

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No. Paper No.</b>	For Information 97.0
<b>Date of meeting</b>	17 July 2019		

<b>Title</b>	<b>OLC Board Forward Plan</b>
<b>Sponsor</b>	Board Secretary
<b>Status</b>	OFFICIAL
<b>To be communicated to:</b>	Members and those in attendance

<b>Executive summary</b>
The attached paper provides a record of the OLC Board's forward plan.
<b>Recommendation/action required</b>
Board is asked to <b>note</b> .

OLC 2019/20	Sponsor	29 April Q4 reporting	24 June	17 July Q1 reporting	26 Sept	24 Oct Q2 reporting	28 Nov	27 Jan	26 Mar
	Papers issued	17 April	17 June	10 July	19 Sept	17 Oct	22/11/2018	TBC	TBC
<b>Governance and Reporting</b>									
Executive report	CO	Present	Present	Present	Present	Present	Present	Present	Present
Finance report	DCS	Present	Present	Present	Present	Present	Present	Present	Present
Performance Report	CO		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		Present		TBC (2020 meeting dates yet to be agreed)	TBC (2020 meeting dates yet to be agreed)
RemCo Update / Minutes	Chair RemCo		Present	Present	Present		Present	TBC (2020 meeting dates yet to be agreed)	TBC (2020 meeting dates yet to be agreed)
RemCo Terms of Reference - redraft for approval	Chair RemCo				Present				
Updated RemCo Terms of Reference (action from the April 2019 Board meeting)	Chair RemCo				Present				
Annual review of Scheme of Delegations	DCS								Present
Annual review of Matters Reserved to Board	DCS								Present
Board paper redactions	Board Sec	Present	Present	Present	Present	Present	Present	Present	Present
<b>Performance</b>									
Quarterly strategic and performance Report: to include a section addressing the issues highlighted in the horizon scan and their impact on LeO's business plan (action from January 2019 meeting)	CO	Present		Present		Present		Present	
6-monthly review of the quality and feedback model	CO				Present				

Modernising LeO - Post Completion Review report (action from the April Board meeting)	CO					Present			
KPI and balanced scorecard 2020 -21	CO					Present Draft			Present Final
KPI Framework update (action from March Board meeting)	CO				Present				
Annual report on enforcement	CO		Present						
Quality and Feedback Model - review of progress (action from the April 2019 Board meeting)	Head Ombudsman					Present			
Quality and Feedback Model - assurance (action from the April 2019 Board meeting)	Head Ombudsman							Present	
Legal Services Board(attend and present)	LSB					Present		Present	
<b>Strategy and Planning</b>									
Annual strategic risk workshop / approval of next years strategic risks	DCS								Workshop
Draft 2019/20 budget - planning for annual budget and LSB paper	DCS					Present			
Strategy, businesss plan and budget consultation 2019-20	DCS						Present		
Feedback on the strategy, business plan and budget consultation 2020-21	DCS							Present	
Strategy and business plan approval	DCS								Present
OLC Budget approval	DCS								Present
Annual Budget and LSB paper	DCS								Present
Horizon scanning	DCS	Present	Present		Present	Present	Present	Present	Present
6 monthly review of horizon scanning, stakeholder engagement and comms	DCS				Present				Present
Equality and Diversity approval of EPOs for next financial year	DCS								Present
Response to UCL review of legal regulation	CO			Present					
Strategy Workshop		Present							
<b>Governance</b>									
Board Effectiveness - update on action plan	DCS				Present		Present		
Annual Service Complaint Adjudicator Report	CO	Present				Present			
Annual Report and Accounts	CO	Update in finance report	Present						Present
Welsh Language Annual Report	DCS			Present					

Stakeholder Engagement / Workshops Outside of Formal Board Meetings									
Horizon	Chair	Present							
Strategic options and learning from the Legal Services Consumer Panel workshop / Preparation for the LSB /OLC Board to Board meeting			Present						
Workshop on supporting vulnerable customers				Present					
KPI presentation / discussion on how the enablers will contribute to key deliverables.					TBC				