

Agenda: 25 July 2024

For the 134th Meeting of the Office for Legal Complaints

09:15 – 15:25

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 July 2024.

Item presented for information			Paper number	Sponsor	
Board forward plan			134.0	Kay Kershaw	
Item	Timing	Item information	Paper number	Action	Sponsor
Board Meeting Closed Session					
09:15 (45 mins)	Private NED session with the Chief Ombudsman				
10:00 (10 mins)	Break				
Board Meeting Open Session					
Governance					
1	10:10 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
Annual Strategic Risk Workshop					
2	10:15 (90 mins)	Strategic Risk Workshop: <ul style="list-style-type: none"> Approval of strategic risks and issues 2024/25 Approval of risk appetite statement Approval of risk appetite and tolerances 	Assurance / Approval	Laura Stroppolo	
11:45 (10 mins)	Break				
Strategy and Planning					

3	11:55 (30 mins)	LeO's position on transparency of case work including publishing decisions.	134.1	Assurance / Update	Paul McFadden
4	12:25 (10 mins)	Update from Performance Sub-Group: <ul style="list-style-type: none"> Assumptions underpinning the 2025/26 Business Plan and trajectories 	134.2	Assurance / Update	Rachel Cerfontyne and Paul McFadden
12:35 (40 mins)		Lunch with staff			
Performance Review					
5	13:15 (10 mins)	Update from ARAC: <ul style="list-style-type: none"> Feedback on 20 May 2024 meeting 	134.3	Assurance / Update	Harindra PUNCHIHEWA
6	13:25 (15 mins)	Chief Ombudsman's Report	134.4	Assurance	Paul McFadden
7	13:40 (30 mins)	Integrated Performance Report <ul style="list-style-type: none"> Quarterly balanced scorecard Formal approval of strategic indicators used in the quarterly balanced scorecard. 	134.5	Assurance / Update	Executive Team
			134.6	Approval	Paul McFadden
Experiencing LeO					
8	14:10 (20 mins)	EDI Update <ul style="list-style-type: none"> Diversity of workforce data Update on EDI action plan activities 2024/25 Approval of 2024/25 Equality Priority Objectives 	134.7	Assurance / Update / Approval	Mark Persard / Dale Simon
9	14:30 (10 mins)	Scheme Rules Update	134.8	Assurance / Update	Steven Pearson
14:40 (10 mins)		Break			
Governance and Related Items					

10	14:50 (10 mins)	Report against the Welsh Language Scheme	134.9	Approval	Steph Godbold
11	15:00 (5 mins)	Transparency Publications report: <ul style="list-style-type: none"> • Board member Register of Interests • Ombudsman and Senior Manager Register of Interests • Gifts and Hospitality Report • Ombudsman and Senior Manager expenses report 	134.10	Approval	Kay Kershaw
12	15:05 (5 mins)	Previous minutes, matters arising and previous actions. <ul style="list-style-type: none"> • Board meeting 13 June 2024 • ARAC meeting 20 May 2024 	134.11A 134.11B	Assurance / Approval	Elisabeth Davies / Kay Kershaw
13	15:10 (5 mins)	Board paper redactions and non-disclosure report	134.12	Approval	Kay Kershaw
14	15:15 (5 mins)	Board effectiveness: <ul style="list-style-type: none"> • Feedback on July meeting 	Verbal	Assurance / Update	Elisabeth Davies
15	15:20 (5 mins)	Any other business	Verbal	Input	All
	15:25	Close			

2024 Board and Committee Meeting Dates:

Date of meeting	Meeting Type	Papers to be issued	Office / MS Teams
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 2024	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
November TBC	Performance Sub-Group	TBC	TBC
Wednesday 17 December	Board	Wednesday 10 December	LeO Office