

Meeting	OLC Board Meeting	Agenda Item No.	3
		Paper No.	104.2
Date of meeting	27 April 2020	Time required	5 minutes

Title	Outstanding actions from previous meetings
Sponsor	Kay Kershaw, Board Secretary
Status	OFFICIAL
To be communicated to:	Members and those in attendance

Executive summary
The attached paper provides members with a record of the outstanding action points from previous Board meetings.
Recommendation/action required
Board is asked to note the update.

Action points outstanding from previous OLC Board meetings

26 March 2020

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 5	To publish the minutes of the OLC Board meeting held on 27 January 2020.	Board Secretary	27 April 2020	Published 17 April 2020 Action completed.
2 Para 6	To publish the minutes of the OLC Board meeting held on 4 March 2020	Board Secretary	27 April 2020	Published 17 April 2020 Action completed.
2 Para 7	To publish the minutes of the RemCo meeting held on 18 December 2019	Board Secretary	27 April 2020	Published 17 April 2020 Action completed.
2 Para 9	To publish the minutes of the ARAC meeting held on 7 October 2019.	Board Secretary	27 April 2020	Published 20 April 2020 Action completed.
4 Para 21	To contact the Chair of ARAC to discuss the potential benefits of tethering multiple devices when working from home.	Head of IT and Governance	27 April 2020	April Update: The Head of IT and Governance will be contacting the Chair of ARAC to discuss this during the week commencing 20 April 2020.
4 Para 21	To ensure that Board Members were kept updated on the impact of the pandemic on organisational performance and delivery and all other relevant matters.	CO	27 April 2020	The Chief Ombudsman now provides a weekly update to the Board. Action completed.

4 Para 22	To discuss with the MoJ and LSB whether a hardship fund would be put in place to help those staff facing financial hardship.	DCS	27 April 2020	April update: MoJ have confirmed that there are currently no plans for a specific hardship fund to be put in place and any action taken would need to be at a local level. They have stated that the Charity for Civil Servants provides financial help, advice and support to any current or former civil servant and their dependents in times of difficulty. LeO has contacted the charity who have confirmed that Legal Ombudsman employees are able to make an application for help. LSB have not yet been contacted.
5 Para 27	To update Board when the outturn position had been established.	DCS	27 April 2020	On the agenda for the Board meeting on 27 April. Action completed.
5 Para 28	To initiate a pay benchmarking exercise once the final outturn position for 2019/20 budget had been settled.	DCS	29 June 2020	
5 Para 29	To issue a capital outturn update to the Board.	DCS	27 April 2020	On the agenda for the meeting on 27 April. Action completed.
6 Para 35	To investigate how much time investigators were spending on administrative tasks and report back to RemCo at its next meeting	Head Ombudsman, Mariette Hughes	14 July 2020	

6 Para 36	To speak with the Chair of ARAC outside Board to gain a full understanding of his concerns about the accuracy of the modelling around predicted and actual performance and then consider reviewing the modelling to provide assurance of its accuracy.	DCS	27 April 2020	April update: The DCS will be requesting a telephone conversation with the Chair of ARAC during the week commencing 20 April to discuss this.
8 Para 52	To find out whether there was likely to be a delay in laying the OLC's Annual Report and Accounts as a result due to the pandemic and report back to the Board.	David Winks	27 April 2020	David Winks has confirmed that currently there are no known changes to the date for laying the OLC's Annual Report and Accounts. Action Completed.
9 Para 56	To clarify with Matthew Hill exactly what a the LSB meant by a standstill budget with CPI.	CO	31 March 2020	A letter was received from Matthew Hill on 27 March clarifying this point. The DCS also clarified this with Steve Booker, LSB. Action completed.
9 Para 57	To seek the Board's agreement to adopt a standstill budget with CPI before the end of March and inform the LSB accordingly.	DCS	31 March 2020	Board approval was given, and the standstill budget was adopted on 31 March 2020. Action completed.
9 Para 58	To forward a note to the Board of the discussion that had taken place at the LSB Board meeting.	DCS	27 March 2020	April Update: This action remains outstanding and will be executed shortly.
9 Para 60	To consider convening a Board telephone call to discuss the recalibration of the OLC's 2020/21 budget.	DCS	27 April 2020	April Update: Consideration was given by the DCS but not adopted. A report will be presented at the April Board meeting. Action completed.

9 Para 62	To reschedule the next RemCo meeting.	Board Secretary	27 April 2020	An additional RemCo meeting was arranged for 16 April 2020. Action Completed
13 Para 85	To publish the updated Scheme of Delegation.	Board Secretary	27 April 2020	Published 17 April 2020 Action completed.
14 Para 88	To publish the March Board papers subject to the approved redactions and items for non-disclosure.	Board Secretary	27 April 2020	April Update: Papers will be published week commencing 20 April 2020.

13 March 2020

Agenda item	Action Required	Owner	Date required	Report on progress
Para 11	To forward the email sent to Board Members on to the Executive so that the amendments he suggested could be incorporated into the final budget application.	Chair of ARAC	13 March 2020	In agreement between the Chair of ARAC and DCS, this action is to be closed. Action closed.
Para 11	To make the amendments recommended by the Chair of ARAC before the budget application is submitted to the LSB.	DCS	13 March 2020	In agreement between the Chair of ARAC and DCS, this action is to be closed. Action closed.
Para 12	To ensure that the LSB is made aware that the proposed budget proposals had been finalised by the Board without consideration to the impact of COVID-19 and that the organisation was actively using its business continuity arrangements to deal with the situation	DCS	13 March 2020	This was brought to the attention of the LSB Action completed.

4 March 2020

Agenda item	Action Required	Owner	Date required	Report on progress
Para 12	Update the budget application paper in line with feedback from the LSB and include within the application a table setting out data for each of the budget increase variables will be produced.	CO	12 March 2020	Budget application and supporting papers updated accordingly. Action completed.
Para 12	Members of RemCo to review the budget and supporting documents on 11 March and provide feedback to the Executive.	RemCo	11 March 2020	Feedback provided and papers updated accordingly. Action completed.
Para 12	The final budget and supporting documents to be circulated to the Board for approval.	DCS	12 March 2020	The final budget and supporting documents were circulated to the Board on 12 March 2020. Action completed.
Para 12	Submit the final Budget and supporting documents to the LSB.	DCS	13 March 2020	The final budget and supporting documents were submitted to the LSB on 13 March 2020. Action completed.
Para 12	The Strategy, Business Plan and People Plan will be discussed at the next Board meeting	DCS	26 March 2020	March Update: The People Plan was reviewed at the Board meeting on 26 March. The Strategy and Business Plan, being dependent on the budget to be approved by the LSB on the same day as the OLC's March Board meeting was not discussed. April Update: On the April Board meeting agenda. Action completed.

Agenda item	Action Required	Owner	Date required	Report on progress
3 Para 24	To broker a conversation with his former employer to assist LeO in obtaining comparative data on attrition rates and recruitment.	Matthew Hill	14 November 2019	<p>November update: Matthew has made contact his former employer who has confirmed that their organisation was happy to share any insights. Working level contacts have been identified and Matthew is to follow them up shortly.</p> <p>In addition to this, The Head of HR has obtained comparative attrition data through the Ombudsman HR network from the following organisations:</p> <ul style="list-style-type: none"> • The Financial Ombudsman. • Office of the Independent Adjudicator for Higher Education. • Public Services Ombudsman for Wales • The Office of the Immigration Services Commissioner • Scottish Public Services Ombudsman • Parliamentary and Health Service Ombudsman. <p>January update: The Executive is still awaiting contact details and permission to approach Matthew's former employer.</p>

			<p>March update: The Executive is still awaiting contact details and permission to approach Matthew's former employer.</p> <p>April Update: The DCS proposes to close this action as contact details have not been received.</p>
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