

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	4 135.3
Date of meeting	24 October 2024	Time required	20 minutes

Title	Stakeholder mapping – October 2024
Sponsor	Stephanie Godbold – Head of Communications, Engagement and Impact
Status	OFFICIAL

Executive summary

Relationships and collaboration are a critical enabler of the OLC’s 2024-27 strategy for the Legal Ombudsman (LeO). Effective stakeholder engagement underpins the ambition to increase LeO’s impact on driving higher standards and better outcomes across the legal sector.

LeO has always actively engaged with representatives of different parties involved in legal services and legal complaints and is in the process of developing its engagement further. Stakeholder confidence has grown significantly since 2021, in part due to the improvements in LeO’s service, but also because of the openness and transparency of the conversations we have been having with stakeholders.

While important during LeO’s improvement journey, developing and maintaining relationships is essential going forward. Continued and increasing trust and confidence in LeO will allow us to collaborate with the legal sector to deliver shared aims and objectives. This includes the implementation of the LSB’s new requirements around first-tier complaint handling, in which LeO is playing a central role.

This paper looks at who LeO’s stakeholders are and maps their interest and influence. It summarises some of the key messages and feedback they have previously shared about LeO’s performance, the ambition to increase its impact via learning and insight, and enhancing its transparency, including publishing decisions.

Recommendation / action required

OLC Board is asked to **note** the information provided in the paper and **feed back** any observations about challenges and opportunities relating to ongoing and future engagement in the context of the delivery of the strategy.

Equality Diversity and Inclusion

EDI implications	No
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Freedom of Information Act 2000 (Fol)
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Paragraph reference	Fol exemption and summary
Paper attached	Exemption or redaction under Section 36(2)(b) as it is likely to inhibit the change of views for the purpose of deliberation and/or 36(2)(c) likely to prejudice the effective conduct of public affairs due to sensitive advice or views in relation to LeO’s relationships with stakeholders.