Agenda: 15 June 2023

For the 127ᵗʰ Meeting of the Office for Legal Complaints

12:00 – 16:30

Any comments to be tabled in respect of the papers or items for AOB are to be forwarded to the Board Governance Manager by noon, 14 June 2023.

This meeting will be held directly after the ARAC meeting which will primarily focus on a review of the Annual Report and Accounts (9:30am to 11:30am; preceded by a private session held between the members of the ARAC with the Auditors).

Item presented for information	Paper number	Sponsor
Board forward plan	**127.0**	Kay Kershaw
Horizon Scan	**127.6**	Sarah Gilbert
2024/25 Budget and Business Plan: Planning and Timetable	**127.7**	Laura Stroppolo

Item	Timing	Item information	Paper number	Action	Sponsor
		Board meeting closed session			
	12:00 (30 mins)	A pre-Board seminar with the Carers and Disability Network (attended by the Chief Ombudsman and EDI Manager).			
	12:30 (30 mins)	Private NED Session with the Chief Ombudsman			
	13:00 (30 mins)	**Break**			
		Board meeting open session			
		Governance and related items			
1.	13:30 (5 mins)	Welcome attendees, apologies and declarations of interest.	**n/a**	Note	Elisabeth Davies
		Strategy and Planning			
2.	13:35 (30 mins)	**Annual report and accounts 2022/23:**	**127.1**	Approval	Hari Punchihewa/ Laura Stroppolo

| | | Feedback and recommendation from the morning's ARAC

Review by the Board and approval | | | |
|---|---|---|---|---|---|
| 3. | 14:05 (15 mins) | **Budget and pay remit:** The emerging underspend position

Consideration of wider budget/pay remit questions | **127.2** | Update | Paul McFadden/ Michael Letters |
| 4. | 14:20 (110 mins with break) | **2024/27 OLC strategy:** Review and discussion of 'Strategy on a page', focusing on vision and strategic objectives.

The end product and agreeing in advance the likely levels of detail.

LSB engagement in the consultation process.

Review and discussion of consultation process. | **127.3** | Update | Elisabeth Davies/ Paul McFadden/ Laura Stroppolo/ Steph Godbold |
| **Governance and related items** | | | | | |
| 5. | 16:10 (10 mins) | **Previous minutes, matters arising and actions from previous meetings:**
• Minutes of the 26 April 2023 OLC Board meeting
• Minutes of the 23 January 2023 ARAC meeting | **127.4A** **127.4B** | Approval | Elisabeth Davies/ Kay Kershaw |
6.	16:20 (5 mins)	Board paper redactions and non-disclosure report	**127.5**	Approval	Kay Kershaw
7.	16:25 (5 mins)	Board effectiveness – June meeting	**Verbal**	Input	Elisabeth Davies
8.	16:30 (5 mins)	Any other business	**Verbal**	Input	All
	16:30	**Close**			

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	Performance Sub- 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	MS Teams
Thursday 14 December	Board	Thursday 7 December	LeO Office

2024 Board and Committee Meeting Dates:

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Monday 15 January	ARAC	Monday 8 January	MS Teams
Tuesday 30 January	Board	Tuesday 23 January	LeO Office
Tuesday 27 February	Workshop	Tuesday 20 February	LeO Office
Wednesday 20 March	RemCo	Wednesday 6 March	MS Teams
Wednesday 20 March	RemCo / Staff Council	N/A	MS Teams
Thursday 25 April	Board	Thursday 18 April	LeO Office
Monday 20 May	ARAC	Monday 13 May	MS Teams
Thursday 13 June	ARAC	Thursday 6 June	LeO Office
Thursday 13 June	Board	Thursday 6 June	LeO Office
Thursday 25 July	Board	Thursday 18 July	LeO Office
Thursday 26 September	Workshop	Thursday 19 September	LeO Office
Monday 14 October	ARAC	Monday 7 October	MS Teams
Thursday 24 October	Board	Thursday 17 October	LeO Office
Thursday 21 November	RemCo	Thursday 14 November	MS Teams
Wednesday 18 December	Board	Wednesday 11 December	LeO Office
Thursday 14 December	Board	Thursday 7 December	LeO Office