

Agenda: 27 July 2020

For the One Hundred and Sixth 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 July 2020 (please email: Kay.Kershaw@legalombudsman.org.uk)

Item presented for information			Paper number		Sponsor
Board forward plan			106.0		Board Secretary
Horizon Scan			106.13		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"> • 29 June April 2020 	106.1	Approval	Elisabeth Davies
3	10:50 (10 mins)	Matters arising, outstanding actions from the previous meeting.	106.2	Update	Elisabeth Davies
4	11:00 (15 mins)	Executive report, Including update on AO role	106.3	Assurance	Rebecca Marsh
5	11:15 (60 mins)	Performance report Including update on Covid-19 recovery planning	106.4	Assurance / Approval	Mariette Hughes
	12:15 (10 mins)	Break			
6	12:25 (40 mins)	Implementation of the People Plan and Delivery Plan, including an update on the Independent Review:	106.5	Assurance / Update	Marcus Passant

		Management Team response and action plan			
	13:05 (30 mins)	Lunch			
7	13:35 (30 mins)	Black Lives Matter	Verbal	Assurance	Elisabeth Davies
8	14:05 (10 mins)	Finance report	106.6	Assurance	Michael Letters
9	14:15 (20 mins)	Budget Learning Review, to include an update on the budget and business planning programme	106.7	Assurance / Update	Elisabeth Davies and Laura Stroppolo
10	14:35 (20 mins)	Transparency agenda: post consultation	106.8	Update	Mariette Hughes
11	14:55 (15 mins)	Update on P&Q Task and Finish Group meeting held on 5 June 2020	Verbal	Assurance / Update	Rod Bulmer
	15:10 (10 mins)	Break			
12	15:20 (10 mins)	Annual report on enforcement	106.9	Assurance	Taran Hayre
13	15:30 (5 mins)	Welsh language report	106.10	Approval	Mariette Hughes
14	15:35 (5 mins)	Transparency reports	106.11	Approval	Kay Kershaw
15	15:40 (5 mins)	Board paper redactions and non-disclosure report	106.12	Approval	Kay Kershaw
16	15:45 (10 mins)	Board effectiveness	Verbal	Input	Elisabeth Davies
17	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	September date TBC	September date TBC
Monday 29 June	Monday 22 June	Monday 12 October	Monday 5 October	Wednesday 18 November	Wednesday 11 November
Wednesday 4 July (approval of ARA)	Wednesday 24 June				
Monday 27 July	Monday 20 July				
Monday 28 September	Monday 21 September				
Monday 26 October	Monday 19 October				
Monday 23 November	Monday 16 November				