

Meeting	OLC Board Meeting	Agenda Item No.	3
Date of meeting	14 December 2021	Paper No.	117.2
		Time required	10 minutes

Title	Actions from previous meetings
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.

Action points outstanding from previous OLC Board meetings

18 October 2021

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 6	To publish the minutes OLC Board meeting held on 1 July 2021, the ARAC meetings held on 6 May 2021 and 1 July 2021 and the RemCo meeting held on 10 June 2021.	Board Secretary	14 December 2021	These minutes were all published on 9 December 2021 Action completed.
3 Para 8	To arrange for dates to be identified for Board Members to shadow Investigators to gain a better understanding of the investigative process.	Chief Operating Officer	14 December 2021	GETi investigator workshop precedes OLC Board on 14 December. Further workshop to involve full investigator role. Ongoing
3 Para 8	To close action 8, paragraph 44 from the July Board meeting.	Board Secretary	14 December 2021	Action closed. Action completed
10 Para 58	To sign off the consultation document	OLC Chair and a subset of the Board	14 December 2021	Consultation signed off by the OLC Chair and a sub-set of the Board. Action completed.
10 Para 58	To circulate the final version of the Business Plan consultation document to the Board	OLC Chair	14 December 2021	Business Plan consultation document shared with the Board on 4th November 2021. Action completed.

10 Para 59	To review the draft version of the budget acceptance criteria before a more detailed review of the final version was undertaken by the full Board.	OLC Chair	14 December 2021	Draft criteria approved by OLC Chair; Review of final version scheduled for January and February Board discussions; draft criteria also shared with Chair of P&Q Task and Finish Group. Action completed.
11 Para 63	To update the OLC Operating Framework, in line with feedback from Board members.	Deputy Chief Ombudsman	14 December 2021	OLC Operating Framework has been updated accordingly. Action completed.
11 Para 63	To arrange for the updated OLC Operating Framework, the OLC Rules of Procedure, the Category 1 Publications Committee Terms of Reference and the Scheme of Delegations to be published.	Board Secretary	14 December 2021	OLC Operating Framework, the OLC Rules of Procedure, the Category 1 Publications Committee and the Scheme of Delegations were published on 21 November 2021. Action completed.
12 Para 64	To arrange for the Board Member and Senior Manager expenses report covering the period 1 January to 31 March 2020 to be published.	Board Secretary	14 December 2021	Board member and Senior Manager expenses report published. Action completed.
12 Para 65	To update the Q2 Board Member Register of Interests for Dale Simon and Elisabeth Bellamy.	Board Secretary	14 December 2021	The Board member Register of Interests has been updated. Action completed
12 Para 66	To arrange for the Q2 Ombudsman and Senior Manager Register of Interests to be published.	Board Secretary	14 December 2021	The Q2 Registers of Interests for Board Members, Ombudsman and Senior Managers were published on 9 December 2021. Action completed

13 Para 67	To correct a typographical error and arrange for the revised RemCo Terms of Reference to be published.	Board Secretary	14 December 2021	Typographical error corrected. The revised Terms of Reference were published on 9 December 2021. Action completed
14 Para 69	To arrange for the October Board papers to be published	Board Secretary	14 December 2021	The October Board papers were published on 9 December 2021 Action completed.

1 July 2021

Agenda item	Action Required	Owner	Date required	Report on progress
3 Para 7	To consider how to integrate regular Board reporting on case studies and decisions with public reporting, to maximise impact and insight.	The Executive	18 October 2021	This will be considered in line with the change in resources within the Communications and External Affairs Team and an update will be provided in Q4. Ongoing

7 Para 39	To circulate the detailed complaints data and case studies that were being published alongside the Annual Report and Accounts to the Board	External Affairs Manager	18 October 2021	The publication of the Annual Review of complaints data has been pushed back to make time for some further amendments. The report is due to be published in November. Ongoing
14 Para 84	To publish the Welsh Language Report	External Affairs Team Leader	18 October 2021	October Update: The Welsh Language Report is currently being translated and is expected to be published by end of October. December update: The Welsh Language Report was published at the end of October. Action completed.
16 Para 89	To publish the July Board papers subject to the approved redactions and items for non-disclosure.	Board Secretary	18 October 2021	October update: The CO is taking advice on whether information in some of the July Board papers (Lessons Learned from the Employment Tribunal) should be redacted. The July Board papers will be published as soon as a decision has been made on this. December Update: Advice was provided to the CO during the week commencing 6 December 2021. The CO will now consider this advice and make a decision regarding the publication of the Employment

				Tribunal paper. The July Board papers will then be published accordingly. Ongoing
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17 May 2021

Agenda item	Action Required	Owner	Date required	Report on progress
11 Para 52	The Board to consider shadowing investigators on a regular basis to better understand the business of LeO and its dynamics in line with the Independent review recommendation, IR4.	Board Members	14 December 2021	<p>July Update: This will be assessed as part of review of induction support for new NEMs in August and September 2021.</p> <p>December update: Now staff have returned to the office opportunities to increase the Board's contact with the case resolution process are being actively sought and will be scheduled for Board members around each Board meeting. December's meeting includes a session for some Board members with the new GET Investigator roles.</p> <p>Action completed.</p>
13 Para 68	To share the findings and proposed actions from the quality assurance framework review with the Board as soon as possible.	The Head of Complex Casework and Deputy Chief Ombudsman	1 July 2021	<p>July update: A summary of the current position in relation to the Quality Framework Review will be included in the Chief Ombudsman's Executive report at the July Board meeting.</p>

				<p>October update: The capacity to commence the quality framework review has been limited by the departure of the former Senior Ombudsman and the lack of success in sourcing a Quality Manager to run the quality team and lead the review. Discussions with GIAA and ARAC Chair have concluded that a revised timescale for the quality framework review will be provided once a new Quality Manager is recruited.</p> <p>Ongoing</p>
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31 March 2021

Agenda item	Action Required	Owner	Date required	Report on progress
10 Para 76	To discuss Board sponsor roles with Board Members.	OLC Chair	18 October 2021	<p>Dale Simon has been appointed as Board Sponsor for EDI.</p> <p>The OLC Chair will continue to consider with the OLC Board and as part of the approach to Board development and Board effectiveness in 2022.</p> <p>Action completed.</p>

28 January 2021

Agenda item	Action Required	Owner	Date required	Report on progress
13 Para 74	To discuss with the Board Secretary rescheduling the 'understanding the customer journey' agenda item.	OLC Chair	31 March 2021	<p>March update: Consideration is being given to this in the light of the plans for appointing new OLC Board members and in order to best align with their induction need.</p> <p>December update: Opportunities to bring life to the customer journey now being sourced on an ongoing basis and making best use of the return to office working (e.g. session on GETi role at the start of December's Board meeting).</p> <p>Action completed</p>