Meeting	OLC Board Meeting	Agenda Item No. Paper No.	3 147.4B
Date of meeting	17 June 2026	**Time required**	5 minutes

Title	Previous Actions and Matters Arising
Sponsor	Kay Kershaw, Board Governance Manager
Status	OFFICIAL
To be communicated to:	Members and those in attendance

Executive summary	
This paper provides the Board with updates on the actions from previous Board meetings.	
Recommendation/action required	
Board is asked to **note** the updates on the actions from previous Board meetings.	
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 (FoI)	
Paragraph reference	**FoI exemption and summary**
N/A	N/A
Value for Money (VfM)	
This regular Board report ensures scrutiny of actions arising from previous Board meetings. Actions may pertain to LeO's financial management and strategic decision making, particulary in relation to the allocation of resources and value for money.	

OLC Board Actions Log
Action Completed or Closed

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board 29 April 2026					
3, para 8	To submit any further comments on the Scheme Rules, case fees, decision transparency and consultation document to the Deputy Chief Ombudsman.	Board members	8 May 2026	**June Update:** Comments received from one Board member and noted. **Action completed.**	
ACTIONS: OLC Board 25 February 2026					
2, para 10	To update the Budget Acceptance Criteria and the Scheme Transformation Review documents to reflect the Board's feedback on strengthening the wording and clarity.	The Executive	2 March 2026	The BAC and the Scheme Transormation Review documents were updated prior to submission to the LSB. **Action completed**	
2, para 11	To submit the final Budget Acceptance Criteria and the Scheme Transformation Review documents to the Legal Services Board (LSB) and the Ministry of Justice	The Executive	2 March 2026	The BAC and the Scheme Transofrmation Review documents were submitted to the LSB and MoJ in line with the agreed	

OLC Board Actions Log
Action Completed or Closed

	(MoJ) in the week commencing 2 March, sighting Board members on the final versions.			timescale and Board members were sighted accordingly. **Action completed**	
ACTIONS: OLC Board 28 January 2026					
2, para 6	To prepare a concise summary of the key changes required to clarify messaging within the BAC and circulate it to Board members for agreement, following which it will be shared with the Executive.	The OLC Chair	25 February 2026	The summary of the key changes shared with board members for agreement. **Action completed**	
2, para 6	To revise the BAC in line with the agreed changes and submit an updated version for Board consideration at the February meeting.	The Executive	25 February 2026	The BAC was revised and submitted for Board consideration at February's Board meeting. **Action completed**	
2, para 6	To develop a clearer outline of potential Scheme transformation pathways, including indicative scope and sequencing, for Board consideration at the February meeting,	The Executive	25 February 2026	The outline of potential Scheme transformation pathways was developed for the Board's consideration at	

OLC Board Actions Log
Action Completed or Closed

	alongside discussions on the development of the OLC's 2027–30 Strategy.			February's Board meeting **Action completed**	
2, para 6	To liaise with the LSB to seek an extension of the BAC submission deadline.	The Executive	25 February 2026	The deadline for BAC submission was extended to the week commencing 2 March 2026. **Action completed**	
7, para 26	To arrange for the Q3 transparency reports to be published once updated.	The Board Governance Manager	17 June 2026	Report published on 4 June 2026. **Action completed.**	
8, para 27	To arrange for the minutes of the Board meeting held on 17 December 2025 to be published.	The Board Governance Manager	17 June 2026	Minutes published on 4 June 2026. **Action completed.**	
8, para 28	To arrange for the minutes of the RemCo meeting held on 20 March 2025 to be published.	The Board Governance Manager	17 June 2026	Minutes published on 4 June 2026. **Action completed.**	
8, para 29	To arrange for the minutes of the RemCo meeting held on 18 June 2025 to be published.	The Board Governance Manager	17 June 2026	Minutes published on 4 June 2026. **Action completed.**	

OLC Board Actions Log
Action Completed or Closed

9, para 31	To arrange for the January Board papers to be published in line with the redactions and non-disclosures approved by the Board.	The Board Governance Manager	17 June 2026	Papers published on 4 June 2026. **Action completed.**	

OLC Board Actions Log
Ongoing Actions

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board 29 April 2026					
2, para 4	To present a paper on governance arrangements for the Scheme transformation at July's Board meeting.	The Executive	29 July 2026	**June Update:** This paper will also incorporate wider governance arrangements.	
3, para 9	To present the benefits realisation framework alongside consultation responses to the Board	The Executive	28 September 2026		
6, para 19	To include high level updates on cyber risk and activity in future Chief Ombudsman reports.	The Executive	29 July 2026	**June update:** This update will be reported as a standing item in the Chief Ombudsman's report with effect from July 2026.	
6, para 19	To provide clarity to the Board on the level of support provided by the MoJ and Board communication	The Executive	29 July 2026		

OLC Board Actions Log
Ongoing Actions

	arrangements in the event of a cyber incident				
6, para 20	To introduce dedicated reporting to the Board regulatory objectives.	The Executive	29 July 2026	**June update:** This will become a standing agenda item from July 2026.	
7, para 24	To provide clearer reporting of case resolution times across each resolution pathway within the strategic scorecard.	Head of Operations, Business transformation and Intelligence	29 July 2026		
8-10, para 28	To present a paper to the Board on readiness for expanded publication of ombudsman decisions at a future Board meeting.	Deputy Chief Ombudsman	28 September 2026		
11, para 29	To arrange for the minutes of the ARAC meeting held on 6 October 2025, and the minutes of RemCo meeting held on 20 November 2025 and 16 December 2025 to be published.	The Board Governance Manager	29 July 2026		

OLC Board Actions Log
Ongoing Actions

13, para 34	To arrange for the Q4 transparency reports to be published.	The Board Governance Manager	29 July 2026		
13, para 35	To clarify whether Board members must declare on the register of interests whether their other roles are remunuerated	Board Governance Manager	29 July 2026	**June update:** The Chair confirmed that it is good practice for Board members to declare whether their external roles are remunerated. Board members have been asked to update their Register of Interests entries accordingly in June.	
14, para 36	To arrange for the April Board papers to be published in line with the redactions and non-disclosures approved by the Board.	The Board Governance Manager	29 July 2026		
15, para 39	To review arrangements for sharing Board papers with the LSB and MoJ.	The Chief Ombudsman	29 July 2026	**June update:** A verbal update on this will be provided at July's Board meeting.	

OLC Board Actions Log
Ongoing Actions

16, para 41	To review and propose how assurance and Board reporting on performance and customer experience could be strengthened, including options for expanding the SCA's Terms of Reference to enable broader thematic or dip-sample reviews; triangulating qualitative and thematic insight against wider customer experience data; and clearer assurance on the implementation and impact of improvement actions.	The Deputy Chief Ombudsman	28 October 2026		
ACTIONS: OLC Board 28 January 2026					
2, para 6	To give further consideration to membership of a transformation sub-group, taking into account Board member availability and meeting requirements.	The OLC Chair	August 2026		
2, para 6	To continue to engage with the LSB and MoJ on the approach to the Scheme transformation.	The Executive	Ongoing	Verbal updates will be provided at Board meetings.	

OLC Board Actions Log
Ongoing Actions

3, para 13	To ensure that the next digital transformation strategy update includes further detail on staff training and operational expectations following the rollout of Copilot.	The Head of Operations, Business transformation and Intelligence	29 July 2026	The next digital transformation strategy update will be provided in July board meeting **Ongoing**	
7, para 24	To confirm whether there were any rules or restrictions governing the nature or number of external interests that members of staff could hold, and how this was assessed in practice.	The Data Protection and Information Compliance Officer	29 July 2026		
ACTIONS: OLC Board Meeting 25 September 2025					
5, para 30	To explore alternative approaches to ensure the Board continued to engage meaningfully with staff.	The OLC Chair and Head of People and Culture	17 December 2025	**December 2025 update:** PA Consulting have been briefed and have been secured for December and February's Board workshop.	~~28 February 2026~~ 28 September 2026