <p><u>Where we are:</u></p> <ul style="list-style-type: none"> <li>Feedback from stakeholders and the LSB</li> <li>Focus areas for the Board: Levels of confidence; Unpicking what constitutes radical</li> </ul> <p><u>What happens next:</u></p> <ul style="list-style-type: none"> <li>Feedback following consultation.</li> <li>Drafting the Business Plan.</li> <li>Budget acceptance criteria</li> </ul>	Verbal	Update	Paul Mc Fadden, Sandra Strinati and Laura Stroppolo

10	14:25 (15 mins)	Transparency agenda: Publishing Ombudsman decisions – update on progress.	<b>117.7</b>	Update	Sarah Gilbert
<b>Experiencing LeO</b>					
11	14:40 (10 mins)	EDI Update, to include <ul style="list-style-type: none"> <li>• Update on the EDI steering Group</li> <li>• Update on the Inclusive Leadership Training</li> <li>• Feedback and actions arising from the consultation on Equality Priority Objectives</li> </ul>	<b>117.8</b>	Assurance	Nikki Sinclair
12	14:50 (15 mins)	Twice-yearly Quality Assurance report	<b>117.9</b>	Assurance	Steve Pearson
	15:05 (10 mins)	<b>Break</b>			
13	15:15 (15 mins)	Service Complaint Adjudicator's interim report for 2021/22	<b>117.10</b>	Assurance	Steve Pearson / Susan Bradford
<b>Governance and related items</b>					
14	15:30 (10 mins)	Annual report on enforcement	<b>117.11</b>	Assurance	Steve Pearson
15	15:40 (5 mins)	Quarterly transparency publications, to include <ul style="list-style-type: none"> <li>• Board Member and Senior Managers' Register of Interests</li> <li>• Board Member and Senior Manager's expenses</li> <li>• Gifts and Hospitality report</li> </ul>	<b>117.12</b>	Approval	Kay Kershaw
16	15:45 (5 mins)	Board paper redactions and non-disclosure report	<b>117.13</b>	Approval	Kay Kershaw
17	15:50 (10 mins)	Board effectiveness – December meeting	<b>Verbal</b>	Input	Elisabeth Davies

18	16:00 (5 mins)	Any other business	<b>Verbal</b>	Input	All
	<b>16:05</b>	<b>Close</b>			

### 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

### 2022 OLC Board and Committee Meeting Dates:

Date	Meeting Type	Papers to be issued
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 workshop	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
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
Tuesday 15 November	RemCo meeting	Tuesday 8 November
Wednesday 15 December	Board meeting	Wednesday 8 December