

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	10 98.8
Date of meeting	26 September 2019	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

17 July 2019

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 4	Publish the minutes from the OLC meeting held on 24 June 2019.	Board Secretary	26 September 2019	Minutes published on 2/8/19. Action completed.
4 Para 14	To share the detail of how the levy works and what is dictated by statute.	Director of Corporate Services	26 September 2019	Off agenda note setting issued to the OLC Chair on 12 August 2019. Action completed.
4 Para 19	To provide a monthly update on the number of files in the pre-assessment pool to the Chair.	Board Secretary	2 August 2019	Monthly updates commenced on 2 August. Action completed
5 Para 25	To update the format of the performance report in line with discussions at the July Board meeting.	Director of Corporate Services / Head Ombudsman	26 September 2019	Performance report updated. Action completed.
5 Para 27	To circulate an update on recruitment activity by means of an off agenda note.	Director of Corporate Services	26 September 2019	An email was issued to the Board on 16 September 2019 providing an update on recruitment activity. Action completed.
7 Para 45	To add a one hour discussion on Mediated Solutions: the next steps to the forward plan for the September Board meeting.	Board Secretary	26 September 2019	Item added to the Board forward plan. Action completed.
9 Para	To add People Plan and Terms of Reference to the RemCo forward plan for discussion at the meeting on 4 September.	Board Secretary	4 September 2019	Items added to the RemCo forward plan. Action completed.

12 Para 64	Publish the approved transparency reports tabled at the July Board meeting.	Board Secretary	26 September 2019	Transparency reports published on 2/8/19. Action completed.
13 Para 66	Publish the July Board papers, subject to the agreed redactions.	Board Secretary	26 September 2019	July Board papers published on 2/8/19. Action completed.

24 June 2019

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 5	Publish the Minutes of the Board meeting held on 29 April 2019	Board Secretary – Kay Kershaw	22 July 2019	Minutes published on 18 July 2019 Action completed.
2 Para 6	Publish the Minutes of the RemCo meeting held on 27 February 2019	Board Secretary – Kay Kershaw	22 July 2019	Minutes published on 18 July 2019 Action completed.
2 Para 7	Publish the Minutes of the ARAC meeting held on 11 March 2019	Board Secretary – Kay Kershaw	22 July 2019	Minutes published on 18 July 2019 Action completed.
4 Para 17	Executive to ensure Board Papers are no longer than two pages long.	DCS - Brendan Arnold	17 July 2019	Noted by the Executive. Action completed.
4 Para 19	RemCo members to receive an off agenda brief on the high performance culture work underway and report back to Board of its view of that work.	Marcus Passant, Head of HR	28 August 2019	This information will be issued to RemCo members prior to their meeting on 4 September 2019. September Update: A paper on Managing Performance: HR Intervention was tabled at the RemCo meeting on 4 September. Action completed.
7 Para 41	Circulate a briefing note off agenda on options for renting out unused office space.	DCS - Brendan Arnold and Emma Cartwright, Head of HR	31 August 2019	An off agenda note is to be circulated to Board Members prior to the September Board meeting.

<p>13 Para 67</p>	<p>The UK legal Consumer Research Report 2019 indicated that only 12% of respondents were aware of LeO. This differed to the Legal Services Consumer Panel data. The Board requested that this was investigated accordingly.</p>	<p>Parliamentary and Policy Associate – Sarah Ritzenthaler</p>	<p>26 September 2019</p>	<p>Contact was made with IRN Research, the organisation responsible for this research.</p> <p>They conduct a very similar survey to one previously run by YouGov for LSCP. The same question was asked in 2015, 2017, and 2018 and the percentages have only been slightly higher in previous years, so these results are fairly consistent.</p> <p>The 2019 survey was a nationally representative sample of 1,200 adults with 634 having been involved in a legal issue in the last 5 years. IRN Research have offered to speak to us more about their survey if we have further questions.</p> <p>Looking at this year’s LSCP tracker survey, they have issued the following note:</p> <p><i>For the last eight years the Panel has commissioned YouGov to conduct an annual survey of people who have used legal services in the last two years. This year we spoke to 3589 legal service users. All differences in</i></p>
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				<p><i>the results between sub-groups, and over time, presented in this report, represent statistically significant differences. The results have been tested to the 95% confidence level – we are 95% confident that these findings are not due to chance. Fieldwork took place during 19 February and 26 March 2019.</i></p> <p>From this we can see that the sample size is quite different, which may account for the divergence in results. Other methodological differences may also apply.</p> <p>Action Completed.</p>
15 Para 71	Board Secretary to publish the June Board papers subject to the approved redactions	Board Secretary – Kay Kershaw	22 July 2019	<p>Papers were published on 29 July 2019.</p> <p>Action completed.</p>
16 Para 76	To table biographical information setting out the cumulative experience of OLC Board Members at the LSB/OLC Board to Board Meeting.	Board Secretary – Kay Kershaw	20 July 2019	<p>Information tabled.</p> <p>Action completed.</p>

20 March 2019

Agenda item	Action Required	Owner	Date required	Report on progress
7 Para 53	To review the RemCo committee's Terms of Reference (ToRs) with a view to de-scoping items that are more appropriate for an executive focus.	RemCo Chair	30 June 2019	<p>June Update: The Head of HR and DCS are re-drafting the ToRs; a draft will be circulated to RemCo by the end of June.</p>

			<p>July Update: Redrafted ToRs have now been circulated to RemCo. Action Completed.</p> <p>June Update: RemCo will convene on 16 July to review the re-drafted ToRs. July Update: The Chair of RemCo will provide a verbal update on this meeting at the July Board Meeting.</p> <p>June Update: The RemCo ToRs will be tabled at the September RemCo meeting for agreement.</p> <p>June Update: The final RemCo ToRs will be tabled for approval at the September Board meeting – this has been added to the Board forward plan.</p> <p>September Update: RemCo approved the revised ToRs at its meeting on 4 September. Formal Board approval will be sought at the Board meeting on 26 September 2019.</p>
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