

<b>To:</b>	Legal Services Board		
<b>Date of Meeting:</b>	24 April 2018	<b>Item:</b>	Paper (18) 25

<b>Title:</b>	<b>OLC discussion of 'What good looks like'</b>		
<b>Workstream(s):</b>	Performance, evaluation and oversight		
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<b>Status:</b>	Official / Official Sensitive		

**Summary:**

At the September 2017 Board meeting, ARAC advised the Board that a shared vision of what good looks like should be developed with the OLC. The Board broadly endorsed the principle of the approach and this was pursued further by the Chair and executive colleagues via meetings and correspondence.

Subsequently we suggested to the OLC Chair that the scope of this work cover three areas:

- a. Performance – in relation to both complaints handling and wider aspects
- b. Governance – how the OLC assures itself of the Legal Ombudsman's performance
- c. Transparency in relation to scheme performance

The LSB and OLC discussed the performance element of what good looks like at the Board's November 2017 meeting. This meeting and follow up discussions informed the development of a revised set of KPIs – the 'balanced scorecard'. Following public consultation the OLC has since finalised and published its KPIs and these became operational in April 2018.

Therefore, it is intended that the Board's discussions at this meeting should focus on the governance and transparency elements. At the Board's request, the OLC has prepared a paper in advance which the OLC Chair will speak to briefly.

The OLC's paper is attached at **Annex A**. An early draft was reviewed by the executive, and a later draft was seen by the Chair and Marina Gibbs.

**Recommendation(s):**

The Board is invited to **raise any questions** with OLC colleagues.

**Risks and mitigations**

**Financial:** N/A

**Legal:** N/A

**Reputational:** N/A

<b>Resource:</b> N/A
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<b>Consultation</b>	<b>Yes</b>	<b>No</b>	<b>Who / why?</b>
<b>Board Members:</b>	X		Helen Philips and Marina Gibbs (Board lead for OLC matters)
<b>Consumer Panel:</b>		X	
<b>Others:</b>			

<b>Freedom of Information Act 2000 (Fol)</b>		
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<b>Para ref</b>	<b>Fol exemption and summary</b>	<b>Expires</b>
Para number	Exemption (e.g. s22) and justification.	N/A / Date
Para number	Exemption (e.g. s36) and justification.	N/A / Date