

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	For Information 139.0
Date of meeting	18 June 2025		

Title	OLC Board Forward Plan
Sponsor	Kay Kershaw, Board Governance Manager
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 .	
Equality Diversity and Inclusion	
EDI implications	Yes
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.	
Freedom of Information Act 2000 (Fol)	
Paragraph reference	Fol exemption and summary
N/A	N/A

High Level Board Forward Plan 2025											
Date of Meeting	Papers to be issued										
29 JANUARY BOARD MEETING <i>Q3 reporting</i>	22 January 2025	Pre Board Session with Women's Network	Chief Ombudsman's report	Q3 Integrated performance report and balanced scorecard	2025/26 Budget, Business Plan, Budget Acceptance Criteria - approval for submission to the LSB	Update from the Performance Sub-Group	Update from ARAC	EDI Update	Q3 Transparency publications report: *Board member Register of Interests *Ombudsman Register of Interests *Board member and senior manager expenses *Gifts and hospitality report		
27 FEBRUARY BOARD WORKSHOP <i>In Cardiff</i>	20 February 2025	2024/25 Annual Report and Accounts	Tentative: LeO's approach to Learning and Insight								
29 APRIL BOARD MEETING <i>Q4 reporting</i>	22 April 2025	2024/25 Skeleton Annual Report and Accounts and update on progress	LeO's approach to digital technology and AI	Stakeholder management	Annual internal Board effectiveness review	Chief Ombudsman's report	Q4 integrated performance report and balanced scorecard, incorporating the Q4 strategic horizon scanning reporting	Update from RemCo and Civil Service People Survey results	Service Complaint Adjudicator's annual report	Revised of the Welsh language scheme	Q4 Transparency publications report: *Register of interests - Board members * Register of Interests - Ombudsman and senior managers *Board member and senior manager expenses *Gifts and hospitality report
18 JUNE BOARD MEETING	11 June 2025	Update from ARAC	Approval of 2024/25 Annual Report and Accounts	2026/27 Budget: Programme Plan, for information.							
24 JULY BOARD MEETING <i>Q1 reporting</i>	17 July 2025	Annual strategic risk workshop	Proposed approach to case fees	Updates from: Performance Sub Group ARAC Public Interests Decisions Committee	Chief Ombudsman's report	Q1 Integrated performance report and balanced scorecard, incorporating the Q1 strategic horizon scanning report	Report on the Welsh Language Scheme	EDI Update and approval of Equality Priority Objectives	Q1 Transparency Publications Report: *Register of interests - Board members * Register of Interests - Ombudsman and senior managers *Board member and senior manager expenses *Gifts and hospitality report		
25 September WORKSHOP	18 September 2025	2026/27 Budget and Business Plan: Workshop	Tentative: Annual detailed review of strategic horizon scanning	Stakeholder Management	2025 Annual Board Effectiveness Review	Updates from: Performance Sub-Group Public Interests Decisions Committee - tentative					
22 OCTOBER BOARD MEETING <i>Q2 reporting</i>	15 October 2025	Chief Ombudsman's report	Q2 Integrated performance report and balanced scorecard, incorporating the Q2 strategic horizon scanning report	Update from ARAC	Service Complaint Adjudicator's interim report	2026/27 Draft Budget, Business Plan and Budget Acceptance Criteria: - Approval for consultation - Approval for submission to the LSB	Q2 2025/26 Transparency Publications Report: *Register of interests - Board members * Register of Interests - Ombudsman and senior managers *Board member and senior manager expenses *Gifts and hospitality report				
17 DECEMBER BOARD MEETING	10 December 2025	Tentative: update on 2026/27 Budget and Business Plan:	Updates from: RemCo Performance Sub Group Public Interests Decisions Committee	Annual legal and enforcement report	Annual review of governance documents	Revised customer satisfaction scheme	LeO's strategic approach to DT and AI				