

Meeting	OLC Board Meeting	Agenda Item No.	10
		Paper No.	132.8B
Date of meeting	25 April 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. There are no matters arising to report.	
Recommendation/action required	
Board is asked to note 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: Ongoing or not yet due for completion

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
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	
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 July 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		

OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

<p>7, para 40</p>	<p>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.</p>	<p>Executive Team</p>	<p>25 April 2024</p>	<p>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 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>	<p>25 July 2024</p>
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OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

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>Ongoing</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</p>	

OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

				<p>next 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>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		
ACTIONS: OLC Board Meeting: 15 December 2022					
11, Para 71	To consider the next steps and the best way of building on the discussions about Ombudsman Decisions.	Chief Ombudsman, Deputy Chief Ombudsman and OLC Chair	26 April 2023	<p>January 2023 update: Next steps to be considered in quarter1 following the benchmarking review</p>	<p>25 April 2024</p> <p>April 2024 Update: A further set of ombudsman</p>

OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

				<p>and to allow for implementation of Scheme Rules</p> <p>April 2023 update: Under priority 3 of the business plan, we will be looking at ways of making best use of our ombudsman decision data, highlighting cases of interest and public interest decisions which can also be used to form the basis of further engagement with board.</p> <p>June 2023 Update: With agreement from the OLC Chair, this action is to be considered as part of the Board effectiveness review; a revised delivery date of April 2024 has been set.</p>	<p>decisions will be presented at the October 2024 Board meeting.</p> <p>Ongoing</p> <p>24 October 2024</p>
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OLC Board Actions Log

Previous Actions: Completed or Closed

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 30 January 2024					
4, para 23	To consider when would be the best time to engage with the LSB to refine the BAC, or the process by which LeO provides assurance on its Budget and Business Plan, to make it more workable for the needs of both organisations.	Chief Ombudsman and Head of Programme Management and Assurance	25 April 2024	A meeting with the LSB and HoPM&A scheduled in April to discuss the 2025/26 planning cycle and agree the process going forward. Action completed	
8, para 52	To update the Board forward plan to reflect that an update on the Scheme Rules would be provided in 6 month's time.	Board Governance Manager	25 April 2024	Board forward plan updated, the next Scheme Rules update is scheduled for July 2024. Action completed	
9, para 55	To share details of the requirements for Board members to declare relevant securities that were not placed in a blind trust and to update the Board Members	Board Governance Manager	25 April 2024	Details of the requirements for Board members to declare relevant securities were shared with the Board on 14 March	

OLC Board Actions Log

Previous Actions: Completed or Closed

	Register of Interests accordingly.			2024. Declarations of relevant securities are now included on the Board Member Register of Interests. Action completed.	
9, para 58	To arrange for the Q3 Transparency Reports to be published after 2 February 2024.	Board Governance Manager	25 April 2024	The Q3 Transparency reports were published on 1 March 2024. Action completed.	
10, para 61	To amend and publish the minutes of the ARAC meeting held on 2 October 2023 and publish the minutes of the Board meeting held on 14 December 2023	Board Governance Manager	25 April 2024	Previous Board and ARAC minutes were published 1 March 2024. Action completed.	
10, para 66	To close action 10, paragraph 38 following the publication of the December Board papers.	Board Governance Manager	25 April 2024	Action closed. Action completed	
11, para 69	To publish the January Board papers in line with the redactions and items for non-	Board Governance Manager	25 April 2024	January Board papers were published on 1 March 2024.	

OLC Board Actions Log

Previous Actions: Completed or Closed

	disclosure approved by the Board			Action completed.	
ACTIONS: OLC Board Meeting 14 December 2023					
6, para 38	To consider what criteria could be used to assess the effectiveness of the proposed new format of performance reporting.	The OLC Chair	27 February 2024	<p>January 2024 Update: To be considered in the light of the discussion at January's Board meeting; to be raised by the Chair in their introduction to the meeting.</p> <p>April 2024 Update: Considered no longer necessary given the evolving nature of the revised approach to performance reporting.</p> <p>Action closed.</p>	