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| Meeting | OLC Board Meeting | Agenda Item No. | 13 |
| | | Paper No. | 120.11 |
| Date of meeting | 26 May 2022 | Time required | 10 minutes |

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

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| 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

27 April 2022

| Agenda item | Action Required | Owner | Date required | Report on progress |
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| 2 Para 24 | To report back to the Board with an outline of the future reporting framework. | The Deputy Chief Ombudsman | 26 May 2022 | The revised scheme rules paper provides more information on proposed reporting framework but the detail of this will be finalised once we understand whether the changes have been approved by LSB Action completed. |
| 2 Para 33 | To consider alternative language to articulate the points raised in the final paragraph on page 17 of the Board report. | The Deputy Chief Ombudsman | 26 May 2022 | Paper and wording has been revised Action completed. |
| 2 Para 41 | To give further consideration to the merits of either a time limiting sunset clause and share their views with directly with the Deputy Chief Ombudsman. | Board members | 26 May 2022 | Board members shared their view directly with the Deputy Chief Ombudsman. Action completed. |
| 2 Para 47 | To collate examples of Ombudsman's decisions to be shared with the OLC Chair for review before being shared more widely with the Board. | The Executive | 26 May 2022 | The Deputy Chief Ombudsman will look to engage with Board members directly to understand what information will be of value to them. Ongoing. |

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| 2 Para 48 | To raise any further questions and share any further thoughts on the Scheme Rules changes directly with the Deputy Chief Ombudsman. | Board members | 26 May 2022 | Board members shared their thoughts directly with the Deputy Chief Ombudsman. Action completed. |
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31 March 2022

| Agenda item | Action Required | Owner | Date required | Report on progress |
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| 2 Para 5 | To publish the minutes of the: <ul style="list-style-type: none"> • OLC Board meeting held on 26 January 2022. • The ARAC meeting held on 10 January 2022. | Board Secretary | 26 May 2022 | The Board and ARAC minutes were sent to the Communications Team to upload to the website on 12 May 2022. A technical issue with the website was identified which external technical support teams are attempting to resolve. The minutes will be published as soon as possible. Ongoing |
| 3 Para 8 | To close action 3, paragraph 7 from the July 2021 Board meeting. | Board Secretary | 26 May 2022 | Action 3, paragraph 7 from the July 2021 Board meeting has been closed. Action completed. |
| 3 Para 9 | To re-circulate an email that had been issued to Board members on 11 March 2022 setting out information on whether future Board and Committee meetings would be held remotely or in person and to update the schedule of Board and Committee meetings included in meeting agendas to show this additional information. | Board Secretary | 26 May 2022 | The email was re-circulated on 5 April 2022, and the schedule of Board and Committee meetings listed on agendas has been updated Action completed. |

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| 4 Para 15 | To circulate a hub update before the next Board meeting. | Head of Performance Management and Assurance | 26 May 2022 | A hub update was circulated on 20 May 2022. Action completed |
| 4 Para 16 | To liaise with the Executive to clarify a quarterly quality assurance reporting schedule and update the Board forward plan accordingly. | Board Secretary | 26 May 2022 | The Executive has confirmed a quarterly quality assurance reporting schedule and the Board forward plan has been updated accordingly. Action completed. |
| 4 Para 17 | To consider a two-stage approach to reviewing the Quality Assurance Framework; the first stage to provide assurance to the Board that the existing Framework was good enough, and the second stage to consist of a more formal review at an agreed future date. | The Executive | 26 May 2022 | |
| 5 Para 24 | To consider whether the process for reporting potential overspends or underspends to the Board and ARAC could be improved. | The Chief Ombudsman and Head of Finance | 26 May 2022 | Having considered this, the Executive has proposed to provide the Board with quarterly financial reports, irrespective of Board meeting dates, and to draw the Board's attention to any issues or concerns between reports / meetings. The Head of Finance has contacted Chair of ARAC for his views on this approach. Ongoing |
| 5 Para 25 | To circulate a copy of the Review of Levy Rules to the Board. | Board Secretary | 26 May 2022 | A copy of the Review of Levy Rules was circulated on 16 May 2022. Action completed. |

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| 5 Para 27 | To consider the identification of trends that might lead to an underspend or overspend and report on this to ARAC as part of risk assurance reporting. | The Head of Finance and Risk Manager | 30 June 2022 | |
| 8 Para 41 | To provide an out of committee update to the Board on the salary, terms and conditions benchmarking exercise. | The Head of People Strategy and Services | 26 May 2022 | Benchmarking exercise completed for Operations roles, Corporate now commenced. Update to be given in Board meeting on 26 May 2022. Detailed analysis to be shared with RemCo as out of committee paper when exercise is complete. Action completed. |
| 8 Para 48 | To clarify which of the People Strategy actions might need to be rescheduled if delivery could not be achieved within the timescales set out. | The Head of People Strategy and Services | 26 May 2022 | Timescales within People Strategy action plan currently being reviewed. Meeting held with EDI Manager to identify overlap/complementary activity between People Strategy and new EDI strategy. Action plan to be updated accordingly, timescales and priorities to be reviewed at that point Action completed |
| 10 Para 59 | To advise the Stakeholder and External Engagement Manager and Policy Officer of any good examples of the style of an Annual Report and Accounts documents used by other organisations. | Board Members | 26 May 2022 | Board members directly advised the Stakeholder and External Engagement Manager and Policy Officer of good examples of the Annual |

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| | | | | Report and Accounts documents. Action completed |
| 14 Para 91 | To publish the Q4 transparency reports and the updated Q3 Board member expenses report | Board Secretary | 26 May 2022 | The Board and Ombudsman Register of Interest and Board member expenses reports were sent to the Communications Team to upload to the website on 18 May 2022. A technical issue with the website was identified which external technical support teams are attempting to resolve. The minutes will be published as soon as possible Ongoing |
| 15 Para 94 | To publish the March Board papers in line with the Board's approval of the redactions and items for non-disclosure. | Board Secretary | 26 May 2022 | The March Board papers were sent to the Communications Team to upload to the website on 12 May 2022. A technical issue with the website was identified which external technical support teams are attempting to resolve. The minutes will be published as soon as possible. Ongoing |
| 16 Para 97 | To arrange for the EDI Manager to share information with the Board on LeO's involvement with Stonewall. | The Chief Ombudsman / EDI Manager | 26 May 2022 | An out of committee update will be provided to the Board ahead of the Board meeting during the week commencing 23 May 2022. |

26 January 2022

| Agenda item | Action Required | Owner | Date required | Report on progress |
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| 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 | <p>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> <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</p> |

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| | | | | would take at least 6 months to conduct. Ongoing |
| 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. EDI benchmarking data on recruitment will be presented at the May Board meeting. The Board forward plan has been updated accordingly. Ongoing |
| 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 | |

14 December 2021

| Agenda item | Action Required | Owner | Date required | Report on progress |
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| 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 |
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| 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 |

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| | | | | <p>May Update: July's Board seminar will provide Board members with greater insight into the customer experience and how LeO is responding.</p> <p>Following this members will be asked to suggest shadowing opportunities that will be of greatest interest and these will then be set up by the Operations Managers.</p> |
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17 May 2021

| Agenda item | Action Required | Owner | Date required | Report on progress |
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| 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</p> |

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| | | | <p>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 |
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| | | | | <p>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> <p>A further update on the progress being made to appointment a Quality 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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