

Agenda: 28 January 2019

For the 93rd 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 on 24 January (please email: Kay.Kershaw@legalombudsman.org.uk).

Item presented for information			Paper number		Sponsor
Board forward plan			93.0		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)	Approval of previous minutes: <ul style="list-style-type: none"> OLC Board meeting 10 December 2018 ARAC meeting held on 2 July 2018 RemCo meeting 16 November 2018 	93.1	Approval	Wanda Goldwag
3	10:40 (5 mins)	Matters arising, outstanding actions from the previous meeting(s).	93.2	Monitoring / Approval	Wanda Goldwag
4	10:45 (25 mins)	Standing reports: <ul style="list-style-type: none"> Executive report Finance report 	93.3 93.4	Information Information	Rob Powell / Rebecca Marsh Rob Powell
Performance					
5	11:10 (45 mins)	Quarterly strategic and performance update.	93.5	Information	Rebecca Marsh/ Rob Powell/ Steve Pearson
6	11:55 (15 mins)	Update from the Legal Services Board	Verbal	Information	Neil Buckley and Marina Gibbs

	12:10 (10 mins)	Break			
7	12:20 (5 mins)	Quarterly Modernising LeO report	93.6	Information	Rob Powell
Strategy and planning					
8	12:25 (5 mins)	Response to the LSB business plan consultation	93.7	Approval	Sarah Ritzenthaler
9	12:30 (30 mins)	Budget and business plan, including: <ul style="list-style-type: none"> • Alternative delivery models • Update on 2019/20 budget • Feedback and update on 2019/20 business plan consultation 	93.8	Approval	Rob Powell / Sarah Ritzenthaler
			Verbal	Information	Rob Powell
			Verbal	Information	Rob Powell
	13:00 (30 mins)	Lunch break			
10	13:30 (10 mins)	Horizon scanning	93.9	Monitoring	Sarah Ritzenthaler
Governance and reporting					
11	13:40 (5 mins)	Service Complaint Adjudicator's contract	93.10	Approval	Kay Kershaw
12	13:45 (5 mins)	Transparency publications for approval: <ul style="list-style-type: none"> • Gifts and hospitality register • Register of Interest • Board member and senior manager expenses 	93.11	Approval	Kay Kershaw
13	13:50 (5mins)	Board paper redactions	93.12	Approval	Kay Kershaw
14	13:55 (5 mins)	Any other business	n/a		All

	14:00 (5 mins)	Break			
Other					
15	14:05 (2 hours)	Professor Stephen Mayson, UCL (review of the legal services market)	Verbal	Presentation	

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	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				