

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No. Paper No.</b>	For Information 103.0
<b>Date of meeting</b>	26 March 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> .

OLC 2019/20	Sponsor	29 April Q4 reporting	24 June	17 July Q1 reporting	26 Sept	24 Oct Q2 reporting	28 Nov	27 Jan	4 March Additional meeting	26 Mar
	Papers issued	17 April	17 June	10 July	19 Sept	17 Oct	21 Nov	20 Jan	26/02/2019	19 Mar
Executive report	CO	Present	Present	Present	Present	Present	Present	Present		Present
Finance report	DCS	Present	Present	Present	Present	Present	Present	Present		Present
Performance Report	CO		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				Present
RemCo Update / Minutes	Chair RemCo		Present	Present	Present			Present		Present
Board Effectiveness (action from the November 2019 Board meeting)								Present		Present
Updated RemCo Terms of Reference for approval (action from the April 2019 Board meeting)	Chair RemCo				Present					
Annual review of Scheme of Delegations	DCS									Present
Top 10 Risks (Draft)									Present	
Annual review of Matters Reserved to the Board	DCS									Present
Board paper redactions and non-disclosure report	Board Sec	Present	Present	Present	Present	Present	Present	Present		Present
Assurance on the management of strategic risks and internal control following the introduction of the new organisational structure <small>Item transferred from ARAC forward plan for full Board discussion at the request of the OLC Chair.</small>								Present		
Quarterly Strategic and Performance Report: to include a section addressing the issues highlighted in the horizon scan and their impact on LeO's business plan (action from January 2019 meeting) <small>In agreement with the Chair on 6/9/19, this Quarterly report will be superceded by the monthly performance report.</small>	CO	Present		Present						
State of the Nation Report							Present			
Assurance Review of Quality and Feedback Model (action from the April 2019 Board meeting) Update on quality assurance (action from the November 2019 Board meeting)	Head Ombudsman							Present		
Modernising LeO - Post Completion Review report <small>(action from the April Board meeting)</small>	CO					Present				
Revised KPI Framework	CO				Present					

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Annual report on enforcement	CO		Present							
Legal Services Board(attend and present)	LSB					Present			Present	
Discussion on the Strategy, businesss plan and budget in preparation for the consultation 2020-23	DCS				Discussion					
Draft 2020/21 budget - planning for annual budget and LSB paper	DCS					Present				
Approval of consultation on Strategy, businesss plan and budget 2020-23 - to include discussion on publishing decisions						Present				
Draft 2020/21 KPIs for discussion	DCS							Present		
Present draft 2020 /21 KPIs for information									Present	
Approval of 2020/21 KPIs	DCS									Present Included in Bus Plan and Budget papers
Approval of OLC Budget and supporting budget papers for submission to the LSB	DCS								Present	Present Out of C'tee decision made on 13/3/20
Feedback following the strategy, business plan and budget consultation 2020-23	DCS								Present	
Strategy and business plan approval	DCS								Present	
Road Map to Green									Present	
Annual strategic risk workshop / approval of next years strategic risks	DCS									
Horizon scanning	DCS	Present	Present		Present	Present	Present	Present		Present
6 monthly: Review of horizon scanning, stakeholder engagement and comms - to include update on progress against the new stakeholder analysis / engagement strategy	DCS				Present					
Equality and Diversity approval of EPOs for next financial year	DCS									Present included in the budget papers

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Response to UCL review of legal regulation	CO						Delayed due to purdah	circulatd off agenda - issued 5/2/2020		
Strategy Workshop		Present								
Board Effectiveness - update on action plan 2018/19	DCS				Present		Present			
Annual Service Complaint Adjudicator Report	CO	Present				Present				
Annual Report and Accounts	CO	Update in finance report	Present							Present
Welsh Language Annual Report	DCS			Present						
Update on staff survey results	Head of HR									Present
Update on the last two groups of new starters – outcomes and experiences during probationary period. <small>(action from the October Board meeting. Agenda item moved to March meeting in agreement with the Chair)</small>	Head of HR									Present
Quarterly Strategic and Performance Report: to include a section addressing the issues highlighted in the horizon scan and their impact on LeO's business plan (action from January 2019 meeting) <small>In agreement with the Chair on 6/9/19, this Quarterly report will be superceded by the performance report.</small>										
<b>Stakeholder Engagement / Workshops Outside of Formal Board Meetings</b>										
Strategic options and learning from the Legal Services Consumer Panel workshop / Preparation for the LSB /OLC Board to Board meeting			Present							
Workshop on supporting vulnerable customers				Present						
People Plan	Head of HR									Present

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	<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	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			Present		
Annual review of Scheme of Delegations	DCS								Present
Annual review of Matters Reserved to Board	DCS								Present
Annual report on enforcement, to include update on the number of decisions made by Ombudsmen not to enforce.	CO		Present						

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Legal Services Board(attend and present) <small>DATES TBC</small>	LSB								
Discussion on the strategy, businesss 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, businesss 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 <small>Requested by Chair of ARAC and DCS following discussion on 6/2/20</small>					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 <i>Action from Board Effectiveness review 2018/19</i>	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	Update in finance report	Present						Present
Welsh Language Annual Report	DCS			Present					
<b>Periodic agenda items /agenda items requested at previous meetings</b>									
Sign off OLC's response to the LSB's call for evidence on ongoing competence assurance <i>Request from Sarah Ritzenthaler 6/3/20</i>		Present							
<b>Stakeholder Engagement / Workshops Outside of Formal Board Meetings</b>									

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