

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No. Paper No.</b>	For Information 105.0
<b>Date of meeting</b>	29 June 2020		

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

<b>Executive summary</b>
<p>The attached paper provides a record of the OLC Board’s forward plan.</p> <p>The following agenda items have been or are to be rescheduled due to the senior restructure taking priority and work being re-profiled as a result:</p> <p><u>Implementation of the People Plan:</u> This agenda item has been rescheduled to the July Board meeting. Thereafter it will be a standing item on the Board agenda until further notice. Additionally, the Board will receive a quarterly update on the People Plan delivery plan .</p> <p><u>Annual report on enforcement:</u> This agenda item has been rescheduled to the July Board meeting.</p> <p><u>Transparency agenda: post consultation:</u> This agenda item has been rescheduled to the July Board meeting.</p> <p><u>Horizon scan:</u> This will not be presented at the June Board meeting but remains as a standing agenda item for future Board meetings.</p> <p><u>Updated Business Continuity Plan:</u> This agenda item has been rescheduled to the September Board meeting.</p> <p><u>Top 10 risks:</u> This agenda item, requested by the ARAC Chair, has been postponed to a date to be agreed with CO / Chair, once MoJ supporting resource has been identified.</p> <p><u>Independent Review: management team response and action plan:</u> This agenda item has been rescheduled to the July Board meeting.</p> <p><u>Customer experience workshop:</u> This agenda item, requested by the OLC Chair, and has been postponed and will take place in the Autumn.</p> <p>The Forward Plan presented at the July Board meeting will reflect the new structure and the sponsor column will be updated accordingly.</p>
<b>Recommendation/action required</b>
Board is asked to <b>note</b> .

OLC 2020/21	Sponsor	27 April Q4 reporting	29 June	27 July Q1 reporting	28 Sept	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
Executive report	CO	Present	Present To include an update on the restructure	Present	Present	Present	Present	Present	Present
Finance report	DCS	Present provisional outturn report 2019/20	Present	Present	Present	Present	Present	Present	Present
Performance Report	CO	Present	Present To include an update on COVID-19	Present	Present	Present	Present	Present	Present
Implementation of the People Plan and quarterly updates on the Delivery Plan	Head of HR			Present	Present	Present	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	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	DCS								Present
Annual review of Matters Reserved to Board	DCS								Present
Annual report on enforcement, to include update on the number of decisions made by Ombudsmen not to enforce.	CO			Present					
Legal Services Board / Ministry of Justice (attend and present / observe)	LSB	LSB to observe	MoJ To observe	TBC	TBC	TBC	TBC	TBC	TBC
Discussion on the strategy, business plan and budget 2021-22 in preparation for consultation	DCS				Present				
Draft 2021/22 budget - planning for annual budget and LSB paper						Present			
Approval of the strategy, business plan and budget consultation 2021-22							Present		
Feedback following the strategy, business plan and budget consultation 2021-22	DCS							Present	
Approval of the final strategy and business plan 2021-22	DCS							Present	
Approval of the final OLC Budget 2021-22 for submission to the LSB and LSB submission paper	DCS							Present	
Annual Board review of the strategic risk register					Present				
Annual strategic risk workshop / approval of the 2022/23 strategic risks	DCS								Workshop
Horizon scanning	DCS	Present		Present	Present	Present	Present	Present	Present

OLC 2020/21	Sponsor	27 April Q4 reporting	29 June	27 July Q1 reporting	28 Sept	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
6 monthly review of horizon scanning, stakeholder engagement and comms - to include update on progress against the new stakeholder analysis / engagement strategy	DCS				Present				Present
Equality and Diversity approval of EPOs for next financial year	DCS								Present
Annual Board Effectiveness Review	DCS						Present		
Annual Service Complaint Adjudicator Report	CO	Present				Present			
Annual Report and Accounts	CO	Present	Present						Present
Welsh Language Annual Report	DCS			Present					
<b>Periodic agenda items /agenda items requested at previous meetings</b>									
Quality update, including customer experience	Head Ombudsman, Siobhan Fennell	Present							
Update on Business Continuity - COVID-19	Head Ombudsman, Mariette Hughes	Present	Present to be incorporated with the Performanc						
Update on quality assurance on the impact of COVID-19	Head Ombudsman, Siobhan Fennell					Present			
Budget learning review	Chair	Present	Present	Present	Present	Present	Present	Present	Present

OLC 2020/21	Sponsor	27 April Q4 reporting	29 June	27 July Q1 reporting	28 Sept	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
Revised 2020/21 budget, revised 2020/21 business plan and operational plans	DCS	Present							
Top 10 risks	DCS			TBC	TBC	TBC	TBC		
Updated Business Continuity Plan	DCS				Present				
Transparency agenda: Post Consultation	External Affairs Team Leader			Present					
Independent Review - high level Management Team response /action plan				Present					
Board Effectiveness - review of actions from the 2018/19 independent review of Board effectiveness					Present				
<b>Stakeholder Engagement / Workshops Outside of Formal Board Meetings</b>									
Customer experience workshop	Head Ombudsman, Mariette Hughes			TBC	TBC	TBC	TBC		

