

Agenda: 17 July 2019

For the Ninety - Seventh 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 July 2019 (please email: Kay.Kershaw@legalombudsman.org.uk)

Item presented for information			Paper number		Sponsor
Board forward plan			97.0		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"> • OLC Meeting 24 June 2019 	97.1	Approval	Wanda Goldwag
3	10:40 (5 mins)	Matters arising, outstanding actions from the previous meeting(s).	97.2	Monitoring/ Approval	Wanda Goldwag
4	10:45 (10 mins)	Executive Report.	97.3	Information	Rebecca Marsh
5	10:55 (20 mins)	Quarterly Performance Report	97.4	Information	Brendan Arnold / Steve Pearson
6	11:15 (5 mins)	Finance Report	97.5	Information	Emma Cartwright
7	11.20 (15 mins)	Mediated Solutions Feasibility Report	97.6	Information/ Approval	Mariette Hughes

8	11:35 (5 mins)	ARAC update on the meeting held on 1 July 2019	Verbal	Information	Shrinvas Honap
9	11:40 (5 mins)	RemCo update on the telephone meeting held on 16 July 2019	Verbal	Information	Jane Martin
10	11.45 (5 mins)	Welsh language report	97.7	Approve	Alex Moore
11	11.50 (5 mins)	Update to UCL Review of Legal Regulation	Verbal	Information	Alex Moore
12	11.55 (10 mins)	Transparency Reports <ul style="list-style-type: none"> • Register of Interests • Gifts and Hospitality • Board and Senior Manager Expenses report 	97.8	Monitoring	Board Secretary
13	12.05 (5 mins)	Board paper redactions	97.9	Monitoring	Board Secretary
14	12.10 (5 mins)	Any Other Business	n/a	Monitoring	All
	12:15 (30 mins)	Lunch Break			
15	12.45 (60 mins)	Workshop on LeO and Vulnerability	n/a	Discussion	Steve Pearson
	13:45	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 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				