

Meeting	OLC Board Meeting	Agenda Item No.	11
		Paper No.	135.9B
Date of meeting	24 October 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 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

Pervious Actions: Completed or Closed

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 25 July 2024					
3, para 11	To write to the LSB to report on the Board's discussions on enhancing transparency through publishing ombudsman decisions	OLC Chair	30 August 2024	Letter dated 27 August 2024 sent to Chair of OLC Board. Action completed.	
4, para 13	To consider extreme testing reallocations resulting from sickness.	Head of Operations, Business Transformation and Intelligence	12 September 2024	This action was completed for Performance Sub Group (PSG) on 12 September 2024 and the PSG Chair updated OLC Board at Workshop 26 September. Action completed.	
4, para 14	To consider whether a budgetary re-forecast would be required to take account of the impact of the higher levels of demand than had originally anticipated for 2024/25.	The Head of Finance	24 October 2024	This has been discussed in the board workshop on 27 September 2024. Action completed.	
7, para 24	To follow up on a query raised by the ARAC Chair relating to the target and tolerance metrics stated in the integrated strategic scorecard for sickness, lost days per head outside of the Board meeting.	Head of People Strategy and Services	24 October 2024	Target and tolerance metrics reviewed by the Executive Team as part of wider review of strategic scorecard and adjusted accordingly. Action completed.	

OLC Board Actions Log

Pervious Actions: Completed or Closed

11, para 51	To arrange for the Q1 transparency reports to be published.	Board Governance Manager	26 September 2024	The Q1 transparency reports were published on 19 August 2024. Action completed.	
12, para 53	To arrange for the minutes of the Board meeting held on 13 June 2024 and the minutes of the ARAC meeting held on 20 May 2024 to be published.	Board Governance Manager	26 September 2024	The minutes of the Board meeting held on 13 June 2024 and the minutes of the ARAC meeting held on 20 May 2024 were published on 19 August 2024. Action completed.	
12, para 55	To close action 4, para 27 from the April 2024 Board meeting and actions 3, paras 13 and 15 from the January 2024 Board meeting.	Board Governance Manager	26 September 2024	Actions closed. Action completed	
13, para 56	To arrange for the July Board papers to be published in line with the redactions and items for non-disclosure approved by the Board.	Board Governance Manager	26 September 2024	The July Board papers were published on 19 August 2024 in line with the redactions and items for non-disclosure approved by the Board. Action completed.	

OLC Board Actions Log

Pervious Actions: Completed or Closed

ACTIONS: OLC Board Meeting 24 April 2024					
8, para 50	To circulate the themes and actions arising from discussions at the Board's attrition workshop to the Board.	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 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.</p> <p>October 2024 Update:</p> <p>A summary of themes and actions arising from the attrition workshop were circulated to the Board by email on 15 October 2024, along with the slides from the attrition workshop and the notes from the Executive's strategic attrition workshop.</p> <p>Action completed.</p>	