

Meeting	OLC Board	Agenda Item No.	3
		Paper No.	119.2
Date of meeting	31 March 2022	Time required	10 minutes

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

Executive summary
This paper provides the Board with an update on the actions from previous Board meetings.
Recommendation/action required
Board is asked to note the update.



Action points outstanding from previous OLC Board meetings

26 January 2022

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 6	To polish the minutes of the: <ul style="list-style-type: none"> • OLC Board meeting held on 14 December 2021. • The ARAC meeting held on 6 October 2021. • The RemCo meeting held on 17 November 2021. 	Board Secretary	31 March 2022	The Previous minutes were published on 4 March 2022. Action completed.
3 Para 8	To update the Board on the progress being made to appointment a Quality Manager and the revised timescale for sharing the findings of the Quality Assurance Framework review at the March Board meeting.	The Deputy Chief Ombudsman	31 March 2022	We have not been able to appoint a new quality manager since last updating Board. However, we are now looking at two potential options. Firstly is to offer an internal secondment opportunity (at Team Leader level or upwards) to start undertaking some of the initial groundwork and benchmarking on the quality framework review (as well as providing added resilience to the team. We are also looking at recruiting for a permanent Quality Manager role in the proposed Cardiff hub.

				<p>The work to build on the initial high level review of the Quality Framework and to consider the need for substantive changes will not be able to commence until this vacancy has been filled.</p> <p>Further, given the size and scale of the Quality Framework Review it is envisaged that the review would take at least 6 months to conduct.</p> <p>Ongoing</p>
3 Para 9	To update the actions log to reflect the update provided on action 13, paragraph 68 from the May 2021 Board meeting.	Board Secretary	31 March 2022	<p>The action log has been updated. See action 3 paragraph 68 from the May 2021 Board meeting.</p> <p>Action completed.</p>
4 Para 16	To include a representation of the proposed Scheme Rules changes in the waterfall diagram within the Budget Acceptance Criteria and add placeholders for those items that could not yet be quantified.	The Executive	31 March 2022	<p>Where possible the potential impacts of the proposed changes to the Scheme Rules were identified in the Budget Acceptance Criteria.</p> <p>Action completed.</p>

4 Para 19	To present information on the quantification of the impact and timing of the Scheme Rule changes at the March Board meeting.	The Deputy Chief Ombudsman	31 March 2022	<p>The paper presented at 31 March Board meeting will provide further insight as to the steps required to implement any of the proposed changes to the Scheme Rules. For reasons previously explained given the work being carried out at the front end of the business process it is difficult to say with any certainty what the impacts of the Scheme Rule changes will be.</p> <p>Action completed.</p>
4 Para 22	To share a Programme Management update on the 2021/22 Business Plan priority 3 with the Board.	The Head of Programme Management and Assurance	31 March 2022	<p>Detail on Business Plan delivery included in Exec Report (inc P3) – will look to share a wider slide deck at the May Board re Transparency and impact.</p> <p>Action completed.</p>
4 Para 22	To ensure that updates on all Business Plan priorities were included in future Board reports.	The Executive	31 March 2022	<p>Detail on Business Plan delivery included in Exec Report (inc P3) – will look to share a wider slide deck at the May Board re Transparency and impact.</p> <p>Action completed.</p>

8 Para 44	To include information on performance forecasting variations in future performance reports presented to the Board to enable a quarter-by-quarter comparisons to be made.	The Business Intelligence Manager	31 March 2022	<p>Attached file presents the performance forecasting variations.</p>  <p>Previous Action Log (Item 8 Para 44).pdf</p> <p>Action completed.</p>
8 Para 50	To give further consideration to the best way of managing the risk of Covid on performance.	The Executive	31 March 2022	<p>The impact of Covid remains a strategic risk and we continue to track sickness data as part of our HR metrics. Business Contunuity Plan also in place to deal with implications of further Covid emergency.</p> <p>Action completed.</p>
8 Para 51	To provide information on the range of assumptions underpinning the performance trajectories that had been reviewed by Performance and Quality Task and Finish Group in Performance reported presented to the Board.	The Business Intelligence Manager	31 March 2022	<p>Attached pdf shows the list of assumptions that underpin/effect LeO's performance. The Business Intelligence Manager have stated against each what scenario they are tracking against and comments on where they will be in 22/23.</p>  <p>Previous Action Log (Item 8 Para 51).pdf</p> <p>Action completed.</p>

8 Para 55	To consider how best to provide the Board with information on planned (expected) and unplanned (unexpected) attrition.	The Head of People Services and Strategy	31 March 2022	Separate section on attrition contained within March 2022 People Report Action completed.
8 Para 56	To present a comparison of the Civil Service Survey results for 2019, 2020 and 2021 at the March Board meeting.	The Head of People Services and Strategy	31 March 2022	Paper to be presented at meeting on 31 March 2022 Action completed.
12 Para 72	To notify the Board Secretary of EDI reporting dates to be added into the Board's forward plan.	The EDI Manager	31 March 2022	The EDI Manager has notified the Board Secretary of the following bi-annual EDI reporting dates which have been captured in the Board's Forward plan: <ul style="list-style-type: none"> • 15 Sept 2022 • March 2023 Action completed
12 Para 74	To update the Board forward plan for March to reflect that EDI benchmarking data on recruitment would be presented to the Board.	Board Secretary	31 March 2022	The Board forward plan had been updated to include the presentation of EDI benchmarking data on recruitment at the March Board meeting. Due to time constraints and the volume of work involved, the EDI Manager and Head of People Strategy and Services are unable to present this information at the March Board.

				<p>EDI benchmarking data on recruitment will be presented at the May Board meeting.</p> <p>The Board forward plan has been updated accordingly.</p> <p>Ongoing</p>
12 Para 81	To prepare a paper setting out suggestions for specific actions and points for the Board to consider about what it meant to be an Inclusive Board.	The EDI Manager	15 September 2022	Ongoing
14 Para 86	To publish the January Board papers in line with the Board's approval of the redactions and items for non-disclosure.	Board Secretary		<p>The January Board papers were published on 7 March 2022.</p> <p>Action completed.</p>

14 December 2021

Agenda item	Action Required	Owner	Date required	Report on progress
9 Para 44	To take into account the consultation responses when re-drafting the 2022/23 Budget and Business Plan to be presented to the Board for review and approval at a Board meeting on 11 February.	The Executive	11 February 2022	<p>Consultation responses and view on final budget proposal was shared with Board on 11 February 2022. Delegated Chair approval of the Budget & Business Plan took place on 25 February 2022.</p> <p>Action completed.</p>
9 Para 45	To explore further and gain an understanding of what lay behind the comments from stakeholders about the option 2 budget, the recovery plan, and challenges faced by similar organisations.	The Executive	11 February 2022	<p>Further understanding and review has been carried. Budget & Business plan now approved</p> <p>Action completed.</p>

9 Para 46	To reflect further on the performance trajectories, particularly considering the recruitment and attrition challenges, to provide greater confidence on whether they were achievable.	The Executive	11 February 2022	Recruitment and attrition challenges have been reviewed. Budget & Business plan now approved Action completed.
10 Para 52	To take into account the Board's feedback and recommendations on the models and assumptions when re-drafting the 2022/23 Business Plan to be presented to the Board for review and approval at a Board meeting on 11 February.	The Executive	11 February 2022	Updated 2022/23 Business plan is reviewed now approved Action completed.
2 Para 69	To consider changing the order of future Board meeting agendas to ensure that EDI was discussed earlier in the meeting.	The OLC Chair and Board Secretary	26 January 2022	Further consideration to be given to this following January's inclusive leadership training. Ongoing
14 Para 80	To give further consideration to the suggestion made by the SCA to provide a clearer explain to customers about what the service complaint process and the SCA could and could not do.	The Deputy Chief Ombudsman	31 March 2022	A review of the service complaints policy is scheduled for 2021/22 as part of governance and contracts project. The review of external guidance and communications will follow on from that internal review. Ongoing

18 October 2021

Agenda item	Action Required	Owner	Date required	Report on progress
3 Para 8	To arrange for dates to be identified for Board Members to shadow Investigators to gain a better understanding of the investigative process.	Chief Operating Officer	14 December 2021	GETi investigator workshop delivered. Chief Operating Officer to liaise with OLC Chair on setting up a schedule to provide Board members with increased level so insight into processes Ongoing

1 July 2021

Agenda item	Action Required	Owner	Date required	Report on progress
3 Para 7	To consider how to integrate regular Board reporting on case studies and decisions with public reporting, to maximise impact and insight.	The Executive	18 October 2021	This will be integrated into the work being done under Priority 3 of Business plan Ongoing
7 Para 39	To circulate the detailed complaints data and case studies that were being published alongside the Annual Report and Accounts to the Board	External Affairs Manager	18 October 2021	The Annual Review of complaints data has now been published on our website. Completed

Agenda item	Action Required	Owner	Date required	Report on progress
13 Para 68	To share the findings and proposed actions from the quality assurance framework review with the Board as soon as possible.	The Head of Complex Casework and Deputy Chief Ombudsman	1 July 2021	<p>July update: A summary of the current position in relation to the Quality Framework Review will be included in the Chief Ombudsman's Executive report at the July Board meeting.</p> <p>October update: The capacity to commence the quality framework review has been limited by the departure of the former Senior Ombudsman and the lack of success in sourcing a Quality Manager to run the quality team and lead the review. Discussions with GIAA and ARAC Chair have concluded that a revised timescale for the quality framework review will be provided once a new Quality Manager is recruited.</p> <p>Update provided at the January Board meeting, where clarity was sought on the revised timescale for sharing the findings and proposed actions from the Quality Assurance Framework review:</p>

			<ul style="list-style-type: none">• A preliminary review of the Quality Assurance Framework had been completed in 2021; this had highlighted the need for a more detailed and wider ranging review to be undertaken.• Completion of this wider ranging review was dependent on the appointment of a Quality Manager. Appointing to this role had been challenging and the Executive was now considering a range of alternative permanent and interim recruitment options.• Once appointed, the Quality Manager would expedite the detailed review of the Quality Assurance Framework. The Executive would then be able to confirm the revised timescale for sharing the findings and proposed actions arising from this review. <p>A further update on the progress being made to appointment a Quality</p>
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				<p>Manager and the revised timescale for sharing the findings of the Quality Assurance Framework review would be provided at the March Board meeting – see action 3, para 7 from the January Board meeting above.</p> <p>Ongoing</p>
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