

**Minutes of the ninth meeting of the  
Office for Legal Complaints Audit and Risk Committee**

**Monday 13 June 2011**

**10.00am – 12.00pm**

**Baskerville House, Centenary Square, Broad St, Birmingham B1 2ND**

**Present:**

Tony Foster, Acting Chair  
Professor Mary Seneviratne, member

**In attendance:**

Adam Sampson, Chief Ombudsman  
Rob Hezel, Director of Finance and Business Services  
Paul Partridge, Head of Finance  
Andy Taylor, Head of Compliance  
Paul Ward, KPMG  
Sajid Rafiq, NAO

**Observing:**

Chris Kenny, Chief Executive, Legal Services Board

**Committee Secretary:**

Steve Glynn

**Apologies:**

Brian Woods-Scawen – Member, Madeline Dugmore - NAO, and Annabel Ellin - KPMG

**Preliminary issues:**

The quorum requirements for the Committee meeting were met. No conflicts of interest were declared.

**Item 1 – Welcome and apologies:**

1. The Chair welcomed those in attendance and confirmed that apologies had been received from Brian Woods-Scawen – Chair, Madeline Dugmore - NAO, and Annabel Ellin – KPMG.

**Item 2 – Minutes of previous meeting:**

2. The minutes of the meeting of 16 May 2011, were approved for submission to the OLC.

**Item 3 – Matters arising & action points:**

3. The Head of Compliance presented the outstanding action points and progress reports from previous Audit & Risk Committee meetings (Annex B). The committee noted that a number of outstanding action points had been completed since the last committee meeting or were included within the agenda.

**Item 4 - Chair's update:**

4. The Chair confirmed that there were no issues which needed to be brought to the attention of the Committee.

**Item 5 – Review of Corporate Risk Register**

5. Members received an updated version of the 'corporate risk,' register and were advised that the register had been expanded to provide explanatory notes for all medium and low risk categories. In addition, risk reference 23, relating to human resources had been broken down into discreet items. The committee approved the revised format of the register subject to risk 30 relating to 'organisational culture,' being re-introduced for monitoring purposes.

**ACTION**

- The Risk Management Group to ensure that the date of their last meeting is included in the introduction to the register and to re-introduce risk 30 relating to 'organisational culture,' as a live item.

**Item 6 – Statement of Internal Control (SIC):**

6. The Director of Finance and Business Services presented an updated version of the statement of internal control (SIC). The committee noted that all actions from previous A&RC meetings had been completed. A number of minor amendments were proposed and would be considered / implemented in due course.

**Item 7 – Aggregated Internal Audit Report:**

7. The Director of Finance and Business Services presented an updated aggregated internal audit report. The committee noted that a new table had been included in the report identifying 'outstanding items,' and it was agreed that closed items would be deleted after they had been brought to the committee's attention.

## **ACTION**

- The Committee Secretary to ensure that an updated aggregated internal audit report is included as a standing agenda item at future A&RC meetings.

### **Item 8 – Data Handling Incident Report:**

8. The Head of Compliance presented a data handling incident report and briefed the Committee on the substance of reported incidents and remedial action taken during Period October 2010 to May 2011 inclusive.

### **Item 9 – Internal Audit Annual Report / Internal Audit Progress Report:**

9. KPMG presented the internal audit annual report and internal audit progress report. It was noted that any areas of concern had been addressed expeditiously and the organisation was deemed to be making good progress.

### **Item 10 – NAO Audit Completion Report:**

10. NAO presented the audit completion report on the 2010-11 financial statement audit and updated the committee on the content and including identified risks and audit findings for the financial year 2010/11.

### **Item 11 – OLC Annual Report / Audited Accounts:**

11. The Chief Ombudsman presented the OLC annual report and audited accounts. A number of minor amendments were proposed and would be implemented before the presentation to the OLC on 20 June 2011.

### **Item 12 – Any Other Business:**

12. No additional matters were raised.

Steve Glynn - Committee Secretary  
15 June 2011