

Agenda: 28 September 2020

For the One Hundred and Seventh Meeting of the Office for Legal Complaints

10:00 onwards, by conference call

*Any comments to be tabled in respect of the papers or items for AOB are to be forwarded to the Board Secretary by noon, 23 September 2020
(please email: Kay.kershaw@legalombudsman.org.uk)*

Item presented for information			Paper number		Sponsor
Board forward plan			107.0		Board Secretary
Horizon Scan, including a review of stakeholder engagement and comms and progress against stakeholder engagement strategy			107.12		Alex Moore
Item	Timing	Item information	Paper number	Action	Sponsor
	10:00 (30 mins)	Private NED Session – verbal			
	10:30 (10 mins)	Break			
1	10:40 (5 mins)	Welcome attendees, apologies and declarations of interest.	n/a	Note	Elisabeth Davies
2	10:45 (5 mins)	Approval of previous minutes: <ul style="list-style-type: none"> • Board meeting held on 27 July 2020 • RemCo meeting held on 11 March 2020 • RemCo meeting held on 16 April 2020 	107.1	Approval	Elisabeth Davies
3	10:50 (10 mins)	Matters arising, outstanding actions from the previous meeting.	107.2	Update	Elisabeth Davies
4	11:00 (10 mins)	Chair’s report	107.3	Update	Elisabeth Davies
5	11:10 (15 mins)	Executive report	107.4	Assurance	Mariette Hughes

6	11:25 (20 mins)	Update on P&Q Task and Finish Group meeting held on 19 August 2020 and 16 September 2020	107.13	Assurance / Update	Rod Bulmer
6A	11:45 (15 mins)	Agree LeO KPIs 2020/21; Update re Performance Forecasting Assumptions and Common dataset.	107.12	Assurance / Agreement	Siobhan Fennell
7	12:00 (10 mins)	Update on risk assurance	Verbal	Assurance / Update	Siobhan Fennell
	12:10 (10 mins)	Break			
8	12:20 (10 mins)	Finance report	107.5	Assurance / Update	Michael Letters
9	12:30 (60 mins)	Covid-19 recovery planning, including performance report and confidence in forecasting	107.6	Assurance	Mariette Hughes
	13:30 (30 mins)	Lunch			
10	14:00 (15 mins)	Update on RemCo meeting held on 7 September, including an update on the actions from the Independent Review	Verbal	Assurance / Update	Jane Martin
11	14:15 (15 mins)	Approval of 2020/21 interim budget application	107.7	Approval / Input	Siobhan Fennell
12	14:30 (20 mins)	Update 2021/22 planning for the Business Plan and Budget	Verbal	Assurance / Update	Elisabeth Davies and Laura Stroppolo
	14:50 (10 mins)	Break			

13	15:00 (20 mins)	Board Effectiveness, to include: a review of the actions from the 2018/19 independent governance review; actions from the 2020 independent review and feedback from the Chair following her first 6 months in post.	107.8	Assurance / Update	Elisabeth Davies
14	15:20 (15 mins)	Tripartite Protocol	107.9	Approval	Elisabeth Davies
15	15:35 (5 mins)	Scheme of Delegations	107.10	Approval	Michael Letters
16	15:40 (5 mins)	Board paper redactions and non-disclosure report	107.11	Approval	Kay Kershaw
17	15:45 (10 mins)	Board effectiveness – September meeting	Verbal	Input	Elisabeth Davies
18	15:55 (5 mins)	Any other business	Verbal	Input	All
	16:00	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 15 May 2020	Monday 11 May 24 April 2020 11 May 2020	Thursday 16 April 2020	Tuesday 14 April 2020
Thursday 26 March	Thursday 19 March	29 June 2020	22 June 2020	Tuesday 14 July	Tuesday 7 July
Monday 27 April	Monday 20 April	Wednesday 4 July	Wednesday 24 June	Monday 7 September	Friday 28 August
Monday 29 June	Monday 22 June	Monday 12 October	Monday 5 October	Wednesday 18 November	Wednesday 11 November
Wednesday 1 July (approval of ARA)	Wednesday 24 June				

Monday 27 July	Monday 20 July				
Monday 28 September	Monday 21 September				
Monday 5 October 2020 Additional Meeting	Monday 29 September 2020				
Monday 26 October	Monday 19 October				
Monday 23 November	Monday 16 November				