

Agenda: 29 January 2025

For the 137th Meeting of the Office for Legal Complaints

09:15 - 14:35

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, 24 January 2025.

Item presented for information				Paper number		Sponsor	
Board forward plan				137.0		Kay Kershaw	
Item	tem Timing		Item information	Paper Action number		Sponsor	
	Board meeting closed session						
09:15 P		Priv	vate NED session				
09:45 A p		Ар	re-Board session with the Women's Network				
	10:15 Bre (15 mins)		eak				
			Board meeting open	n session			
			Governance and rela	ated items	i		
1	10:30 (5 mins)		Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies	
Strategy and Planning							
2	10:35 (60 mins)		2025/26 Budget, Business Plan and Budget Acceptance Criteria: • Consultation feedback	137.1A	Update/ Assurance / Approval	Paul McFadden Martin Spencer Hari Punchihewa,	
			 Planning update on the Performance Sub-Group meeting held on 8 January 2025 and what it means for approving the 2025/26 Budget and Business Plan. 	137.1B			

44.05		 Planning update on the ARAC meeting held on 13 January 2025 and what it means for approving the 2025/26 Budget and Business Plan. Approval of Budget and Business Plan for submission to the LSB 				
11:35 (10 mins)		Break				
		Performance re	view			
3	11:45 (30 mins)	Chief Ombudsman's Report	137.2	Assurance	Paul McFadden	
4	12:15 (30 mins)	Quarterly Integrated Performance Report and Balanced Scorecard	137.3	Assurance	Executive Team	
12:45 (45 mins)		Lunch				
		Experiencing	LeO			
5	13:30 (35 mins)	 EDI Update EDI strategy – year 2 action plan progress Policy development updates Race equality week Social mobility 	137.4	Assurance / Update	Mark Persard Patricia Tueje	
		Governance and rela	ated items	•		
6	14:05 (5 mins)	Quarterly Transparency Publications reporting:	137.5	Approval	Kay Kershaw	

7	14:10 (5 mins)	Previous minutes, previous actions and matters arising, Including:	137.6A 137.6B	Approval	Elisabeth Davies
		 Board meeting 18 December 2024 			
		 ARAC meeting 14 October 2024 			
8	14:15 (5 mins)	Board paper redactions and non-disclosure report	137.7	Approval	Kay Kershaw
9	14:20 (5 mins)	Board effectiveness: Feedback on the meeting	Verbal	Input	Elisabeth Davies
10	14:25 Any other business (10 mins)		Verbal	Input	All
	14:35	Close			

2025 Board and Committee Meeting Dates:

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Wednesday 8 January	Performance Sub- Group	Tuesday 31 December	MS Teams
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	ТВС	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

2026 Board and Committee Meeting Dates*

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Wednesday 28 January	Board Meeting	Wednesday 21 January	LeO office
Monday 9 February	ARAC Meeting	Monday 2 February	MS Teams
Wednesday 25 February	Board Workshop	Wednesday 18 February	LeO office
Wednesday 18 March	RemCo Meeting	Wednesday 11 March	MS Teams / LeO office
Wednesday 29 April	Board Meeting	Wednesday 22 April	LeO office
Monday 11 May	ARAC Meeting	Tuesday 5 May	MS Teams
Wednesday 17 June	ARAC Meeting	Wednesday 10 June	LeO office
Wednesday 17 June	Board Meeting	Wednesday 10 June	LeO office
Wednesday 29 July	Board Meeting	Wednesday 22 July	LeO office
Wednesday 23 September	Board Workshop	Wednesday 16 September	LeO office
Monday 19 October	ARAC Meeting	Monday 12 October	MS Teams
Wednesday 28 October	Board Meeting	Wednesday 21 October	LeO office
Wednesday 18 November	RemCo Meeting	Wednesday 11 November	MS Teams / LeO office
Wednesday 16 December	Board Meeting	Wednesday 9 December	LeO office

^{*}Dates for 2026 Performance Sub Group meetings have not yet been agreed.