

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No.</b>	For Information
		<b>Paper No.</b>	131.0
<b>Date of meeting</b>	30 January 2024		

<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>Equality Diversity and Inclusion</b>	
<b>EDI implications</b>	<b>Yes</b>
The Board Forward Plan highlights dedicated Board sessions on EDI and in keeping with the Legal Ombudsman's commitment to inclusivity, this paper will be published on LeO's website.	
<b>Freedom of Information Act 2000 (Fol)</b>	
<b>Paragraph reference</b>	<b>Fol exemption and summary</b>
N/A	N/A

**High Level Board Forward Plan 2024**

Date of Meeting	Papers to be issued								
<b>30 JANUARY BOARD MEETING</b> <small>Q3 reporting</small>	23 January 2024	Pre Board Session with Chief Ombudsman	Performance Sub-Group update	ARAC update	2024/25 Budget, Business Plan and 2024/27 OLC Strategy: Consultation feedback and approval for submission to the LSB.	EDI Update	Chief Ombudsman's report and Integrated performance dashboard	Scheme Rules update	Q3 Transparency reporting: *Board member Register of Interests *Ombudsman Register of Interests *Board member and senior manager expenses
<b>27 FEBRUARY WORKSHOP</b>	20 February 2024	Deep Dive: Attrition	2023/24 Annual Report and Accounts: Questions for Board on shape and tone of narrative on the						
<b>25 APRIL BOARD MEETING</b> <small>Q4 reporting</small>	17 April 2023	Chief Ombudsman's report and Integrated performance dashboard	RemCo update	Service Complaint Adjudicator Report - Annual Report	Q4 Transparency reporting: *Board member Register of Interests *Ombudsman Register of Interests *Board member and senior manager expenses *Gifts and hospitality report	Board Effectiveness Review - Review Progress against 2023 Board Effectiveness review recommendations	2023/24 Annual Report and Accounts: Update on progress	2024/25 Budget, Business Plan and 24/27 OLC Strategy consultation feedback: Lessons Learnt	2023 Civil Service Survey Results
<b>13 JUNE BOARD MEETING</b>	6 June 2024	Chief Ombudsman report	ARAC update	2023/24 Annual Report and Accounts: Board approval	2024/25 Budget and Business Plan and 2024/27 Strategy: Lessons Learned				
<b>25 JULY BOARD MEETING</b> <small>Q1 reporting</small>	18 July 2024	Chief Ombudsman's report and Integrated performance dashboard	EDI update to include: Approval of Equality Priority Objectives and diversity of workforce and customer data	Welsh Language Report	Q1 Transparency reporting: *Board member Register of Interests *Ombudsman Register of Interests *Board member and senior manager expenses	Annual Strategic Risk Workshop			
<b>26 September WORKSHOP</b>	19 September 2024	Chief Ombudsman report	2025/26 Budget and Business Plan: Workshop	Annual Horizon Scanning					
<b>24 OCTOBER BOARD MEETING</b> <small>Q2 reporting</small>	17 October 2024	Chief Ombudsman's report and Integrated performance dashboard	ARAC update	Service Complaint Adjudicator Report: Interim Report	2023/24 Annual Report and Accounts: Lessons Learned	2025/26 Budget and Business Plan: Approval for consultation and submission to LSB	Q2 Transparency reporting: *Board member Register of Interests *Ombudsman Register of Interests *Board member and senior manager expenses		
<b>18 DECEMBER BOARD MEETING</b>	11 December 2024	Chief Ombudsman report	RemCo update	Annual Review of Governance Documents	Annual Legal and Enforcement Report	TENTATIVE: 2025/26 Budget and Business Plan: Feedback following consultation	TENTATIVE: 2025/26 Business Plan: Final Approval		