

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No.</b>	10
<b>Date of meeting</b>	30 January 2024	<b>Paper No.</b>	131.9B
		<b>Time required</b>	5 minutes

<b>Title</b>	<b>Previous Actions and Matters Arising</b>
<b>Sponsor</b>	Kay Kershaw, Board Secretary
<b>Status</b>	OFFICIAL
<b>To be communicated to:</b>	Members and those in attendance

<b>Executive summary</b>
<p>This paper provides the Board with updates on the actions from previous Board meetings. The Board's approval of the 2023/24 Strategic Risks and Issues was sought out of committee on 22 December 2023. Comments were received from some Board members for further consideration by the Head of Programme Management and Assurance and six of eight Board members (lay majority) confirmed their approval 2023/24 Strategic risks and issues.</p> <p>The Board is asked to ratify this out of committee decision to approve the 2023/24 Strategic risks and issues.</p> <p>On 19 January 2024, the Board's approval was sought out of committee for the Chief Ombudsman to appoint to five permanent Ombudsman roles and one Ombudsman role on a 12-month secondment basis. Board members were asked to confirm their approval by 30 January 2024 and at the time of drafting this paper, five of eight Board members (lay majority) had given their approval for the Chief Ombudsman to appoint.</p> <p>The Board is asked to ratify this out of committee decision to approve the appointment of five permanent ombudsman and one ombudsman on secondment following a recommendation from the Chief Ombudsman.</p>
<b>Recommendation/action required</b>
<p>Board is asked to:</p> <ul style="list-style-type: none"> <li>• <b>Note</b> and <b>comment</b> on the updates on the actions from previous Board meetings.</li> <li>• <b>Ratify</b> an out of committee decision to approve the 2023/24 Strategic risks and issues.</li> <li>• <b>Ratify</b> an out of committee decision to approve the appointment of five permanent ombudsman and one ombudsman on secondment following a recommendation from the Chief Ombudsman.</li> </ul>

<b>Equality Diversity and Inclusion</b>	
<b>EDI implications</b>	<b>Yes</b>
In keeping with the Legal Ombudsman’s commitment to inclusivity, this paper will be published on LeO’s website.	
<b>Freedom of Information Act 2000 (Fol)</b>	
<b>Paragraph reference</b>	<b>Fol exemption and summary</b>
N/A	N/A

## OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
<b>ACTIONS: OLC Board Meeting 14 December 2023</b>					
4, para 22	To consider whether regular touchpoints were required to ensure that the Board was sufficiently sighted on the development of the 2024/27 People Strategy.	The RemCo Chair and OLC Chair	25 April 2024	<b>January 2024 Update:</b> February's workshop will focus on attrition which is a key part of the People Strategy. This issue will be revisited after RemCo's next meeting in March 2024.	
6, para 38	To consider what criteria could be used to assess the effectiveness of the proposed new format of performance reporting.	The OLC Chair	27 February 2024	<b>January 2024 Update:</b> To be considered in the light of the discussion at January's Board meeting; to be raised by the Chair in their introduction to the meeting.	

## OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

8, para 12	To consider whether it would be possible to share the approved minutes of RemCo meetings with Board members any sooner than they currently were.	OLC Chair	25 April 2024	<b>January 2024 Update:</b> This issue will be revisited after RemCo's next meeting when the focus is likely to move from sharing the minutes at the next Board to sharing standard Board feedback.	
10, para 38	To seek confirmation from the Head of People Strategy and Services that an update had been issued to staff on pay and benefits benchmarking then arrange for the December Board papers to be published in line with the redactions and items for non-disclosure approved by the Board.	Board Governance Manager	30 January 2024	The Head of People Strategy and Services issued a communication to staff on 23 January 2023 to update them on the pay and benchmarking exercise and confirmed to the Board Governance Manager that the December Board pack, which included a paper on pay and	

## OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

				<p>benchmarking, could be published.</p> <p>The December Board pack was sent for publication on 23 January 2024; the Board Governance Manager will provide a verbal progress update on this at the January Board meeting.</p> <p><b>Ongoing.</b></p>	
<b>ACTIONS: OLC Board Meeting 20 July 2023</b>					
9, para 57	To reflect on the time allocated to future annual risk workshops to ensure that the Board is sufficiently sighted on risk without duplicating any of the detailed work on risk undertaken by ARAC.	OLC Chair and Board Governance Manager	25 July 2024		

## OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

<b>ACTIONS: OLC Board Meeting: 15 December 2022</b>					
11 Para 71	To consider the next steps and the best way of building on the discussions about Ombudsman Decisions.	Chief Ombudsman, Deputy Chief Ombudsman and OLC Chair	26 April 2023	<p><b>January 2023 update:</b> Next steps to be considered in quarter1 following the benchmarking review and to allow for implementation of Scheme Rules</p> <p><b>April 2023 update:</b> Under priority 3 of the business plan, we will be looking at ways of making best use of our ombudsman decision data, highlighting cases of interest and public interest decisions which can also be used to form the basis of further engagement with board.</p> <p><b>June 2023 Update:</b> With agreement from the OLC</p>	25 April 2024

# OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

				Chair, this action is to be considered as part of the Board effectiveness review; a revised delivery date of April 2024 has been set. <b>Ongoing</b>	
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## OLC Board Actions Log

Previous Actions: Completed or closed

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
<b>ACTIONS: OLC Board Meeting 14 December 2023</b>					
3, para 12	To consider the scope to develop career pathways and a retentive organisational structure at its attrition workshop	Chief Ombudsman	30 January 2024	Career pathways and development opportunities are a key part of LeO's offering. This was one factor considered as part of the recent Executive Team strategic workshop. This will remain a key part of LeO's ongoing approach to tackling attrition and creating the conditions to better retain staff and we will continue to identify ways to further improve this.  <b>Action completed.</b>	



## OLC Board Actions Log

Previous Actions: Completed or closed

3, para 17	To give consideration to the Board forward plan and Board discussion on LeO's strategic approach to digital technology and AI once this is developed.	The OLC Chair and Chief Ombudsman	30 January 2024	The OLC Chair and Chief Ombudsman considered this January 2024. They agreed that the Board forward plan be updated to include Board consideration in quarters 3 and 4 of 2024/25 once the Executive have further progressed scoping, research, and development of LeO's strategic approach.  <b>Action completed.</b>	
6, para 39	To reference to cost per person helped' in the balanced scorecard.	The Executive	30 January 2024	This indicator will be included in reporting moving forward, including the integrated performance dashboard. It will also be included	

## OLC Board Actions Log

Previous Actions: Completed or closed

				<p>within any proposed revision of the Agreed Dataset and LeO's wider indicators.</p> <p><b>Action completed.</b></p>	
8, para 30	To update the Terms of Reference for RemCo, ARAC, PIDCo and PSG to reflect that the respective Chair's would provide succinct written reports to the Board, instead of verbal updates.	The Head of Programme Management and Assurance	30 January 2024	<p>The Terms of Reference for RemCo, ARAC, PIDCo and PSG have been updated.</p> <p><b>Action completed.</b></p>	
8, para 30	To update the Terms of Reference for RemCo, ARAC, PIDCo and PSG to reflect that self-effectiveness reviews would be undertaken every two years, rather than every year, with discretion for the Chairs to conduct informal effectiveness reviews in between as deemed necessary.	The Head of Programme Management and Assurance	30 January 2024	<p>The Terms of Reference for RemCo, ARAC, PIDCo and PSG have been updated.</p> <p><b>Action completed.</b></p>	

## OLC Board Actions Log

Previous Actions: Completed or closed

8, para 30	To ensure that all agendas and papers for Committee and Sub-Group meetings were made available to all Board members.	Board Governance Manager	30 January 2024	All Board members have access to the Board, ARAC and RemCo papers that are stored on the Board's secure SharePoint site. A folder has been set up for the storage of Performance Sub-Group papers – the papers considered by the Sub-Group in January have been uploaded to this folder as will all future papers to be considered by the Sub-Group.  <b>Action completed.</b>	
9, para 34	To arrange for the minutes of the OLC Board meeting held on 18 October 2023 and the minutes of the RemCo meeting held on 27 March 2023 to be published.	Board Governance Manager	30 January 2024	The minutes of the OLC Board meeting held on 18 October 2023 and the minutes of the RemCo meeting held on 27 March	

## OLC Board Actions Log

Previous Actions: Completed or closed

				2023 were published on 16 January 2024. <b>Action completed.</b>	
<b>ACTIONS: OLC Board Meeting 18 October 2023</b>					
11, para 79	To review the Gifts and Hospitality Policy and what should be the minimum value of gifts and hospitality reported on the Gifts and Hospitality Register in the future	The Head of Finance, Procurement and ICT	30 January 2024	<p><b>December 2023 Update:</b> The Gifts and Hospitality Policy has been updated in line with HMRC guidance and will be presented to the Executive for review and approval at its meeting in December.</p> <p><b>January 2024 Update:</b> The updated Gifts and Hospitality Policy has been approved by the Executive.</p> <p><b>Action completed.</b></p>	