

<i>Meeting</i>	OLC Board	<i>Agenda Item No.</i>	10
		<i>Paper No.</i>	109.8
<i>Date of meeting</i>	26 October 2020	<i>Time required</i>	15 Minutes

<i>Title</i>	Review of Annual Report & Accounts 2019/20
<i>Sponsor</i>	Siobhan Fennell – Head of Governance and Strategy
<i>Status</i>	OFFICIAL
<i>To be communicated to:</i>	Members and those in attendance

Executive summary
<p>At the end of this year's Annual Report and Budget process we committed to reviewing both the process and content for developing the report ahead of the next Annual Report & Accounts cycle.</p> <p>The attached presentation sets out areas that we believe need to significantly improve next year, and proposals for how these will be addressed. This covers the production of the final accounts, the ownership of messaging, and the overall process as well as looking at suggestions for revised structure and content next year.</p> <p>Before finalising our recommendations we would like to take the opportunity to consult with Board and ARAC on the 4th November about any further changes they would like to see.</p>
Recommendation/action required
Board is asked to provide feedback on the Annual Report and Accounts 2019/20 process and suggestions for improvement in 2020/21

Annual report 2019/20

Lessons learned and forward planning

Lessons Learned	Suggestions for 2021/22
<p>Financial accounts:</p> <ul style="list-style-type: none"> - Lack of understanding of audit requirements - Short turnaround between EOY and annual report process - Responsibility for certain sections (remuneration report) 	<ul style="list-style-type: none"> - Pre meet with BDO to set expectations - Account run in month 10, early opportunity to identify issues by Exec and ARAC - Ensure responsibilities defined at early stage
<p>Ownership of key messaging:</p> <ul style="list-style-type: none"> - Alignment between governance and assurance statements. - Clear understanding of messages that need to be communicated. 	<ul style="list-style-type: none"> - Compiling archive of key performance papers → ability to recall key information for the report. - Assurance and governance statements drafted alongside each other. - Define messages with MT, ET and OLC before the year end. - Earlier drafting of content.
<p>Process:</p> <ul style="list-style-type: none"> - Clarity on roles at different stages of the process, particularly sign-off at committee and board level. 	<ul style="list-style-type: none"> - Internal kick-off meeting for all parties - Earlier drafting of content should prevent overlap in sign-off processes - Key dates in MT and ET

Questions about content and purpose of report

Does the report show the added value of the ombudsman?

Is there sufficient clarity on organisational priorities and performance against these.

Potential direction

- Structure report around strategic objectives and business plan priorities to show progress and change.
- Develop a refined corporate annual report and a separate review of complaints.
- Consider potential for impact case studies to show difference made or progress against priorities.