

Meeting	OLC Board Meeting	Agenda Item No.	3
		Paper No.	107.2
Date of meeting	28 September 2020	Time required	10 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

27 July 2020

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 4	To publish the minutes of the OLC Board meeting held on 29 June 2020.	Board Secretary	28 September 2020	The minutes of the April Board meeting were published on 10 August. Action completed.
4 Para 29	To reflect further on the Board Members' comments on the AO role and the alternative suggestions put forward at the July Board meeting.	OLC Chair and CO	28 September 2020	Progressed by OLC Chair and CO; proposal currently with MoJ for the AO role to be formally covered by the Interim Director of Operations and acting CO; update included in Chair's update for September Board meeting. Action completed.
5 Para 39	To present an accurate, confident performance forecast at the September Board meeting.	The Head of Impact / Interim Director of Operations	28 September 2020	An update is to be included in the September Performance paper. Action completed.
5 Para 45	To reconsider performance recovery proposal 2 and identify ways to ensure that front end cases were handled with maximum efficiency.	The Head of Impact / Interim Director of Operations	28 September 2020	An update is to be included in the September Performance paper. Action completed.

6 Para 56	To report back to the September Board on the level of assurance RemCo has taken from the actions deriving from the recommendations from the Independent Review.	The Chair of RemCo	28 September 2020	The agenda for the September Board meeting includes an item for the Chair of RemCo to report back to the Board on this matter. Action completed.
6 Para 57	Board Secretary to ensure that the recommendations arising from the Independent Review of Board effectiveness and governance are reviewed as part of the Board effectiveness agenda item at the September Board meeting.	Board Secretary	28 September 2020	This it to be included as part of the Board Effectiveness agenda item at the September Board meeting. Action completed.
7 Para 66	To identify actions to progress the EDI agenda.	OLC Chair and Board Lead on ED&I	28 September	OLC Chair is considering in context of Board effectiveness review which is included on September's agenda; EDI will also be addressed in responding to budget acceptance criteria for 21/22 budget and planning; OLC Chair has also liaised with BAME network throughout COO and CO recruitment process. Action completed.
8 Para 69	To report on the re-forecasted budget and provide more clarity on case fee income and the budgetary challenges at the September Board meeting.	Head of Finance	28 September 2020	An update is to be included in the September Finance paper . Action completed.
8 Para 70	To consider external communications about any potential increase in unit cost as part of a review of the 2019/20 Annual Report and Accounts process.	External Affairs Team Leader	26 October 2020	

8 Para 72	To report back to the Board on whether LeO's cash reserves were still accurate for their intended purpose and whether the Treasury would be willing to release any of the funds to enable LeO to repurpose them.	Head of Finance	28 September 2020	An update is to be included in the September Finance paper . Action completed.
9 Para 72	To identify the critical path as defined by the key dates set out in the project timeline and to produce a programme risk register, setting our risks and mitigations	Business Planning Manager	28 September 2020	A verbal update will be provided at the September Board meeting.
9 Para 86	To consider the feasibility of submitting an in-year budget application to the LSB for a specific purpose and advise the Board accordingly	The Executive	28 September 2020	The Executive has given this some consideration and is to present a paper seeking Board approval for a 2020/21 interim budget application at the September Board meeting. Action completed.
10 Para 90	To consider the possibility of implementing the annual service provider reviews in 2020/21 as part of the improvements on the transparency agenda.	The Head of Impact / Interim Director of Operations	28 September 2020	The Executive has given this further consideration and concluded that this is not possible within the realms of the current budget unless other work is ceased. Stakeholder appetite indicates a preference for the continuation of speaking events and professional learning courses. Action completed.
10 Para 93	To consider the feasibility of an in-year budget submission for work relating to the transparency agenda and report back to the Board at the end of August out of committee.	The Executive	31 August 2020	The Executive has given this further consideration and concluded that the completion of this work is dependent on recruiting to fill a current vacancy. This will be covered

				off in the interim budget paper presented at September Board. Action completed.
10 Para 94	To redraft the response to the transparency discussion paper and submit to the Board for approval out of committee by the end of August.	The Head of Impact / Interim Director of Operations	31 August 2020	This paper was redrafted and circulated to the Board out of committee on 21 August 2020 for Board approval. Feedback was provided by some Board Members and, recognising that other Board Members were on annual leave and unable to respond within the timescales set out, the Chair provided final edits and comments on the paper. The paper was updated accordingly and published Action completed.
13 Para 109	To publish the Welsh Language Report.	The External Affairs Team Leader	28 September 2020	There has been a delay publishing this report due to annual leave and other work priorities. This is now in the process of being translated after which it will be published.
14 Para 110	To publish the Gifts and Hospitality Report and the Board Member and Ombudsman Register of Interests.	Board Secretary	28 September 2020	Reports published on 10 August 2020. Action completed.
15 Para 114	To publish the July Board papers subject to the approved redactions and items for non-disclosure.	Board Secretary	28 September 2020	July Board papers published on 10 August 2020. Action completed.

17 Para 119	To arrange Microsoft Teams training for Board Members.	Board Secretary	28 September 2020	Email sent to Board Members on 16 September offering Teams Training sessions. Action Completed.
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29 June 2020

Agenda item	Action Required	Owner	Date required	Report on progress
11 Para 63	To add Annual Report and Accounts learning review to the Board forward plan.	Board Secretary	26 October 2020	This has been added to the Board's forward plan for discussion at the October Board meeting. Action completed.

Agenda item	Action Required	Owner	Date required	Report on progress
3 Para 10	To clarify the process for responding to external consultations with the Executive.	OLC Chair	27 July 2020	<p>July Update: The Chair has a discussion scheduled with Alex Moore; they will review consultations anticipated this year and reflect on what should be priorities for the Board requiring active Board input and/or review; consideration will be given to how this relates to the Board meeting schedule to minimise agreement being sought outside meetings.</p> <p>September Update: The Chair has discussed with Alex Moore, following up as set out above.</p> <p>Action completed.</p>
3 Para 15	To consider RemCo's role in the proposed pay benchmarking exercise referred to in the previous action March 5, para 28 (see below) and advise the Executive accordingly.	The Chair of RemCo	29 June 2020 28 September 2020	<p>July Update: See March action 5 para 28 below – the action for the Executive to initiate a pay benchmarking exercise has been postponed to September.</p> <p>September update: The Executive Team wish to consider this further and will report back to RemCo.</p>

3 Para 16	To implement improvements to the quality of Board papers and ensure that key information is highlighted in the executive summary.	The Executive	Ongoing	<p>June Update: The Executive continues to reach for an appropriate suite of information to be included in the executive summaries to Board reports.</p> <p>Note: At the June Board meeting, the Board requested that this action remained open and was marked as ongoing.</p>
13 Para 94	To consider inviting the Consumer Panel to a future Board meeting to discuss the findings of the recent Consumer Impact Report	The External Affairs Team Leader	27 July 2020	<p>July Update: Contact has been made with the Consumer Panel and we are awaiting their availability to attend an OLC Board meeting.</p> <p>September update: The Consumer Panel have confirmed their availability to attend the October Board meeting. The Executive and OLC Chair are to consider the October Board agenda and whether it is possible for the Consumer Panel to attend this meeting.</p>
13 Para 95	To report back to the Board on whether more CMCs were moving to legal regulation and if so why.	The External Affairs Team Leader	29 June 2020 27 July 2020	<p>June Update: This will be reported in the July Horizon Scan.</p> <p>July Update: We are awaiting clarification from the SRA on whether more CMCs are moving to legal regulation and if so why.</p>

				<p>September update: The September Horizon Scan is to include an update on this action.</p> <p>Action completed.</p>
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	

26 March 2020

Agenda item	Action Required	Owner	Date required	Report on progress
5 Para 28	To initiate a pay benchmarking exercise once the final outturn position for 2019/20 budget had been settled.	DCS / Head of HR	29 June 2020 28 September 2020	<p>June Update: Due to current workloads the Executive has suggested that the completion date for this action is adjusted to 28 September 2020.</p> <p>September update: The Executive Team wish to consider this further and will report back to RemCo.</p>