

Agenda: 26 September 2019

10:00 – 14:20

For the Ninety - 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, 24 September 2019 (please email: Kay.Kershaw@legalombudsman.org.uk)

Item presented for information			Paper number		Sponsor
Board forward plan			98.0		Board Secretary
Item	Timing	Item information	Paper number	Action	Sponsor
	10:00 (20 mins)	Private NED Session – verbal			
	10:20 (5 mins)	Break			
1	10:25 (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	10:30 (10 mins)	Executive report.	98.1a	Information	Rebecca Marsh
3	10:40 (5 mins)	Finance report - August	98.1b	Information / Monitoring	Brendan Arnold
4	10:45 (10 mins)	Monthly performance report	98.2	Information / Monitoring	Brendan Arnold / Steve Pearson
5	10:55 (10 mins)	Towards a revised KPI framework.	98.3	Information	Brendan Arnold
6	11:05 (20 mins)	Mediated Solutions update	98.4	Information / Monitoring	Mariette Hughes

7	11:25 (5 mins)	Horizon Scanning	98.5	Monitoring	Sarah Ritzenthaler
	11:30 (5 mins)	Break			
8	11:35 (90 mins)	Discussion on the 2020-2023 strategy, including information on: <ul style="list-style-type: none"> • Strategy and business plan time line 	98.6	Discussion	Alex Moore
	13:05 (30 mins)	Lunch break			
9	13:35 (5 mins)	Approval of previous minutes: <ul style="list-style-type: none"> • OLC Board meeting 17 July 2019 • RemCo meeting 9 May 2019 	98.7	Approval	Kay Kershaw
10	13:40 (5 mins)	Matters arising, outstanding actions from the previous meeting(s).	98.8	Monitoring / Approval	Kay Kershaw
11	13:45 (10 mins)	RemCo update	Verbal	Information	Jane Martin
12	13:55 (5 mins)	RemCo Terms of Reference	98.9	Approval	Brendan Arnold / Marcus Passant
13	14:00 (5 mins)	Board paper redactions	98.10	Approval	Kay Kershaw
14	14:05 (5 mins)	Update on actions from the Board effectiveness review	98.11	Monitoring	Kay Kershaw
15	14:10 (10 mins)	Any other business	n/a		All
	14:20	Close			

2019 OLC Board and 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 To be rescheduled for early December	TBC
Wednesday 17 July	Wednesday 10 July				
Thursday 26 September	Thursday 19 September				
Thursday 24 October	Thursday 17 October				
Thursday 28 November	Thursday 22 November				

2020 OLC Board and Committee Meetings

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Monday 27 January	Monday 20 January	Monday 17 February	Monday 10 February	TBC	TBC
Thursday 26 March	Thursday 19 March	Monday 18 May	Monday 11 May	TBC	TBC
Monday 27 April	Monday 20 April	Wednesday 1 July	Wednesday 24 June	TBC	TBC
Monday 29 June	Monday 22 June	Monday 12 October	Monday 5 October	TBC	TBC
Monday 27 July	Monday 20 July				
Monday 28 September	Monday 21 September				
Monday 26 October	Monday 19 October				
Monday 23 November	Monday 16 November				