

Meeting	OLC Board Meeting	Agenda Item No.	For Information
		Paper No.	130.0
Date of meeting	14 December 2023		

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 2023

Date of Meeting	Papers to be issued											
25 JANUARY BOARD MEETING Q3 reporting	18 January 2023	Performance Dashboard - Q3 reporting : *Finance; *Operational Performance; *People; *Quality and Service	Q3 Transparency reporting: *Board member Register of Interests *Ombudsman Register of Interests *Board member and senior manager expenses *Gifts and hospitality report	Trajectories and assumptions	2023/24 Budget and Business Plan: Approval of the 2023/24 Budget, Strategy and Business Plan and Budget Acceptance Criteria	2023/24 Annual Report and Accounts: Timetable and Planning	Civil Service Survey Results	Update on Scheme Rules Changes	Tripartite Protocol	Annual Review of Governance Framework	Annual Review of Governance documents *Scheme of delegations and matters reserved to Board *OLC Operating Framework *OLC Rules of Procedure *Category 1 Publications Committee Terms of Reference *RemCo Terms of Reference	
16 FEBRUARY WORKSHOP	9 February 2023	Deep Dive: Quality and FET Customer Satisfaction	Annual Report and Accounts -feedback on narrative	Strategy								
26 APRIL BOARD MEETING Q4 reporting	19 April 2023	Pre-Board session with the LGBTQ+ Staff Network	Independent Service Complaint Adjudicator's Annual Report.	Q4 Performance Dashboard: Operational Performance; Finance; Quality and Service; Finance; People	RemCo update	Civil Service People Survey	Scheme Rules Changes	2023/24 Budget and Business Plan: Lesson Learned	2022/23 Annual Report and Accounts: First Draft	2024/25 OLC Strategy	Board Effectiveness	Q4 Transparency Reports
15 JUNE BOARD MEETING	8 June 2023	Pre-Board session with the Disability and Carers network	2022/23 Annual Report and Accounts	Budget and Pay Remit	2024/27 OLC Strategy							
20 JULY BOARD MEETING Q1 reporting	13 July 2023	Private NED session: Board Effectiveness Review	Executive Report	Q1 Performance Dashboard: Operational Performance; Quality and Service; Finance; People	Scheme Rules update	EDI Update	Risk Workshop	2024/27 OLC Strategy	Approval of the Annual Welsh Language Report	Q1 Transparency reports		
21 September WORKSHOP	14 September 2023	2024/27 OLC Strategy: 2024/25 Budget and Business Plan	Annual Horizon Scan	Board Effectiveness								
18 OCTOBER BOARD MEETING Q2 reporting	11 October 2023	Pre-Board session with the REACH Network	2024/25 Draft Budget, Budget Acceptance Criteria, Business Plan and Strategy.	Customer Journey walkthrough	2023/24 Service Complaint Adjudicator: Interim Report	Executive Report	Q2 Performance Dashboard: Operational Performance; Quality and Service; Finance; People	2022/23 Annual Report and Accounts: Lessons Learned	Q2 Transparency Publications Report			
14 DECEMBER BOARD MEETING	7 December 2023	Pre-Board session with the Women's Network	Executive Report	Annual report on Enforcement	Performance reporting: Mock-up of integrated performance dashboard report	Service Complaint Adjudicator Contract	Annual Review of Governance Documents					