

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	For Information 134.0
Date of meeting	25 July 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 <i>Q3 reporting</i>	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 <i>Q4 reporting</i>	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 <i>Q1 reporting</i>	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	Update from the Performance Sub-Group	Annual detailed review of horizon scanning	2025/26 Budget and Business Plan: Workshop							
24 OCTOBER BOARD MEETING <i>Q2 reporting</i>	17 October 2024	Pre-Board session with the Disability and Carers Staff Network	Chief Ombudsman's report	Integrated performance report	ARAC update	2023/24 Annual Report and Accounts: Lessons learned	2025/26 Budget and Business Plan: *Approval for consultation *Approval of draft Budget Acceptance Criteria	Service Complaint Adjudicator's interim report	ADR Directive	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	Tentative: LeO's strategic approach to digital technology and artificial intelligence	Tentative: Wider stakeholder mapping
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	Tentative: LeO's strategic approach to digital technology and artificial intelligence	Tentative: Wider stakeholder mapping		