

## Agenda: 9 July 2018

### For the Eighty Ninth 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, Wednesday 4 July 2018 (please email: [Kay.Kershaw@legalombudsman.org.uk](mailto:Kay.Kershaw@legalombudsman.org.uk))*

Item	Timing	Item information	Paper number	Action	Sponsor
	10:00	Private NED Session – verbal			
<b>Governance and reporting</b>					
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	Chair
2	10:35 (20 mins)	Standing reports:			
		<ul style="list-style-type: none"> <li>Executive report, to include a verbal update from Clair Daniel on handling service complaints sent directly to Board members.</li> <li>Finance report</li> </ul>	89.1	Information	Rob Powell / Rebecca Marsh / Clair Daniel
			89.2	Information	Rob Powell
<b>Performance</b>					
3	10:55 (60 mins)	Quarterly strategic and performance update	89.3	Monitoring	Rob Powell / Rebecca Marsh / Steve Pearson
	11:55 (10 mins)	<b>Break</b>			
4	12:05 (15 mins)	Quarterly modernising LeO report, to include lessons learned from phase 1	89.4	Monitoring	Rob Powell
<b>Governance and reporting</b>					
5	12:20 (5 mins)	Approval of previous minutes: <ul style="list-style-type: none"> <li>RemCo meeting 27 April 2018</li> <li>OLC Board meeting 4 June 2018</li> </ul>	89.5	Approval	Chair

6	12:25 (5 mins)	Matters arising, outstanding actions from the previous meeting(s).	<b>89.6</b>	Monitoring / Approval	Chair
7	12:30 (10 mins)	ARAC update	<b>Verbal</b>	Information	Michael Kaltz
8	12:40 (10 mins)	RemCo update	<b>Verbal</b>	Information	Bernard Herdan
	12:50 (30 mins)	<b>Lunch break</b>			
<b>Governance and reporting</b>					
9	13:20 (5 mins)	Welsh language report	<b>89.7</b>	Monitoring	Rob Powell
10	13:25 (5 mins)	Tailored review update	<b>89.8</b>	Monitoring	Rob Powell
11	13:30 (15 mins)	Transparency publications for approval: <ul style="list-style-type: none"> <li>• Gifts and hospitality register</li> <li>• Register of Interest</li> <li>• Board member and senior manager expenses</li> </ul>	<b>89.9</b>	Approval	Board Secretary
<b>Strategy and planning</b>					
12	13:45 (20 mins)	Strategic risk to enforcement	<b>89.10</b>	Approval	Taran Hayre
13	14:05 (15 mins)	Horizon scanning	<b>89.11</b>	Monitoring	Rob Powell
14	14:20 (5 mins)	Board paper redactions	<b>89.12</b>	Approval	Board Secretary
<b>Other</b>					
15	14:25 (5 mins)	Any other businesss	<b>n/a</b>		All
	14:30	<b>Close</b>			

### 2018 OLC Committee Meetings

OLC	Audit and Risk Assurance	RemCo
Mon 29 Jan	<del>Thurs 18 Jan (London)</del> Meeting rescheduled to 28 February	
Wed 14 March		<del>Tues 20 Feb</del> Meeting rescheduled to 14 March
Mon 23 April	<del>Mon 16 April (Bham)</del> Meeting rescheduled to 19 April (London)	
Mon 4 June		<del>Tues 1 May</del>

		<b>Meeting cancelled and to be replaced with a new meeting in June (date to be confirmed)</b>
Mon 9 July	Mon 2 July (London)	
Wed 12 Sept		<del>Tues 24 July</del> <b>Meeting cancelled and to be replaced with a new meeting in June (date to be confirmed)</b>
Wed 17 Oct	<b>Mon 8 Oct (Bham) 13:00 – 16:00</b>	<del>Wed 25 Sept</del> <b>Meeting to be rescheduled – date to be confirmed, but ideally 19<sup>th</sup></b>
Mon 10 Dec		<del>Wed 28 Nov –</del> <b>Date of this meeting may change to 15<sup>th</sup></b>