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| <b>To:</b>              | Legal Services Board |                            |
| <b>Date of Meeting:</b> | 28 March 2012        | <b>Item:</b> Paper (12) 17 |

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|----------------------|--|--|
| <b>Title:</b>        | Final Draft Legal Ombudsman Strategy 2012-15 and Business Plan 2012-13 |  |
| <b>Presented by:</b> | Elizabeth France, OLC Chair  |  |
| <b>Status:</b>       | Restricted   |  |

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| <b>Summary:</b>   |
| <p>The final draft Legal Ombudsman Strategy 2012-15 and Business Plan 2012-13 is attached at <b>Annex A</b>.</p> <p>Although no substantive changes are expected, the document will not be approved by the Office for Legal Complaints until its Board meeting on 19 March 2012. The Chair of the OLC will provide a verbal update on any changes at the meeting.</p> |

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|------------------------------|---|
| <b>Risks and mitigations</b> |   |
| <b>Financial:</b>            | OLC has its own Accounting Officer and is required to comply with Managing Public Money requirements. |
| <b>FoIA:</b>                 | <b>Annex A</b> - s22 – intended for future publication  |
| <b>Legal:</b>                | N/A   |
| <b>Reputational:</b>         | Successful establishment of the OLC and Ombudsman scheme is an indicator of LSB's own success.        |
| <b>Resource:</b>             | N/A   |

| Consultation           | Yes | No | Who / why? |
|------------------------|-----|----|------------|
| <b>Board Members:</b>  |     | ✓  |            |
| <b>Consumer Panel:</b> |     | ✓  |            |
| <b>Others:</b>         |     |    |            |

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| <b>Recommendation(s):</b>  |
| The Board is invited to note the final draft Legal Ombudsman Strategy 2012-15 and Business Plan 2012-13. |