

## Agenda: 12 September 2018

### For the Nintieth Meeting of the Office for Legal Complaints

**10:00 am onwards, Innovate/Collaborate Room, Edward House, Quay Place, Birmingham,**

**B1 2RA**

*Any comments to be tabled in respect of the papers or items for AOB are to be forwarded to the Board Secretary by noon, Monday 10 September 2018 (please email: Kay.Kershaw@legalombudsman.org.uk)*

| Item presented for information |                    | Paper number  | Sponsor         |                            |   |
|--------------------------------|--------------------|---|-----------------|----------------------------|---|
| Board forward plan             |                    | 90.0  | Board Secretary |                            |   |
| Item                           | Timing             | Item information  | Paper number    | Action                     | Sponsor                                     |
|                                | 10:00              | Private NED Session – verbal  |                 |                            |   |
| Governance and reporting       |                    |   |                 |                            |   |
| 1                              | 10:30<br>(5 mins)  | Welcome attendees, note apologies for absence and declarations of potential conflict of interest with any business items on the agenda  | n/a             | Note                       | Chair                                       |
| 2                              | 10:35<br>(10 mins) | Approval of previous minutes: <ul style="list-style-type: none"> <li>• ARAC meeting 19 April 2018</li> <li>• RemCo meeting 13 June 2018</li> <li>• OLC Board meeting 9 July 2018</li> </ul> | 90.1            | Approval                   | Chair                                       |
| 3                              | 10:45<br>(5 mins)  | Matters arising, outstanding actions from the previous meeting(s).  | 90.2            | Monitoring / Approval      | Chair                                       |
| 4                              | 10:50<br>(25 mins) | Standing reports: <ul style="list-style-type: none"> <li>• Executive report</li> <li>• Finance report</li> </ul>  | 90.3<br>90.4    | Information<br>Information | Rob Powell /<br>Rebecca Marsh<br>Rob Powell |
| Performance                    |                    |   |                 |                            |   |
| 5                              | 11:15<br>(30 mins) | Performance update, including KPI tolerance reporting   | 90.5            | Monitoring                 | Rebecca Marsh /<br>Steve Pearson            |
|                                | 11:45<br>(10 mins) | <b>Break</b>  |                 |                            |   |

| Strategy and planning    |                    |   |       |            |                 |
|--------------------------|--------------------|---|-------|------------|-----------------|
| 6                        | 11:55<br>(10 mins) | Strategic approach to enforcement   | 90.6  | Approval   | Taran Hayre     |
| 7                        | 12:05<br>(10 mins) | IT procurements   | 90.7  | Approval   | Nikki Greenway  |
| 8                        | 12:15<br>(10 mins) | Horizon scanning  | 90.8  | Monitoring | Rob Powell      |
| Governance and reporting |                    |   |       |            |                 |
| 9                        | 12:25<br>(5 mins)  | Approval of ARAC Terms of Reference   | 90.9  | Approval   | Board Secretary |
| 10                       | 12:30<br>(10 mins) | Board effectiveness review  | 90.10 | Approval   | Rob Powell      |
| 11                       | 12:40<br>(5 mins)  | Board paper redactions  | 90.11 | Approval   | Board Secretary |
|                          | 12:45<br>(45 mins) | <b>Lunch break</b><br><b>A 15 minute demonstration of the Customer Assessment Tool (C.A.T.) will be given at 13:15 for those Board members wishing to attend.</b> |       |            |                 |
| Strategy and planning    |                    |   |       |            |                 |
| 12                       | 13:30<br>(1 hour)  | Strategy workshop   | 90.12 | Monitoring | Rob Powell      |
| 13                       | 14:30<br>(5 mins)  | Any other businesss   | n/a   |            | All             |
|                          | 14:35              | Close   |       |            |                 |

#### 2018 OLC Board and Committee Meetings

| OLC          | Audit and Risk Assurance  | RemCo  |
|--------------|---|--|
| Mon 29 Jan   | <del>Thurs 18 Jan (London)</del><br>Meeting rescheduled to 28 February (London) |  |
| Wed 14 March |   | <del>Tues 20 Feb</del><br>Meeting rescheduled to 14 March    |
| Mon 23 April | <del>Mon 16 April (Bham)</del><br>Meeting rescheduled to 19 April (London)      |  |
| Mon 4 June   |   | <del>Tues 1 May</del><br>Meeting rescheduled to Weds 13 June |
| Mon 9 July   | Mon 2 July (London)   |  |
| Wed 12 Sept  |   | <del>Tues 24 July</del><br>Meeting cancelled                 |
| Wed 17 Oct   | Mon 8 Oct (Bham)<br><b>May be moved to 5 December</b>                           | Tues 25 Sept   |
| Mon 10 Dec   |   | Monday 12 Nov<br>Wed 28 November                             |