

Agenda: 4 June 2018

For the Eighty Eighth 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 30 May 2018 (please email: Janet.Edwards@legalombudsman.org.uk)

Items information	Paper number	Action	Sponsor
OLC Board meeting forward plan	88.0	Information	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	Chair
2	10:35 (10 mins)	Approval of previous minutes: <ul style="list-style-type: none"> • OLC Board meeting 14 March 2018 • OLC Board Meeting 23 April 2018 • RemCo Minutes 14 March 2018 	88.1	Approval	Chair
3	10:45 (10 mins)	Outstanding actions from the previous meeting(s) and matters arising, to include: <ul style="list-style-type: none"> • Ratification of out of Committee approval of Chief Ombudsman's recommendation to appoint Level One and Pool Ombudsmen. • Ratification of the out of Committee approval of the MoU with GIAA and their remuneration for 2018-19. 	88.2	Monitoring / Approval	Chair

		<ul style="list-style-type: none"> • Ratification of an amendment to the minutes of the February ARAC meeting and approval to publish the minutes. • To note that the first draft of the OLC's Annual Report and Accounts for 2017-18 has been reviewed by ARAC and was circulated to Board on 23 May for further comment by 30 May, before its submission to the NAO for their audit review. 			
4	10:55 (10 mins)	RemCo update on meeting held on 27 April.	Verbal	Information	Bernard Herdan
5	11:05 (15 mins)	Standing reports: <ul style="list-style-type: none"> • Chief Executive's report • Finance report • Chief Ombudsman's report 	88.3 88.4 88.5	Information Information Information	Rob Powell Rob Powell Rebecca Marsh
Performance					
6	11:20 (10 mins)	Performance report	88.6	Monitoring	Rebecca Marsh / Steve Pearson
	11:30 (15 mins)	Break			
Strategy and planning					
7	11:45 (15 mins)	Communications and engagement strategy	88.7	Approval	Rebecca Marsh / Rob Powell
8	12:00 (5 mins)	Approval of 2018/19 strategic risks	88.8	Approval	Rob Powell
Governance and reporting					
9	12:05 (10 mins)	KPI Tolerances	88.9	Approval	Rebecca Marsh / Rob Powell
10	12:15 (10 mins)	Update on CMC transfer to FoS	88.10	Information	Rebecca Marsh / Rob Powell / Steve Pearson
11	12:25 (5 mins)	Update on the review of Board effectiveness	88.11	Monitoring	Rob Powell
Other					
12	12:30 (5 mins)	Approval of Board paper redactions	88.12	Approval	CEO

13	12:35 (10mins)	Any other businesss	n/a		All
	12:45	Close			

Lunch Break 13:00 – 13:30

Stakeholder Engagement - Workshop

	13:30 (90 mins)	Steve O'Connor, Justice 2030
	15:00	Close

2018 OLC Committee Meetings

OLC	Audit and Risk Assurance	RemCo
Mon 29 Jan	Thurs 18 Jan (London) Meeting rescheduled to 28 February	
Wed 14 March		Tues 20 Feb Meeting rescheduled to 14 March
Mon 23 April	Mon 16 April (Bham) Meeting rescheduled to 19 April (London)	
Mon 4 June		Tues 1 May Meeting rescheduled to 13 June
Mon 9 July	Mon 2 July (London)	
Wed 12 Sept		Tues 24 July Meeting cancelled
Wed 17 Oct	Mon 8 Oct (Bham)	Wed 25 Sept
Mon 10 Dec		Wed 28 Nov – Meeting rescheduled to 12 November