

To:	Legal Services Board	
Date of Meeting:	30 May 2012	Item: Paper (12) 41

Title:	Draft Legal Ombudsman Annual Report 2011/12	
Presented by:	David Thomas, OLC Member (accompanied by Adam Sampson, Chief Ombudsman)	
Status:	Restricted	

Summary:
<p>The latest draft Legal Ombudsman Annual Report 2011/12 is attached at Annex A.</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 18 June 2012. The OLC Board Member attending to present the draft report will be happy to report LSB's comments, so they can be taken into account.</p> <p>OLC is due to receive a final version of the report for approval at its meeting on 18 June and laying is scheduled for 10 July. MoJ and the appropriate Ministerial press office are aware of the laying date.</p>

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

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

Recommendation(s):
The Board is invited to note the final draft Legal Ombudsman Annual Report 2011/12.