

To:	Legal Services Board		
Date of Meeting:	23 November 2017	Item:	Paper (17) 77

Title:	OLC Annual Report and Accounts 2016/17		
Author / Introduced by:	Wanda Goldwag, OLC Chair Kathryn Stone, Chief Legal Ombudsman Rob Powell, OLC Chief Executive		
Status:	Official		

Summary:

The Legal Services Act 2007 requires the Office for Legal Complaints (OLC) to provide the Legal Services Board with a copy of its Annual Report (including an annual report by the Chief Ombudsman) and a copy of its Annual Accounts before they are laid in Parliament.

The OLC Annual Report was received by the Board via correspondence on 12 October 2017, and was laid before Parliament and published on 19 October 2017. This is available at:

<http://www.legalombudsman.org.uk/wp-content/uploads/2014/09/OFFICIAL-Annual-Report-2016-17-final-171016.pdf>

A hard copy of the report can be made available to Board Members on request, and a copy will also be available at the meeting.

Wanda Goldwag, OLC Chair, Kathryn Stone, Chief Legal Ombudsman and Rob Powell, OLC Chief Executive are attending the meeting and will be able to answer any questions Board Members may have on any aspect of the report.

Recommendation(s):

The Board is invited to note the draft OLC Annual Report 2016/17.

Risks and mitigations

Financial: OLC has its own Accounting Officer and is required to comply with Managing Public Money requirements.

Legal:

Reputational:

Resource:

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

Others:	
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Freedom of Information Act 2000 (Fol)		
Para ref	Fol exemption and summary	Expires