

## Agenda: 10 December 2018

### For the Ninety-Second 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, 6 December 2018 (please email: Kay.Kershaw@legalombudsman.org.uk)*

Item presented for information			Paper number		Sponsor
Board forward plan			92.0		Kay Kershaw
IT and digital strategy update			92.11		Nikki Greenway
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"> <li>• OLC Board meeting 17 October 2018</li> <li>• RemCo meeting 20 August 2018</li> <li>• RemCo meeting 25 September 2018</li> </ul>	92.1	Approval	Kay Kershaw
3	10:40 (5 mins)	Matters arising, outstanding actions from the previous meeting(s).	92.2	Monitoring / Approval	Kay Kershaw
4	10:45 (30mins)	Standing reports: <ul style="list-style-type: none"> <li>• Executive report.</li> </ul>	92.3	Information	Rob Powell / Rebecca Marsh
	(5 mins)	<ul style="list-style-type: none"> <li>• Finance report</li> </ul>	92.4	Information	Rob Powell
Performance					

5	11:20 (30 mins)	Performance update, including KPI tolerances	<b>92.5</b>	Monitoring	Rebecca Marsh
	11:50 (10 mins)	<b>Break</b>			
<b>Governance and reporting</b>					
6	12:00 (15 mins)	Service Complaint Adjudicator's interim report	<b>92.6</b>	Monitoring	Kay Kershaw
7	12:15 (10 mins)	RemCo update, to include <ul style="list-style-type: none"> <li>approval of amended Terms of Reference</li> </ul>	<b>Verbal</b> <b>92.7</b>	Information	Bernard Herdan Kay Kershaw
8	12:25 (10 mins)	ARAC update	<b>Verbal</b>	Information	Michael Kaltz
9	12:35 (15 Mins)	OLC Governance	<b>92.8</b>	Approval	Rob Powell
10	12:50 (15 mins)	Scheme Rules, to include <ul style="list-style-type: none"> <li>Scheme Rules options paper</li> <li>Scheme rules consultation (CMC transfer)</li> </ul>	<b>92.9</b> <b>92.10</b>	Information Approval	Rebecca Marsh
	13:05 (35 mins)	<b>Lunch Break</b> <b>13:20 – 13:35– demonstration of the BI tool by David Anderson and Jack Sawbridge</b>			
<b>Strategy and planning</b>					
11	13:40 (30 mins)	Evaluation of the supervision model	<b>92.12</b>	Approval	Rebecca Marsh
12	14:10 (20 mins)	Draft 2019/20 strategy, budget and business plan consultation	<b>92.13</b>	Approval	Rob Powell
13	14:30 (15 mins)	Horizon scanning	<b>92.14</b>	Monitoring	Rob Powell
14	14:45 (5 mins)	Board paper redactions	<b>92.15</b>	Approval	Kay Kershaw
<b>Other</b>					
15	14:50 (5 mins)	Any other business	<b>n/a</b>		All
	14:55	<b>Close</b>			

## 2019 OLC Board and Committee Meeting Dates

<b>2019 OLC Board meeting dates 10:00 - 16.00 pm</b>	<b><i>Papers to be issued</i></b>	<b>2019 ARAC meeting dates 1.00 - 4.00 pm</b>	<b><i>Papers to be issued</i></b>	<b>2019 RemCo meeting dates 1.00 - 4.00 pm</b>	<b><i>Papers to be issued</i></b>
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	Tuesday 25 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				