

Agenda: 24 June 2019

For the Ninety - Sixth 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, 20 June 2019 (please email: Kay.Kershaw@legalombudsman.org.uk)

Item presented for information			Paper number		Sponsor
Board forward plan			96.0		Board Secretary
Item	Timing	Item information	Paper number	Action	Sponsor
	10:00	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)	Approval of previous minutes: <ul style="list-style-type: none"> ARAC meeting 11 March 2019 RemCo meeting 27 February 2019 OLC Board meeting 29 April 2019 	96.1	Approval	Board Secretary
3	10:40 (5 mins)	Matters arising, outstanding actions from the previous meeting(s), including: <ul style="list-style-type: none"> the ratification of a decision made out of Committee to appoint Level 1 Ombudsmen. 	96.2	Information	Board Secretary
4	10:45 (10 mins)	Executive report.	96.3	Information	Rebecca Marsh
5	10:55 (50 mins)	Cases awaiting assessment - forecast	96.4	Approval	Brendan Arnold and Steve Pearson

	11:45 (10 mins)	Break			
6	11:55 (20 mins)	Performance report, including KPI tolerances	96.5	Information	Steve Pearson
7	12:15 (5 mins)	Finance report	96.6	Information	Emma Cartwright
8	12:20 (10 mins)	Annual Report and Accounts 2018/19	96.7	Approval	Rebecca Marsh
9	12:30 (10 mins)	ARAC update on the meeting held on 15 May 2019	Verbal	Information	Shrinivas Honap
10	12:40 (10 mins)	RemCo update on the meeting held on 9 May 2019	Verbal	Information	Jane Martin
11	12:50 (10 mins)	Annual report on enforcement	96.8	Information	Taran Hayre
	13:00 (30 mins)	Lunch Break			
12	13:30 (20 mins)	Initiatives for delivery – preliminary scope: <ul style="list-style-type: none"> • Externalisation • Hubs • Mediated solutions 	96.9	Information	Mariette Hughes
13	13:50 (15 mins)	Horizon Scanning	96.10	Information	Sarah Ritzenthaler
14	14:05 (5 mins)	Scheme of Delegations	96.11	Approval	Rebecca Marsh
15	14:10 (5 mins)	Board paper redactions	96.12	Approval	Brendan Arnold
16	14:15 (30 mins)	LSB / OLC Board to Board meeting	Verbal	Discussion	Rebecca Marsh
17	14:45 (10 mins)	Any other business	n/a		All
	14:55	Close			

2019 OLC 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 30 October
Wednesday 17 July	Wednesday 10 July				
Thursday 26 September	Thursday 19 September				
Thursday 24 October	Thursday 17 October				
Thursday 28 November	Thursday 22 November				