

## Agenda: 24 October 2024

### For the 135<sup>th</sup> Meeting of the Office for Legal Complaints

**09:15 – 15:00**

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, 22 October 2024.

Item presented for information			Paper number	Sponsor	
Board forward plan			135.0	Kay Kershaw	
Item	Timing	Item information	Paper number	Action	Sponsor
<b>Board meeting closed session</b>					
09:15 (30 mins)	Private NED session with the Chief Ombudsman, following up on discussions that had taken place in July.				
09:45 (30 mins)	A pre-Board session with the Disability and Carers Network				
10:15 (15 mins)	<b>Break</b>				
<b>Board meeting open session</b>					
<b>Governance and related items</b>					
1	10:30 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
<b>Strategy and Planning</b>					
2	10:35 (60 mins)	Draft 2025/26 Budget and Business Plan <ul style="list-style-type: none"> <li>• Update from Performance Sub-Group</li> <li>• Draft budget 2025/26</li> <li>• Business Plan deliverables</li> <li>• Approval for consultation</li> <li>• Approval for submission of draft BAC to the LSB</li> </ul>	<b>135.1</b>  <b>135.2</b>	Assurance / Update	Martin Spencer David Peckham Laura Stroppolo Steph Godbold Blessing Simango

3	11:35 (15 mins)	Decision transparency – options/section of consultation	<b>135.1 (Cont.)</b>	Assurance / Update	Steph Godbold
11:50 (10 mins)		<b>Break</b>			
4	12:00 (20 mins)	Wider stakeholder mapping <ul style="list-style-type: none"> <li>• Current picture of LeO's stakeholder landscape</li> <li>• Stakeholder perspectives on LeO</li> <li>• Discussion around future challenges and opportunities</li> </ul>	<b>135.3</b>	Discussion	Steph Godbold Sarah Gilbert
5	12:20 (20 mins)	LeO's strategic approach to digital technology and Artificial Intelligence <ul style="list-style-type: none"> <li>• Overview of what is potentially possible.</li> <li>• The step-by-step plan to move AI through the process.</li> <li>• Potential challenges and how LeO is looking to overcome them.</li> </ul>	<b>135.4</b>	Discussion	David Peckham
12:40 (30 mins)		<b>LUNCH</b>			
<b>Performance review</b>					
6	13:10 (15 mins)	Chief Ombudsman's Report	<b>135.5</b>	Assurance	Paul McFadden
7	13:25 (20 mins)	Integrated Performance Report	<b>135.6</b>	Assurance / Update	Executive Team
8	13:45 (10 mins)	Update from ARAC	<b>Verbal</b>	Assurance / Update	Hari PUNCHIHEWA
<b>Experiencing LeO</b>					
9	13:55 (30 mins)	Service Complaint Adjudicator's Interim Report <ul style="list-style-type: none"> <li>• Deep dive: Stage 3 service complaint case studies</li> </ul>	<b>135.7</b>	Assurance / Update	Susan Bradford Jodie Handley

	14:25 (10 mins)	<b>Break</b>			
<b>Governance and related items</b>					
10	14:35 (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>135.8</b>	Approval	Kay Kershaw
11	14:40 (5 mins)	Previous minutes <ul style="list-style-type: none"> <li>• ARAC meeting 13 June 2024</li> <li>• Board meeting 25 July 2024</li> </ul>	<b>135.9A</b>	Approval	Elisabeth Davies
		Previous actions and matters arising.	<b>135.9B</b>	Assurance / Update	
12	14:45 (5 mins)	Board paper redactions and non-disclosure report	<b>135.10</b>	Approval	Kay Kershaw
13	14:50 (5 mins)	Board effectiveness: <ul style="list-style-type: none"> <li>• Feedback on October meeting</li> </ul>	<b>Verbal</b>	Assurance / Update	Elisabeth Davies
14	14:55 (5 mins)	Any other business	<b>Verbal</b>	Input	All
	<b>15:00</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
Tuesday 2 July	Performance Sub-Group	Tuesday 25 June	MS Teams
Thursday 25 July	Board	Thursday 18 July	LeO Office
Thursday 12 September	Performance Sub-Group	Thursday 5 September	MS Teams
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
Monday 25 November	Performance Sub-Group	Monday 18 November	MS Teams
Wednesday 18 December	Board	Wednesday 11 December	LeO Office

## 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	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

## 2026 Board and Committee Meeting Dates:

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
Friday 23 January	ARAC Meeting	Friday 16 January	MS Teams
Wednesday 28 January	Board Meeting	Wednesday 21 January	LeO office
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