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| <i>Meeting</i> | OLC | <i>Agenda Item No.</i> | 10 |
| | | <i>Paper No.</i> | 89.8 |
| <i>Date of meeting</i> | 9 July 2018 | <i>Time required</i> | 5 Minutes |

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| <i>Title</i> | Tailored Review update |
| <i>Sponsor</i> | Rob Powell, Chief Executive |
| <i>Status</i> | OFFICIAL |
| <i>To be communicated to:</i> | Members and those in attendance |

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| Executive summary |
| <p>This paper updates Board on implementation of the recommendations of the Tailored Review of the OLC and LSB undertaken by the MoJ, which reported on 19 July 2017.</p> <p>The review concluded that the functions of the OLC are still required by Government. The OLC should therefore retain its functions with regards to legal complaints. The review noted the Government’s commitment to transfer complaints about Claims Management Companies to the Financial Ombudsman Service.</p> <p>The review concluded that the functions of the OLC need to be delivered independently of Government and the professions; that the OLC operates effectively as a statutory body; and that the OLC should retain its current form as a statutory body.</p> <p>Appendix 1 provides an update on progress against the action plan agreed with the MoJ following the Tailored Review.</p> |
| Recommendation/action required |
| Board is asked to NOTE the issues highlighted in the paper. |

9 July 2018

Appendix 1: Action plan for monitoring implementation of the OLC Tailored review

| # | Recommendation | Timescale | Owner | Update |
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| Recommendations for the Office for Legal Complaints | | | | |
| 13 | The OLC is well placed to provide valuable feedback to a range of stakeholders. The review supports the OLC's work to improve the feedback it provides, and recommends it looks for opportunities to increase feedback to the frontline regulators, representative bodies, and the LSB. | To have a plan to deliver feedback in place by Dec 2017 | Board Secretary | The 2017-18 business plan consultation of December 2017 set out our plans to feed back to the frontline regulators, representatives and LSB. This was supplemented in June 2018 by the Communications and Engagement strategy 2018-20. |
| 14 | The OLC should continue to consider whether to submit an application to the LSB to become an approved ADR provider under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015. | In line with Business Plan objective to ' <i>Consider approaches to alternative dispute resolution (i.e. mediation, adjudication) and include outcomes in scheme rules review</i> '. Update in March 2018. | Board Secretary | After reviewing an options paper in June 2017, the OLC conclude not to pursue ADR at this time. This was confirmed in our 2017-18 business plan consultation published in December 2017. |

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| 15 | Following the LSB's decision not to renew the statutory reporting requirements for the OLC under Section 120 of the LSA 2007, the OLC should continue to work with the LSB to identify areas for performance improvement. | Ongoing with updates at holding to account meetings. | Board Secretary | Ongoing. Voluntary assurance arrangements are in place and have evolved in response to feedback and discussions with the LSB. |
| 16 | The review recognises the improvements that have been made following the identification of issues relating to governance and financial management. The OLC should continue to comply with the principles of Managing Public Money and should implement the recommendations of the internal audit of corporate governance conducted by the Government Internal Audit Agency. | Ongoing with updates at holding to account meetings | Board Secretary e | Ongoing. 2017-18 GIAA audit opinion provided substantial assurance. Attestation reports are submitted monthly to the MoJ in line with ALB delegations framework. |
| 17 | To promote efficiency in the longer term, the OLC should work towards merging the roles of the Chief Executive Officer and the Chief Ombudsman following implementation of the Modernising LeO programme. | Decision to be made by April 2019 | Board Secretary | The 2018-19 business plan, published in April 2018, confirmed the OLC's intention to bring the two roles together in 2020-21. |

Recommendations for the Ministry of Justice, the Legal Services Board, and the Office for Legal Complaints

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| 18 | To ensure clarity of roles and lines of accountability the LSB, MoJ, and OLC should publish the tripartite operating protocol setting out the three parties' roles and responsibilities. This should be reviewed after six months and every three years thereafter | Published in July 2017. First review in January 2017 | David Bartlett, MoJ | Complete. |
| 19 | The LSB and OLC holding to account meetings with MoJ should be reviewed to support and reflect the lines of accountability set out in the updated tripartite operating protocol. | To be implemented from September 2017 at the latest. | David Bartlett, MoJ | Complete. The LSB attended the performance section of the OLC business assurance meeting with the MoJ in April 2018. |