

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	For Information 137.0
Date of meeting	29 January 2025		

Title	OLC Board Forward Plan
Sponsor	Kay Kershaw, Board Governance Manager
Status	OFFICIAL
To be communicated to:	Members and those in attendance

Executive summary	
The attached paper provides a record of the OLC Board's forward plan.	
Recommendation/action required	
Board is asked to note .	
Equality Diversity and Inclusion	
EDI implications	Yes
The Board Forward Plan highlights dedicated Board sessions on EDI and in keeping with the Legal Ombudsman's commitment to inclusivity, this paper will be published on LeO's website.	
Freedom of Information Act 2000 (Fol)	
Paragraph reference	Fol exemption and summary
N/A	N/A

High Level Board Forward Plan 2025

Date of Meeting	Papers to be issued													
29 JANUARY BOARD MEETING <small>Q3 reporting</small>	22 January 2025	Pre Board Session with Women's Network	Chief Ombudsman's report	Q3 Integrated performance report and balanced scorecard	2025/26 Budget, Business Plan, Budget Acceptance Criteria - approval for submission to the LSB	Update from the Performance Sub-Group	Update from ARAC	EDI Update	Q3 Transparency publications report: *Board member Register of Interests *Ombudsman Register of Interests *Board member and senior manager expenses *Gifts and hospitality report					
27 FEBRUARY BOARD WORKSHOP <small>In Cardiff</small>	20 February 2025	2024/25 Annual Report and Accounts	Tentative: LeO's Learning and Insight											
29 APRIL BOARD MEETING <small>Q4 reporting</small>	22 April 2025	Tentative: Pre Board Session with Legal Team	Chief Ombudsman's report	Q4 Integrated performance report and balanced scorecard	Q4 Strategic horizon scanning reporting	Update from RemCo	2025/26 Budget and Business Plan - lessons learned	2024/25 Annual Report and Accounts - update on progress	Service Complaint Adjudicator's annual report	Revision of the Welsh language scheme	Stakeholder mapping	LeO's approach to digital technology and AI	Q4 Transparency publications report: *Register of interests - Board members * Register of Interests - Ombudsman and senior managers *Board member and senior manager expenses *Gifts and hospitality report	Annual Board effectiveness review
18 JUNE BOARD MEETING	11 June 2025	Update from ARAC	Approval of 2024/25 Annual Report and Accounts	2026/27 Budget: Programme Plan										
24 JULY BOARD MEETING <small>Q1 reporting</small>	17 July 2025	Annual strategic risk workshop	Chief Ombudsman's report	Q1 Integrated performance report and balanced scorecard	Q1 Strategic Horizon Scanning reporting	Update from the Performance Sub-Group update	Update from ARAC	EDI Update and approval of Equality Priority Objectives	Report on the Welsh language scheme	Q1 Transparency Publications Report: *Register of interests - Board members * Register of Interests - Ombudsman and senior managers *Board member and senior manager expenses *Gifts and hospitality report				
25 September WORKSHOP	18 September 2025	2026/27 Budget and Business Plan: Workshop	Tentative: Annual detailed review of horizon scanning											
22 OCTOBER BOARD MEETING <small>Q2 reporting</small>	15 October 2025	Chief Ombudsman's report	Q2 Integrated performance report and balanced scorecard	Q2 Strategic Horizon Scanning reporting	Update from the Performance Sub-Group update	Update from ARAC	2026/27 Draft Budget, Business Plan and Budget Acceptance Criteria: - Approval for consultation - Approval for submission to the LSB	Service Complaint Adjudicator's interim report	Q2 2025/26 Transparency Publications Report: *Register of interests - Board members * Register of Interests - Ombudsman and senior managers *Board member and senior manager expenses *Gifts and hospitality report					
17 DECEMBER BOARD MEETING	10 December 2025	Tentative: Update from the Performance Sub-Group update	Update from RemCo	Tentative: update on 2026/27 Budget and Business Plan:	Annual legal and enforcement report	Annual review of governance documents	Revised customer satisfaction scheme							