

Agenda: 27 January 2020

For the One Hundred and 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, 23 January 2020 (please email: Kay.Kershaw@legalombudsman.org.uk)

Item presented for information			Paper number		Sponsor
Board forward plan			101.0		Board Secretary
Item	Timing	Item information	Paper number	Action	Sponsor
	10:00 (60 mins)	Private NED Session – verbal			
	11:00 (5 mins)	Break			
1	11:05 (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	11:10 (5 mins)	Approval of previous minutes: <ul style="list-style-type: none"> • OLC Board meeting 28 November 2019 • RemCo meeting 4 September 2019 	101.1	Approval	Wanda Goldwag
3	11:15 (5 mins)	Matters arising, outstanding actions from the previous meeting(s) and the ratification of decisions made outside of committee: <ul style="list-style-type: none"> • appointment Level 1 Ombudsman. • approval to publish the 2020/23 OLC Strategy Consultation. 	101.2	Information / Monitoring	Wanda Goldwag

4	11:20 (15 mins)	Executive report	101.3	Information	Rebecca Marsh
5	11:35 (10 mins)	Finance report	101.4	Information / Monitoring	Brendan Arnold
6	11:45 (30 mins)	Performance report	101.5	Information / Monitoring	Steve Pearson
	12:15 (10 mins)	Break			
7	12:25 (10 mins)	Update on the RemCo meeting held on 18 December 2019	Verbal	Information	Jane Martin
8	12:35 (30 mins)	Review of the operation of the new senior structure and assurance on the management of strategic risks and internal control following the introduction of the new structure.	Verbal	Information / Monitoring	Wanda Goldwag
	13:05 (30 mins)	Lunch Break			
9	13:35 (15 mins)	Draft KPI's 2020/21	101.6	Information / discussion	Brendan Arnold
10	13:50 (20 mins)	Assurance review of the Quality and Feedback Model and update on quality assurance.	101.7	Monitoring / Information	Mariette Hughes and Siobhan Fennell
11	14: 10 (10 mins)	Horizon scanning	101.8	Monitoring / Information	Sarah Ritzenthaler
12	14:20 (10 mins)	Board Member long term roles within LeO	101.9	Information	Brendan Arnold
13	14:30 (5 mins)	Transparency reports: <ul style="list-style-type: none"> • Board and Senior Manager expenses • Board and Ombudsman Register of Interests • Gifts and Hospitality Register. 	101.10	Approval	Kay Kershaw
14	14:35 (5 mins)	Board paper redactions	101.11	Approval	Kay Kershaw

15	14:40 (10 mins)	Board effectiveness	Verbal	Monitoring	Wanda Goldwag
16	14:50 (10 mins)	Any other business	n/a		All
	15:00	Close			

2020 OLC Committee Meetings

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	Monday 11 May	Tuesday 14 July	Tuesday 7 July
Thursday 26 March	Thursday 19 March	Wednesday 1 July	Wednesday 24 June	Wednesday 18 November	Wednesday 11 November
Monday 27 April	Monday 20 April	Monday 12 October	Monday 5 October		
Monday 29 June	Monday 22 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				