

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	3 97.2
Date of meeting	17 July 2019	Time required	5 minutes

Title	Outstanding actions from previous meetings
Sponsor	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 June 2019

Agenda item	Action Required	Owner	Date required	Report on progress
1 Para 3	Update Register of Interests for Lis Bellamy.	Board Secretary – Kay Kershaw	17 July 2019	Register of Interests update. Action Completed.
2 Para 5	Publish the Minutes of the Board meeting held on 29 April 2019	Board Secretary – Kay Kershaw	22 July 2019	
2 Para 6	Publish the Minutes of the RemCo meeting held on 27 February 2019	Board Secretary – Kay Kershaw	22 July 2019	
2 Para 7	Publish the Minutes of the ARAC meeting held on 11 March 2019	Board Secretary – Kay Kershaw	22 July 2019	
4 Para 17	Executive to ensure Board Papers are no longer than two pages long.	DCS - Brendan Arnold	17 July 2019	
4 Para 19	RemCo members to receive an off agenda brief on the high performance culture work underway and report back to Board of its view of that work.	Marcus Passant, Head of HR	28 August 2019	This information will be issued to RemCo members prior to their meeting on 4 Spetemnber 2019.
6 Para 30	To produce paper off agenda explaining the variation between the level of performance in periods 1 and 2 and the substantial increase implied by the targets in the later part of the year.	Head Ombudsman- Steve Pearson	17 July 2019	This information will be issued to Board members prior to the July Board meeting.
7 Para 38	Update Board Members with information on unit costs to date and the interest receivable figure.	DCS - Brendan Arnold	17 July 2019	The Q1 unit cost was £1952. Interest receivable relates to bank interest. Action Closed

7 Para 41	Circulate a briefing note off agenda on options for renting out unused office space.	DCS - Brendan Arnold and Emma Cartwright, Head of HR	31 August 2019	
12 Para 64	The Board requested a report for the July meeting on the proposed mediated solutions pilot, setting out the nature and scope of the pilot, the costs (including the costs of lost production), benefits and risks to plan.	Head Ombudsman - Mariette Hughes	17 July 2019	A report will be tabled at the July Board meeting. Action Completed
13 Para 67	The UK legal Consumer Research Report 2019 indicated that only 12% of respondents were aware of LeO. This differed to the Legal Services Consumer Panel data. The Board requested that this was investigated accordingly.	Parliamentary and Policy Associate – Sarah Ritzenthaler	26 September 2019	
15 Para 71	Board Secretary to publish the May Board papers subject to the approved redactions	Board Secretary – Kay Kershaw	22 July 2019	
16 Para 76	To table biographical information setting out the cumulative experience of OLC Board Members at the LSB/OLC Board to Board Meeting.	Board Secretary – Kay Kershaw	20 July 2019	

20 March 2019

Agenda item	Action Required	Owner	Date required	Report on progress
7 Para 53	To review the RemCo committee's Terms of Reference (ToRs) with a view to de-scoping items that are more appropriate for an executive focus.	RemCo Chair	30 June 2019	June Update: The Head of HR and DCS are re-drafting the ToRs; a draft will be circulated to RemCo by the end of June. July Update: Redrafted ToRs have now been circulated to RemCo. Action Completed. June Update: RemCo will convene on 16 July to review the re-drafted ToRs. July

			<p>Update: The Chair of RemCo will provide a verbal update on this meeting at the July Board Meeting.</p> <p>June Update:The RemCo ToRs will be tabled at the September RemCo meeting for agreement.</p> <p>June Update:The final RemCo ToRs will be tabled for approval at the September Board meeting – this has been added to the Board forward plan.</p>
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