

To:	Board
Date of Meeting:	13 July 2011
Item:	Paper (11) 50

Title:	OLC Annual Report and Accounts 2010/11
Workstream(s):	3A: Ensuring effective redress for consumers
Introduced by:	Elizabeth France, Chair, Office for Legal Complaints
Author:	Karen Marchant, Corporate Affairs Associate Julie Myers, Corporate Director
Status:	Unclassified

Summary:
<ol style="list-style-type: none"> 1. Legal Services Act 2007 ('the Act') – at s118(4) and schedule 13, para 26 – requires Office for Legal Complaints (OLC) to give a copy of its Annual Report and Accounts to LSB, which must then provide a copy to the Lord Chancellor (and, in relation to the Accounts, to the Comptroller and Auditor General). 2. The OLC Board considered and approved the Annual Report at its meeting on 20 June and it is presented here for the Board's information and for onward submission to the Lord Chancellor (Annex A). In accordance with s123 of the Act, the Annual Report also includes a report from the Chief Ombudsman. 3. Elizabeth France (Chair) will attend the meeting to present the Annual Report. It will be laid before Parliament on 18 July. 4. LSB is not required to approve the Annual Report.

Risks and mitigations	
Financial:	N/A.
FoIA:	s22 – the Annual Report will be laid before Parliament on 18 July.
Legal:	N/A.
Reputational:	N/A.
Resource:	N/A.

Consultation	Yes	No	Who / why?
Board Members:		✓	N/A.
Consumer Panel:		✓	N/A.
Others:	N/A.		

Recommendation:
The Board is invited to note OLC's Annual Report and Accounts 2010/11.