

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No.</b>	12
		<b>Paper No.</b>	138.11B
<b>Date of meeting</b>	29 April 2025	<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>	
This paper provides the Board with updates on the actions from previous Board meetings.	
<b>Recommendation/action required</b>	
Board is asked to: <ul style="list-style-type: none"> <li>• <b>Note</b> and <b>comment</b> on the updates on the actions from previous Board meetings.</li> </ul>	
<b>Equality Diversity and Inclusion</b>	
<b>EDI implications</b>	<b>Yes</b>
In keeping with the Legal Ombudsman's commitment to inclusivity, this paper will be published on LeO's website.	
<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 29 January 2025</b>					
2, para 12	To consider referencing Value for Money more explicitly under the headings of Efficiency, Effectiveness, Economy and Equity in the Budget, Business Plan and BAC documents	Deputy Chief Ombudsman / Head of Finance, Procurement and IT	28 February 2025	<p>The format of the Value for Money section of the business plan was reviewed, some changes were made to make clearer reference to Efficiency, Effectiveness, Economy and Equity whilst retaining the overall format which had been used previously and met with LSBs requirements.</p> <p><b>Action completed.</b></p>	
2, para 14	To update the Budget, Business Plan and BAC to reflect the Board's feedback on case fees.	The Executive	28 February 2025	<p>The Budget, Business Plan and BAC is updated to reflect the Board's feedback on case fees.</p> <p><b>Action completed.</b></p>	
2, para 17	To re-consider how the FTE status of the additional investigator resource proposed in the 2025/26 Budget and BAC was reported.	Head of Finance, Procurement / Head of Operations, Business Intelligence,	28 February 2025	<p>Head of Operations re-considered comments around FTE. In the context of the Budget Acceptance Criteria, FTE is a measurement of cost not productivity. Whilst the FTE would not be as productive this is highlighted in trajectory setting as</p>	

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### Pervious Actions: Completed or Closed

		Operational Transformation		agreed at PSG and has determined that for budget purposes FTE must remain as a determination of cost as this FTE is a cost from day one.  <b>Action completed.</b>	
2, para 19	To share with the OLC Board final copies of the Budget and Business Plan once agreed with the OLC Chair.	The Executive	29 April 2025	The 2025/26 Budget and Business Plan, which had been updated to take account of changes on the back of discussions with LSB Board, was published on 9 April 2025 and shared with the Board on the same day.  <b>Action completed.</b>	
4, para 23	To report back to Board as part of Q4 performance reporting on the improvement trajectory for performance against quality standards in investigations.	Deputy Chief Ombudsman	29 April 2025	This will be reported in April's CO report.  <b>Action completed.</b>	
6, para 38	To arrange for the Q3 transparency reports to be updated and published.	Board Governance Manager	29 April 2025	The transparency reports were published in February 2025.  <b>Action completed.</b>	

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### Pervious Actions: Completed or Closed

7, para 40	To arrange for the minutes of the Board meeting held on 18 December 2024 and the minutes of the ARAC meeting held on 14 October 2024 to be published	Board Governance Manager	29 April 2025	The minutes of the Board meeting held on 18 December 2024 and the ARAC meeting held on 24 October 2024 were published in February 2025.  <b>Action completed.</b>	
8, para 44	To publish the January Board papers in line with the redactions and items for non-disclosure approved by the Board.	Board Governance Manager	29 April 2025	The January Board pack was published in February 2025.  <b>Action completed.</b>	
<b>ACTIONS: OLC Board Meeting 18 December 2024</b>					
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	The RemCo Chair's written report on the November RemCo meeting was issued to the Board out of committee on 28 January 2025.  <b>Action completed.</b>	
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	Deputy Chief Ombudsman	29 April 2025	<b>January 2025 update:</b> 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	

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### Pervious Actions: Completed or Closed

	therefore not an employee of the OLC.			<p>OLC. An update on this would be provided in April's Chief Ombudsman's report.</p> <p><b>April 2025 update:</b> The role and nature of the SCA work has been clarified through updated ToR and SCA factsheet. New SCA now in post.</p> <p>This will be updated in April's CO report.</p> <p><b>Action completed.</b></p>	
7, para 30	To update the Rules of Procedure to include information on the extended terms of office for some Board members and to align the OLC's approach to the quorum of Board meetings with the approach set out in the LSB's Rules of Procedure and finalise the Governance Documents for publication.	The Head of Programme Management and Assurance	28 February 2025	<p><b>January 2025 update:</b> Rules of Procedure updated. Governance documents currently being reviewed and finalised ahead of publication.</p> <p><b>April 2025 Update:</b> Rules of Procedure updated and Governance documents published in February 2025.</p> <p><b>Action completed.</b></p>	

## OLC Board Actions Log

### Pervious Actions: Ongoing

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
<b>ACTIONS: OLC Board Meeting 29 January 2025</b>					
4, para 23	To obtain comparison benchmarking data on the number of investigations undertaken by other Ombudsman services that had found poor first tier complaints handling.	Deputy Chief Ombudsman	24 July 2025		
5, para 28	To consider what more could be done to highlight the centrality of EDI and people culture to LeO's strategy and link EDI improvements to operational performance	EDI Manager	24 July 2025	Reference to this action will be made in the July EDI Board update paper.	
5, para 33	To share a forward plan of staff network events with the Board.	EDI Manager	30 April 2025	The EDI Manager will be meeting with Staff Network leads in April to agree network events for 2025/26 and will share the forward plan with the Executive and Board at the end of April.	

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### Pervious Actions: Ongoing

ACTIONS: OLC Board Meeting 18 December 2024					
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	<b>January 2025 update:</b> 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.	