

Meeting	OLC Board Meeting	Agenda Item No.	7
		Paper No.	141.4B
Date of meeting	25 September 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	
This paper provides the Board with updates on the actions from previous Board meetings.	
Recommendation/action required	
Board is asked to: • Note and comment on 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

OLC Board Actions Log
Previous Actions: Completed or Closed

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 24 July 2025					
11, para 43	To update the Board member register of interests to reflect the change reported by a Board member.	Board Governance Manager	25 September 2025	Board member register of interests updated. Action completed.	
11, para 43	To arrange for the Q1 transparency reports to be published once updated.	Board Governance Manager	25 September 2025	The Q1 transparency reports were published on 13 August 2025. Action completed.	
12, para 44	To arrange for the minutes of the Board meeting held on 18 June 2025 to be published.	Board Governance Manager	25 September 2025	The minutes of the Board meeting held on 18 June 2025 were published on 13 August 2025. Action completed.	
12, para 45	To arrange for the minutes of the ARAC meeting held on 19 May 2025 to be published.	Board Governance Manager	25 September 2025	The minutes of the ARAC meeting held on 19 May 2025 were published on 13 August 2025.	

OLC Board Actions Log
Previous Actions: Completed or Closed

				Action completed.	
13, para 50	To publish the July Board papers in line with the redactions and non-disclosure approved by the Board.	Board Governance Manager	25 September 2025	The July Board papers were published on 13 August 2025. Action completed.	

OLC Board Actions Log
Previous Actions: Ongoing

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
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		
5, para 21	To consider and agree how best to incorporate narrative on VFM into Board papers.	The Chief Ombudsman 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 assessed and agreed with OLC Board and LSB with subsequent amendments to LeO's data reporting. September 2025 Update: The CO's	25 September 2025

OLC Board Actions Log
Previous Actions: Ongoing

				update has been revised to reflect a greater and consistent emphasis on VFM.	
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	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.	End of September 2025.
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 had found poor first tier complaints handling.	Deputy Chief Ombudsman	24 July 2025	Benchmarking is ongoing as part of work around Model Complaints, Resolution Procedure and an update will be provided at next full Board meeting in October.	22 October 2025