

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	3 100.2
Date of meeting	28 November 2019	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

24 October 2019

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 10	Amend the Road Map to Green to include: <ul style="list-style-type: none"> The number of cases expected in the pre-assessment pool at year end. The delta between poor performing groups and performing groups. 	Director of Corporate Services	26 November 2019	The Road Map to Green has been updated in line with the principles of the minute on agenda item, paragraph 10. Action completed.
2 Para 11	Report on any qualitative issues in regard to service complaints received in the Executive Report going forward.	Chief Ombudsman	26 November 2019	This information will be reported in the executive report going forward. Action completed.
3 Para 20	To track the last two groups of new recruits and monitor their outcomes and experience during their probationary period.	Head of HR	27 January 2019	November update: The last two groups of new recruits joined LeO on 8 July and 9 September. An update on this action will be provided at the January Board when their probationary periods have been completed.
3 Para 24	To broker a conversation with his former employer to assist LeO in obtaining comparative data on attrition rates and recruitment.	Matthew Hill	14 November 2019	Matthew has made contact his former employer who has confirmed that their organisation was happy to share any insights. Working

				<p>level contacts have been identified and Matthew is to follow them up shortly.</p> <p>In addition to this, The Head of HR has obtained comparative attrition data through the Ombudsman HR network from the following organisations:</p> <ul style="list-style-type: none"> • The Financial Ombudmsan. • Office of the Independent Adjudicator for Higher Education. • Public Services Ombudsman for Wales • The Office of the Immigration Services Commissioner • Scottish Pubic Services Ombudsman • Parliamentary and Health Service Ombudsman.
4 Para 30	<p>To amend future performance reports as follows:</p> <ul style="list-style-type: none"> • Include the draft end to end KPI – it was felt that this would be a useful measure to include as the organisation moved towards its new 2020/23strategy. • Include the cumulative number of closures. • Remove the column setting out the tolerance range. • Include a column to explain the reason why a target is not met. 	Director of Corporate Services	26 November 2019	<p>The performance report has been amended to include reporting on the end to end KPI, the cumulative number of closures and the inclusion of a column to explain the reason why a target is not met.</p> <p>The removal of the column explaining the reason why a target is not met will take effect in the new business year 2020/21.</p> <p>Action completed.</p>

4 Para 31	To review the closure targets for the rest of the year to provide assurance on whether they were achievable and to amend the performance report in accordance with Boards requirements.	Head Ombudsman, Steve Pearson	26 November 2019	A note on projections and performance is to be circulated to Board before the November meeting.
6 Para 46	To update the Draft 2020/21 Budget Principles paper to reflect the Board's comments and re-circulate to the Board out of committee for agreement.	Director of Corporate Services	5 November 2019	<p>There were no substantive changes to this report following endorsement at the October Board meeting, except for minor changes to the figures as a result of achieving final reconciliation of the Draft Budget and minor adjustments to the text.</p> <p>Following comments from the LSB, Board approval of the final Draft Budget will be sought in the New Year.</p> <p>Action completed.</p>
7 Para 48	To update the draft 2020/23 strategy consultation paper to reflect the Board's comments and re-circulate to the Board out of committee for approval.	External Affairs Team Leader	1 November 2019	<p>Consultation paper was circulate to the Board on 2 November. Comments were provided and the paper was updated accordingly.</p> <p>Action completed</p>
8 Para 52	To forward a copy of the Mediator's full report to the Board.	Head Ombudsman, Mariette Hughes	6 November 2019	<p>Mediator's report issued to Board on 6 November 2019.</p> <p>Action completed.</p>

12 Para 65	To circulate a link to the report published by the Commission on Justice in Wales to the Board.	Parliamentary and Policy Officer	26 November 2019	The link to this report was sent to Board Members on 6 November 2019. Action completed.
13 Para 68	To publish the minutes of the OLC Board meeting held on 26 September 2019	Board Secretary	26 November 2019	October Board papers were published on 12 November 2019. Action completed.
13 Para 69	To publish the minutes of the ARAC meeting held on 1 July 2019.	Board Secretary	26 November 2019	October Board papers were published on 12 November 2019. Action completed.
15 Para 71	To publish the quarter two transparency reports.	Board Secretary	26 November 2019	October Board papers were published on 12 November 2019. Action completed.
16 Para 73	To publish the October Board papers subject to the approved redactions and items for non-disclosure.	Board Secretary	26 November 2019	October Board papers were published on 12 November 2019. Action completed.