Meeting	OLC Board Meeting	Agenda Item No. Paper No.	For Information 136.0		
Date of meeting	18 December 2024				

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							
	ghlights dedicated Board sessions on EDI and in keeping with the							
Legal Ombudsman's comm	itment to inclusivity, this paper will be published on LeO's website.							
Freedom of Information Act 2000 (FoI)								

Freedom of Information Act 2000 (Fol)								
Paragraph reference	Fol exemption and summary							
N/A	N/A							

D. (I Bernard Control		High Lev	el Board Forward Pla	an 2024		T	T			
Date of Meeting 30 JANUARY BOARD MEETING Q3 reporting	Papers to be issued 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		
25 APRIL BOARD MEETING Q4 reporting	17 April 2024	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 Q1 reporting	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 Publications 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 or horizon scanning linked to the OLC's strategic objectives for 2024/27	2025/26 Budget and Business Plan: Workshop							
24 OCTOBER BOARD MEETING Q2 reporting	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	options/section of consultation	Wider stakeholder mapping	LeO's strategic approach to digital technology and artificial intelligence		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	Chief Ombudsman's report, including update on the 2025/26 Budget and Business Plan and People Survey	RemCo update	Customer Satisfaction: Overview	Annual legal update and enforcement report	Service Complaint Adjudicator contract	Annual review of governance documents			

				High Level Board F	Forward Plan 2025									
Date of Meeting	Papers to be issued													
29 JANUARY BOARD MEETING CO reporting	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	Tentative: 2024 Civil Service Survey Results				
27 FEBRUARY	20 February 2025	2024/25 Annual Report	Tentative: LeO's											
BOARD WORKSHOP In Cardiff		and Accounts	approach to Learning and Insight											
29 APRIL BOARD MEETING Or reporting	22 April 2025	Session with Legal Team		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	04 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 Of reporting	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 approva of Equality Priority Objectives	al 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 G2 reporting	15 October 2025	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								