

## Agenda: 26 October 2020

### For the One Hundred and Nineth Meeting of the Office for Legal Complaints

**10:00 onwards, by conference call**

*Any comments to be tabled in respect of the papers or items for AOB are to be forwarded to the Board Secretary by noon, 22 October 2020 (please email: [kerensa.scott@legalombudsman.org.uk](mailto:kerensa.scott@legalombudsman.org.uk) )*

Item presented for information			Paper number	Sponsor	
Board forward plan			<b>109.0</b>	Board Secretary	
Item	Timing	Item information	Paper number	Action	Sponsor
	10:00 (30 mins)	Private NED Session – verbal			
	10:30 (10 mins)	<b>Break</b>			
<b>Board meeting open session</b>					
1	10:40 (5 mins)	Welcome attendees, apologies and declarations of interest.	<b>n/a</b>	Note	Elisabeth Davies
2	10:45 (5 mins)	Approval of previous minutes: <ul style="list-style-type: none"> <li>• Board meeting held on 28 September 2020</li> </ul>	<b>109.1</b>	Approval	Elisabeth Davies
3	10:50 (10 mins)	Matters arising, outstanding actions from the previous meeting.	<b>109.2</b>	Update	Elisabeth Davies
<b>Performance Review and Scrutiny</b>					
4	11:00 (10 mins)	Chair's report	<b>109.3</b>	Update	Elisabeth Davies
5	11:10 (15 mins)	Executive report	<b>109.4</b>	Assurance	Mariette Hughes
6	11.25 (15 mins)	Finance report	<b>109.5</b>	Assurance / Update	Michael Letters
7	11.40 (15 mins)	Annual review of strategic risk register	<b>Verbal</b>	Assurance	Siobhan Fennell

8	11:55 (30 mins)	Performance Report and update on Covid-19 planning and the People Plan.	<b>109.6</b>	Assurance	Mariette Hughes
	12:25 (30 mins)	<b>Lunch</b>			
<b>Strategy and Planning</b>					
9	13:00 (60 mins)	2021/22 business plan and budget, planning for consultation	<b>109.7</b>	Approval	Siobhan Fennell
10	14:00 (15 mins)	Annual Report and Accounts Learning Review	<b>109.8</b>	Assurance / Update	Alex Moore
<b>Focus: Understanding more about LeO's complaints</b>					
11	14:15 (15 mins)	Impact of Covid-19 on quality	<b>109.9</b>	Assurance	Siobhan Fennell
12	14:30 (15 mins)	Service Complaint Adjudicator's Interim Report	<b>109.10</b>	Assurance / Update	Sam Argyle
	14:45 (10 mins)	<b>Break</b>			
<b>Governance and related items</b>					
13	14:55 (5 mins)	Transparency reports: <ul style="list-style-type: none"> <li>• Ombudsman and Board Member Register of Interests</li> <li>• Board and Senior Manager Expenses Report</li> <li>• Gifts and Hospitality Register</li> </ul>	<b>109.11</b>	Approval	Kay Kershaw
14	15:00 (5 mins)	Board paper redactions and non-disclosure report	<b>109.12</b>	Approval	Kay Kershaw
15	15:05 (10 mins)	Board effectiveness – October meeting	<b>Verbal</b>	Input	Elisabeth Davies
16	15:15 (5 mins)	Any other business	<b>Verbal</b>	Input	All
	<b>15:15</b>	<b>Close</b>			

## OLC Board and Committee Meeting Dates:

<b>2020 OLC Board Dates 10:00 - 16.00 pm</b>	<b><i>Papers to be issued</i></b>	<b>2020 ARAC Dates</b>	<b><i>Deadline for papers</i></b>	<b>2020 RemCo Dates</b>	<b><i>Deadline for papers</i></b>
Monday 27 January	Monday 20 January	<del>Monday 17 February</del> Monday 2 March	<del>Monday 10 February</del> Monday 24 February	Wednesday 11 March	Wednesday 4 March
Wednesday 4 March (additional Meeting)	Wednesday 26 February	<del>Monday 18 May</del> <del>4 May 2020</del> 15 May 2020	<del>Monday 11 May</del> <del>24 April 2020</del> 11 May 2020	Thursday 16 April 2020	Tuesday 14 April 2020
Thursday 26 March	Thursday 19 March	29 June 2020	22 June 2020	<del>Tuesday 14 July</del>	<del>Tuesday 7 July</del>
Monday 27 April	Monday 20 April	<del>Wednesday 4 July</del>	<del>Wednesday 24 June</del>	Monday 7 September	Friday 28 August
Monday 29 June	Monday 22 June	<del>Monday 12 October</del>	<del>Monday 5 October</del>	Wednesday 18 November	Wednesday 11 November
<del>Wednesday 4 July (approval of ARA)</del>	<del>Wednesday 24 June</del>	4 November 2020	28 October 2020		
Monday 27 July	Monday 20 July				
Monday 28 September	Monday 21 September				
Monday 26 October	Monday 19 October				
Monday 23 November	Monday 16 November				