

Agenda: 29 April 2019

For the Ninety - Fifth Meeting of the Office for Legal Complaints

10:00 am onwards, The Assay Office, Birmingham

Any comments to be tabled in respect of the papers or items for AOB are to be forwarded to the Board Secretary by noon, 25 April 2019 (please email: Kay.Kershaw@legalombudsman.org.uk)

Item presented for information			Paper number		Sponsor
Board forward plan			95.0		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	Wanda Goldwag
2	10:35 (5 mins)	Previous Minutes and Outstanding Actions from Previous Meetings.	95.1a 95.1b	Monitoring / Approval	Wanda Goldwag
3	10:40 (15 mins)	Executive Report Finance Report	95.2 95.3	Information	Rebecca Marsh / Brendan Arnold
4	10:55 (5 mins)	Transparency Reports <ul style="list-style-type: none"> • Register of Interests • Gifts and Hospitality Report • Board and Senior Manager Expenses Report 	95.4	Approval	Kay Kershaw
5	11:00 (10 mins)	Annual Service Complaint Adjudicator Report	95.5	Monitoring	Rebecca Marsh
Performance					
6	11:10 (30 mins)	Quarterly Strategic and Performance Report.	95.6	Monitoring	Brendan Arnold / Steve Pearson
	11:40 (10 mins)	Break			

7	11:50 (5 mins)	Quarterly Modernising LeO Report	95.7	Monitoring	Mariette Hughes
Strategy and Planning					
8	11:55 (15 mins)	Horizon Scanning	95.8	Information	Sarah Ritzenthaler
Governance and Reporting					
9	12:10 (5 mins)	Board Paper Redactions	95.9	Approval	Kay Kershaw
Other					
10	12:15 (10 mins)	Any Other Business	n/a		All
	12:25 (10 mins)	Break			
Strategy and Planning					
11	12:35 (2hrs 25 mins)	Strategy workshop		Discussion	Rebecca Marsh
	15:00	Close			

2019 OLC Committee Meetings

2019 OLC Board meeting dates 10:00 - 16.00 pm	<i>Papers to be issued</i>	2019 ARAC meeting dates 1.00 - 4.00 pm	<i>Papers to be issued</i>	2019 RemCo meeting dates 1.00 - 4.00 pm	<i>Papers to be issued</i>
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 Monday 1 July	Tuesday 25 June Monday 24 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				