

Agenda: 15 December 2022

For the 124th Meeting of the Office for Legal Complaints

To be held remotely 09:30 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 2022 (please email: kay.kershaw@legalombudsman.org.uk)

Item presented for information	Paper number	Sponsor
Board forward plan	124.0	Board Secretary
Horizon Scan	124.12	Sarah Gilbert

Item	Timing	Item information	Paper number	Action	Sponsor
Board meeting closed session					
	09:30 (30 mins)	Private NED Session – verbal			
	10:00 (15 mins)	Break			
Board meeting open session					
Governance and related items					
1	10:15 (5 mins)	Welcome attendees, apologies, declarations of interest	n/a	Note	Elisabeth Davies
2	10:20 (5 mins)	Approval of previous minutes: <ul style="list-style-type: none"> Board meeting 20 October 2022 RemCo meeting 8 February 2022 	124.1	Approval	Elisabeth Davies
3	10:25 (10 mins)	Matters arising and actions from actions from previous meetings	124.2	Update	Elisabeth Davies
Performance Review and Scrutiny					
4	10:35 (10 mins)	Executive report	124.3	Assurance / Update	Paul McFadden

5	10:45 (45 mins)	<p>Performance dashboard – interim update:</p> <ul style="list-style-type: none"> • Operational performance update from October • Feedback from the Performance and Quality Task and Finish Group including: <ul style="list-style-type: none"> ○ Feedback from the assumptions review and forecasting process. ○ Where should contingency and/ or risk tolerance or risk range be built in. ○ The role of the Task and Finish Group going forward. 	124.4	Assurance / Update	David Peckham / Martin Spencer
6	11:30 (20 mins)	<p>RemCo update:</p> <ul style="list-style-type: none"> • Feedback on meeting held on 24 November 2022, • Pay and Reward Strategy: pay benchmarking 	124.5	Assurance / Update	Alison Sansome / Debra Wright
	11:50 (10 mins)	BREAK			
7	12:00 (10 mins)	Update on Civil Service Survey 2022	Verbal	Update	Debra Wright

8	12:10 (15 mins)	Update on 2023/24 , Budget and Business Plan: <ul style="list-style-type: none">• Verbal update on the emerging feedback on the consultation• Approval of updated ARAC Terms of Reference	124.6	Assurance / Update/ Approval	Paul McFadden, Laura Stroppolo, Steph Godbold and Sarah Gilbert
Experiencing LeO					
9	12:25 (20 mins)	Internal Communications update and summary of the internal communications survey	124.7	Update	Ashley McCann
	12:45 (30 mins)	LUNCH			
Governance and related items					
10	13:15 (45 mins)	Presentation: Understanding OLC's Governance	124.8	Presentation	Laura Stroppolo
	14:00 (15 mins)	BREAK			
Experiencing LeO					
11	14:15 (15 mins)	Ombudsman Decisions: a chance to revisit and reflect in discussion with the Board	Verbal	Assurance / Update	Steve Pearson
12	14:30 (20 mins)	Legal Team update, to include Annual Report on Enforcement	124.9	Assurance / Update	Laura Stockin
13	14:50 (15 mins)	EDI: Social Mobility analysis and feedback	124.10	Update	Laura Stroppolo
Governance and related items					
14	15:05 (5 mins)	Board paper redactions and non-disclosure report	124.11	Approval	Kay Kershaw

15	15:10 (5 mins)	Board effectiveness – December meeting	Verbal	Input	Elisabeth Davies
16	15:15 (5 mins)	Any other business	Verbal	Input	All
	15:20	Close			
Closed session					
	15:20 (10 mins)	An opportunity for the Board and Executive to thank and say farewell to a long-serving member of staff who is retiring.			

2022 OLC Board and Committee Meeting Dates:

Date	Meeting Type	Papers to be issued	Office / MS Teams
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 meeting	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	
Wednesday 27 April	Extra-Ordinary Board Meeting	20 April 2022	
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 th June	ARAC meeting	Thursday 23 June	
Thursday 30 th 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	LeO Office
Thursday 24 November	RemCo meeting	Thursday 17 November	MS Team
Wednesday 15 December	Board meeting	Wednesday 8 December	LeO Office

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	P&Q Task and Finish 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
Thursday 20 July	Board	Thursday 13 July	LeO Office
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	LeO Office
Thursday 14 December	Board	Thursday 7 December	LeO Office