

Minutes of the sixth meeting

Office for Legal Complaints (OLC) Remuneration & Nomination Committee

Monday 8 March 2010

10.30am – 1.30pm

Victoria House, Southampton Row, London, WC1B 4AB

Present:

Rosemary Carter (Chair)
Tony Foster (Member)
Margaret Doyle (Member)

In attendance:

Adam Sampson – Chief Ombudsman (until 12.15pm)
Lesley Hancock – Head of HR
Liz Shepherd – Programme Director

Observing other attendees/guests

Darren Smith – Towers Watson (10.45 – 11.45)

Board Secretary:

Sarah Pickering

Preliminary issues:

The quorum requirements for the meeting were met.

Item 1 – Welcome and apologies

1. No apologies were received.

Item 2 – Minutes of previous meeting

2. The minutes of the meeting of 12 February were approved subject to an addition to Item 2 and removal of a sentence in Item 4.

The minutes of the meeting of 3 March were approved.

Item 3 – Matters arising & action points

3. The Chief Ombudsman requested that details of the Remco activities be presented to the Board.

ACTION:

- Liz and Lesley to put together a presentation for the Chair for April.

Item 4 – Flexible Benefits – The Next Steps

4. Darren Smith presented the proposed Legal Ombudsman Flexible Benefits Design package.

The core benefits were approved in principle. Additional cost information to be presented at April meeting. Providers are to go through a selection process and a committee member should be part of the selection panel.

The Committee discussed a concern that everyone may take the top end of the range of the pension. A risk analysis is to be undertaken and presented to the Committee.

The contents of the flexible benefits package will be decided by the employees from a range put forward for by the executive, and go through Remco Committee for visibility.

ACTIONS:

- Lesley to present cost of core benefits expressed as a percentage of salary fee at next meeting.
- Nyall Farrell to undertake risk analysis if everyone took highest level of pension contributions

Item 5 – Job Evaluation and Pay

5. The job descriptions and people specifications for Assessor and Investigator roles were discussed. The issue over the level of authority for the Assessor has now been clarified with the revised version. In the people specification the heading Disposition to be replaced by Personal approach. Additional small amendments for all documents to be incorporated and reissued for information only.

The Chair stated that we need to ensure that our language is clear, defined and linked to the Act.

The Chief Ombudsman suggested that the committee is supplied with a selection of 8-10 job descriptions in the operations function including Team Leaders, Heads of (functional leads) for information. The results of Towers Watson salary benchmarking from all areas of the organisation to be fed back to the committee.

Liz to produce job descriptions for the other Operational roles to be circulated for information and any queries.

ACTIONS

- Liz to add amendments to Assessor and Investigator job descriptions and people specifications for circulation.
- Liz to create job descriptions and person specifications for operations Team Leaders and Operations Managers

Item 6 – Forward View and People Workstream plans

6. The Chief Ombudsman presented the organogram recently approved by the EMT. He commented that:
- we were currently working on minimal start up.
 - it has not yet been decided if payroll is to be outsourced or not.
 - the organogram was a starting point and additional staff may be required dependent upon organisational need.
 - Current model has 313 staff.
 - We may need to integrate the OLSO module in March next year.

The latest Assessor and Investigator market assessments and pay structure design by Towers Watson was presented. Initial thoughts were that the pay scales look better but committee members are to review and feedback.

ACTIONS

- All to feedback on Assessor and Investigator pay scales
- Towers Watson to produce pay scales for Team Leaders and Operations Managers based on revised job descriptions.

Item 7 – Contracts of employment and benefits package

7. The draft Senior Employment Contract which had been reviewed by Tribal lawyers was discussed. Any relevant changes to this contract are to be applied to the other

contracts. The Chair made a general comment that they all need to be reviewed for grammar, spelling and sense.

6.1 - It was agreed that the notice period during probationary period should be 1 week on the standard contract and 4 weeks for the senior contract.

7.1 –Concerns regarding the Working Time Directive were discussed. The Chair reported that she had discussed the relevant clause with the Chief Ombudsman and that for operational reasons he believes that it should remain in the Senior Employees Contract. The Committee agreed that the clause should remain and it was confirmed that employees have the opportunity to opt out using the appropriate form.

9.2 – The Total Remuneration Supplement (TRS) is only to be included in the contracts for the initial appointments to the Executive and A grades. Thereafter the inclusion of the TRS is to be considered on a case by case basis. .

10.1 – It was agreed that the notice period should be 6 months for EMT and 3 months for other senior members of staff.

The policy and form for the introduction of annual season ticket loans was approved.

ACTIONS:

- Liz and Lesley to review wording of employment contracts prior to implementation.
- Lesley to implement annual season ticket loans and total remuneration supplement.

Item 8 – Dates of future meetings

8. The following dates were agreed:

2.30 pm, 7 April, London (the Chair will be on her way to the airport)

10.30 pm, 13 May, London

There was no other business.

Sarah Pickering
Secretary
Date 11/03/10