

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No. Paper No.</b>	For Information 133.0
<b>Date of meeting</b>	13 June 2024		

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

<b>Executive summary</b>	
The attached paper provides a record of the OLC Board's forward plan.	
<b>Recommendation/action required</b>	
Board is asked to <b>note</b> the forward plan.	
<b>Equality Diversity and Inclusion</b>	
<b>EDI implications</b>	<b>Yes</b>
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.	
<b>Freedom of Information Act 2000 (Fol)</b>	
<b>Paragraph reference</b>	<b>Fol exemption and summary</b>
N/A	N/A

High Level Board Forward Plan 2024											
Date of Meeting	Papers to be issued										
<b>30 JANUARY BOARD MEETING</b> <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		
<b>25 APRIL BOARD MEETING</b> <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	Closed Session Review progress against 2023 Board Effectiveness review recommendations	
<b>13 JUNE BOARD MEETING</b>	6 June 2024	Approval of 2023/24 Annual Report and Accounts	2024/25 Budget and Business Plan and 2024/27 Strategy: Lessons learned								
<b>25 JULY BOARD MEETING</b> <small>Q1 reporting</small>	18 July 2024	Annual strategic risk workshop	LeO's position on transparency on case work including publishing decisions	Performance Sub-Group update	ARAC update	Chief Ombudsman's report	Integrated performance dashboard report	EDI update	Scheme Rules update	Welsh language report	Q1 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
<b>26 September WORKSHOP</b>	19 September 2024	2025/26 Budget and Business Plan: Workshop	Horizon scanning								
<b>24 OCTOBER BOARD MEETING</b> <small>Q2 reporting</small>	17 October 2024	Chief Ombudsman's report	Integrated performance dashboard report	ARAC update	Service Complaint Adjudicator's interim report	2023/24 Annual Report and Accounts: Lessons learned	2025/26 Budget and Business Plan: Approval for consultation and submission of draft Budget Acceptance Criteria to LSB	ADR Directive	Wider stakeholder mapping (tentative)	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	
<b>18 DECEMBER BOARD MEETING</b>	11 December 2024	Chief Ombudsman's report	RemCo update	Annual review of governance documents	Annual legal and enforcement report	TENTATIVE: 2025/26 Budget and Business Plan: Feedback following consultation	TENTATIVE: Approval of 2025/26 Business Plan	Quality / Customer satisfaction workshop			