

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No.</b>	8
		<b>Paper No.</b>	136.6B
<b>Date of meeting</b>	18 December 2024	<b>Time required</b>	5 minutes

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

<b>Executive summary</b>	
<p>This paper provides the Board with updates on the actions from previous Board meetings. The Board is asked to ratify a unanimous decision made out of committee in November 2024 to approve the appointments of three ombudsman on secondment in line with a recommendation of the Chief Ombudsman.</p>	
<b>Recommendation/action required</b>	
<p>Board is asked to <b>note</b> the updates on the actions from previous Board meetings and <b>ratify</b> the decision to appoint three ombudsmen on secondment.</p>	
<b>Equality Diversity and Inclusion</b>	
<b>EDI implications</b>	<b>Yes</b>
<p>In keeping with the Legal Ombudsman’s commitment to inclusivity, this paper will be published on LeO’s website.</p>	
<b>Freedom of Information Act 2000 (Fol)</b>	
<b>Paragraph reference</b>	<b>Fol exemption and summary</b>
N/A	N/A

## OLC Board Actions Log

### Pervious Actions: Completed or Closed

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
<b>ACTIONS: OLC Board Meeting 24 October 2024</b>					
4, para 21	To add stakeholder mapping to the Board forward plan.	OLC Chair and Board Governance Manager	18 December 2024	Stakeholder mapping has been added to the Board forward plan for consideration at the Board meeting on 29 April 2025.  <b>Action completed.</b>	
5, para 27	To add LeO's strategic approach to digital technology and artificial intelligence to the forward plan.	Board Governance Manager	18 December 2024	This has been added to the Board forward plan for discussion at the April 2025 Board meeting.  <b>Action completed.</b>	
6, para 30	To consider whether the Board would require a formal strategic report on the LEAN review presented at a future meeting.	OLC Chair	18 December 2024	The update will be included within the Chief Ombudsman's report with a focus therefore on what is required by the Board in the first instance.  <b>Action completed.</b>	
10, para 46	To review their entry on the Board member Register of Interests and notify the Board Governance Manager of any changes to be made by 28 October 2024.	Board members	28 October 2024.	Two Board members notified the Board Governance Manager of changes to be made to their entries on the Board members Register of Interests. The	

## OLC Board Actions Log

### Pervious Actions: Completed or Closed

				Register was updated accordingly. <b>Action completed.</b>	
10, para 50	To review their entry on the Board member and senior manager's expenses report and notify the Board Governance Manager of any inaccuracies by the close of business on 28 October 2024.	Board members	28 October 2024.	The Board Governance Manager was not notified of any inaccuracies to Board members' entries on the Board member and senior manager's expenses report. <b>Action closed.</b>	
10, para 55	To arrange for the Q2 transparency reports to be published.	Board Governance Manager	18 December 2024	The Q2 transparency reports were published on 19 November 2024. <b>Action completed.</b>	
11, para 53	To arrange for the minutes of the Board meeting held on 25 July 2025 and the minutes of the ARAC meeting held on 13 June 2024 to be published.	Board Governance Manager	18 December 2024	The minutes of the Board meeting held on 25 July 2025 and the minutes of the ARAC meeting held on 13 June 2024 were published on 19 November 2024. <b>Action completed.</b>	
12, para 57	To publish the October Board papers in line with the redactions and items for non-disclosure approved by the Board.	Board Governance Manager	18 December 2024	The October Board papers were published on 19 November 2024. <b>Action Completed.</b>	

## OLC Board Actions Log

### Pervious Actions: Ongoing

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
<b>ACTIONS: OLC Board Meeting 24 October 2024</b>					
8, para 37	To ensure that the ARAC Chair's written report on October's ARAC meeting was circulated to the Board out of committee.	Board Governance Manager	18 December 2024	The ARAC Chair's written report on October's ARAC meeting will be circulated ahead of December's Board meeting.	