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| Meeting | OLC Board Meeting | Agenda Item No. Paper No. | For Information 135.0 |
| Date of meeting | 24 October 2024 | | |

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

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| 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 2024 | | | | | | | | | | | |
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| Date of Meeting | Papers to be issued | | | | | | | | | | |
| 30 JANUARY BOARD MEETING <small>Q3 reporting</small> | 23 January 2024 | Pre Board Session with Chief Ombudsman | Performance Sub-Group update | ARAC update | 2024/25 Budget, Business Plan and 2024/27 OLC Strategy: Consultation feedback and approval for submission to the LSB. | EDI Update | Chief Ombudsman's report and Integrated performance dashboard | Scheme Rules update | Q3 Transparency reporting: *Board member Register of Interests *Ombudsman Register of Interests *Board member and senior managers | | |
| 25 APRIL BOARD MEETING <small>Q4 reporting</small> | 17 April 2023 | Review draft 2023/24 Annual Report and Accounts. | Chief Ombudsman's report | Integrated performance dashboard | Update from RemCo | 2023 civil service people survey results | Service Complaint Adjudicator's annual report | Attrition workshop | Q4 Transparency publications reports: *Register of interests - Board members * Register of Interests - Ombudsman and senior managers *Board member and senior manager expenses *Gifts and hospitality report | Closed Session Review progress against 2023 Board Effectiveness review recommendations | |
| 13 JUNE BOARD MEETING | 6 June 2024 | Approval of 2023/24 Annual Report and Accounts | 2024/25 Budget and Business Plan and 2024/27 Strategy: Lessons learned | | | | | | | | |
| 25 JULY BOARD MEETING <small>Q1 reporting</small> | 18 July 2024 | Annual strategic risk workshop | LeO's position on transparency on case work including publishing decisions | Update from the Performance Sub-Group update | Update from ARAC | Chief Ombudsman's report | Integrated performance dashboard report | Update on EDI | Update on Scheme Rules | Report on the Welsh language scheme | Q1 2024/25 Transparency Report: *Register of interests - Board members * Register of Interests - Ombudsman and senior managers *Board member and senior manager expenses *Gifts and hospitality report |
| 26 September WORKSHOP | 19 September 2024 | Pre-Board session with the LGBTQ+ Staff Network | Annual detailed review of horizon scanning linked to the OLC's strategic objectives for 2024/27 | 2025/26 Budget and Business Plan: Workshop | | | | | | | |
| 24 OCTOBER BOARD MEETING <small>Q2 reporting</small> | 17 October 2024 | Pre-Board session with the Disability and Carers Staff Network | Draft 2025/26 Budget and Business Plan; * Update from Performance Sub-Group *Draft 2025/26 budget *Business plan deliverables *Approval for consultation *Approval for submission of draft BAC to the LSB | Decision transparency – options/section of consultation | Wider stakeholder mapping | LeO's strategic approach to digital technology and artificial intelligence | Chief Ombudsman's report | Integrated performance report | ARAC update | Service Complaint Adjudicator's interim report, including deep dive of a stage 3 service complaint | Q2 Transparency publications reports: *Register of interests - Board members * Register of Interests - Ombudsman and senior managers *Board member and senior manager expenses *Gifts and hospitality report |
| 18 DECEMBER BOARD MEETING | 11 December 2024 | Pre-Board session with the REACH Staff Network | Quality Customer Satisfaction workshop | Chief Ombudsman's report | Update from RemCo | Annual legal and enforcement report | Annual review of governance documents | Tentative: 2025/26 Budget and Business Plan: *Feedback following consultation *Approval of 2025/26 | | | |