

Agenda: 18 December 2024

For the 136th Meeting of the Office for Legal Complaints

09:15 – 14:00 including staff lunch

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, 16 December 2024.

Item presented for information			Paper number	Sponsor	
Board forward plan			136.0	Kay Kershaw	
Item	Timing	Item information	Paper number	Action	Sponsor
Board meeting closed session					
09:15 (30 mins)	Private NED session				
09:45 (30 mins)	A pre-Board session with the REACH Staff Network				
10:15 (15 mins)	Break				
Board meeting open session					
Governance and related items					
1	10:30 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
Strategy and Planning					
2	10:35 (30 mins)	Chief Ombudsman’s Report, including update on 2025/26 Budget and Business Plan and People Survey.	136.1	Assurance	Paul McFadden
Performance review					
3	11:05 (10 mins)	Update on the RemCo meeting held on 27 November 2024	Verbal	Assurance / Update	Alison Sansome

4	11:15 (30 mins)	Customer Satisfaction: Overview	136.2	Assurance / Update	Steve Pearson
11:45 (10 mins)		Break			
5	11:50 (15 mins)	Annual legal update and enforcement report	136.3	Assurance / Update	Steve Pearson
Governance and related items					
6	12:05 (15 mins)	Service Complaint Adjudicator Contract	136.4	Assurance / Update / Approval	Steve Pearson
7	12:20 (20 mins)	Annual Review of Governance documents: <ul style="list-style-type: none"> • OLC Operating Framework • OLC Rules of Procedure • Schedule of Matters Reserved to Board • Scheme of Delegations • ARAC Terms of reference • RemCo Terms of Reference • Public Interests Decision Committee Terms of Reference • Performance Sub- Group Terms of Reference • OLC Governance Framework 	136.5	Approval	Laura Stroppolo
8	12:40 (5 mins)	Previous minutes, previous actions and matters arising, Including: <ul style="list-style-type: none"> • Board meeting 24 October 2024 • RemCo meeting 20 March 2024 	136.6A 136.6B	Approval	Elisabeth Davies
9	12:45 (5 mins)	Board paper redactions and non-disclosure report	136.7	Approval	Kay Kershaw
10	12:50 (10 mins)	Board effectiveness: <ul style="list-style-type: none"> • Feedback on December meeting 	Verbal	Assurance / Update	Elisabeth Davies

11	13:00 (5 mins)	Any other business	Verbal	Input	All
	13:05	Close			
13:05 onwards		LUNCH WITH STAFF			

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 27 November	RemCo	Wednesday 20 November	MS Teams
Monday 25 November Meeting cancelled – not required	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

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