

Meeting	OLC Board Meeting	Agenda Item No.	9
		Paper No.	142.8B
Date of meeting	22 October 2025	Time required	5 minutes

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

Executive summary	
<p>This paper provides the Board with updates on the actions from previous Board meetings. At the time of writing this report, the minutes of September's Board meeting had not been finalised. As a result, the actions listed may be incomplete. A full list of actions from September's meeting will be presented at December's Board meeting.</p>	
Recommendation/action required	
Board is asked to note the updates on the actions from previous Board meetings.	
Equality Diversity and Inclusion	
EDI implications	Yes
In keeping with the Legal Ombudsman's commitment to inclusivity, this paper will be published on LeO's website.	
Freedom of Information Act 2000 (Fol)	
Paragraph reference	Fol exemption and summary
N/A	N/A
Value for Money (VfM)	
<p>This regular Board report ensures scrutiny of actions arising from previous Board meetings. Actions may pertain to LeO's financial management and strategic decision making, particularly in relation to the allocation of resources and value for money.</p>	

OLC Board Actions Log

Previous Actions: Completed or Closed

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 25 September 2025 At the time of writing this report, the minutes of September's Board meeting had not been finalised. As a result, the actions listed may be incomplete. A full list of the actions will be presented at December's Board meeting.					
6, para tbc	To update the Board actions log to reflect that the revised delivery date of 17 December 2025 for action 5, para 21 from the April 2025 Board meeting.	The Board Governance Manager	22 October 2025	The Board action log has been updated (see action 5, para 21 below). Action completed	

ACTIONS: OLC Board Meeting 29 April 2025					
5, para 21	To consider and agree how best to incorporate narrative on VFM into Board papers.	The Joint Interim CEOs and OLC Chair	24 July 2025	July update: The OLC Chair and Chief Ombudsman will consider the existing references to VFM in the strategic scorecard in July and report back to Board at a future Board meeting. Any changes to the strategic scorecard would need to be	17 December 2025

OLC Board Actions Log
Previous Actions: Completed or Closed

				<p>assessed and agreed with OLC Board and LSB with subsequent amendments to LeO's data reporting.</p> <p>September 2025 update: The CO's update has been revised to reflect a greater and consistent emphasis on VFM.</p> <p>October 2025 update: The cover sheet for all Board and Committee papers has been updated to include information on value for money.</p> <p>Action completed.</p>	
ACTIONS: OLC Board Meeting 29 January 2025					
4, para 23	To obtain comparison benchmarking data on the number of investigations undertaken by other Ombudsman services that	Deputy Chief Ombudsman	24 July 2025	<p>July 2025 update: Benchmarking is ongoing as part of work around Model Complaints,</p>	22 October 2025

OLC Board Actions Log
Previous Actions: Completed or Closed

	had found poor first tier complaints handling.			<p>Resolution Procedure and an update will be provided at next full Board meeting in October.</p> <p>October 2025 update: An update on this will be included in the Interim Joint Chief Executive's report to be presented at the October Board.</p> <p>Action closed.</p>	
--	--	--	--	--	--

OLC Board Actions Log

Previous Actions: Ongoing

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 25 September 2025					
At the time of writing this report, the minutes of September's Board meeting had not been finalised. As a result, the actions listed may be incomplete. A full list of the actions will be presented at December's Board meeting.					
6, para tbc	To arrange for the minutes of the Board meeting held on 24 July 2025 to be published.	The Board Governance Manager	17 December 2025		
6, para tbc	To arrange for the minutes of the PIDCo meeting held on 20 May 2025 to be published.	The Board Governance Manager	17 December 2025		
7, para tbc	To publish the September Board papers in line with the redactions and non-disclosure approved by the Board.	The Board Governance Manager	17 December 2025		
ACTIONS: OLC Board Meeting 29 April 2025					
5, para 21	To give further consideration to incorporating more deep dives into the Board's forward plan	OLC Chair	Mid-October 2025	October 2025 update: Following September's second update on Board effectiveness this action has been combined with that on Board training and further exploration is	Ongoing

OLC Board Actions Log

Previous Actions: Ongoing

				now actively taking place.	
5, para 21	To follow up with the Chair of the Performance Sub-Group (PSG) and consider whether the PSG Terms of Reference required updating.	The OLC Chair	End of June 2025	<p>July 2025 update: This action has been superseded by Martin Spencer's departure from the OLC. Discussions have been had with the new PSG Chair and existing members.</p> <p>October 2025 update: This is firmly on the new Chair's agenda and will be addressed, as part of the wider Committee effectiveness review and as part of the changing role of the PSG given likely challenges around future trajectories. In the meantime, the Chair of the PSG will take this action forward and provide a further update to the Board at its</p>	30 November 2025

OLC Board Actions Log
Previous Actions: Ongoing

				meeting in December 2025.	
--	--	--	--	---------------------------	--