

## Agenda: 25 April 2024

### For the 132<sup>nd</sup> Meeting of the Office for Legal Complaints

**09:15 – 15.45**

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, 23 April 2024.

Item presented for information			Paper number	Sponsor	
Board forward plan			132.0	Kay Kershaw	
Horizon Scan			132.11	Steven Pearson	
Item	Timing	Item information	Paper number	Action	Sponsor
<b>Board meeting closed session</b>					
	09:15 (45 mins)	Private NED session <ul style="list-style-type: none"> <li>Review progress against the recommendations from the 2023 external Board effectiveness review</li> </ul>			
	10:00 (15 mins)	<b>Break</b>			
<b>Board meeting open session</b>					
<b>Governance and related items</b>					
1	10:15 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
<b>Strategy, Planning and Governance</b>					
2	10.20 (30 mins)	Review draft 2023/24 Annual Report and Accounts	132.1	Assurance / Update	Laura Stroppolo, Steph Godbold, Blessing Simango
<b>Performance review</b>					
3	10.50 (15 mins)	Chief Ombudsman's report	132.2	Assurance	Paul McFadden

4	11.05 (30 mins)	Integrated performance report	<b>132.3</b>	Assurance / Update	Executive Team
5	11.35 (10 mins)	Update from RemCo: <ul style="list-style-type: none"> <li>• Feedback on the RemCo meeting held on 20 March 2024</li> <li>• Feedback on the annual RemCo / Staff Council meeting held on 20 March 2024</li> </ul>	<b>132.4</b>	Assurance / Update	Alison Sansome
11.45 (10 mins)		<b>Break</b>			
<b>Experiencing LeO</b>					
6	11.55 (15 mins)	2023 Civil service survey results	<b>132.5</b>	Assurance / Update	Debbie Wright
7	12.10 (15 mins)	Service Complaint Adjudicator's annual report	<b>132.6</b>	Assurance / Update	Susan Bradford / Steven Pearson
12.25 (45 mins)		<b>Lunch with staff</b>			
<b>Attrition workshop</b>					
8	13.10 (110 mins)	<p><b>Understanding Attrition: What more could LeO be doing?</b></p> <ul style="list-style-type: none"> <li>• Understanding the scale of the problem along with its root causes; how this compares with others recognising some of the limitations around comparisons? What's within and outside LeO's control?</li> <li>• What's got better? What has already been done? A review of the Executive Workshop outputs.</li> <li>• What are the main Strategic questions the Board should be asking (small group work on these) and what might be approached from a different angle?:</li> </ul>		Workshop	Elisabeth Davies and Paul McFadden

		<ul style="list-style-type: none"> <li>○ Challenging the Executive and questioning what more LeO might be prioritising? What more could LeO do strategically?</li> <li>○ Should LeO recognise and accept the risks and what is outside its control? What would this mean for the future and an ambitious but realistic likelihood of success?</li> <li>○ Should LeO seek to address what is outside its control? Eg. should it not be dependent on the annual public sector pay cycle? How could it do this and over what timeframe?</li> </ul>			
15:00 (10 mins)		<b>Break</b>			
<b>Governance and related items</b>					
9	15.10 (5 mins)	Transparency publications report: <ul style="list-style-type: none"> <li>• Board member Register of Interests</li> <li>• Ombudsman and Senior Manager Register of Interests</li> <li>• Gifts and Hospitality Report</li> <li>• Ombudsman and Senior Manager expenses report</li> </ul>	<b>132.7</b>	Approval	Kay Kershaw
10	15.15 (5 mins)	Previous minutes, previous actions and matters arising, Including: <ul style="list-style-type: none"> <li>• Board meeting 30 January 2024</li> <li>• RemCo meeting 16 November 2023</li> </ul>	<b>132.8A</b> <b>132.8B</b>	Approval	Elisabeth Davies
11	15.20 (5 mins)	Board paper redactions and non-disclosure report	<b>132.9</b>	Approval	Kay Kershaw
12	15.25	Board effectiveness:	<b>132.10</b>	Assurance / Update	Elisabeth Davies

	(15 mins)	<ul style="list-style-type: none"> <li>Review progress against the recommendations from the 2023 external Board effectiveness review</li> <li>Feedback on April meeting</li> </ul>			
13	15.40 (5 mins)	Any other business	<b>Verbal</b>	Input	All
	<b>15.45</b>	<b>Close</b>			

**2024 Board and Committee Meeting Dates:**

<b>Date of meeting</b>	<b>Meeting Type</b>	<b>Papers to be issued</b>	<b>Office / MS Teams</b>
Wednesday 10 January	Performance Sub-Group	Wednesday 3 January	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 13 March	MS Teams
Wednesday 20 March	RemCo / Staff Council	Wednesday 13 March	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
July TBC	Performance Sub-Group	TBC	TBC
Thursday 25 July	Board	Thursday 18 July	LeO Office
September TBC	Performance Sub-Group	TBC	TBC
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

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January TBC	Performance Sub-Group	TBC	TBC
Monday 13 January	ARAC	Monday 6 January	MS Teams
Wednesday 29 January	Board	Wednesday 22 January	LeO Office
Thursday 27 February	Board Workshop	Thursday 20 February	LeO Office
Thursday 20 March	RemCo	Thursday 13 March	MS Teams
Tuesday 29 April	Board	Tuesday 22 April	LeO Office
Monday 19 May	ARAC	Monday 12 May	MS Teams
Wednesday 18 June	ARAC	Wednesday 11 June	LeO Office
Wednesday 18 June	Board	Wednesday 11 June	LeO Office
July TBC	Performance Sub-Group	TBC	TBC
Thursday 24 July	Board	Thursday 17 July	LeO Office
September TBC	Performance Sub-Group	TBC	TBC
Thursday 25 September	Board Workshop	Thursday 18 September	LeO Office
Monday 6 October	ARAC	Monday 29 September	MS Teams
Wednesday 22 October	Board	Wednesday 15 October	LeO Office
Thursday 20 November	RemCo	Thursday 13 November	MS Teams
Wednesday 17 December	Board	Wednesday 10 December	LeO Office