

Meeting	OLC Board Meeting	Agenda Item No.	3
Date of meeting	26 January 2022	Paper No.	118.2
		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

14 December 2021

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 4	To publish the minutes of the OLC Board meeting held on 18 October 2021.	Board Secretary	26 January 2022	The minutes of the October Board meeting were published on 24 January 2021. Action completed.
9 Para 43	To share a detailed analysis of all the stakeholder feedback received in response to the 2022/23 Budget and Business Plan consultation with the Board out of committee.	The Policy Officer	26 January 2022	A detailed analysis of stakeholder feedback was circulated to the Board on 17 December. Action completed.
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	
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	
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	

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	
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
15 Paras 86-89	To update Dale Simon's details on the Board Member Register of Interests and then publish the Q3 transparency publication reports.	Board Secretary	26 January 2022	The entry on the Register of Interests for Dale Simon has been updated. The Q3 transparency reports were published on 24 January 2022. Action completed.
16 Para 92	Subject to the CO's clarification of a potential redaction on the PAP Backlog paper, publish the December Board papers in line with the Board's approval of the redactions and items for non-disclosure.	Board Secretary	26 January 2022	PAP backlog paper redacted and December Board papers were published on 21 January 2022. Action completed.

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 precedes OLC Board on 14 December. Further workshop to involve full investigator role. 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 considered in line with the change in resources within the Communications and External Affairs Team and an update will be provided in Q4. 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 publication of the Annual Review of complaints data has been pushed back to make time for some further amendments. The report is due to be published in November. Ongoing
16 Para 89	To publish the July Board papers subject to the approved redactions and items for non-disclosure.	Board Secretary	18 October 2021	October update: The CO is taking advice on whether information in some of the July

				<p>Board papers (Lessons Learned from the Employment Tribunal) should be redacted. The July Board papers will be published as soon as a decision has been made on this.</p> <p>December Update: Advice was provided to the CO during the week commencing 6 December 2021. The CO will now consider this advice and make a decision regarding the publication of the Employment Tribunal paper. The July Board papers will then be published accordingly.</p> <p>Ongoing</p> <p>January update: Information for redaction in the Employment Tribunal Lessons Learned paper confirmed by the CO and July Board papers were submitted for publication on 24 January 2022.</p> <p>Action completed.</p>
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17 May 2021

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>Ongoing</p>

