

Meeting	OLC Board Meeting	Agenda Item No.	10
Date of meeting	18 October 2023	Paper No.	129.8B
		Time required	5 minutes

Title	Actions from previous meetings and matters arising
Sponsor	Kay Kershaw, Board Secretary
Status	OFFICIAL
To be communicated to:	Members and those in attendance

Executive summary	
This paper provides the Board with an update on the actions from previous Board meetings.	
Recommendation/action required	
Board is asked to note the update.	
Equality Diversity and Inclusion	
EDI implications	Yes
In keeping with the Legal Ombudsman's commitment to inclusivity, this paper will be published on LeO's website.	
Freedom of Information Act 2000 (Fol)	
Paragraph reference	Fol exemption and summary
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
ACTIONS: OLC Board Meeting 20 July 2023					
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		
ACTIONS: OLC Board Meeting: 15 December 2022					
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>January 2023 update: Next steps to be considered in quarter1 following the benchmarking review and to allow for implementation of Scheme Rules</p> <p>April 2023 update: Under priority 3 of the business plan, we will be looking at ways of making best use of our</p>	25 April 2024

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				<p>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>June 2023 Update: With agreement from the OLC Chair, this action is to be considered as part of the Board effectiveness review; a revised delivery date of April 2024 has been set.</p> <p>Ongoing</p>	
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Previous actions completed or closed.

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 20 July 2023					
3-6, para 28	To give further consideration to reporting the unit cost of 'customers helped' instead of the unit cost of case closures in future performance dashboard reports.	Chief Ombudsman	18 October 2023	The unit cost of 'customers helped' is something that will continue to be reported through future reporting. ACTION CLOSED	
9, para 57	To give further consideration to the distinction drawn between strategic issues and strategic risks, their inter-relationships and dependencies; to what would happen if the Board believed that a strategic issue could not be brought into tolerance; and to the triggers that would result in exception reporting of risks to the Board and report back to the Board accordingly.	Head of Performance Management and Assurance	21 September 2023	An update has been provided out of committee to the OLC Board responding to questions raised at the OLC Board risk workshop. Action closed	

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12, para 66	To arrange for the minutes of the OLC Board meeting held on 15 June 2023 and the minutes of the OLC ARAC meeting held on 5 May 2023 to be published.	Board Governance Manager	21 September 2023	The minutes of the OLC Board meeting held on 15 June 2023 and the minutes of the OLC ARAC meeting held on 5 May 2023 we published on 9 August 2023 Action completed.	
13. para 70	To update the Board member Register of Interests and arrange for it to be published along with the Q1 Ombudsman and Senior Manager Register of Interests.	Board Governance Manager	21 September 2023	Board member Register of Interests was updated. Register of Interests published on 9 August 2023. Action completed.	
13. para 72	To submit the Q1 and Q2 Board Member and Senior Manager Expenses Reports for approval at the October Board meeting	Head of Finance	18 October 2023	The Q1 and Q2 Board Member and Senior Manager Expenses Reports is provided for approval at the October Board meeting Action closed.	

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13. para 73	To arrange for the July Board papers to be published taking account of the redactions and items for non-disclosure approved by the Board.	Board Governance Manager	21 September 2023	The July Board papers were published on 9 August 2023 Action completed.	
15, para 74	To feedback the Chair on the effectiveness of the performance review and scrutiny section of the Board meeting.	Board members	21 September 2023	This action has been superseded by September's Board workshop, which included a focus on Board effectiveness and the recommendations of the review, alongside an agreement to focusing on a revised form of more strategic wording for the end of future Board meetings. This will involve both Exec and Non-Exec. Action closed	

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ACTIONS: OLC Board Meeting: 25 January 2023					
5 to 8: para 41	Performance Dashboard: To consider including a summary page at the start of future performance dashboard reports, where the headlines and key issues for all areas (Operational Performance, People, Quality and Service and Finance) were summarised and drawn to the Board's attention.	Chief Ombudsman	15 June 2023	<p>April Update: This is something the Executive Team are considering and will come back to at the June meeting.</p> <p>June Update: The Chief Ombudsman will discuss with the OLC Chair how this can be best achieved to meet the Board's requirements ahead of the next Board quarterly performance reporting in July.</p>	<p style="text-align: center;">20 July 2023</p> <p>July Update: The Chief Ombudsman and OLC Chair will consider as part of discussions on the Board effectiveness review. The Chief Ombudsman and Executive Team will then consider as part of wider review of the performance dashboard in advance of October's Board meeting.</p> <p>October Update: This action will be taken forward separately as part of the wider review of reporting following the OLC Board workshop on</p>

OLC Board Actions Log

					Board effectiveness. Action closed.
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