

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No. Paper No.</b>	For Information 104.0
<b>Date of meeting</b>	27 April 2020		

<b>Title</b>	<b>OLC Board Forward Plan</b>
<b>Sponsor</b>	Kay Kershaw, Board Secretary
<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> .

<b>OLC 2020/21</b>	<b>Sponsor</b>	<b>27 April</b> <small>Q4 reporting</small>	<b>29 June</b>	<b>27 July</b> <small>Q1 reporting</small>	<b>28 Sept</b>	<b>26 Oct</b> <small>Q2 reporting</small>	<b>23 Nov</b>	<b>Jan</b> <small>Date TBC</small> <small>Q3 reporting</small>	<b>Mar</b> <small>Date TBC</small>
	<b>Papers issued</b>	<b>20 April</b>	<b>22 June</b>	<b>20 July</b>	<b>21 Sept</b>	<b>19 Oct</b>	<b>16 Nov</b>	<b>TBC</b>	<b>TBC</b>
Executive report	CO	Present	Present	Present	Present	Present	Present	Present	Present
Finance report	DCS	Present provisional outturn report 2019/20	Present	Present	Present	Present	Present	Present	Present
Performance Report	CO	Present	Present	Present	Present	Present	Present	Present	Present
Board Effectiveness	Chair	Present	Present	Present	Present	Present	Present	Present	Present
Board paper redactions and non-disclosure report	Board Sec	Present	Present	Present	Present	Present	Present	Present	Present
Transparency publications: Quarterly - Board and Ombudsman Register of Interests Report Quarterly - Gifts and Hospitality report Quarterly - Board and Senior Manager Expenses report	Board Sec	Present		Present		Present		Present	
ARAC Update / Minutes	Chair ARAC		Present	Present		Present			
RemCo Update / Minutes	Chair RemCo	Present to include update on independent investigator's report		Present			Present		
Annual review of Scheme of Delegations	DCS								Present
Annual review of Matters Reserved to Board	DCS								Present



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6 monthly review of horizon scanning, stakeholder engagement and comms - to include update on progress against the new stakeholder analysis / engagement strategy <small>Action from Board Effectiveness review 2018/19</small>	DCS				Present				Present
Equality and Diversity approval of EPOs for next financial year	DCS								Present
Annual Board Effectiveness Review	DCS						Present		
Annual Service Complaint Adjudicator Report	CO	Present				Present			
Annual Report and Accounts	CO	Present	Present						Present
Welsh Language Annual Report	DCS			Present					
<b>Periodic agenda items /agenda items requested at previous meetings</b>									
Quality update, including customer experience	Head Ombudsman, Siobhan Fennell	Present							
Update on Business Continuity - COVID-19	Head Ombudsman, Mariette Hughes	Present							
Budget learning review	Chair	Present							
Revised 2020/21 budget, revised 2020/21 business plan and operational plans	DCS	Present							

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Top 10 risks <small>Requested by Chair of ARAC</small>	DCS		Present						
<b>Stakeholder Engagement / Workshops Outside of Formal Board Meetings</b>									
Customer experience workshop <small>Requested by Chair in March 2020</small>	Head Ombudsman, Mariette Hughes		Present						