

## Agenda: 18 October 2023

### For the 129<sup>th</sup> Meeting of the Office for Legal Complaints

**09:15 – 15:25**

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, 17 October 2023.

Item presented for information		Paper number	Sponsor		
Board forward plan		129.0	Board Secretary		
Horizon Scan		129.11	Sarah Gilbert		
Item	Timing	Item information	Paper number	Action	Sponsor
<b>Board meeting closed session</b>					
09:15 (30 mins)	Private NED session				
09:45 (30 mins)	A pre-Board seminar with the REACH Network (attended by the Chief Ombudsman and EDI Manager).				
10:15 (15 mins)	<b>Break</b>				
<b>Board meeting open session</b>					
<b>Governance and related items</b>					
1	10:30 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
<b>Strategy and Planning</b>					
2.	10.35 (40 mins)	2024/25 Draft Budget and Budget Acceptance Criteria, Business Plan and Strategy: <ul style="list-style-type: none"> <li>Approval of strategy for consultation</li> <li>Approval of Budget Acceptance Criteria and Business Plan for submission to the LSB</li> </ul>	129.1	Approval	Paul McFadden / Laura Stroppolo / Steph Godbold

Experiencing LeO / OLC					
3.	11.15 (35 mins)	Customer Journey walk through	129.2	Assurance	Steve Pearson / David Peckham
11:50 (10 mins)		<b>Break</b>			
<b>Performance review</b>					
4.	12:00 (10 mins)	Service Complaint Adjudicator's interim report	129.3	Assurance / Update	Susan Bradford
<b>Performance review</b>					
5.	12.10 (20 mins)	Executive report	129.4	Assurance / Update	Paul McFadden
	12:30 (60 mins)	<b>LUNCH WITH STAFF</b>			
6.	13:30 (40 mins)	Moving towards an integrated performance dashboard: Quarter two reporting: <ul style="list-style-type: none"> <li>Operational Performance</li> <li>Quality and Service</li> <li>Finance</li> <li>People</li> </ul>	129.5	Assurance / Update	David Peckham / Steve Pearson/ Blessing Simango/ Debra Wright
7.	14:10 (10 mins)	Update on the Performance Sub-Group meeting held on 18 September 2023	129.6	Assurance / Update	Martin Spencer
8.	14:20 (10 mins)	Update on the ARAC meeting held on 2 October 2023	verbal	Assurance / Update	Martin Spencer
14:30 (10 mins)		<b>Break</b>			
9.	14:40 (15 mins)	2022/23 Annual Report and Accounts: Lessons learned	129.7	Assurance / Update	Laura Stroppolo / Blessing Simango / Steph Godbold

Governance and related items					
10.	14:55 (5 mins)	Approval of previous minutes: <ul style="list-style-type: none"> <li>• 20 July 2023 Board meeting</li> <li>• 15 June 2023 ARAC meeting</li> </ul> Matters arising and actions from previous meetings.	<b>129.8A</b> <b>129.8B</b>	Approval	Elisabeth Davies/ Kay Kershaw
11.	15:00 (5 mins)	Transparency reports: <ul style="list-style-type: none"> <li>• Board member register of interests</li> <li>• Senior manager and ombudsman register of interests</li> <li>• Gifts and hospitality</li> <li>• Board member and senior manager expenses</li> </ul>	<b>129.9</b>	Approval	Kay Kershaw
12.	15:05 (5 mins)	Board paper redactions and non-disclosure report	<b>129.10</b>	Approval	Kay Kershaw
13.	15:10 (10 mins)	Board effectiveness: feedback on meeting	<b>Verbal</b>	Input	Elisabeth Davies
14.	15:20 (5 mins)	Any other business	<b>Verbal</b>	Input	All
	<b>15:25</b>	<b>Close</b>			

### 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	Performance Sub 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
Wednesday 19 July	Performance Sub Group	Wednesday 12 July	MS Teams
Thursday 20 July	Board	Thursday 13 July	LeO Office
Monday 18 September	Performance Sub Group	Monday 11 September	MS Teams
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	MS Teams
Monday 20 November	Performance Sub Group	Monday 13 November	MS Teams
Thursday 14 December	Board	Thursday 7 December	LeO Office

### 2024 Board and Committee Meeting Dates:

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Monday 15 January	ARAC	Monday 8 January	MS Teams
Tuesday 30 January	Board	Tuesday 23 January	LeO Office
Tuesday 27 February	Workshop	Tuesday 20 February	LeO Office
Wednesday 20 March	RemCo	Wednesday 6 March	MS Teams
Wednesday 20 March	RemCo / Staff Council	N/A	MS Teams
Thursday 25 April	Board	Thursday 18 April	LeO Office
Monday 20 May	ARAC	Monday 13 May	MS Teams
Thursday 13 June	ARAC	Thursday 6 June	LeO Office
Thursday 13 June	Board	Thursday 6 June	LeO Office
Thursday 25 July	Board	Thursday 18 July	LeO Office
Thursday 26 September	Workshop	Thursday 19 September	LeO Office
Monday 14 October	ARAC	Monday 7 October	MS Teams
Thursday 24 October	Board	Thursday 17 October	LeO Office

Thursday 21 November	RemCo	Thursday 14 November	MS Teams
Wednesday 18 December	Board	Wednesday 11 December	LeO Office
Thursday 14 December	Board	Thursday 7 December	LeO Office