

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	For Information 106.0
Date of meeting	27 July 2020		

Title	OLC Board Forward Plan
Sponsor	Kay Kershaw, 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 2020/21	Sponsor	27 April <small>Q4 reporting</small>	29 June	27 July <small>Q1 reporting</small>	28 Sept	26 Oct <small>Q2 reporting</small>	23 Nov	Jan <small>Date TBC</small> <small>Q3 reporting</small>	Mar <small>Date TBC</small>
	Papers issued	20 April	22 June	20 July	21 Sept	19 Oct	16 Nov.	TBC	TBC
Executive report	Chief Ombudsman	Present	Present <small>To include an update on the restructure</small>	Present <small>To include proposals for the AO role</small>	Present	Present	Present	Present	Present
Finance report	Head of Finance	Present <small>provisional outturn report 2019/20</small>	Present	Present	Present	Present	Present	Present	Present
Performance Report	Interim Operations Director	Present	Present <small>To include an update on COVID-19</small>	Present <small>To include an update on COVID-19</small>	Present	Present	Present	Present	Present
People Plan / Delivery Plan	Head of HR			Present <small>To include an update on the independent review</small>	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			
RemCo Update / Minutes	Chair RemCo	Present <small>To include update on independent investigator's report</small>					Present		

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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					
Legal Services Board / Ministry of Justice (attend and present / observe)	LSB / MoJ	LSB <small>To observe</small>	MoJ <small>To observe</small>	TBC	TBC	TBC	TBC	TBC	TBC
Discussion on the strategy, business plan and budget 2021-22 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 November 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	

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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				
Annual strategic risk workshop / approval of the 2022/23 strategic 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		

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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					
Update Board on assurance on the impact of COVID-19 on quality.	Head of Governance and Strategy					Present			
Budget learning review	Chair	Present	Present	Present	Present	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				TBC	TBC	TBC		

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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 theupdate on the People Plan / Delivery Plan					
Board Effectiveness - review of actions from the 2018/19 independent review of Board effectiveness	Chair				Present				
Stakeholder Engagement / Workshops Outside of Formal Board Meetings									
Customer experience workshop	Head of Impact, Service Policy and External Affairs				TBC	TBC	TBC		
Black Lives Matter	Chair			Present					