

Agenda: 28 November 2019

10:00 – 12:20

For the 100th Meeting of the Office for Legal Complaints

10:00 am onwards, 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, 26 November 2019 (please email: Kay.Kershaw@legalombudsman.org.uk)

| Item presented for information | | | Paper number | | Sponsor |
|--------------------------------|--------------------|---|--------------|-------------|-----------------|
| Board forward plan | | | 100.0 | | Board Secretary |
| Item | Timing | Item information | Paper number | Action | Sponsor |
| | 10:00 | Private NED Session – verbal | | | |
| Governance and reporting | | | | | |
| 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) | Approval of previous minutes: <ul style="list-style-type: none"> • 24 October 2019 OLC Board meeting | 100.1 | Approval | Wanda Goldwag |
| 3 | 10:40 (5 mins) | Matters arising, outstanding actions from the previous meeting(s). <ul style="list-style-type: none"> • Ratification of the 2020/23 OLC Strategy, business plan and budget consultation. | 100.2 | Monitoring | Wanda Goldwag |
| 4 | 10:45 (10 mins) | Executive report. | 100.3 | Information | Rebecca Marsh |
| 5 | 10:55 (5 mins) | Finance report | 100.4 | Information | Brendan Arnold |

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|----|--------------------|---|---------------|-------------|-----------------------------------|
| 6 | 11:00 (10 mins) | Performance report | 100.5 | Information | Brendan Arnold / Steve Pearson |
| 7 | 11:10 (15 mins) | Feedback to the profession, including an update on the State of the Nation Report | 100.6 | Information | Mariette Hughes |
| 8 | 11:25 (5 mins) | Strategy update | Verbal | Information | Brendan Arnold |
| 9 | 11:30 (5 mins) | ARAC Terms of Reference | 100.7 | Approval | Brendan Arnold |
| | 11:35 (10 mins) | Break | | | |
| 10 | 11:45 (10 mins) | Horizon scanning | 100.8 | Monitoring | Sarah Ritzenthaler |
| 11 | 11:55 (5 mins) | Board Member long term roles | 100.9 | Information | Rebecca Marsh |
| 12 | 12:00 (5 mins) | Board Effectiveness – update on action plan 2018/19 | 100.10 | Monitoring | Kay Kershaw |
| 13 | 12:05 (5 mins) | Board paper redactions and non-disclosures | 100.11 | Approval | Kay Kershaw |
| 14 | 12:10 (10 mins) | Any other business | n/a | | All |
| | 12:20 | 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 17 February 2 March 2019 | Monday 10 February Monday 24 February 2019 | Wednesday 11 March | Wednesday 4 March |
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