

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
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											
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 manager expenses		
25 APRIL BOARD MEETING <small>Q4 reporting</small>	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 <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 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 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	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			

