

Meeting	OLC Board Meeting	Agenda Item No.	8
		Paper No.	144.7B
Date of meeting	28 January 2026	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 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
Value for Money (VfM)	
This regular Board report ensures scrutiny of actions arising from previous Board meetings. Actions may pertain to LeO's financial management and strategic decision making, particularly in relation to the allocation of resources and value for money.	

OLC Board Actions Log
Previous Actions: Completed or Closed

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board 17 December 2025					
10, para 38	To arrange for the minutes of the Board meeting held on 25 September 2025 and 22 October 2025 to be published.	The Board Governance Manager	28 January 2026	The minutes of the Board meeting held on 25 September 2025 were published on 19 January 2026. Action completed.	
10, para 39	To arrange for the minutes of the PIDCo meeting held on 4 August 2025 to be published.	The Board Governance Manager	28 January 2026	The minutes of the PIDCo meeting held on 4 August 2025 were published on 19 January 2026. Action completed.	
10, para 41	To assign a revised delivery date to action five paragraph 30 from Board meeting on 25 September 2025, to reflect that this would be addressed during the Board workshop scheduled for 25 February 2026.	The Board Governance Manager	28 January 2026	Revised deliver date assigned to this action. Action completed	

OLC Board Actions Log
Previous Actions: Completed or Closed

10, para 42	To close action five, paragraph 21, following confirmation that the Performance Sub-Group at its meeting on 16 December 2025 had agreed that its terms of reference did not currently require updating.	The Board Governance Manager	28 January 2026	Action closed. Action completed	
11, para 43	To arrange for the December Board papers to be published in line with the redactions and non-disclosures approved by the Board.	The Board Governance Manager	28 January 2026	The December Board papers were published on 19 January 2026. Action completed.	

OLC Board Actions Log
Previous Actions: Ongoing

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 25 September 2025					
5, para 30	To explore alternative approaches to ensure the Board continued to engage meaningfully with staff.	The OLC Chair and Head of People and Culture	17 December 2025	December 2025 update: PA Consulting have been briefed and have been secured for December and February's Board workshop.	28 February 2026