

Agenda: 31 March 2022

For the 119th Meeting of the Office for Legal Complaints

09:15 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, 29 March 2022 (please email: kay.kershaw@legalombudsman.org.uk)

Item presented for information			Paper number	Sponsor	
Board forward plan			119.0	Board Secretary	
Horizon Scan			119.13	Sarah Gilbert	
Item	Timing	Item information	Paper number	Action	Sponsor
Board meeting closed session					
	09:15 (30 mins)	Private NED Session – verbal			
	9:45 (30 mins)	Private NED session with Chief Ombudsman			
	10:15 (15 mins)	Break			
Board meeting open session					
Governance and related items					
1	10:30 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
2	10:35 (10 mins)	Approval of previous minutes: Board meeting 26 January 2022 ARAC meeting 10 January 2022	119.1	Approval	Elisabeth Davies
3	10:45 (10 mins)	Matters arising and actions from previous meetings.	119.2	Update	Elisabeth Davies

Performance Review and Scrutiny					
4	10:55 (20 mins)	Executive report	119.3	Assurance / Update	Paul McFadden
5	11:15 (15 mins)	Finance report	119.4	Assurance / Update	Michael Letters
6	11:30 (10 mins)	ARAC Update	Verbal	Update	Hari Punchihewa
7	11:40 (10 mins)	Update on RemCo meeting held on 8 February 2022, to include: Update on joint RemCo / Staff Council meeting	Verbal	Assurance / Update	Jane Martin
	11:50 (10 mins)	BREAK			
8	12:00 (45 mins)	Performance and People Report, to include: Approval of the People Strategy, update and discussion on attrition.	119.5A 119.5B 119.5C	Assurance / Update / Approval	Sandra Strinati, Debra Wright and Luke Hutcheson
9	12:45 (10 mins)	Reducing the backlog	119.6	Assurance / Update	Deb McIntyre, Treena Moseley, David Peckham, Mark Persard and Luke Hutcheson
	12:55 (45 mins)	LUNCH <i>Drop in lunch with staff</i>			
10	13:40 (10 mins)	Annual Report and Accounts 2021/22: Timetable and planning	119.7	Assurance / Update	Laura Stroppolo
Experiencing LeO					
11	13:50 (25 mins)	Civil Service Survey results.	119.8	Assurance / Update	Debra Wright and Lisa Brazier

Strategy and Planning					
12	14:15 (20 mins)	EDI update to include: Equality Priority Objectives for approval High level EDI strategy and action plan Update on the EDI Steering Group Update on the Inclusive Leadership Training.	119.9	Approval	Nikki Sinclair
13	14:35 (25 mins)	Scheme Rules changes: update	119.10	Update	Steve Pearson
	15:00 (10 mins)	BREAK			
Governance and related items					
14	15:10 (10 mins)	Transparency reports to include: Board Member Register of Interests. Ombudsman and Senior Managers' Register of Interests Gifts and Hospitality report. Board members and Senior Manager Expenses Report.	119.11	Approval	Kay Kershaw
15	15:20 (5 mins)	Board paper redactions and non-disclosure report	119.12	Approval	Kay Kershaw
16	15:25 (5 mins)	Board effectiveness – March meeting	Verbal	Input	Elisabeth Davies
17	15:30 (5 mins)	Any other business	Verbal	Input	All
	15:35	Close			

Board meeting closed session					
	15:35 (25 mins)	HR Matters	Verbal	Update	Paul McFadden
	16:00	Close			

2022 OLC Board and Committee Meeting Dates:

Date	Meeting Type	Papers to be issued
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
Tuesday 15 November	RemCo meeting	Tuesday 8 November
Wednesday 15 December	Board meeting	Wednesday 8 December