

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No.</b>	3
<b>Date of meeting</b>	18 October 2021	<b>Paper No.</b>	116.2
		<b>Time required</b>	10 minutes

<b>Title</b>	<b>Actions from previous meetings</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>
This paper provides the Board with an update on the actions from previous Board meetings.
<b>Recommendation/action required</b>
Board is asked to <b>note</b> the update.

## Action points outstanding from previous OLC Board meetings

### 1 July 2021

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 5	To publish the minutes of the OLC Board meeting held on 17 May 2021 and the RemCo meeting held on 11 February 2021.	Board Secretary	18 October 2021	The minutes of the Minutes OLC Board meeting held on 17 May 2021 and the RemCo meeting held on 11 February 2021 were published on 1 October 2021. <b>Action completed.</b>
3 Para 7	To close action 5, paragraph 17 from the May Board meeting.	Board Secretary	18 October 2021	Action 5, paragraph 17 from the May Board meeting has been closed. <b>Action completed.</b>
3 Para 7	To invite all Board Members to the induction sessions for the new Board Members.	Board Secretary	18 October 2021	Invitations issued to all Board Members to attend induction sessions which were held on 1 September. <b>Action completed</b>
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. <b>Ongoing</b>
4 Para 13	To arrange to circulate the Terms of Reference for the Stakeholder Challenge and Advisory Group and any papers that were shared with the group to the Board.	Chief Ombudsman	18 October 2021	The Stakeholder Challenge and Advisory Group's Terms of Reference and related papers were circulated to the Board on 12 October 2021.

				<b>Action completed.</b>
4 Para 18	To add Scheme Rules update to the agenda for the Board seminar in September.	Board Secretary	9 September 2021	Scheme Rules added to the agenda for the September Board seminar. <b>Action completed.</b>
5 Para 24	To develop a supplementary plan to utilise the underspend.	The Executive	18 October 2021	The plan to utilise the underspend is incorporated in the Finance report. <b>Action completed.</b>
7 Para 35	To circulate a paper setting out the details of the minor adjustments to be made to the 2020/21 accounts to the OLC Chair and ARAC Chair for approval out of committee.	Head of Finance	5 July 2021	This paper was circulated on 7 July 2021 and minor amendments were approved by the OLC Chair and Chair of ARAC. <b>Action completed.</b>
7 Para 36	To notify the External Affairs Manager of any further snagging issues in the 220/21 Annual Report and Accounts by 09:00 on 2 July 2021	OLC Board Members	2 July 2021	Final feedback was received from a number of Board members and was incorporated into the Annual Report. <b>Action completed.</b>
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. <b>Ongoing</b>
7 Para 40	To consider the Board's request for additional funding in the 2021/22 budget to enable the OLC/ LeO to invest in improvements that would give the 2021/22 Annual Report and Accounts a more professional appearance.	Head of Finance	18 October 2021	We cannot change the 2021/22 budget since this has been set, but emerging underspends would allow us to spend more on the Annual Report and Accounts production. The Executive has

				considered the use of an external designer and is looking to commence a procurement exercise in the coming weeks. <b>Action completed.</b>
8 Para 43	To update the Board and RemCo forward plans to reflect that future Gender Pay Gap reports were to be presented to the Board only.	Board Secretary	18 October 2021	Following the review of RemCo's ToR it was agreed that Gender Pay Gap reports should be presented to RemCo rather than the Board. The RemCo Forward Plan has been updated to reflect this and the next Gender Pay Gap report will be presented at the February RemCo meeting. <b>Action to be closed.</b>
8 Para 44	To reflect on the frequency of RemCo meetings in 2022 to ensure that they were sufficiently aligned to business needs.	RemCo Chair and the Executive	18 October 2021	The Board is to consider this at the October meeting where a revised RemCo ToR including frequency of RemCo meetings is to be presented for discussion (agenda item 13).
9 Para 48	To ensure that performance data covering a 2-year period, if available, was included in future People and Performance reports.	Chief Operating Officer	18 October 2021	Where available, data covering a two-year period will be included. The Performance & Business Intelligence Manager has confirmed that data covering a 2 year period is available for cases added to PAP, PAP volume and case closures. Other metrics were not consistently counted or recorded. <b>Action completed.</b>

10 Para 62	To quantify the impact of the PAP reduction activities and report back to the Board at the October Board meeting.	Operations Managers	18 October 2021	The Operations Managers will provide an update on this at the October Board meeting.  This work is now owned as part of the P&Q Group led by NED Martin Spencer. <b>Action completed</b>
11 Para 67	To reflect in the learning review on the Employment Tribunal, and in staff communications about it, that the issues and decisions taken in 2019 had not always been communicated to the wider Board; this had limited opportunities for some Board Members to provide challenge which would not be the approach taken by the current Board.	Chief Ombudsman	18 October 2021	The Chief Ombudsman will update the report on the Learning Review as required and will reflect this feedback from the Board in future staff communications on the Employment Tribunal. <b>Action completed.</b>
11 Para 68	To consider whether it would be appropriate to include information relating to high-risk HR matters in legal updates circulated to the Board out of committee.	Chief Ombudsman	18 October 2021	The Chief Ombudsman and Deputy Chief Ombudsman are considering the content and context of future legal updates; this is also being considered in line with the changing resource within the Legal Team. <b>Action completed.</b>
12 Para 73	To liaise with ED&I Manager to identify dates for key ED&I updates to Board and update the Board forward plan accordingly.	Board Secretary	18 October 2021	In liaison with the EDI Manager, it has been agreed that updates will be provided to the Board in December 2021 and January 2022 in the first instance. The Board forward plan has been updated accordingly. Further updates will be provided at times to be confirmed. <b>Action completed.</b>

13 Para 81	To reflect on the information provided to the Business Plan Programme Board and how it could be best used to provide a narrative that encapsulates the information required by the Board on how LeO was performing against the Business Plan at the end of Q1.	Chief Ombudsman and Business Planning Manager	18 October 2021	The Executive Team have noted this request and any future 21/22 BP updates to OLC Board will be provided in a more cohesive narrative going forward. <b>Action to be closed.</b>
14 Para 84	To publish the Welsh Language Report	External Affairs Team Leader	18 October 2021	The Welsh Language Report is currently being translated and is expected to be published by end of October. <b>Ongoing</b>
15 Para 85	To publish the Board Member, Ombudsman and Senior Manager register of interests for quarter one.	Board Secretary	18 October 2021	The Q1 Board Member, Ombudsman and Senior Manager register of interests was published on 1 October 2021. <b>Action completed.</b>
16 Para 89	To publish the July Board papers subject to the approved redactions and items for non-disclosure.	Board Secretary	18 October 2021	<b>October update:</b> The CO is taking advice on whether information in some of the July 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. <b>Ongoing</b>

Agenda item	Action Required	Owner	Date required	Report on progress
11 Para 52	The Board to consider shadowing investigators on a regular basis to better understand the business of LeO and its dynamics in line with the Independent review recommendation, IR4.	Board Members	TBC	<b>July Update:</b> This will be assessed as part of review of induction support for new NEMs in August and September 2021.
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	<b>July update:</b> 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. <b>October update:</b> 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. <b>Ongoing</b>

31 March 2021

Agenda item	Action Required	Owner	Date required	Report on progress
10 Para 76	To discuss Board sponsor roles with Board Members.	OLC Chair	18 October 2021	Dale Simon has been appointed as Board Sponsor for EDI

28 January 2021

Agenda item	Action Required	Owner	Date required	Report on progress
13 Para 74	To discuss with the Board Secretary rescheduling the 'understanding the customer journey' agenda item.	OLC Chair	31 March 2021	<b>March update:</b> Consideration is being given to this in the light of the plans for appointing new OLC Board members and in order to best align with their induction need.  <b>Ongoing</b>

27 April 2020

Agenda item	Action Required	Owner	Date required	Report on progress
15 Para 100	To commission the Board Member and Senior Manager Expenses Report for presentation at the next Board meeting after lockdown has ended.	Board Secretary	18 October 2021	A Board Member and Senior Manager Expenses Report for Q4 2019/20 is included in the Transparency Report presented at the October Board meeting.  Due to changes in ways of working during the pandemic, there were no expenses claimed in Quarters 1 to 4 in 2020/21 or Quarter 1 2021/22.  <b>Action completed.</b>