

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	12 128.8B
Date of meeting	20 July 2023	Time required	5 Minutes

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

Executive summary

On 16 June, the Terms of Reference for the Performance Sub-Group were shared with the Board out of committee for approval. Feedback was provided by Board members requiring the ToRs to be further updated and re-circulated to the Board on 7 July for formal approval. At the time of preparing this paper, confirmation of approval was awaited from some Board members.

Updates on previous Board actions are attached to this paper: Appendix 1 provides details of ongoing actions and actions not yet due and appendix 2 provides the Board with details of actions that have been completed or closed.

Recommendation/action required

Board is asked to:

- **Approve** the Terms of Reference for the Performance Sub-Group
- **Note** the updates on previous actions.

Equality Diversity and Inclusion

EDI implications	Yes
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In keeping with the Legal Ombudsman's commitment to inclusivity, this paper will be published on its website.

Freedom of Information Act 2000 (Fol)
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Paragraph reference	Fol exemption and summary
N/A	N/A

OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting: 25 January 2023					
5 to 8: para 41	Performance Dashboard: To consider including a summary page at the start of future performance dashboard reports, where the headlines and key issues for all areas (Operational Performance, People, Quality and Service and Finance) were summarised and drawn to the Board's attention.	Chief Ombudsman	15 June 2023	<p>April Update: This is something the Executive Team are considering and will come back to at the June meeting.</p> <p>June Update: The Chief Ombudsman will discuss with the OLC Chair how this can be best achieved to meet the Board's requirements ahead of the next Board quarterly performance reporting in July.</p>	<p>20 July 2023</p> <p>July Update: The Chief Ombudsman and OLC Chair will consider as part of discussions on the Board effectiveness review. The Chief Ombudsman and Executive Team will then consider as part of wider review of the performance dashboard in advance of October's Board meeting.</p> <p>Ongoing</p>
ACTIONS: OLC Board Meeting: 15 December 2022					
11	To consider the next steps and the best way of building on the	Chief Ombudsman, Deputy Chief	26 April 2023	January 2023 update: Next steps to be considered in	25 April 2024

<p>Para 71</p>	<p>discussions about Ombudsman Decisions.</p>	<p>Ombudsman and OLC Chair</p>		<p>quarter1 following the benchmarking review and to allow for implementation of Scheme Rules</p> <p>April 2023 update: Under priority 3 of the business plan, we will be looking at ways of making best use of our ombudsman decision data, highlighting cases of interest and public interest decisions which can also be used to form the basis of further engagement with board.</p> <p>June 2023 Update: With agreement from the OLC Chair, this action is to be considered as part of the Board effectiveness review; a revised delivery date of April 2024 has been set.</p> <p>Ongoing</p>	
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OLC Board Actions Log

Previous actions completed or closed.

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 15 June 2023					
2, para 9	To seek clarification from the Auditors on whether changes could be made to the 2022/23 Annual Report and Accounts in response to the Board's feedback on the example included from the risk dashboard and the table setting out the results of the Civil Service Survey and advise the Board accordingly.	Stakeholder and External Engagement Manager	17 June 2023	Auditors had confirmed that changes could be made to the Annual Report and Accounts. The Board was advised of this, and the document was updated accordingly. Action completed	
5, para 22	To arrange for the minutes of the OLC Board meeting held on 26 April 2023 and the minutes of the OLC ARAC meeting held on 16 January 2023 to be published.	Board Governance Manager	20 July 2023	The minutes of the OLC Board meeting held on 26 April 2023 and the minutes of the OLC ARAC meeting held on 16 January 2023 published on 10 July 2023.	

				Action completed.	
6, para 24	To publish the June Board papers taking account of the redactions and items for non-disclosure approved by the Board.	Board Governance Manager	20 July 2023	Papers published on 5 July 2023. Action completed	
ACTIONS: OLC Board Meeting 26 April 2023					
12, para 73	To ensure that the Q1 update on the Scheme Rules changes to the Board and LSB includes an update on the forecast assumptions relating to the Scheme Rules changes on time limits and application of ombudsman discretion.	The Deputy Chief Ombudsman	20 July 2023	Updates on the implications of the Scheme Rules changes and their impact on assumptions and trajectories will be covered in the Operational Performance (Performance Dashboard), Scheme Rules and EDI papers presented at the July Board meeting. Action completed.	
16, para 98	To forward suggestions to the OLC Chair on ways to bridge the gap between levels of operational detail and strategic focus as the	Board members	20 July 2023	This action will now be incorporated within the Board effectiveness review	

	Board and LeO moved forward into its next phase.			(which the NEMs will be considering in advance of July's Board meeting). Action closed	
ACTIONS: OLC Board Meeting: 20 October 2022					
15 Para 66	To follow up on the Big Promises made by Board members outside of the meeting.	The OLC Chair	15 December 2022	Followed up on Board member feedback on Big Promises. Collated feedback shared in end of week Board update issued on 18 November 2022. OLC Chair to give further thought in Q4 to how the Board can collectively discuss their responses, possibly as part of the approach to Board development. April 2023 update: This has been shared with the new EDI Manager and will be discussed as part of the Board's	20 July 2023

				<p>twice yearly deeper dive into EDI.</p> <p>June 2023 Update: With agreement from the OLC Chair, the delivery date for this action has been revised to align with the Board's next detailed EDI update.</p> <p>July 2023 update: This will be discussed as part of the agenda item on EDI at the July Board meeting and any new actions arising from the discussion will be captured.</p> <p>Action closed.</p>	
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