

Meeting	OLC Board Meeting	Agenda Item No.	4
		Paper No.	133.3B
Date of meeting	13 June 2024	Time required	5 minutes

Title	Previous Actions and Matters Arising
Sponsor	Kay Kershaw, Board Governance Manager
Status	OFFICIAL
To be communicated to:	Members and those in attendance

Executive summary	
This paper provides the Board with updates on the actions from previous Board meetings.	
Recommendation/action required	
Board is asked to: <ul style="list-style-type: none"> • Note the updates on the actions from previous Board meetings. 	
Equality Diversity and Inclusion	
EDI implications	Yes
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

OLC Board Actions Log

Previous Actions: Completed or Closed

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 24 April 2024					
2, para 5	To share the ARA inclusive of graphics and visuals with the Board ahead of the June Board meeting if time allows	The Head of Programme Management and Assurance	13 June 2024	Due to the need to respond and make changes in response to ongoing external audit queries, we have been unable to share a final copy of the ARA inclusive of graphics and visuals ahead of the June Board meeting; a fully designed, updated version will be available on 13 June, subject to final sign off. Sample spreads were shared with the Board for information on 5 June 2024. Action closed.	
2, para 9	To report any inaccuracies in the information reported in the ARA relating to their attendance at Board meetings in 2023/24 and to follow up on	Board members	10 May 2024	Board members did not report any inaccuracies relating to their attendance at 2023/24 Board meetings and there was	

OLC Board Actions Log

Previous Actions: Completed or Closed

	any specific points with the Executive team no later than 10 May.			follow up on specific points relating to the 2023/24 Annual Report and Accounts. Action closed.	
9, para 54	To arrange for the Q4 transparency reports to be published.	The Board Governance Manager	13 June 2024	The Q4 transparency reports were published on 4 June 2024. Action completed.	
10, para 56	To arrange for the minutes of the Board meeting held on 30 January 2024 and the minutes of the RemCo meeting held on 16 November 2023 to be published.	The Board Governance Manager	13 June 2024	The minutes were published on 4 June 2024. Action completed.	
10, para 58	To close action 11, paragraph 71 from the December Board meeting.	The Board Governance Manager	13 June 2024	Action 11, paragraph 71 has been closed. Action completed.	
11, para 60	To publish the April Board papers in line with the redactions and items for non-disclosure approved by the Board.	The Board Governance Manager	13 June 2024	The April Board pack was published on 4 June 2024. Action completed.	

OLC Board Actions Log

Previous Actions: Completed or Closed

ACTIONS: OLC Board Meeting 14 December 2023					
4, para 22	To consider whether regular touchpoints were required to ensure that the Board was sufficiently sighted on the development of the 2024/27 People Strategy.	The RemCo Chair and OLC Chair	25 April 2024	<p>January 2024 Update: February's workshop will focus on attrition which is a key part of the People Strategy. This issue will be revisited after RemCo's next meeting in March 2024.</p> <p>April 2024 Update: To be reviewed after April's Board meeting and also in the light of RemCo's written update to the Board.</p> <p>June 2024: This is no longer considered necessary.</p> <p>Action completed.</p>	
8, para 12	To consider whether it would be possible to share the approved minutes of RemCo meetings with Board members any sooner than they currently were.	OLC Chair	25 April 2024	<p>January 2024 Update: This issue will be revisited after RemCo's next meeting when the focus is likely to move from sharing the minutes at the next</p>	

OLC Board Actions Log

Previous Actions: Completed or Closed

				<p>Board to sharing standard Board feedback.</p> <p>April 2024 Update: This issue will be revisited after April's Board meeting with its update from RemCo.</p> <p>June 2024:This is no longer considered necessary.</p> <p>Action completed.</p>	
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OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 24 April 2024					
3, para 15	To reflect on the Board's feedback on the CO report and give further consideration to the language and style of writing and consider whether the level of detail in the report could be better balanced to meet the needs of the Board and its wider audience.	Chief Ombudsman	25 July 2024		
4, para 26	To give further consideration to the Board's feedback on the balanced scorecard and whether the addition of a key would help the reader to better understand the data in the balanced scorecard.	Chief Ombudsman	25 July 2024		
4, para 27	To include information on the timescales for mitigations and the assessment of their impact in future Board updates on strategic risks and issues.	The Head of Programme Management and Assurance	25 July 2024	June update: This will be available for the next quarterly reporting pack at Board, but will be discussed in the	

OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

				round at the July risk workshop.	
8, para 50	To circulate the themes and actions arising from discussions at the Board's attrition workshop to the Board.	The Head of People Strategy and Services	31 August 2024	June 2024 Update: A summary of the themes and follow up to discussions at the Board's attrition workshop is to be considered by the Executive Team as part of their forward plan schedule. This will then be provided to OLC Board out of Committee.	
ACTIONS: OLC Board Meeting 30 January 2024					
3, para 13	To consider how the out of tolerance risks and other escalated risks would be presented to the Board in the future.	Executive Team	25 July 2024	Proposal will be discussed at the July Risk Workshop. Ongoing	

OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

3, para 15	To revisit the risk targets and risk scoring taking account of those risks that could not be mitigated against, particularly those relating to long-standing and deep-rooted factors that required a longer term approach to risk management and report back to the Board accordingly.	Executive Team	25 July 2024	The 24/25 strategic risks and issues will form part of the Jul workshop where Board members will be invited to discuss in more detail. Ongoing	
5, para 32	To consider how best to measure and report the impact of EDI activities to the Board.	Chief Ombudsman and EDI Manager	25 July 2024		
7, para 40	To give further consideration to the Board's feedback on strengthening the correlation between the narrative and the indicators; exception reporting; providing more clarity on the direction of travel for each of the indicators; and the strategic alignment of the enablers.	Executive Team	25 April 2024	The Executive have reviewed the Balanced scorecard and integrated board reporting. We have amended the balanced scorecard to now show direction of travel indicators for all metrics, measured against performance	25 July 2024

OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

				<p>tolerances. The Executive are further considering the correlation between narrative and indicators and strategic alignment of enablers with an aim for this to be reflected in July Board papers.</p> <p>Ongoing</p>	
ACTIONS: OLC Board Meeting 20 July 2023					
9, para 57	To reflect on the time allocated to future annual risk workshops to ensure that the Board is sufficiently sighted on risk without duplicating any of the detailed work on risk undertaken by ARAC.	OLC Chair and Board Governance Manager	25 July 2024		