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| <b>Meeting</b>         | OLC Board Meeting | <b>Agenda Item No.</b> | 3          |
| <b>Date of meeting</b> | 15 December 2022  | <b>Paper No.</b>       | 124.2      |
|                        |                   | <b>Time required</b>   | 10 minutes |

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| <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       |

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| <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

20 October 2022

| Agenda item  | Action Required  | Owner                  | Date required    | Report on progress  |
|--------------|--|------------------------|------------------|---|
| 2<br>Para 6  | To amend and publish the minutes of the OLC Board meeting held on 30 June 2022 and publish the minutes of the ARAC meeting held on 30 June 2022.   | Board Secretary        | 15 December 2022 | Paragraph 24 amended. Amendment approved by the OLC Chair on 21 November 2022.<br><br>The minutes of the September Board meeting were then published on 22 November 2022.<br><br><b>Action completed.</b> |
| 3<br>Para 9  | Close action 4 paragraph 15 from the September Board meeting.  | Board Secretary        | 15 December 2022 | Action closed.<br><br><b>Action completed</b>   |
| 3<br>Para 10 | Close the linked actions 13 Paragraph 68 from the May 2021 Board meeting, action 3 paragraph 8 from the January 2022 meeting and action 4 paragraph 17 from the March 2022 meeting.  | Board Secretary        | 15 December 2022 | Action closed.<br><br><b>Action completed</b>   |
| 3<br>Para 10 | To commission an independent review of quality assurance across the redress sector to provide a benchmark for the efficacy and proportionality of LeO's own quality assurance framework and to inform whether a review of LeO's framework is required. | Deputy Chief Ombudsman | 31 March 2023    | <b>December Update:</b> The closing date for the response to tender is 9 December 2022. An update on response levels will be provided at the December Board meeting.                                      |

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|                |  |  |                  | <b>Ongoing.</b>  |
| 6-9<br>Para 35 | To include a section in the Quality and Service report to highlight the key points for the Board to note, including details of the actions being taken to improve quality review scores on service and outcomes. | The Deputy Chief Ombudsman                     | 25 January 2023  | <b>December Update:</b> An update on quality actions is incorporated into the Chief Ombudsman's Executive Report and a more comprehensive update will be provided, as requested, in the quarterly Quality and Service report to be presented at the January 2023 Board meeting.<br><b>Ongoing.</b> |
| 6-9<br>Para 39 | To provide an update on the Hub Strategy before the next Board meeting.  | The Head of Programme Management and Assurance | 15 December 2022 | An update on the Hub Strategy will be provided to the Board out of committee ahead of the December Board meeting.  |
| 12<br>Para 50  | To update the Risk Management Framework Policy to ensure that it was aligned to the OLC Governance Framework and provided more clarity the Board and ARAC's roles in terms of the three lines of defence model.  | The Risk Manager                               | 15 December 2022 | The Risk Management Framework policy has been updated to ensure that it is aligned to the OLC Governance Framework. Clarity has also been provided on the roles of ARAC and Board to ensure consistency between the two documents.<br><b>Action Completed.</b>                                     |
| 12<br>Para 50  | To refine the 2022/23 Risk Tolerances to remove any ambiguity in the references to 'greater than' and 'less than'.   | The Risk Manager                               | 15 December 2022 | The 2022/23 Risk Tolerances have now been refined. Any ambiguity in the references to 'greater than' and 'less than' has been removed.   |

|               |   |                 |                  | <b>Action Completed.</b>   |
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| 15<br>Para 61 | To share the slides of the presentation on complainant demographic data and LeO's plans to improve EDI data collection, analysis and reporting with the Board.  | Board Secretary | 15 December 2022 | Slides shared on 21 October 2022.<br><b>Action completed.</b>  |
| 15<br>Para 66 | To follow up on the Big Promises made by Board members outside of the meeting.  | The OLC Chair   | 15 December 2022 | Followed up on Board member feedback on Big Promises. Collated feedback shared in end of week Board update issued on 18 November 2022.<br><br>OLC Chair to give further thought in Q4 to how the Board can collectively discuss their responses, possibly as part of the approach to Board development.<br><br><b>Ongoing</b>                                  |
| 16<br>Para 69 | To consider the most appropriate way of reminding Board members of their governance responsibilities at the December Board meeting and the best way of receiving Board feedback and approval of the new OLC Governance Framework. | The OLC Chair   | 15 December 2022 | A presentation will be given to the Board at the December Board meeting on the new OLC Governance Framework to remind Board members of their governance responsibilities.<br><br>Some Board member feedback on the new Governance Framework has been provided to the OLC Chair and Head of PM&A by email and further opportunities to provide feedback will be |

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|               |  |                 |                  | <p>provided at the December Board meeting.</p> <p>The Board forward plan has been updated to include approval of the new OLC Governance Framework at the January 2023 Board meeting.</p> <p><b>Action completed</b></p>  |
| 17<br>Para 71 | To publish the Q2 transparency reports, subject to an amendment to the Board Member Register of Interests and clarity on the accuracy of the expenses reported for Alison Sansome. | Board Secretary | 15 December 2022 | <p>The Q2 Board Member Register of Interests was amended and then published on 22 November 2022, along with the Q2 Gifts and Hospitality Report and Ombudsman and Senior Manager Register of Interests.</p> <p>Clarification was received on the accuracy of the Board Member and Senior Manager Expenses reports on 21 November 2022 and the report was then published on 22 November 2022.</p> <p><b>Action completed.</b></p> |
| 18<br>Para 73 | To publish the October Board papers in line with the Board's approval of the redactions and items for non-disclosure.  | Board Secretary | 15 December 2022 | <p>The October Board papers were published on 22 November 2022.</p> <p><b>Action completed.</b></p>  |
| 20<br>Para 75 | To share feedback on Ombudsman letters by email to the Board and Executive.  | Board members   | 15 December 2022 | <p>Ombudsman decision letters were re-circulated to Board members on 23 November for comments to be shared with the Deputy Chief Ombudsman</p>   |

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|               |   |               |                  | in advance of the December Board meeting.<br><b>Action completed.</b>   |
| 20<br>Para 75 | To schedule time in the Board forward plan for the Board to discuss the Ombudsman Decision letters at a future Board meeting. | The OLC Chair | 15 December 2022 | The Board forward plan has been updated to include a slot on the December Board agenda for the Board to discuss the Ombudsman Decision letters.<br><b>Action completed.</b> |

### 15 September 2022

| Agenda item  | Action Required   | Owner                               | Date required    | Report on progress   |
|--------------|---|-------------------------------------|------------------|--|
| 4<br>Para 14 | To share further information on the internal communications survey and any follow up actions with the Board.                            | The Internal Communications Manager | 15 December 2022 | The Board forward plan has been updated to include an update on Internal Communications and a summary of the Internal Communications survey at the December Board meeting.<br><b>Action completed.</b>     |
| 5<br>Para 27 | To ensure that updates on FET customer satisfaction are provided to the Board when available as part of quarterly reporting on Quality. | The Deputy Chief Ombudsman          | Ongoing          | All Customer Satisfaction results (including FET from Q2 onwards) are received 6-8 weeks after quarter end and therefore will be reported retrospectively; Q2 results being reported alongside Q3 quality. |

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|  |  |  |  | <p><b>December update:</b></p> <p>Customer Satisfaction results for Q2 are still pending and will be reported as part of the quarter three Quality and Service Report with a more detailed review/analysis provided as agreed at February Board workshop.</p> <p><b>Ongoing</b></p> |
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**30 June 2022**

| <b>Agenda item</b> | <b>Action Required</b>  | <b>Owner</b>  | <b>Date required</b> | <b>Report on progress</b>  |
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| 4<br>Para 12       | To arrange for the Board to be informed of the percentage of new Investigators that achieved the expected productivity ramp up during their first 12 months in role before they became established. | The Head of Operations, Operations Transformation and Business Intelligence | 15 September 2022    | <p><b>September update:</b> A quarter two review of performance is to be undertaken. This will include a review of Grad Bay once the new Investigators have completed their first 12 months in role – see September Performance paper for further information.</p> <p><b>October update:</b> Pressures from national recruitment throughout October mean that this review cannot start until November. Head of Operations will provide an out of committee</p> |

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|  |  |  | <p>update. This review will provide the performance data, including leavers and other assumptions such as Maternity leave, LTS, Closure performance etc.</p> <p><b>December Update:</b></p> <p>The outcome of Grad Bay performance reviews will be included in the Operational Performance Interim Update paper to be presented at the December Board meeting. An additional update on the performance of new Investigators will be included in the Hub Strategy paper to be issued out of committee ahead of the December Board meeting.</p> <p><b>Action completed.</b></p> |
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