

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No. Paper No.</b>	2 135.1
<b>Date of meeting</b>	24 <sup>th</sup> October 2024	<b>Time required</b>	60 minutes

<b>Title</b>	<b>2025/26 Draft Budget and Business Plan and LSB Budget Acceptance Criteria</b>
<b>Sponsor</b>	Paul McFadden (Chief Ombudsman)
<b>Status</b>	OFFICIAL
<b>To be communicated to:</b>	OLC Board

### Executive summary

At its September 2024 workshop OLC Board considered proposals for LeO's 2025/26 budget, together with draft business plan activities under each of its strategic objectives. In light of feedback received, LeO has refined and developed its proposals into:

- A formal submission to the Legal Services Board, in line with the LSB's defined Budget Acceptance Criteria. For 2025/26 the LSB has included a new criterion relating to LeO's work under the strategic impact objective, the effectiveness of this work, and progress toward enhanced transparency of its ombudsman decisions.
- Based on this submission, a draft document for public consultation. This includes, as previously agreed with Board, beginning consultation on enhancing the transparency of ombudsman decisions.

Board is now asked to review and approve both documents, which will be shared with the LSB in advance of its November 2024 Board meeting.

Consultation is due to open on 31 October and will close on 13 December 2024. OLC Board will receive a summary of feedback early in the new year.

The documents will be shared with LSB in final form in February 2025, with the final business plan and budget (subject to approval) published at the start of the new financial year.

### Recommendation/action required

OLC Board is asked to:

- **Feed back** on the LSB submission and consultation and **approve** them for issue to the LSB and publication respectively, subject to updates reflecting any feedback.
- If necessary, to approve the delegation of authority to the Chair for final approval of post-feedback documents

### Equality Diversity and Inclusion

<b>EDI implications</b>	<b>Yes</b>
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The OLC's strategy, budget and business plan apply across the whole of the Legal Ombudsman's operations. The consideration of EDI matters in respect of LeO's people, its

customers, and wider legal service users, including the potential impacts of different activities on those with protected characteristics, are a fundamental part of the business plan development process via the supporting EDI strategy and relevant aspects of the People Strategy.

**Freedom of Information Act 2000 (Fol)**

<b>Paragraph reference</b>	<b>Fol exemption and summary</b>
Attachments: Draft documents attached	Fol Exempt S.22 – information intended for future publication