

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

Title:	Discussion of 'What good looks like'		
Author / Introduced by:	Wanda Goldwag, OLC Chair Kathryn Stone, Chief Legal Ombudsman Rob Powell, OLC Chief Executive		
Status:	Official		

Summary:
<p>At the September 2017 Board meeting, ARAC advised the Board that a shared vision of what good looks like should be developed with the OLC. Subsequently, we suggested to the OLC Chair that the scope of this work cover three areas:</p> <ul style="list-style-type: none"> • Performance – in relation to both complaints handling and wider aspects • Governance – how the OLC assures itself of the Legal Ombudsman's performance • Transparency in relation to scheme performance <p>The OLC Chair agreed to present on her Board's current thinking and has sent an advance note, which is attached at the Annex.</p> <p>This is a timely opportunity for the Board to input since the OLC is due to consider a finalised set of revised KPIs – the 'balanced scorecard' – at its December meeting. It then intends to consult on these as part of a consultation on its draft strategy and business plan. The OLC expects revised KPIs to be operational from April 2018.</p>

Recommendation(s):
The Board is invited to raise any questions with OLC colleagues.

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

Consultation	Yes	No	Who / why?
---------------------	------------	-----------	-------------------

Board Members:		✓	
Consumer Panel:		✓	
Others:			

Freedom of Information Act 2000 (Fol)		
Para ref	Fol exemption and summary	Expires
Annex A	Section 36(2)(b)(ii): information likely to inhibit the exchange of views for purposes of deliberation	