

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	For Information 98.0
Date of meeting	26 September 2019		

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

Executive summary
The attached paper provides a record of the OLC Board's forward plan.
Recommendation/action required
Board is asked to note .

OLC 2019/20	Sponsor	29 April Q4 reporting	24 June	17 July Q1 reporting	26 Sept	24 Oct Q2 reporting	28 Nov	27 Jan	26 Mar
	Papers issued	17 April	17 June	10 July	19 Sept	17 Oct	21 Nov	20 Jan	19 Mar
Governance and Reporting									
Executive report	CO	Present	Present	Present	Present Verbal	Present Verbal	Present Verbal	Present Verbal	Present Verbal
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	TBC (2020 meeting dates yet to be agreed)	TBC (2020 meeting dates yet to be agreed)
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
Annual review of Matters Reserved to Board	DCS								Present
Board paper redactions	Board Sec	Present	Present	Present	Present	Present	Present	Present	Present
Performance									
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In agreement with the Chair on 6/9/19, this Quarterly report will be superceded by the monthly performance report.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			
Review of progress with the quality and feedback model (action from the April 2019 Board meeting)	CO					Present			Present

Quality and Feedback Model - assurance (action from the April 2019 Board meeting)	Head Ombudsman							Present	
Modernising LeO - Post Completion Review report (action from the April Board meeting)	CO					Present			
Revised KPI Framework	CO				Present				
Annual report on enforcement	CO		Present						
Quality and Feedback Model - review of progress (action from the April 2019 Board meeting)	Head Ombudsman					Present			
Legal Services Board(attend and present)	LSB					Present		Present	
Strategy and Planning									
Annual strategic risk workshop / approval of next years strategic risks	DCS								Workshop
Draft 2020/21 budget - planning for annual budget and LSB paper	DCS					Present			
Discussion - Strategy, businesss plan and budget consultation 2020-23	DCS				Discussion				
Approval - Strategy, businesss plan and budget consultation 2020-23 - to include discussion on publishing decisions						Present			
Feedback on the strategy, business plan and budget consultation 2020-23	DCS							Present	
Strategy and business plan approval	DCS							Present	
OLC Budget approval	DCS							Present	
Annual Budget and LSB paper	DCS							Present	
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 <i>To be reviewed as part of the Strategy workshop on 26/9/19</i>	DCS				Present				Present
Equality and Diversity approval of EPOs for next financial year	DCS								Present
Response to UCL review of legal regulation	CO					Present			
Strategy Workshop		Present							
Governance									
Board Effectiveness - update on action plan	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					
Stakeholder Engagement / Workshops Outside of Formal Board Meetings									
Horizon	Chair	Present							
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					