

## Agenda: 17 October 2018

### For the Ninety-First 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, 15 October 2018 (please email: Kay.Kershaw@legalombudsman.org.uk)*

Item presented for information			Paper number		Sponsor
Board forward plan			91.0		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 (60 mins)	Sarah Chambers and Lola Bello, Legal Services Consumer Panel	Verbal	Presentation	Sarah Chambers and Lola Bello
	11:35 (10 mins)	<b>Break</b>			
3	11:45 (5 mins)	Approval of previous minutes: <ul style="list-style-type: none"> <li>• OLC Board meeting 12 September 2018</li> </ul>	91.1	Approval	Wanda Goldwag
4	11:50 (5 mins)	Matters arising, outstanding actions from the previous meeting(s).	91.2	Monitoring / Approval	Wanda Goldwag
5	11:55 (30mins)	Standing reports: <ul style="list-style-type: none"> <li>• Executive report.</li> <li>• Finance report</li> </ul>	91.3 91.4	Information Information	Rob Powell / Rebecca Marsh Rob Powell
Performance					
6	12:25 (45mins)	Quarterly strategic and performance update, to include the a quality report.	91.5 91.5a	Monitoring Monitoring	Rob Powell / Rebecca Marsh / Steve Pearson

	13:10 (30 mins)	<b>Lunch break</b>			
7	13:40 (10 mins)	Quarterly modernising LeO report	<b>91.6</b>	Monitoring	Rob Powell
<b>Governance and reporting</b>					
8	13:50 (10 mins)	RemCo update	<b>Verbal</b>	Information	Bernard Herdan
9	14:00 (10 mins)	CMC transition	<b>91.7</b>	Monitoring	Steve Pearson
10	14:10 (10 mins)	Transparency publications for approval: <ul style="list-style-type: none"> <li>• Gifts and hospitality register</li> <li>• Register of Interest</li> <li>• Board member and senior manager expenses</li> </ul>	<b>91.8</b>	Approval	Kay Kershaw
<b>Strategy and planning</b>					
11	14:20 (15 mins)	Draft 2019/20 budget principles	<b>91.9</b>	Approval	Rob Powell
12	14:35 (10 mins)	Publishing decisions	<b>91.10</b>	Approval	Rebecca Marsh / Sarah Ritzenthaler
13	14:45 (15 mins)	Horizon scanning	<b>91.11</b>	Monitoring	Sarah Ritzenthaler
14	15:00 (5 mins)	Board paper redactions	<b>91.12</b>	Approval	Kay Kershaw
<b>Other</b>					
15	15:05 (5 mins)	Any other businesss	<b>n/a</b>		All
	15:10	<b>Close</b>			

### 2018 OLC Committee Meetings

OLC	Audit and Risk Assurance	RemCo
Mon 29 Jan	<del>Thurs 18 Jan (London)</del> Meeting rescheduled to 28 February	
Wed 14 March		<del>Tues 20 Feb</del> Meeting rescheduled to 14 March
Mon 23 April	<del>Mon 16 April (Bham)</del> Meeting rescheduled to 19 April (London)	
Mon 4 June		<del>Tues 1 May</del> Meeting cancelled and to be replaced with a new meeting in June.
Mon 9 July	Mon 2 July (London)	13 June 2018

Wed 12 Sept		<del>Tues 24 July</del> Meeting cancelled and to be replaced with a new meeting in June.
Wed 17 Oct	5 December (Bham) 12:15 – 15:00	Tues 25 September
Mon 10 Dec		Wed 28 November