

Agenda: 20 March 2019

For the Ninety - Fourth Meeting of the Office for Legal Complaints

10:00 a.m 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, 18 March 2019 (please email: Kay.Kershaw@legalombudsman.org.uk)

Item presented for information			Paper number		Sponsor
Board forward plan			94.0		Board Secretary
Item	Timing	Item information	Paper number	Action	Sponsor
	10:00	Private NED Session – verbal			
Governance and reporting					
1	10:30 (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	Wanda Goldwag
2	10:35 (5 mins)	Approval of previous minutes: <ul style="list-style-type: none"> • OLC Board 28 January 2019 • RemCo meeting 28 November 2018 • RemCo meeting 2 January 2018 • ARAC minutes 5 December 2018 	94.1	Approval	Wanda Goldwag
3	10:40 (5 mins)	Matters arising, outstanding actions from the previous meeting(s).	94.2	Monitoring	Wanda Goldwag
4	10:45 (20 mins)	Standing reports: <ul style="list-style-type: none"> • Executive report • Finance report 	94.3 94.4	Information Information	Rob Powell / Rebecca Marsh Rob Powell
Performance					
5	11:05 (30 mins)	Performance report, including KPI tolerances	94.5	Monitoring	Rebecca Marsh / Steve Pearson

6	11:35 (10 mins)	KPI and balanced scorecard 2019/20	94.6	Approval	Rebecca Marsh / Steve Pearson
	11:45 (10 mins)	Break			
Governance and reporting					
7	11:55 (10 mins)	RemCo update	Verbal	Information	Bernard Herdan
8	12:05 (10 mins)	ARAC update	Verbal	Information	Michael Kaltz
9	12:15 (10 mins)	OLC Governance: review and update of governance documentation.	94.7	Approval	Rob Powell
Strategy and planning					
10	12:25 (15 mins)	2019/20 OLC budget approval	94.8	Approval	Rob Powell
11	12:40 (30 mins)	Strategy and Business Plan 2019/20, including approval of Equality and Diversity Priority Objectives 2019/20	94.9a 94.9b	Approval	Rob Powell
	13:10 (30 mins)	Lunch break			
12	13:40 (15 mins)	Horizon scanning	94.10	Monitoring	Sarah Ritzenthaler
13	13:55 (20 mins)	Review of stakeholder engagement and communications strategy	94.11	Approval	Rob Powell
Governance and reporting					
14	14:15 (45 mins)	Review of Board effectiveness	94.12	Discussion/ Approval	Wanda Goldwag
15	15:00 (5 mins)	Board paper redactions	94.13	Approval	Kay Kershaw
Strategy and planning					
16	15:05 (60 mins)	Annual Strategic Risk Workshop Final	94.14	Approval	Rob Powell
Other					
17	16:05 (5 mins)	Any other business	n/a		All
	16:10	Close			

2019 OLC Committee Meetings

2019 OLC Board meeting dates 10:00 - 16.00 pm	<i>Papers to be issued</i>	2019 ARAC meeting dates 1.00 - 4.00 pm	<i>Papers to be issued</i>	2019 RemCo meeting dates 1.00 - 4.00 pm	<i>Papers to be issued</i>
Monday 28 January	Monday 21 January	Monday 11 March	Monday 4 March	Wednesday 27 February	Wednesday 20 February
Wednesday 20 March	Wednesday 13 March	Wednesday 15 May	Wednesday 8 May	Thursday 9 May	Thursday 2 May
Monday 29 April	Thursday 18 April	Tuesday 2 July Monday 1 July	Tuesday 25 June Monday 24 June	Wednesday 4 September	Wednesday 28 August
Monday 24 June	Monday 17 June	Monday 7 October	Monday 26 Sept	Wednesday 6 November	Wednesday 30 October
Wednesday 17 July	Wednesday 10 July				
Thursday 26 September	Thursday 19 September				
Thursday 24 October	Thursday 17 October				
Thursday 28 November	Thursday 22 November				