

## Agenda: 29 June 2020

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

**10:50 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, 25 June 2020 (please email: [Kay.Kershaw@legalombudsman.org.uk](mailto:Kay.Kershaw@legalombudsman.org.uk))*

| Item presented for information |                    |  | Paper number |                          | Sponsor                           |
|--------------------------------|--------------------|--|--------------|--------------------------|-----------------------------------|
| Board forward plan             |                    |  | 105.0        |                          | Board Secretary                   |
| Item                           | Timing             | Item information   | Paper number | Action                   | Sponsor                           |
|                                | 10:50<br>(30 mins) | Private NED Session – verbal   |              |                          |                                   |
|                                | 11:20<br>(10 mins) | <b>Break</b>   |              |                          |                                   |
| 1                              | 11:30<br>(5 mins)  | Welcome attendees, apologies and declarations of interest.   | n/a          | Note                     | Elisabeth Davies                  |
| 2                              | 11:35<br>(5 mins)  | Approval of previous minutes: <ul style="list-style-type: none"> <li>• OLC Board meeting 27 April 2020</li> <li>• ARAC meeting 2 March 2020</li> </ul> | 105.1        | Approval                 | Elisabeth Davies                  |
| 3                              | 11:40<br>(5 mins)  | Matters arising, outstanding actions from the previous meeting.  | 105.2        | Monitoring / Approval    | Elisabeth Davies                  |
| 4                              | 11:45<br>(5 mins)  | RemCo Terms of Reference   | 105.3        | Approval                 | Kay Kershaw                       |
| 5                              | 11:50<br>(15 mins) | Executive report, including an update on the restructure.  | 105.4        | Information / Monitoring | Rebecca Marsh                     |
|                                | 12:05<br>(10 mins) | <b>Break</b>   |              |                          |                                   |
| 6                              | 12:15<br>(50 mins) | Performance report including Covid-19 update   | 105.5        | Information / Monitoring | Steve Pearson and Mariette Hughes |

|    | 13:05<br>(30 mins) | <b>Lunch</b>  |               |                             |  |
|----|--------------------|---|---------------|-----------------------------|--|
| 7  | 13:35<br>(15 mins) | Finance report  | <b>105.6</b>  | Information /<br>Monitoring | Brendan Arnold<br>and Michael<br>Letters |
| 8  | 13:50<br>(10 mins) | Budget Learning Review  | <b>105.7</b>  | Information /<br>Monitoring | Elisabeth Davies                         |
| 9  | 14:00<br>(15 mins) | Update on P&Q Task and<br>Finish Group meeting held<br>on 5 June 2020 | <b>Verbal</b> | Information                 | Rod Bulmer                               |
| 10 | 14:15<br>(20 mins) | Update on ARAC meeting<br>held on 15 May 2020 and 29<br>June          | <b>Verbal</b> | Information                 | Shrinivas Honap                          |
| 11 | 14:35<br>(30 mins) | Annual Report and<br>Accounts, final sign off                         | <b>105.8</b>  | Approval                    | Rebecca Marsh                            |
| 12 | 15:05<br>(5 mins)  | OLC Rules of Procedure  | <b>105.9</b>  | Approval                    | Kay Kershaw                              |
| 13 | 15:10<br>(5 mins)  | Board paper redactions and<br>non-disclosure report                   | <b>105.10</b> | Approval                    | Kay Kershaw                              |
| 14 | 15:15<br>(10 mins) | Board effectiveness   | <b>Verbal</b> | Discussion                  | Elisabeth Davies                         |
| 15 | 15:25<br>(5 mins)  | Any other business  | <b>Verbal</b> | Discussion                  | All                                      |
|    | <b>15:30</b>       | <b>Close</b>  |               |                             |  |

**OLC Board and Committee Meeting Dates:**

| <b>2020 OLC Board Dates<br/>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><br>Monday 2 March       | <del>Monday 10 February</del><br>Monday 24 February      | Wednesday 11 March      | Wednesday 4 March                 |
| Wednesday 4 March<br>(additional Meeting)        | Wednesday 26 February             | <del>Monday 18 May</del><br>4 May 2020<br>15 May 2020 | <del>Monday 11 May</del><br>24 April 2020<br>11 May 2020 | Thursday 16 April 2020  | Tuesday 14 April 2020             |
| Thursday 26 March                                | Thursday 19 March                 | 29 June 2020  | 22 June 2020   | Tuesday 14 July         | Tuesday 7 July                    |
| Monday 27 April                                  | Monday 20 April                   | <del>Wednesday 4 July</del>                           | <del>Wednesday 24 June</del>                             | Wednesday 18 November   | Wednesday 11 November             |
| Monday 29 June                                   | Monday 22 June                    | Monday 12 October                                     | Monday 5 October   |                         |                                   |
| <del>Wednesday 1 July (approval of ARA)</del>    | <del>Wednesday 24 June</del>      |   |  |                         |                                   |
| Monday 27 July                                   | Monday 20 July                    |   |  |                         |                                   |
| Monday 28 September                              | Monday 21 September               |   |  |                         |                                   |
| Monday 26 October                                | Monday 19 October                 |   |  |                         |                                   |
| Monday 23 November                               | Monday 16 November                |   |  |                         |                                   |