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| Meeting | OLC Board Meeting | Agenda Item No. | 7 |
| | | Paper No. | 137.6B |
| Date of meeting | 29 January 2025 | Time required | 5 minutes |

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| Title | Previous Actions |
| Sponsor | Kay Kershaw, Board Governance Manager |
| Status | OFFICIAL |
| To be communicated to: | Members and those in attendance |

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| Executive summary | |
| This paper provides the Board with updates on the actions from previous Board meetings. | |
| Recommendation/action required | |
| Board is asked to 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: Ongoing

| Item | Action | Owner | Delivery Date | Progress | Revised Delivery Date |
|--|--|---------------------------|---------------------|---|-----------------------|
| ACTIONS: OLC Board Meeting 18 December 2024 | | | | | |
| 3, para 14 | To submit a written report on November's RemCo meeting for circulation to the Board out of committee. | The RemCo Chair | 28 February 2025 | | |
| 6, para 26 | To consider improving LeO's website to ensure that information on service complaints and the service complaint process was more transparent and accessible to customers. | Deputy Chief Ombudsman | 24 July 2025 | January 2025 update: A review of LeO's website would be undertaken and appropriate actions taken to ensure that information on service complaints and the service complaint process was transparent and accessible to customers. An update on this would be provided in July's Chief Ombudsman's report. | |

OLC Board Actions Log

Pervious Actions: Ongoing

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| 6, para 26 | To consider whether more could be done to clarify the SCA's independence by drawing a distinction between this being a role that was appointed by the OLC but procured under contract and therefore not an employee of the OLC. | Deputy Chief Ombudsman | 29 April 2025 | <p>January 2025 update: Consideration would be given to any appropriate actions that could be taken to clarify the SCA's independence by drawing a distinction between this being a role that was appointed by the OLC but procured under contract and therefore not an employee of the OLC. An update on this would be provided in April's Chief Ombudsman's report.</p> | |
| 7, para 30 | To update the Rule of Procedure to include information on the extended terms of office for some Board members and to align the OLC's approach to the | The Head of Programme Management and Assurance | 28 February 2025 | <p>January update: Rules of Procedure updated. Governance documents currently being reviewed and</p> | |

OLC Board Actions Log

Pervious Actions: Ongoing

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| | quorum of Board meetings with the approach set out in the LSB's Rules of Procedure and finalise the Governance Documents for publication. | | | finalised ahead of publication. | |
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OLC Board Actions Log

Pervious Actions: Completed or Closed

| Item | Action | Owner | Delivery Date | Progress | Revised Delivery Date |
|--|---|------------------------|-----------------|---|-----------------------|
| ACTIONS: OLC Board Meeting 18 December 2024 | | | | | |
| 2, para 7 | To ensure that the inter-relationship between demand, demand costs and LeO's learning and insight work was sufficiently emphasised in the final 2025/26 Budget and Business Plan. | The Executive | 29 January 2025 | The Executive has reviewed 2025/26 Budget and Business Plan documents to ensure that the inter-relationship between demand, demand costs and LeO's learning and insight work was sufficiently emphasised. Action completed. | |
| 4, para 18 | To reflect on when the revised approach to customer satisfaction would be shared with the Board | Deputy Chief Ombudsman | 29 January 2025 | The revised approach to customer satisfaction would be shared with the Board in December 2025. The Board forward plan has been updated accordingly. Action completed. | |

OLC Board Actions Log

Pervious Actions: Completed or Closed

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|-------------------|---|--------------------------------|--------------------|--|--|
| 8, para 32 | To arrange for the minutes of the Board meeting held on 24 October 2024 and the minutes of the RemCo meeting held on 20 March 2024 to be published. | Board Governance Manager | 29 January 2025 | The minutes of the Board meeting held on 24 October 2024 and the minutes of the RemCo meeting held on 20 March 2024 were published on 15 January 2025. Action completed. | |
| 8, para 33 | To close action 8 para 37 from the October 2024 Board meeting. | Board Governance Manager | 29 January 2025 | Action 8 para 37 from the October 2024 Board meeting has been closed. Action completed. | |
| 11, para 57 | To publish the December Board papers in line with the redactions and items for non-disclosure approved by the Board. | Board Governance Manager | 29 January 2025 | The December Board papers were published on 15 January 2025. Action completed. | |