

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No.</b>	3
		<b>Paper No.</b>	113.2
<b>Date of meeting</b>	31 March 2021	<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

28 January 2021

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 6	To publish the minutes of the OLC Board meeting held on 26 October 2020, the minutes of the ARAC meeting held on 15 May 2020 and 29 June 2020 and the minutes of the RemCo meeting held on 7 September 2020.	Board Secretary	31 March 2021	These minutes were published on 10 March 2021. <b>Action completed.</b>
5 Para 19	With support from the Chair of ARAC, to reflect further on the feedback provided about the extent of budgetary changes that had been made since the additional budget had been sought and the budgetary processes that had since been followed.	The Head of Finance and CO	31 March 2021	The CO and Head of Finance will be meeting with the Chair of ARAC to discuss this further prior to the March Board meeting. <b>Action to be closed.</b>
5 Para 20	To provide the Board with a background briefing paper on case fee income and case fee levy.	The Head of Finance	31 March 2021	A paper providing a background briefing on the levy will be issued to the Board prior to the March Board meeting. <b>Action completed.</b>
6 Para 25	To consider developing a light touch agreement between Chairs and Committees to ensure a greater understanding of the key risks and issues.	The Board Secretary and OLC Chair	31 March 2021	The Chairs of ARAC and RemCom have discussed this; they have committed to having regular catch ups to share learning and in place of requiring a formal agreement.

				<b>Action to be closed.</b>
6 Para 26	To report back to the Chair on when the OLC Board last considered its risk appetite.	The Board Secretary	31 March 2021	Board Secretary reported back to the Chair on 8 March 2021. The OLC Board last considered its risk appetite at a workshop in March 2019. <b>Action completed.</b>
7 Para 42	To ensure that reference is made to the People Plan in the executive summary of future Performance reports.	Chief Operating Officer	31 March 2021	The performance paper for March Board included People Plan update as will future Board papers. <b>Action completed.</b>
11 Para 59	To notify the Executive of anything more they would like to see covered in the Covid-19 Plan or any further assurance they may require on the long-term questions and decisions that the CO would need to make.	Board Members	31 March 2021	The Executive was not notified of any further items to be covered in the Covid-19 plan or of any further assurance required. Further details on Covid-19 planning will be put forward by the Executive in due course. <b>Action to be closed.</b>
12 Para 71	To update the Budget and Business Plan based on the Board's feedback and issue the revised document in good time ahead of the next Board meeting on 12 February.	The Executive	31 March 2021	Document updated and shared with the Board at its meeting on 12 February. <b>Action completed.</b>
12 Para 72	To update the ARAC Terms of Reference to reflect the Board's approval of option 1 and present the revised ToRs to ARAC for review at its meeting on 11 March.	The Chair of ARAC and Head of Complex Casework and Deputy Chief Ombudsman	11 March 2021	The revised ARAC Terms of Reference are to be presented at the March Board meeting for approval. <b>Action completed.</b>

12 Para 73	To contact the MoJ for an update on the position regarding LeO's cash reserves and report back to the Board.	Head of Finance	31 March 2021	The Ministry of Justice has confirmed that accounting restrictions around the annual allocation from the Treasury and the drawdown of public expenditure are such that it is not permissible for the OLC to access some or all of its reserves. <b>Action to be closed.</b>
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>
14 Para 76	To approve the revised OLC response to the LSB's Business Plan consultation	OLC Chair		The Chair approved a revised response to the LSB's Business Plan consultation on 9 February 2021. <b>Action completed.</b>
15 Para 77	To Publish the Board Member Ombudsman and Senior Manager register of interests.	Board Secretary	31 March 2021	The Board Member, Ombudsman and Senior Manager Register of Interests was published on 10 March 2021. <b>Action completed.</b>
16 Para 81	To publish the January Board papers subject to the approved redactions and items for non-disclosure	Board Secretary	31 March 2021	The January Board papers were published on 10 March 2021. <b>Action completed.</b>

26 October 2020

Agenda item	Action Required	Owner	Date required	Report on progress
5 Para 23	To ensure that the 2020/21 Annual Report and Accounts reflect the positive impact of LeO's external engagement.	The Executive	1 July 2021	<p><b>January Update:</b> The Board will receive an early draft of the 2020/21 Annual Report and Accounts for review in May and for final approval on 1 July 2021.</p> <p>The structure of the report is currently being reviewed to ensure that it reports against business priorities and highlights both achievements and challenges.</p>
10 Para 78	To circulate the Annual Report and Accounts timetable to the Board by the end of November.	The External Affairs Team Leader	30 November 2020	<p><b>January Update:</b> BAU priorities, particularly around business planning, prevented earlier work on the Annual Report. This work is now in the final stages and Board will receive a detailed update in March, including the timeline for production and an overview of structure and key messaging.</p> <p><b>March Update:</b> The March Board meeting agenda includes</p>

				an an update on the timetable and planning for the Annual report and Accounts. <b>Action completed.</b>
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**27 April 2020**

<b>Agenda item</b>	<b>Action Required</b>	<b>Owner</b>	<b>Date required</b>	<b>Report on progress</b>
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	TBC	