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| <b>Meeting</b>  | OLC Board   | <b>Agenda Item No.</b> | <b>2</b>     |
|   |   | <b>Paper No.</b>       | <b>129.1</b> |
| <b>Date of meeting</b>  | 18 October 2023   | <b>Time required</b>   | 40 minutes   |
| <b>Title</b>  | 2024/25 Draft Budget and Budget Acceptance Criteria, Business Plan and Strategy   |                        |              |
| <b>Sponsor</b>  | Paul McFadden (Chief Ombudsman)/Laura Stroppolo (Head of Programme Management and Assurance)/Stephanie Godbold (Interim Head of Communications, Engagement and Impact). |                        |              |
| <b>Status</b>   | <b>OFFICIAL</b>   |                        |              |
| <b>Executive summary</b>  |   |                        |              |
| <p>At September 2023's workshop, the Board considered learnings from early engagement around the OLC's proposed 2024/27 Strategy; the emerging Strategy and 2024/25 Business Plan deliverables and draft consultation documents; and the draft 2024/25 budget.</p> <p>The Board is now invited to provide feedback on the more developed draft Strategy, Budget and Business Plan consultation documents and website content; and on the draft Legal Services Board (LSB) Budget Acceptance Criteria submission.</p> <p>It should be noted that:</p> <ul style="list-style-type: none"> <li>• In light of clear feedback from the Board, LeO has sought to keep the Business Plan and Strategy consultation documents as concise as possible. To help with this, LeO's website will be used to host the joint introduction to the two documents, the consultation questions and information about the consultation process.</li> <li>• Summaries of the People and EDI Strategies will be published on the website alongside the Strategy and Business Plan – in line with LeO's commitment to transparency and to ensure LeO's commitments in these areas, and their synergy with the overarching strategy, are understood.</li> <li>• The documents will be branded and formatted into their final published form, and internal page references inserted, once the text has been finalised.</li> </ul> <p>Consultation is due to open on 27 October and will close on 22 December 2023. As last year, while responses will be accepted by email and post, LeO will encourage the use of a simple online form to support efficient analysis.</p> <p>The draft documents will be shared with LSB in advance of its November 2023 meeting, and in final form in February 2024.</p> |   |                        |              |
| <b>Recommendation / action required</b>   |   |                        |              |
| The Board is asked to provide feedback on the documents and approve them for submission, subject to updates to reflect any feedback. If necessary, the Board is asked to approve the delegation of authority to the Chair for final approval of post-feedback documents.  |   |                        |              |
| <b>Equality Diversity and Inclusion</b>   |   |                        |              |
| <b>EDI implications</b>   | <b>Yes</b>  |                        |              |
| The OLC's new strategy and Business Plan for 2024/25 will have an impact across the Legal Ombudsman's operations. EDI matters in respect of LeO's people, its customers, and wider legal service users have been addressed through the strategy and Business Plan development   |   |                        |              |

process, and both are supported by LeO's work under its EDI strategy. Criteria 5 of the Budget Acceptance Criteria submission sets out more detail about this.

**Freedom of Information Act 2000 (Fol)**

| <b>Paragraph reference</b>            | <b>Fol exemption and summary</b>                              |
|---------------------------------------|---|
| Attachments: Draft documents attached | Fol Exempt S.22 – information intended for future publication |