

## Agenda: 27 April 2020

### For the One Hundred and Fourth Meeting of the Office for Legal Complaints

**10:00 am onwards, by conference call**

*Any comments to be tabled in respect of the papers or items for AOB are to be forwarded to the Board Secretary by noon, 24 April 2020 (please email: Kay.Kershaw@legalombudsman.org.uk)*

Item presented for information			Paper number		Sponsor
Board forward plan			104.0		Board Secretary
Item	Timing	Item information	Paper number	Action	Sponsor
	10:00 (60 mins)	Private NED Session – verbal			
	11:00 (10 mins)	<b>Break</b>			
1	11:10 (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	Elisabeth Davies
2	11:15 (5 mins)	Approval of previous minutes: <ul style="list-style-type: none"> <li>• OLC Board meeting 13 March 2020</li> <li>• OLC Board meeting 26 March 2020</li> </ul>	104.1	Approval	Elisabeth Davies
3	11:20 (5 mins)	Matters arising, outstanding actions from the previous meeting(s). <ul style="list-style-type: none"> <li>• Ratification of the decision made out of Committee to adopt the OLC's 2020/21 Budget.</li> </ul>	104.2	Monitoring / Approval	Elisabeth Davies
4	11:25 (10 mins)	Executive report.	104.3	Information / Approval	Rebecca Marsh
5	11:35 (30 mins)	Update on business continuity – COVID-19	104.4	Monitoring / Information	Mariette Hughes

	12:05 (10 mins)	<b>Break</b>			
6	12:15 (20 mins)	Performance report	<b>104.5</b>	Information	Steve Pearson
7	12:35 (20 mins)	Annual Service Complaint Adjudicator report	<b>104.6</b>	Information / Monitoring / Approval	Claire Evans
8	12:55 (15 mins)	Quality update, including customer experience	<b>104.7</b>	Monitoring / Information	Siobhan Fennell
	13:10 (30 mins)	<b>Lunch</b>			
9	13:40 (20 mins)	Update on RemCo meeting held on 16 April 2020, including update on the Independent Review.	<b>Verbal</b>	Information	Jane Martin
10	14:00 (10 mins)	Finance - provisional outturn report 2019/20	<b>104.8</b>	Information	Brendan Arnold
11	14:10 (20 mins)	Revised budget, revised business plan and operational plans.	<b>104.9</b>	Approval	Brendan Arnold
12	14:30 (10 mins)	2019/20 Annual Report and Accounts update	<b>104.10</b>	Monitoring / comment	Sarah Ritzenthaler
13	14:40 (10 mins)	Horizon scanning	<b>104.11</b>	Monitoring / Information	Sarah Ritzenthaler
	14:50 (10 mins)	<b>Break</b>			
14	15:00 (30 mins)	Budget Learning Review	<b>Verbal</b>	Information	Elisabeth Davies
15	15:30 (10 mins)	Transparency reports <ul style="list-style-type: none"> <li>• Board and Senior Manager Expenses</li> <li>• Board Member and Ombudsman conflicts of interest</li> <li>• Gifts and hospitality register</li> </ul>	<b>104.12</b>	Approval	Kay Kershaw

16	15:40 (5 mins)	Board paper redactions and non-disclosure report	<b>104.13</b>	Approval	Kay Kershaw
17	15:45 (5 mins)	Board effectiveness	<b>Verbal</b>	Monitoring	Elisabeth Davies
18	15:50 (10 mins)	Any other business	<b>Verbal</b>		All
	<b>16:00</b>	<b>Close</b>			

### OLC Board and Committee Meeting Dates:

<b>2020 OLC Board Dates 10:00 - 16.00 pm</b>	<b><i>Papers to be issued</i></b>	<b>2020 ARAC Dates</b>	<b><i>Deadline for papers</i></b>	<b>2020 RemCo Dates</b>	<b><i>Deadline for papers</i></b>
Monday 27 January	Monday 20 January	<del>Monday 17 February</del> Monday 2 March	<del>Monday 10 February</del> Monday 24 February	Wednesday 11 March	Wednesday 4 March
Wednesday 4 March (additional Meeting)	Wednesday 26 February	<del>Monday 18 May</del> 4 May 2020	<del>Monday 11 May</del> 24 April 2020	Thursday 16 April 2020	Tuesday 14 April 2020
Thursday 26 March	Thursday 19 March	Wednesday 1 July	Wednesday 24 June	Tuesday 14 July	Tuesday 7 July
Monday 27 April	Monday 20 April	Monday 12 October	Monday 5 October	Wednesday 18 November	Wednesday 11 November
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				