

Agenda: 24 October 2019

For the Ninety - Ninth Meeting of the Office for Legal Complaints

10:00 – 13:35

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, 22 October 2019 (please email: Kay.Kershaw@legalombudsman.org.uk)

Item presented for information			Paper number		Sponsor
Board forward plan			99.0		Board Secretary
Item	Timing	Item information	Paper number	Action	Sponsor
	10:00 (30 mins)	Private NED Session – verbal			
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)	Executive report.	99.1	Information	Rebecca Marsh
3	10:40 (5 mins)	Finance report – September	99.2	Information / Monitoring	Brendan Arnold
4	10:45 (15 mins)	Monthly Performance report	99.3	Information / Monitoring	Brendan Arnold / Steve Pearson
5	11:00 (15 mins)	Update from LSB	Verbal	Information	Matthew Hill and David Eveleigh
6	11:15 (20 mins)	Draft 2020/21 budget , including planning for the LSB Board paper	99.4	Approval	Brendan Arnold
	11:35 (5 mins)	Break			

7	11:40 (20 mins)	Approval of strategy, business plan and budget consultation 2020-23	99.5	Approval	Brendan Arnold and Alex Moore
8	12:00 (10 mins)	Mediated Solutions Report	99.6	Information	Mariette Hughes
9	12:10 (5 mins)	Modernising LeO post completion review report	99.7	Information / Monitoring	Mariette Hughes and Steve Pearson
	12:15 (30 mins)	Lunch break			
10	12:45 (10 mins)	Service Complaint Adjudicator's interim report	99.8	Information / Monitoring	Claire Evans
11	12:55 (10 mins)	ARAC Update	Verbal	Information	Shrinivas Honap
12	13:05 (5 mins)	Horizon scanning	Verbal	Information / Monitoring	Sarah Ritzenthaler
13	13:10 (5 mins)	Approval of previous minutes: <ul style="list-style-type: none"> • OLC Board meeting 26 September 2019 • ARAC meeting 1 July 2019 	99.9	Approval	Wanda Goldwag
14	13:15 (5 mins)	Matters arising, outstanding actions from the previous meeting(s).	99.10	Monitoring / Approval	Wanda Goldwag
15	13:20 (5 mins)	Transparency Reports <ul style="list-style-type: none"> • Register of Interests • Gifts and Hospitality • Board and Senior Manager Expenses report 	99.11	Monitoring	Board Secretary
16	13:25 (5 mins)	Board paper redactions and non-disclosure report	99.12	Approval	Kay Kershaw
17	13:30 (5 mins)	Any other business	n/a		All
	13:35	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 Wednesday 18 December	Wednesday 11 December
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

2020 OLC Board Dates 10:00 - 16.00 pm	<i>Papers to be issued</i>	2020 ARAC Dates 13.00 - 15:30 pm	<i>Deadline for papers</i>	2020 RemCo Dates 13.00 – 15:30 pm	<i>Deadline for papers</i>
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				