

Meeting	OLC Board Meeting	Agenda Item No.	12
		Paper No.	134.11B
Date of meeting	25 July 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 and comment on 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 13 June 2024					
4, para 19 and 20	To arrange for the minutes of the Board meeting held on 25 April 2024 and the minutes of the ARAC meeting held on 15 January 2024 to be published.	The Board Governance Manager	25 July 2024	The minutes of the the Board meeting held on 25 April 2024 and the minutes of the ARAC meeting held on 15 January 2024 were published on 1 July 2024. Action completed	
5, para 23	To publish the June Board papers in line with the redactions and items for non-disclosure approved by the Board.	The Board Governance Manager	25 July 2024	The June Board papers were published on 2 July 2024 in line with the redactions and items for non-disclosure approved by the Board. Action completed	

OLC Board Actions Log

Previous Actions: Completed or Closed

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	The Chief Ombudsman has considered with the Executive team and will reflect the Board’s comments on language, style and level of detail in the CO report for the July Board. Action Completed	
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	The Executive have taken account of OLC Board feedback and included a key within the balanced scorecard to help develop better understanding of the trend logic and tolerance position of indicators. Action Complete	

OLC Board Actions Log

Previous Actions: Completed or Closed

ACTIONS: OLC Board Meeting 30 January 2024					
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	The EDI Manager has considered how best to measure and report the impact of EDI activities, an update on this is provided in the EDI Update paper that will be presented at the July Board meeting. Action completed.	
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	April update: 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: Completed or Closed

				<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>July update:</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. We have also strengthened the correlation between narrative and</p>	
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OLC Board Actions Log

Previous Actions: Completed or Closed

				indicators in July Board papers. Action Completed.	
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	The time allocated for the 2024 Risk Workshop will ensure that Board will be sufficiently sighted on risk without duplicating the work of ARAC. Action completed.	

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					
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	<p>June update: This will be available for the next quarterly reporting pack at Board, but will be discussed in the round at the July risk workshop.</p> <p>July update: This is working progress with the development of the new risk system and we will be discussing risk in its entirety as part of the workshop.</p> <p>Ongoing</p>	
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	<p>June 2024 Update: A summary of the themes and follow up to discussions at the Board's attrition</p>	

OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

				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	
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	