

## **Minutes of the Twenty-Ninth Meeting**

### **Office for Legal Complaints (OLC) Remuneration and Nomination Committee**

**Tuesday 27 May 2015  
09:30 – 12:30 pm**

#### **Present:**

Dr Bernard Herdan Chair  
Caroline Coates Member  
Jane McCall Member

#### **In attendance:**

Ian Brack Interim Chief Executive  
Kathryn King Interim Chief Ombudsman

#### **Secretary:**

Helen White Board Secretary

#### **Apologies:**

Marcus Passant HR Manager

#### **Item 1 – Welcome, apologies and conflict of interest**

1. The Chair welcomed and thanked those in attendance. He noted the apologies sent by the HR Manager.
2. The quorum requirements for the committee meeting were met.
3. There was a generic declaration of interest declared by the interim Chief Executive and interim Chief Ombudsman for agenda item 4 and by permanent staff for agenda items 5 and 6.
4. The Chair stated that this meeting had been called at short notice, primarily to deal with the recruitment of senior staff, regularisation of the staff benefits schemes and also the organisational refocus proposals.

#### **Item 2 – Minutes of the previous meeting**

5. The minutes of the meeting held on 5 May 2015 were approved.

**ACTION: The Board Secretary to publish the approved minutes of the meeting held on 5 May 2015.**

#### **Item 3 – Matters arising and outstanding action points**

6. Members noted those items where actions had been completed and those that were included as agenda item.

#### **Item 4 – Update on the Recruitment of Senior Staff**

7. The interim Chief Executive and interim Chief Ombudsman left the meeting for part of this discussion.
8. The Chair noted that the interim Chief Executive had received his fixed term employment contract with a limit on its duration. It was noted that this had been approved by the MoJ.
9. It was agreed that a copy of the contract would be given to the RemCo Chair and also that a summary of the contract terms be provided for RemCo members.

**ACTION: The HR Manager to provide the RemCo Chair with a copy of the interim Chief Executive’s short term employment contract.**

**The HR Manager provide a summary of the contract terms for RemCo members.**

10. The Chair reported that he had agreed with the OLC Chair that the interview panel for the permanent Chief Executive would comprise the OLC Chair, RemCo Chair and a MoJ representative. The interview panel for the permanent Chief Ombudsman would comprise the OLC Chair, Tony King and either Caroline Coates or Jane McCall. Interview dates would be confirmed prior to the roles being advertised.

**ACTION: The Board Secretary to confirm the interview dates and notify the HR Manager.**

11. The Chair noted that the date for procurement quotes for the search and selection assignment for the permanent Chief Executive role had passed. He requested that the HR Manager provide an update to RemCo via e-mail.

**ACTION: The HR Manager update RemCo via e-mail on the identification of the recruitment agency for the permanent Chief Executive recruitment.**

12. The Chair requested that the HR Manager finalise the CEO job description and provide the Chair with a copy. The HR Manager to also undertake the salary benchmarking.

**ACTION: The HR Manager to finalise the CEO job description and provide the Chair with a copy.**

**The HR Manager to commence salary benchmarking.**

13. It was agreed that the interim Chief Executive would update the job description for the permanent Chief Ombudsman and forward this to the HR Manager.

Once finalised, this would be circulated to RemCo members. This was requested by 5 June.

**ACTION: The interim Chief Executive to update the job description for the permanent Chief Ombudsman and forward this to the HR Manager.**

**The HR Manager to circulate the final job description to RemCo members.**

14. It was noted that RemCo representation was not required on the interview panels for either the Head of IT or Head of Policy and Communications.
15. It was agreed that the HR Manager would circulate the proposed terms and conditions for the recruitment of the Head of IT and Head of Policy and Communications to RemCo members. This would include the basis for the salary proposals. This was requested by 5 June.

**ACTION: The HR Manager to circulate the proposed terms and conditions (to include the basis for salary proposals) for the Head of IT and Head of Policy and Communications to RemCo members by 5 June.**

16. Members agreed that the secondment of the Head of CMC would be extended to the end of the financial year, 31 March 2016.

**ACTION: The HR Manager to proceed with the finalisation of the secondment of the Head of CMC to the end of the financial year, 31 March 2016.**

#### **Item 5 – Staff Benefits Scheme Regularisation**

17. Discussion took place on the regularisation of the staff benefits schemes. The interim Chief Executive reported that discussions continued with the MoJ and external advisors. He reported that external advice was expected before the next OLC Board meeting.

**ACTION: Interim Chief Executive to provide RemCo with a timeline for resolution of this matter and draft proposals for review.**

18. The Chair requested that RemCo review this in advance of any proposal being presented to the OLC Board. If necessary, an additional meeting could be held.
19. The Chair requested confirmation that the current pay remit included the 3% figure for the staff benefits scheme.

**ACTION: The interim Chief Executive to confirm if the current pay remit include the 3% figure for the staff benefits scheme.**

20. Discussion took place on the external salary benchmarking exercise being undertaken with other similar public sector organisations, ideally in the same geographical location.

**ACTION: The HR Manager to benchmark comparable salaries and reward packages with relevant public sector organisations.**

#### **Item 6 – OLC Organisational Refocus Proposals**

21. Discussion took place on the interim Chief Executive's proposals for the OLC's organisational refocus.
22. The implications of the existing structure remaining were explored. The interim Chief Executive reported that the existing structure did not provide the capacity to deliver the current Strategy or to deal with the scrutiny and oversight environment within which the OLC was required to operate. Additionally he reported that the split of the Chief Executive and Chief Ombudsman roles resulted in a position where the Chief Ombudsman had no meaningful authority over the areas for which they had statutory responsibility.
23. Discussions took place on the budget implications, as the proposals would likely result in a budget review at half year. It was agreed that the interim Chief Executive would incorporate a draft business case into a revised version of the paper for discussion at the OLC Board. This would outline the cost and benefits of the proposal and also outline how new business development would be delivered. The Chair was keen that the revised paper encompassed how the organisation's stakeholder management and outreach work would be delivered and how business development would be taken forward. The paper would also need to outline how the refocus would strengthen governance.
24. It was agreed that the business case would need to outline the merits for the proposals as outlined versus a phased approach.

**ACTION: The interim Chief Executive to produce a revised paper incorporating a business case as outlined above for initial review by RemCo members before 5 June.**

#### **Item 7 – RemCo Terms of Reference and Forward Plan**

25. Discussion took place on the revised RemCo Terms of Reference. It was agreed the Board Secretary would update the document and circulate it to RemCo members for approval. It would then be presented to the OLC Board for approval.

**ACTION: The Board Secretary to update the RemCo Terms of Reference and circulate the document to RemCo members.**

**The final document will then be presented to the OLC Board for approval.**

26. Discussion took place on the RemCo Forward Plan. The Board Secretary was requested to update the plan and circulate it with the draft minutes.

**ACTION: The Board Secretary to update the action plan and circulate it to members with the draft minutes.**

#### **Item 8 – Any Other Business**

27. Discussion took place on the pay remit. It was noted that detailed advice had not yet been received from the MoJ. It was agreed that an item would be tabled at the July RemCo meeting on the pay remit.

**ACTION: The Board Secretary to schedule Pay Remit on the July RemCo agenda.**

28. Discussion took place on the recent Staff Council meeting. The interim Chief Executive reported that discussion had been held with the Staff Council about the potential for a RemCo member to attend one of their future meetings. The Board Secretary was asked to circulate the future Staff Council dates to RemCo members.

**ACTION: The Board Secretary to circulate the Staff Council dates to RemCo members.**

29. Discussion took place about Staff Council representatives presenting twice yearly to RemCo. It was agreed this could commence in July.

**ACTION: The Board Secretary to invite Staff Council representative to present twice yearly to RemCo, starting in July 2015.**

30. Discussion took place on the recent staff event held on 19 May. Jane McCall, who had attended the morning session, gave a summary of the meeting.

31. Discussion took place on the recent staff survey (temperature check). Members agreed that the management team sub group be invited to present their resulting Action Plan to the July RemCo meeting. If necessary to achieve an optimum result an external facilitator could be employed to stimulate a far reaching discussion within the group.

**ACTION: The Board Secretary to invite the management team sub group to present their Action Plan resulting from the recent staff survey at the July RemCo meeting.**

32. Discussion took place on the approval of policies. It was agreed that a paper would be submitted to the July RemCo meeting outlining which policies would require RemCo approval and together with the review cycle.

**ACTION: The interim Chief Executive to table a paper on the policy review schedule and review cycle to the July RemCo meeting.**

### **Next meeting**

The next RemCo meeting would be held on Monday 20 July in Birmingham from 10.00 – 2.00 pm.