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

Title	OLC Board Forward Plan
Sponsor	Kay Kershaw, Board Secretary
Status	OFFICIAL
To be communicated to:	Members and those in attendance

Executive	summary
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The attached paper provides a record of the OLC Board's forward plan.

Recommendation/action required

Board is asked to **note.**

OLC 2020/21	Sponsor	27 April Q4 reporting	29 June	27 July Q1 reporting	28 Sept	26 Oct Q2 reporting	23 Nov	Jan Date TBC Q3 reporting	Mar Date TBC
	Papers issued	20 April	22 June	20 July	21 Sept	19 Oct	16 Nov	TBC	TBC
Executive report	СО	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	СО	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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Annual report on enforcement, to include									
update on the number of decisions made by									
Ombudsmen not to enforce.	CO		Present						
Legal Services Board / Ministry of Justice									
(attend and present / observe)		LSB							
	LSB	to observe	TBC	TBC	TBC	TBC	TBC	TBC	TBC
Discussion on the strategy, business plan									
and budget 2021-22 in preparation for									
consultation	DCS				Present				
Draft 2021/22 budget - planning for annual									
budget and LSB paper						Present			
Approval of the strategy, business plan and									
budget consultation 2021-22							Present		
Feedback following the strategy, business									
plan and budget consultation 2021-22	DCS							Present	
Approval of the final strategy and business									
plan 2021-22	DCS							Present	
Approval of the final OLC Budget 2021-22									
for submission to the LSB and LSB									
submission paper	DCS							Present	
Annual Board review of the strategic risk									
register									
Requested by Chair of ARAC and DCS following discussion on 6/2/20					Present				
Annual strategic risk workshop / approval of									
the 2022/23 strategic risks	DCS								Workshop
Horizon scanning	DCS	Present	Present	Present	Present	Present	Present	Present	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 Action from Board Effectiveness review 2018/19	DCS				Present				Present
Equality and Diversity approval of EPOs for	Des				TTCSCIIC				TTCSCIT
next financial year	DCS								Present
Annual Board Effectiveness Review	DCS						Present		
Annual Service Complaint Adjudicator									
Report	СО	Present				Present			
Annual Report and Accounts	СО	Present	Present						Present
Welsh Language Annual Report	DCS			Present					
Periodic	agenda item	s /agenda	items re	quested a	t previou	s meetings	5		
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									
Requested by Chair of ARAC	DCS		Present						
Stakeh	older Engageme	nt / Works	shops Ou	tside of F	ormal Bo	ard Meetir	ngs		
	Head								
	Ombudsman,								
Customer experience workshop	Mariette								
Requested by Chair in March 2020	Hughes		Present						