

Meeting	OLC Board Meeting	Agenda Item No.	3
		Paper No.	139.3B
Date of meeting	18 June 2025	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 (Fol)	
Paragraph reference	Fol exemption and summary
N/A	N/A

OLC Board Actions Log
Previous Actions: Completed or Closed

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 29 April 2025					
5, para 21	To share a skills audit with Board members for completion.	OLC Chair	18 June 2025	Skills audit shared with the Board on 16 May 2025. Action completed.	
6, para 24	To update the Board forward plan to reflect that the Civil Service Survey Results will no longer be reported to Board as a standing agenda item.	The Board Governance Manager	18 June 2025	Board forward plan updated. Action completed	
ACTIONS: OLC Board Meeting 29 January 2025					
5, para 33	To share a forward plan of staff network events with the Board.	EDI Manager	30 April 2025	April 2025 update: The EDI Manager will be meeting with Staff Network leads in April to agree network events for 2025/26 and will share the forward plan with the Executive and Board at the end of April.	

OLC Board Actions Log
Previous Actions: Completed or Closed

				June 2025 update: An EDI calendar of network events was shared with the Board on 8 May 2025. Action completed.	
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OLC Board Actions Log
Previous Actions: Ongoing

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 29 April 2025					
3, para 14	To consider when the next update on LeO's strategic approach to DT and AI would be presented to the Board.	The Executive	17 December 2025		
4, para 17	To include a strategic analysis of the key stakeholders as part of the next Board update on stakeholder management at July's Board meeting.	The Interim Head of Communication, Engagement and Impact	25 September 2025		
5, para 21	To give further consideration to incorporating more deep dives into the Board's forward plan	OLC Chair	Mid-October 2025		
5, para 21	To consider when the next update on the review of customer satisfaction would be provided to the Board so that it could be factored into the Board's forward plan.	The Deputy Chief Ombudsman	17 December 2025		

OLC Board Actions Log
Previous Actions: Ongoing

5, para 21	To consider and agree how best to incorporate narrative on VFM into Board papers.	The Chief Ombudsman and OLC Chair	24 July 2025		
5, para 21	To follow up with the Chair of the Performance Sub-Group (PSG) and consider whether the PSG Terms of Reference required updating.	The OLC Chair	End of June 2025		
11, para 59	To update the Board member register of interests to reflect the changes reported by two Board members.	The Board Governance Manager	24 July 2025		
11, para 59	To arrange for the Q4 transparency reports to be published once updated.	The Board Governance Manager	24 July 2025		
12, para 61	To arrange for the minutes of the Board meeting held on 29 January 2025 and the minutes of the RemCo meeting held on 27 November 2024 to be published.	The Board Governance Manager	24 July 2025		

OLC Board Actions Log

Previous Actions: Ongoing

13, para 64	To arrange for the April Board papers to be published in line with the redactions and items for non-disclosure approved by the Board.	The Board Governance Manager	24 July 2025		
ACTIONS: OLC Board Meeting 29 January 2025					
4, para 23	To obtain comparison benchmarking data on the number of investigations undertaken by other Ombudsman services that had found poor first tier complaints handling.	Deputy Chief Ombudsman	24 July 2025		
5, para 28	To consider what more could be done to highlight the centrality of EDI and people culture to LeO's strategy and link EDI improvements to operational performance	EDI Manager	24 July 2025	Reference to this action will be made in the July EDI Board update paper.	
ACTIONS: OLC Board Meeting 18 December 2024					
6, para 26	To consider improving LeO's website to ensure that information on service complaints and the service complaint process was more	Deputy Chief Ombudsman	24 July 2025	January 2025 update: A review of LeO's website would be undertaken and appropriate actions taken to ensure that	

OLC Board Actions Log
Previous Actions: Ongoing

	transparent and accessible to customers.			information on service complaints and the service complaint process was transparent and accessible to customers. An update on this would be provided in July's Chief Ombudsman's report.	
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