

Agenda: 26 March 2020

For the One Hundredth and Third 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, 24 March 2020 (please email: Kay.Kershaw@legalombudsman.org.uk)

Item presented for information			Paper number		Sponsor
Board forward plan			103.0		Board Secretary
Item	Timing	Item information	Paper number	Action	Sponsor
	10:00	Private NED Session – verbal			
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 meeting 27 January 2020 • OLC Board meeting 4 March 2020 • RemCo meeting 18 December 2019 • ARAC meeting 7 October 2019 	103.1	Approval	Wanda Goldwag
3	10:40 (5 mins)	Matters arising, outstanding actions from the previous meeting(s). <ul style="list-style-type: none"> • Ratification of the decision made out of Committee to approve the OLC's response to the LSB's 2020/21 Business Plan consultation. 	103.2	Monitoring / Approval	Wanda Goldwag
4	10:45 (15 mins)	Executive report.	103.3	Information	Rebecca Marsh

5	11:00 (10 mins)	Finance report to end of February 2020	103.4	Information	Brendan Arnold
6	11:10 (20 mins)	Performance report	103.5	Information	Steve Pearson
	11:30 (10 mins)	Break			
7	11:40 (10 mins)	Update on ARAC meeting held on 2 March 2020	Verbal	Information	ARAC Chair
8	11:50 (10 mins)	Update on RemCo meeting held on 11 March 2020	Verbal	Information	RemCo Chair
9	12:00 (60 mins)	HR matters to include: <ul style="list-style-type: none"> • People plan • Civil Service Survey results • Update on the last two groups of new starters – outcomes and experiences during probationary period. 	103.6	Information / Monitoring / Approval	Marcus Passant
	13:00 (30 mins)	Lunch Break			
10	13:30 (10 mins)	Annual review of Scheme of Delegations and Matters Reserved to Board	103.7	Approval	Brendan Arnold
11	13:40 (10 mins)	Horizon scanning	103.8	Monitoring / Information	Sarah Ritzenthaler
12	13:50 (5 mins)	Annual Report and Accounts – update	103.9	Monitoring / Information	Sarah Ritzenthaler
13	13:55 (5 mins)	Board paper redactions and non-disclosure report	103.10	Approval	Kay Kershaw
14	14:00 (5 mins)	Board effectiveness	Verbal	Monitoring	Wanda Goldwag
15	14:05 (10 mins)	Any other business	Verbal		All
	14:15	Close			

OLC Board and Committee Meeting Dates:

2020 OLC Board Dates 10:00 - 16.00 pm	<i>Papers to be issued</i>	2020 ARAC Dates	<i>Deadline for papers</i>	2020 RemCo Dates	<i>Deadline for papers</i>
Monday 27 January	Monday 20 January	Monday 17 February Monday 2 March	Monday 10 February Monday 24 February	Wednesday 11 March	Wednesday 4 March
Wednesday 4 March (additional Meeting)	Wednesday 26 February	Monday 18 May 4 May 2020	Monday 11 May 24 April 2020	Tuesday 14 July	Tuesday 7 July
Thursday 26 March	Thursday 19 March	Wednesday 1 July	Wednesday 24 June	Wednesday 18 November	Wednesday 11 November
Monday 27 April	Monday 20 April	Monday 12 October	Monday 5 October		
Monday 29 June	Monday 22 June				
Monday 27 July	Monday 20 July				
Monday 28 September	Monday 21 September				
Monday 26 October	Monday 19 October				
Monday 23 November	Monday 16 November				