

To:	Legal Services Board	
Date of Meeting:	28 November 2012	Item: Paper (12) 74

Title:	Draft OLC Strategy 2013-16 and Business Plan 2013-14	
Workstream(s):	N/A	
Cover paper author:	Michelle Jacobs, Business Planning Associate Julie Myers, Corporate Director	
Presented by:	Elizabeth France, OLC Chair and Adam Sampson, Chief Ombudsman	
Status:	Protect	

Summary:
<p>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 2013.</p> <p>To prepare for that decision, and to provide an insight into OLC's plans for the year ahead, Elizabeth France will present the OLC's draft Strategy 2013-16 and Business Plan 2013-14 (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 will issue for public consultation.</p> <p>Adam Sampson will also attend the meeting for the discussion of this item.</p>

Recommendation(s):
The Board is invited to note and to comment on OLC's draft Strategy 2013-16 and Business Plan 2013-14.

Risks and mitigations	
Financial:	N/A
Legal:	N/A
Reputational:	N/A
Resource:	N/A

Consultation	Yes	No	Who / why?
Board Members:	✓		Sent to Steve Green on receipt
Consumer Panel:		✓	N/A
Others:			

Freedom of Information Act 2000 (Foi)		
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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
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