

Agenda: 28 January 2021

For the One Hundred and Eleventh Meeting of the Office for Legal Complaints

10:00 onwards, by conference call

Any comments to be tabled in respect of the papers or items for AOB are to be forwarded to the Board Secretary by noon, 26 January 2021 (please email: kay.kershaw@legalombudsman.org.uk)

Item presented for information		Paper number	Sponsor		
Board forward plan		111.0	Board Secretary		
Horizon Scan		111.13	Steve Pearson		
Item	Timing	Item information	Paper number	Action	Sponsor
	10:00 (30 mins)	Private NED Session – verbal			
	10:30 (10 mins)	Break			
Board meeting open session					
1	10:40 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
2	10:45 (10 mins)	Approval of previous minutes: <ul style="list-style-type: none"> Board meeting held on 26 October 2020 ARAC meeting held on 15 May 2020 ARAC Meeting held on 29 June 2020 RemCo meeting held on 7 September 2020 	111.1	Approval	Elisabeth Davies
3	10:55 (10 mins)	Matters arising, outstanding actions from the previous meeting.	111.2	Update	Elisabeth Davies
Performance Review and Scrutiny					

4	11:05 (15 mins)	Executive report	111.3	Assurance	Paul McFadden
5	11.20 (15 mins)	Finance report	111.4	Assurance / Update	Michael Letters
6	11:35 (10 mins)	ARAC update	Verbal	Assurance / Update	Hari Punchedhewa
7	11.45 (15 mins)	Performance Report and update on Covid-19 planning and the People Plan.	111.5	Assurance	Sandra Strinati & Mariette Hughes
8	11:55 (10 mins)	RemCo update	Verbal	Assurance / Update	Jane Martin
9	12:05 (10 mins)	Update on Service Complaint Adjudicator tendering process	111.6	Assurance / Update	Sam Argyle
	12:15 (5 mins)	Break			
10	12:20 (15 mins)	Civil Service Survey results	111.7	Assurance / discussion	Petrina Hoggan
11	12:35 (30 mins)	The Covid plan and confidence levels in the assumptions that inform the Business Plan for 2021/22.	111.8	Assurance / discussion	Paul McFadden, Mariette Hughes & Rod Bulmer
	13:05 (30 mins)	Lunch			
Strategy and Planning					
12	13:35 (60 mins)	Draft 2021/22 Budget and Business Plan, to include: <ul style="list-style-type: none"> • Feedback from the budget and business plan consultation • Feedback from ARAC • Review of budget and business plan progress • Review of the draft 2021/22 budget for submission to the LSB 	111.9	Update / Discussion	Paul McFadden, Sandra Strinati & Hari Punchedhewa
	14:35 (5 mins)	Break			

Focus: Voice and Experience					
13	14:40 (30 mins)	Continuing our understanding the end to end customer journey	Verbal	Information	Mariette Hughes
Stakeholder engagement					
14	15:10 (5 mins)	Approval of the OLC response to the LSB business plan consultation	111.10	Approval	Alex Moore
Governance and related items					
15	15:15 (5 mins)	Transparency reports: <ul style="list-style-type: none"> • Ombudsman, Senior Manager and Board Member Register of Interests • Board and Senior Manager Expenses Report • Gifts and Hospitality Register 	111.11	Approval	Kay Kershaw
16	15:20 (5 mins)	Board paper redactions and non-disclosure report	111.12	Approval	Kay Kershaw
17	15:25 (10 mins)	Board effectiveness – January meeting	Verbal	Input	Elisabeth Davies
18	15:35 (5 mins)	Any other business	Verbal	Input	All
	15:40	Close			

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