

Meeting	OLC Board Meeting	Agenda Item No.	3
		Paper No.	101.2
Date of meeting	27 January 2020	Time required	5 minutes

Title	Outstanding actions from previous meetings
Sponsor	Kay Kershaw, 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

28 November 2019

Agenda item	Action Required	Owner	Date required	Report on progress
1 Para 5	Update the Board Member Register of Interests to include new Board appointments for Wanda Goldwag, Rod Bulmer and Shrinivas Honap.	Board Secretary	29 November 2019	Register of Interests updated. Action completed.
2 Para 7	To publish the minutes of the OLC Board meeting held on 24 October 2019	Board Secretary	27 January 2020	Minutes were published on 9 December 2019 Action completed.
3 Para 9	To ensure that the information relating to agenda item 4, paragraph 31 of the October Board minutes is circulated.	Board Secretary	15 December 2019	A note was issued to Board on 11 December 2019 confirming that a headline review of the business plan closure targets for the remainder of the financial year had been completed. Generally the underlying assumptions were found to be reasonable and accordingly they were seen as targets that could be reached for in the months ahead. Action completed.
3 Para 10	To re-circulate the amended 2020/23 OLC Strategy for the Board's final approval before it is launched for consultation.	DCS	11 December 2019	The 2020/23 OLC Strategy and business plan was circulated to Board for final approval on 11 December.

				Action Completed.
3 Para 11	To circulate the letter received on 28 November from the Chair of the LSB regarding the OLC's budget application to the Board.	Board Secretary	28 November 2010	Letter circulated to the Board on 28 November 2019. Action completed.
4 Para 16	To add an additional column to the Executive report to report the achievements / outcomes of external meetings.	CO	27 January 2020	Executive report template has been updated to include the achievements / outcomes of external meetings. Action completed.
5 Para 26	To look into the feasibility of providing a balance sheet with the January 2020 finance report.	DCS	27 January 2020	This information is already provided in the monthly Finance pack. Action completed.
6 Para 36	To add an update on quality assurance and the Quality and Feedback Model to the agenda for discussion at the January Board meeting.	Board Secretary	27 January 2020	Added to the Board forward plan for discussion at the January Board meeting. Action Completed.
6 Para 38	To commission statistics on tenure and turnover for discussion at the RemCo meeting in December.	Board Secretary	27 January 2020	This information was commissioned and was included in the HR Update paper submitted for discussion at the December RemCo meeting. Action Completed.
8 Para 52	To provide Board Members with written details of the OLC's Strategy Consultation schedule and timeline.	DCS	11 December 2019	This information was circulated to the Board on 11 December 2019. Action completed.
9 Para 57	To publish the new ARAC Terms of Reference (ToRs).	Board Secretary	27 January 2020	ARAC ToRs were published on 9 December 2019.

				Action Completed.
11 Para 68	To add Board Member long term roles to the agenda for further discussion at the January Board meeting.	Board Secretary	27 January 2020	Added to the Board forward plan for discussion at the January Board meeting. Action Completed.
12 Para 70	To re-open actions on the Board effectiveness 2018/19 action plan that have been started but not fully completed and continue to report on their progress.	Board Secretary	26 March 2020	Actions not fully completed have been re-opened. The Board forward plan has been updated to include an update on their progress at the March Board meeting. Action completed.
12 Para 71	To add Board effectiveness as a standing agenda item to the Board forward plan.	Board Secretary	27 January 2020	Added to the Board forward plan for discussion as a standing agenda item. Action Completed.
13 Para 73	To publish the November Board papers subject to the approved redactions and items for non-disclosure.	Board Secretary	27 January 2020	November Board papers were published on 9 December 2019. Action completed.

Agenda item	Action Required	Owner	Date required	Report on progress
3 Para 20	To track the last two groups of new recruits and monitor their outcomes and experience during their probationary period.	Head of HR	27 January 2019	<p>November update: The last two groups of new recruits joined LeO on 8 July and 9 September. An update on this action will be provided at the January Board when their probationary periods have been completed.</p> <p>Action completed.</p>
3 Para 24	To broker a conversation with his former employer to assist LeO in obtaining comparative data on attrition rates and recruitment.	Matthew Hill	14 November 2019	<p>November update: Matthew has made contact his former employer who has confirmed that their organisation was happy to share any insights. Working level contacts have been identified and Matthew is to follow them up shortly.</p> <p>In addition to this, The Head of HR has obtained comparative attrition data through the Ombudsman HR network from the following organisations:</p> <ul style="list-style-type: none"> • The Financial Ombudsman. • Office of the Independent Adjudicator for Higher Education. • Public Services Ombudsman for Wales • The Office of the Immigration Services Commissioner

				<ul style="list-style-type: none"> • Scottish Public Services Ombudsman • Parliamentary and Health Service Ombudsman. <p>January update: The Executive is still awaiting contact details and permission to approach Matthew's former employer.</p>
4 Para 31	To review the closure targets for the rest of the year to provide assurance on whether they were achievable and to amend the performance report in accordance with Boards requirements.	Head Ombudsman, Steve Pearson	26 November 2019	<p>A note on projections and performance is to be circulated to Board before the November meeting.</p> <p>Update from November Board: This information was not circulated prior to the November Board meeting – see action 3 para 9 above.</p> <p>Update for January Board:</p> <p>A note was issued to Board on 11 December 2019 confirming that a headline review of the business plan closure targets for the remainder of the financial year had been completed. Generally, the underlying assumptions were found to be reasonable and accordingly they were seen as targets that could be reached for in the months ahead.</p> <p>Action completed.</p>

