

<b>To:</b>	Legal Services Board	
<b>Date of Meeting:</b>	12 October 2011	<b>Item:</b> Paper (11) 71

<b>Title:</b>	Draft OLC Strategy 2012-15 and Business Plan 2012-13	
<b>Workstream(s):</b>	N/A.	
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<b>Introduced by:</b>	Elizabeth France, OLC Chair	
<b>Status:</b>	Protect	

#### Summary:

The Board is required to approve Office for Legal Complaint's (**OLC**) budget before the start of each financial year (Legal Services Act 2007, Schedule 15, paragraph 23). This decision will come to the Board in February / March 2012.

To prepare for that decision, and to provide an insight into OLC's plans for the year ahead, Elizabeth France will present at this meeting OLC's draft Strategy 2012-15 and Business Plan 2012-13 (**Annex A**). This document is provided by OLC with the proviso that it is regarded as a 'work in progress'. OLC will be finalising the document over the coming weeks and issuing for public consultation.

Alison Robinson, Head of Policy and Communications at Legal Ombudsman, will also attend the meeting for the discussion of this item.

#### Recommendation(s):

The Board is invited to note and to comment on OLC's draft Strategy 2012-15 and Business Plan 2012-13.

#### Risks and mitigations

**Financial:** N/A.

**Legal:** N/A.

**Reputational:** N/A.

**Resource:** N/A.

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

<b>Freedom of Information Act 2000 (Fol)</b>		
<b>Para ref</b>	<b>Fol exemption and summary</b>	<b>Expires</b>
Annex A	s22 – ‘work in progress’ version of a paper provided by OLC. The final version will be published in due course by OLC.	N/A.