

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	For Information 107.0
Date of meeting	28 September 2020		

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

Executive summary
<p>The attached paper provides a record of the OLC Board's forward plan.</p> <p>The following agenda items have been rescheduled:</p> <p><u>Update on the Business Continuity Plan:</u> This agenda item has been rescheduled to the November Board meeting. This will ensure that any lessons learnt from the work currently being undertaken to prepare a covid secure office for staff to return to on 18 September will be taken into consideration as part of a full review of the lessons learnt following the invocation of the Business Continuity plan in 2020.</p> <p><u>Annual strategic risk workshop and the identification of the Top 10 risks:</u> This agenda item has been rescheduled to the March 2021 Board meeting. This will ensure that Board discussions on risk are better aligned to the ARAC meeting schedule.</p>
Recommendation/action required
Board is asked to note .

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	Papers issued	20 April	22 June	20 July	21 Sept		19 Oct	16 Nov.	TBC	TBC
Executive report	Chief Ombudsman	Present	Present To include an update on the restructure	Present To include proposals for the AO role	Present		Present	Present	Present	Present
Finance report	Head of Finance	Present provisional outturn report 2019/20	Present	Present	Present		Present	Present	Present	Present
Performance Report	Interim Director of Operations	Present	Present To include an update on COVID-19	Present To include an update on COVID-19	Present To include an update on COVID-19		Present	Present	Present	Present
People Plan / Delivery Plan	Head of HR			Present To include an update on the independent review	Present To include an update on the actions arising from the independent review		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			
RemCo Update / Minutes	Chair RemCo	Present To include update on independent investigator's report						Present		
Annual review of Scheme of Delegations	Head of Governance and Strategy									Present
Annual review of Matters Reserved to Board	Head of Governance and Strategy									Present
Annual report on enforcement.	Legal Manager			Present						

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Legal Services Board / Ministry of Justice (attend and present / observe)	LSB / MoJ	LSB To observe	MoJ To observe	LSB To observe	TBC		TBC	TBC	TBC	TBC
Board review of the emerging 2021 /22 draft consultation and budget	Head of Governance and Strategy /					Present				
Planning for the 2021 /22 business plan and budget in preparation for consultation	Head of Governance and Strategy / Head of Finance				Present					
Draft 2021/22 budget: planning for annual budget and the budget principals paper to be submitted to the December LSB Board	Head of Governance and Strategy / Head of Finance						Present			
Board to approve the strategy, business plan and budget consultation 2021-22	Head of Governance and Strategy / Head of Finance						Present			
Feedback following the strategy, business plan and budget consultation 2021-22	Head of Governance and Strategy / Head of Finance								Present	
Approval of the final strategy and business plan 2021-22	Head of Governance and Strategy / Head of Finance								Present	
Approval of the final OLC Budget 2021-22 for submission to the LSB and LSB submission paper	Head of Governance and Strategy / Head of Finance								Present	
Annual Board review of the strategic risk register	Head of Governance and Strategy						Present			

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Annual strategic risk workshop, including the identification of the top 10 risks	Head of Governance and Strategy									Workshop
Horizon scanning	External Affairs Team Leader	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	Head of Governance and Strategy				Present					Present
Equality and Diversity approval of EPOs for next financial year	Head of Governance and Strategy									Present
Annual Board Effectiveness Review	Head of Governance and Strategy							Present		
Annual Service Complaint Adjudicator Report	Board Sec	Present					Present			
Annual Report and Accounts	Chief Ombudsman	Present	Present							Present
Welsh Language Annual Report	Chief Ombudsman			Present						
Periodic agenda items /agenda items requested at previous meetings										
Quality update, including customer experience	Head Ombudsman, Siobhan Fennell	Present								
Update on Business Continuity - COVID-19	Head of Impact, Service Policy and External Affairs	Present	Present To be incorporated with the Performance Report	Present To be incorporated with the Performance Report	Present To be incorporated with the Performance Report					
Update Board on assurance on the impact of COVID-19 on quality.	Head of Governance and Strategy						Present			

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Budget learning review	Chair	Present	Present	Present	Present For inclusion in the update on 2021/22 planning for the Business Plan and Budget		Present	Present	Present	Present
Revised 2020/21 budget, revised 2020/21 business plan and operational plans	Head of Governance and Strategy / Head of Finance	Present								
Top 10 risks	Head of Governance and Strategy / Head of Finance									Present To be considered as part of the annual strategic risk workshop / approval of the 2022/23 strategic risks
Updated Business Continuity Plan	Head of Governance and Strategy / Head of Finance							Present		
Transparency agenda: Post Consultation	External Affairs Team Leader			Present						
Independent Review - high level Management Team response /action plan	Head of HR			Present To be incorporate with the update on the People Plan / Delivery Plan						
Board Effectiveness - review of actions from the 2018/19 independent review of Board effectiveness	Chair				Present					
Annual Report and Accounts Learning Review <small>Requested at June 2020 Brd mtg</small>	External Affairs Team Leader						Present			

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Black Lives Matter	Chair			Present						
Scheme of Delegations - update to reflect the change in structure	Head Ombudsman, Siobhan Fennell				Present					
Tripartite Protocol					Present					
Stakeholder Engagement / Workshops / Presentations										
Consumer Panel	Head of Impact, Service Policy and External Affairs						TBC			
Customer experience workshop	Head of Impact, Service Policy and External Affairs				TBC		TBC	TBC		
RC4 - Presentation on high complexity cases <small>Request from the Chair following meeting with the team on 18 August 2020</small>								TBC	TBC	TBC
Legal Services Board: Presentation on State of the Nation report							TBC	TBC		