

Meeting	OLC Board Meeting	Agenda Item No.	3
		Paper No.	105.2
Date of meeting	29 June 2020	Time required	5 minutes

Title	Outstanding actions from previous meetings
Sponsor	Kay Kershaw, Board Secretary
Status	OFFICIAL
To be communicated to:	Members and those in attendance

Executive summary
The attached paper provides members with a record of the outstanding action points from previous Board meetings.
Recommendation/action required
Board is asked to note the update.

Action points outstanding from previous OLC Board meetings

27 April 2020

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 4	To publish the minutes of the OLC Board meeting held on 13 March 2020.	Board Secretary	29 June 2020	Published on 16 June 2020. Action completed.
2 Para 5	To amend and then publish the minutes of the OLC Board meeting held on 26 March 2020.	Board Secretary	29 June 2020	Amended and published on 16 June 2020. Action completed.
2 Para 6	To consider how matters relating to paragraphs 76 to 80 and 84 of the minutes of the 26 March (relating to the People Plan) would be taken forward and advise RemCo accordingly.	The Executive / Head of HR	29 June 2020	The People Plan and Delivery Plan would continue to be monitored at meetings of the Board and RemCo. The resource implications of the onward impact of the People Plan activities would be factored into the budget strategy to be considered by Board in the late summer of 2020. Action completed.

3 Para 9	To add the Transparency Agenda: Post Consultation, to the Board forward plan for discussion at the June Board meeting.	Board Secretary	29 June 2020 27 July 2020	June Update: Since the last Board meeting, the Chair and CO have agreed that this agenda item will now take place at the July Board meeting. The Board forward plan has been updated accordingly.
3 Para 10	To clarify the process for responding to external consultations with the Executive.	OLC Chair	27 July 2020	
3 Para 11	To add Business Continuity Plan to the Board forward plan for the September meeting and the ARAC forward plan for discussion at the 12 October meeting.	Board Secretary	28 September 2020	Added to the Board forward plan for discussion at the September Board meeting and the ARAC forward plan for discussion at the October meeting. Action completed.
3 Para 13 (linked to action 6, para 35 from March Board meeting below)	To ensure that the response to the previous outstanding action (6, para 35 below) about the time investigators were spending on administrative tasks would also consider the current COVID-19 situation and consider whether this update could be circulated to RemCo out of committee before its meeting on 14 July.	Head Ombudsman, Mariette Hughes	14 July 2020	The 14 July RemCo meeting has been cancelled. A new meeting is to be arranged for September. An update on this action is to be included in an appendix to the Performance Board paper presented at the June Board meeting. Action completed.
3 Para 15	To consider RemCo's role in the proposed pay benchmarking exercise referred to in the previous action 5, para 28 (see below) and advise the Executive accordingly.	The Chair of RemCo	27 July 2020	

3 Para 16	To implement improvements to the quality of Board papers and ensure that key information is highlighted in the executive summary.	The Executive	29 June 2020	The Executive continues to reach for an appropriate suite of information to be included in the executive summaries to Board reports. Action completed.
5 Para 27	To consider identifying a proportionate and useful way of giving the Board a level of assurance on Management Information around demand risks.	The Executive	29 June 2020	The establishment of the Performance and Quality Task and Finish Group is designed to meet this action. The first meeting took place on 5 June and the next meeting will take place on 29 June after the Board meeting. Action completed.
5 Para 29	To include finance and budget risks in the COVID-19 risk register.	Business Planning Manager	ARAC meeting on 15 May 2020	Action completed. To note: Further updates and improvements to the risk register were identified at the May ARAC meeting – this work is ongoing.
5 Para 30	To incorporate the COVID-19 risks into the risk register presented to ARAC at its next meeting in May.	Business Planning Manager	ARAC meeting on 15 May 2020	Action completed. To note: Further updates and improvements to the risk register were identified at the May ARAC meeting – this work is ongoing.

5 Para 31	To review and update the mitigations set out in the COVID-19 risk register before it was presented to ARAC at its next meeting in May.	Business Planning Manager	ARAC meeting on 15 May 2020	Action completed. To note: Further updates and improvements to the risk register were identified at the May ARAC meeting – this work is ongoing.
5 Para 32	To update the COVID-19 risk register to explain that the risk score associated with the inability to access IT systems was high because of the organisation's reliance on third parties.	Business Planning Manager	ARAC meeting on 15 May 2020	Action completed. To note: Further updates and improvements to the risk register were identified at the May ARAC meeting – this work is ongoing.
5 Para 36	To present an update on planning for the end of lockdown at the June Board meeting.	Head Ombudsman, Mariette Hughes	29 June 2020	This is on the agenda for June Board meeting. Action completed.
6 Para 47	To work with the Executive and Board to identify a process for ensuring that the Board has greater assurance on performance modelling	OLC Chair	29 June 2020	A Performance and Quality Task and Finish Group has been set up. The group met for the first time on 5 June and a second meeting will take place after the Board meeting on 29 June. Action completed.
7 Para 49	To ensure that the annual SCA report is published at the same time as the OLC's Annual Report and Accounts.	Board Secretary	29 June 2020	Arrangements have been made for the Board Secretary and the Business Planning Manager to co-ordinate the publication of both reports. Action completed.

7 Para 50	To consider how to contextualise the Service Complaint Adjudicator’s report to ensure greater visibility and understanding of the issues and the progress made in service provision during 2019/20.	Head Ombudsman, Siobhan Fennell	29 June 2020	This will be addressed as part of communications about the publication of the Service Complaint Adjudicator’s report. Action completed.
8 Para 54	To ensure that the Board is given assurance on the impact of COVID-19 on quality at the October meeting. Board Secretary to update the Board forward plan accordingly	Head Ombudsman, Siobhan Fennell	26 October 2020	Added to the Board forward plan for discussion at the October Board meeting. Action completed.
8 Para 55	To consider how to improve the external narrative on quality.	Head Ombudsman, Siobhan Fennell	29 June 2020	Further to the discussion about Trustpilot reviews, and similar sites, we are looking into whether we can do more to flag a link to our own website as a source of relevant information for those searching for assistance with a complaint about their lawyer. As part of the website review, we are reviewing what information we publish, and that will include what information we publish about our own performance for 2020/21. Agreement of KPIs for 20/21 will be relevant to this decision. Action completed.
9 Para 59	To prepare a high-level Management Team response to the independent reviews for discussion at the June Board meeting. Board Secretary to add to the Board forward plan.	The Executive	29 June 2020 27 July 2020	June Update: In agreement with the Chair, this agenda item has been postponed to the July Board meeting. The Board forward plan has been updated accordingly.

9 Para 64	To add People Plan and Delivery Plan to the Board forward plan.	Board Secretary	29 June 2020	This has been added to the Board forward plan. Action completed.
10 Para 67	To check the revised government guidelines to ascertain whether the laptops could be expensed from the 2019/20 budget.	DCS / Financial Controller	29 June 2020	The DCS sought advice from the business partner at MoJ who confirmed that MoJ had not and would not compromise one of the fundamental accounting principles ('matching') by considering any such arrangement. Action completed.
10 Para 69	To circulate a complete balance sheet to the Board and Board Secretary to ensure that a complete balance sheet is included in the published finance paper.	DCS / Financial Controller	29 June 2020	The balance sheet included in the April Board paper was a draft and not yet finalised. A complete end of year balance sheet will be included in the 2019/20 Annual Report and Accounts which is to be presented at the June Board meeting and subsequently published in July 2020. The draft balance sheet in the April finance paper has been redacted under S.22 of FoI. Action Completed
10 Para 70	To ensure that the revised format of the finance report includes an improved commentary of the key issues and provides an appropriate up-front steer on all key issues.	DCS	29 June 2020	The format of the period 2 finance report has been updated. Board comments are welcomed. Action completed.

10 Para 72	To arrange to speak to the ARAC Chair to discuss the steps being taken to ensure data security during lockdown.	Head of ICT and Information Governance	29 June 2020	The Head of ICT and Governance has spoken to the Chair of ARAC to discuss steps taken to ensure data security during lockdown. Action completed.
10 Para 73	To issue a note to the Board by way of an update on a previous action relating to the salary variance.	DCS	29 June 2020	June Update: The Financial Controller is to circulate a note before the June Board meeting explaining the final salary variance in 2019/20.
12 Para 88	To reschedule the May ARAC meeting to bring it back in line with the original meeting date.	Board Secretary	30 April 2020	The ARAC meeting was rescheduled and took place on 15 May. Action completed.
12 Para 89	To arrange a Board meeting after the ARAC meeting on 1 July for the Board to give final approval of the 2019/20 Annual Report and Accounts.	Board Secretary	29 June 2020	An additional Board meeting was arranged for 1 July 2020. This meeting has since been cancelled because the ARAC meeting was rescheduled to 29 June before the Board meeting. The Board's approval of the 2019/20 Annual Report and Accounts will now be sought at the Board meeting on 29 June. Action completed
12 Para 90	To send the Annual Report and Accounts foreword and the section written by the Chair of ARAC to the OLC Chair for review.	The External Affairs Team Leader	29 May 2020	These sections of the Annual Report and Accounts were sent to the Chair for review. Action completed.

13 Para 94	To consider inviting the Consumer Panel to a future Board meeting to discuss the findings of the recent Consumer Impact Report	The External Affairs Team Leader	27 July 2020	
13 Para 95	To report back to the Board on whether more CMCs were moving to legal regulation and if so why.	The External Affairs Team Leader	29 June 2020 27 July 2020	June Update: This will be reported in the July Horizon Scan.
14 Para 99	To add budget learning to the agenda for the June Board meeting.	Board Secretary	29 June 2020	Added to the Board forward plan for the June Board meeting. Action completed.
15 Para 100	To commission the Board Member and Senior Manager Expenses Report for presentation at the next Board meeting after lockdown has ended.	Board Secretary	TBC	
15 Para 102	To publish the Ombudsman Register of Interests and the Gifts and Hospitality Report, To update the Board Member Register of Interests and publish once updated.	Board Secretary	29 June 2020	The Board Member Register of Interests was amended and published on 17 June 2020, along with the Gifts and Hospitality Register and the Ombudsman Register of Interests. Action completed.
16 Para 104	To publish the April Board papers subject to the approved redactions and items for non-disclosure.	Board Secretary	29 June 2020	June Update: A verbal update on this progress of this action will be provided at the June Board meeting.
17 Para 106	To explore alternative ways to conduct remote Board meetings.	The Executive	29 June 2020	Subject to satisfactory testing, Microsoft Teams will be introduced in quarter 2 and will be used as a standard means of conducting Board meetings.

				Action completed.
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26 March 2020

Agenda item	Action Required	Owner	Date required	Report on progress
4 Para 21	To contact the Chair of ARAC to discuss the potential benefits of tethering multiple devices when working from home.	Head of ICT and Governance	27 April 2020	<p>April Update: The Head of IT and Governance will be contacting the Chair of ARAC to discuss this during the week commencing 20 April 2020.</p> <p>June Update: The Head of IT and Governance spoke with the ARAC Chair on 27 April to confirm that wireless tethering is available and has been provided to staff that do not have reliable broadband internet access.</p> <p>Action completed.</p>
5 Para 28	To initiate a pay benchmarking exercise once the final outturn position for 2019/20 budget had been settled.	DCS / Head of HR	29 June 2020 28 September 2020	<p>June Update: Due to current workloads the Executive has suggested that the completion date for this action is adjusted to 28 September 2020.</p>
6 Para 35 (linked to action 3, para 13 from April Board meeting above)	To investigate how much time investigators were spending on administrative tasks and report back to RemCo at its next meeting on 14 July 2020.	Head Ombudsman, Mariette Hughes	14 July 2020	The 14 July RemCo meeting has been cancelled. A new meeting is to be arranged for September.

				<p>An update on this action is to be included in an appendix to the Performance Board paper presented at the June Board meeting.</p> <p>Action completed.</p>
9 Para 58	To forward a note to the Board of the discussion that had taken place at the LSB Board meeting.	DCS	27 March 2020	<p>April Update: This action remains outstanding and will be executed shortly.</p> <p>June Update: A note is to be issued before the June Board meeting.</p>