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| <b>Meeting</b>         | OLC Board Meeting | <b>Agenda Item No.</b> | 3          |
|                        |                   | <b>Paper No.</b>       | 125.2      |
| <b>Date of meeting</b> | 25 January 2023   | <b>Time required</b>   | 10 minutes |

|                               |                                       |
|-------------------------------|---------------------------------------|
| <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

15 December 2022

| Agenda item  | Action Required   | Owner           | Date required   | Report on progress  |
|--------------|---|-----------------|-----------------|---|
| 2<br>Para 8  | To publish the minutes of the OLC Board meeting held on 20 October 2022 and publish the minutes of the RemCo meeting held on 8 February 2022.   | Board Secretary | 25 January 2023 | The minutes of the October Board meeting and February RemCo meeting were published on 17 January 2023.<br><b>Action completed.</b>  |
| 3<br>Para 11 | To follow up on the Board discussion about the need for good governance in respect of the independent academic research on quality assurance across the redress sector with the CO and DCO and provide an out of committee update to the Board. | OLC Chair       | 25 January 2023 | The OLC Chair emailed all Board members about this on 22 December 2022, setting out a clear audit trail in relation of the appointment of the quality assurance research which has now commenced.<br><b>Action completed.</b> |
| 3<br>Para 12 | To close action 3 Paragraph 10 from the October 2022 Board meeting.   | Board Secretary | 25 January 2023 | Action 3 Paragraph 10 from the October 2022 Board meeting has been closed.<br><b>Action completed.</b>  |
| 3<br>Para 13 | To close action 6-9 Paragraph 35 from the October 2022 Board meeting.   | Board Secretary | 25 January 2023 | Action 6-9 Paragraph 35 from the October 2022 Board meeting has been closed.  |

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|              |   |                 |                 | <b>Action completed.</b>  |
| 3<br>Para 14 | To close action 6-9 Paragraph 39 from the October 2022 Board meeting.   | Board Secretary | 25 January 2023 | Action 6-9 Paragraph 39 from the October 2022 Board meeting has been closed.<br><b>Action completed.</b>  |
| 3<br>Para 15 | To close action 5 Paragraph 27 from the September 2022 Board meeting.   | Board Secretary | 25 January 2023 | Action 5 Paragraph 27 from the September 2022 Board meeting has been closed.<br><b>Action completed.</b>  |
| 3<br>Para 16 | To seek clarification from the Executive on when the EDI People benchmarking data would be available to present to the Board. | Board Secretary | 25 January 2023 | The Head of Preops Strategy and Services has advised that the EDI People benchmarking data would be available to present at the April Board meeting. The forward plan has been updated accordingly.<br><b>Action completed.</b> |
| 4<br>Para 25 | To add updates on the Accommodation Strategy to the Board's forward plan.   | Board Secretary | 25 January 2023 | Added to the Board forward plan for the first update to be shared in Q1.<br><b>Action completed.</b>  |

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| 5<br>Para 34  | To update the Board forward plan for January to include a discussion on revised forecasts for Q4 2022/23 and the for the 2023/24 Business Plan and what would be acceptable to the OLC at year end.   | Board Secretary  | 25 January 2023 | Added to the Board forward plan.<br><b>Action completed.</b>   |
| 6<br>Para 39  | To share the People Strategy with the Board along with a paper that had been issued to RemCo setting out the re-prioritised elements of the People Strategy and the progress that had been made against them.                                       | The Head of People Strategy and Services                         | 25 January 2023 | The 2022/23 People Strategy, first shared with the Board in March 2022, and a paper issued to RemCo in November setting out the re-prioritised elements of the People Strategy and the progress that had been made against them were issued to the Board on 17 January 2023.<br><b>Action completed.</b> |
| 8<br>Para 47  | To arrange for the updated ARAC ToRs to be published following a formal review of OLC Governance documents that will take place at the January Board meeting.   | Board Secretary  | 1 March 2023    | The revised suite of OLC Governance documents are to be published following approval of the documents at the January Board meeting.  |
| 10<br>Para 62 | To reflect on the best way of updating the OLC Governance Framework to provide more clarity on the relationship between the OLC/LeO and the LSB and MoJ, and the OLC/LeO's accountabilities to each of them, as set out in the Tripartite Protocol. | Chief Ombudsman and Head of Performance Management and Assurance | 25 January 2023 | This has been included in the final draft of the Governance Framework which is derived from the Tripartite Protocol<br><b>Action completed.</b>  |

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| 11<br>Para 68 | To consider benchmarking LeO's Ombudsman's decisions against other Ombudsman schemes to ensure best practice in terms of style and quality. | Deputy Chief Ombudsman                                | 26 April 2023   | To be reflected on in light of the outcomes of the quality benchmarking review.  |
| 11<br>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   | Next steps to be considered quarter1 following the benchmarking review and to allow for implementation of Scheme Rules   |
| 13<br>Para 77 | To discuss the next steps on the Social Mobility with the Research and Insight Manager the EDI Board Sponsor.                               | OLC Chair   | 25 January 2022 | The OLC Chair met with the Research and Insight Manager on 11 January 2023. Actions agreed include re-running the questionnaire when the two new Board members are in place, responding to Board queries (in particular in relation to the question on the eligibility of free school meals) and integrating within the wider approach to EDI, including reverse mentoring.<br><br><b>Ongoing.</b> |
| 14<br>Para 79 | To publish the December Board papers in line with the Board's approval of the redactions and items for non-disclosure.                      | Board Secretary                                       | 25 January 2023 | December Board papers were published on 17 January 2023.<br><br><b>Action completed.</b>   |

| Agenda item   | Action Required  | Owner         | Date required    | Report on progress   |
|---------------|--|---------------|------------------|--|
| 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 | <p>Followed up on Board member feedback on Big Promises. Collated feedback shared in end of week Board update issued on 18 November 2022.</p> <p>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.</p> <p><b>Ongoing</b></p> |