

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	For Information 109.0
Date of meeting	26 October 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 Q4 reporting	29 June	27 July Q1 reporting	28 Sept	Additional Board Meeting October w/c 5 Oct	26 Oct Q2 reporting	23 Nov	Jan Date TBC Q3 reporting	Mar Date TBC
	Papers issued	20 April	22 June	20 July	21 Sept		19 Oct	16 Nov.	TBC	TBC
Chair's report	OLC Chair				Present		Present			
Executive report	Chief Ombudsman	Present	Present To include an update on the restructure	Present To include proposals for the AO role	Present		Present	Present	Present	Present
Finance report	Head of Finance	Present provisional outturn report 2019/20	Present	Present	Present		Present	Present	Present	Present
Performance Report	Interim Director of Operations	Present	Present To include an update on COVID-19	Present To include an update on COVID-19	Present To include an update on COVID-19		Present To include an update on People Plan	Present	Present	Present
People Plan / Delivery Plan	Head of HR			Present To include an update on the independent review	Present To include an update on the actions arising from the independent review		Present To be included in Performance report	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 To include update on independent investigator's report						Present		

OLC 2020/21	Sponsor	27 April Q4 reporting	29 June	27 July Q1 reporting	28 Sept	Additional Board Meeting October w/c 5 Oct	26 Oct Q2 reporting	23 Nov	Jan Date TBC Q3 reporting	Mar Date TBC
	Papers issued	20 April	22 June	20 July	21 Sept		19 Oct	16 Nov.	TBC	TBC
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 To observe	MoJ To observe	LSB To observe	MoJ To observe		TBC	TBC	TBC	TBC
Board review of the emerging 2021 /22 draft consultation and budget	Head of Governance and Strategy /					Present				
Planning for the 2021 /22 business plan and budget in preparation for consultation	Head of Governance and Strategy / Head of Finance				Present		Present			
Draft 2021/22 budget: planning for annual budget and the budget principals paper to be submitted to the December 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	
Approval of the final strategy and business plan 2021-22	Head of Governance and Strategy / Head of Finance								Present	

OLC 2020/21	Sponsor	27 April Q4 reporting	29 June	27 July Q1 reporting	28 Sept	Additional Board Meeting October w/c 5 Oct	26 Oct Q2 reporting	23 Nov	Jan Date TBC Q3 reporting	Mar Date TBC
	Papers issued	20 April	22 June	20 July	21 Sept		19 Oct	16 Nov.	TBC	TBC
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	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 For inclusion in the update on 2021/22 planning for the Business Plan and Budget			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									Present To be considered as part of the annual strategic risk workshop / approval of the 2022/23 strategic risks.
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 incorporated with the update on the People Plan / Delivery Plan						

OLC 2020/21	Sponsor	27 April Q4 reporting	29 June	27 July Q1 reporting	28 Sept	Additional Board Meeting October w/c 5 Oct	26 Oct Q2 reporting	23 Nov	Jan Date TBC Q3 reporting	Mar Date TBC
	Papers issued	20 April	22 June	20 July	21 Sept		19 Oct	16 Nov.	TBC	TBC
Independent Review - Review of all actions								Present		
Board Effectiveness - review of actions from the 2018/19 independent review of Board effectiveness	Chair				Present					
Annual Report and Accounts Learning Review <small>Requested at June 2020 Brd mtg</small>	External Affairs Team Leader						Present			
Black Lives Matter	Chair			Present						
Scheme of Delegations - update to reflect the change in structure	Head Ombudsman, Siobhan Fennell				Present					
Tripartite Protocol					Present					
Stakeholder Engagement / Workshops / Presentations										
Consumer Panel	Head of Impact, Service Policy and External Affairs								TBC	TBC
Customer experience workshop	Head of Impact, Service Policy and External Affairs				TBC			TBC	TBC	TBC
RC4 - Presentation on high complexity cases <small>Request from the Chair following meeting with the team on 18 August 2020</small>									TBC	TBC
Legal Services Board: Presentation on State of the Nation report								TBC		