

Meeting	OLC Board	Agenda Item No.	7
		Paper No.	97.6
Date of meeting	17 July 2019	Time required	15 Minutes

Title	Mediated solutions
Sponsor	Rebecca Marsh, Chief Ombudsman
Status	OFFICIAL

Executive summary
The OLC Board has asked the Executive to consider how a mediated solutions pilot may be run, and to consider the anticipated benefits with the potential costs and drop in performance.
Recommendation/action required
Board is asked to NOTE the approach and the next steps.

Mediated solutions

1. The Executive has considered within a previous paper the potential benefits and risks inherent with the adoption of mediated solutions, and whether this would enable the Legal Ombudsman to resolve cases without the need for a full investigation. The Executive has now considered whether there is capacity to provide mediated solutions within the constraints of current resources, and the effect this might have on performance.
2. The Executive have therefore decided to run a proof of concept pilot using existing operational resources who are not investigators in order to mitigate any effects on performance, and utilising operational underspend of around £25,000. A detailed discussion of the proposed plans for the proof of concept exercise will take place with the OLC Board.
3. The results of the proof of concept will be analysed in terms of the level of take-up, the success rate of any mediation, and the types of cases which successfully mediated. This will enable the Executive to consider how mediated solutions could potentially be integrated into the Legal Ombudsman's business processes, and factor this into long term budget and resource planning.