

Meeting	OLC Board Meeting	Agenda Item No.	3
Date of meeting	28 January 2021	Paper No.	111.2
		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
<p>This paper provides the Board with a record of the outstanding action points from previous Board meetings.</p> <p>Two actions from the October Board meeting have not been completed:</p> <p><u>Action 7, para 34:</u> To update the Board's forward plan to include an annual review of the risk register at its next meeting.</p> <p>This has not been completed because it was decided at the ARAC meeting on 23 November that the Board's annual review of the risk register would be moved to the March Board as the January Board agenda would be mainly focussed on the budget and business plan and because the additional resource to support the risk function was still being recruited.</p> <p><u>Action 10, para 78:</u> To circulate the Annual Report and Accounts timetable to the Board by the end of November.</p> <p>This has not been completed because BAU priorities, particularly around business planning, prevented earlier work on the Annual Report. This work is now in the final stages and Board will receive a detailed update in March, including the timeline for production and an overview of structure and key messaging.</p>
Recommendation/action required
Board is asked to note the update.

Action points outstanding from previous OLC Board meetings

26 October 2020

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 5	To amend and publish the minutes of the OLC Board meeting held on 28 September 2020.	Board Secretary	28 January 2021	Minutes published on 11 January 2021. Action completed.
3 Para 8	To update the action log to reflect that the Chair had provided clarity to the Executive on what was required to address previous actions 6, para 30 and 8, para 73.	Board Secretary	28 January 2021	Action log updated – see September 2020 actions 6 para 30 and 8 para 73 below. Action completed
3 Para 9	To correct the date shown on the outstanding actions paper prior to its publication.	Board Secretary	28 January 2021	Date corrected prior to publishing the outstanding actions report. Action completed.
3 Para 10	To update action 6A, para 55, to reflect that the Performance and Quality Task and Finish Group had not met prior to the 5 October Board meeting	Board Secretary	28 January 2021	Action log updated – see September 2020 action 6A, para 55 below. Action completed
3 Para 11	To update the Board forward plan to include a report the nudge initiative at the next Board meeting.	Board Secretary	23 November 2020	The Board received an update on the nudge initiative at its November meeting. Action completed.

5 Para 23	To ensure that the 2020/21 Annual Report and Accounts reflect the positive impact of LeO's external engagement.	The Executive	1 July 2021	<p>January Update: The Board will receive an early draft of the 2020/21 Annual Report and Accounts for review in May and for final approval on 1 July 2021.</p> <p>The structure of the report is currently being reviewed to ensure that it reports against business priorities and highlights both achievements and challenges.</p>
5 Para 24	To include information on the main risks and challenges associated with each of the five areas of focus in future Executive reports	The Executive	28 January 2021	<p>This information has been included in the January Executive report and will be included in future reports.</p> <p>Action completed.</p>
6 Para 31	To prepare a response to the Management Letter for consideration at the ARAC meeting on 4 November.	The Head of Finance	23 November 2020	<p>The Executive's response to the Management Letter was presented for ARAC to consider at its meeting in November 2020.</p> <p>Action completed.</p>
7 Para 34	To update the Board's forward plan to include an annual review of the risk register at its next meeting.	Board Secretary	28 January 2020	<p>January Update: Following a discussion at the ARAC meeting on 23 November it was decided that the Board's annual review of the risk register would be moved to the March Board meeting. This is because the agenda for the January Board meeting would be mainly focussed on the budget and business plan and the</p>

				<p>additional resource to support the risk function was still being recruited.</p> <p>The Board forward plan has been updated accordingly.</p>
7 Para 38	To consider the Board's feedback when undertaking the detailed review of strategic risks.	Head of Governance and Strategy	23 November 2020	<p>The detailed review of strategic risks presented to ARAC at its meeting in November took into consideration the feedback provided by the Board.</p> <p>Action completed.</p>
8 Para 48	To provide an update on the points raised in response to the People Plan discussion to RemCo at its next meeting, or to the RemCo Chair outside of committee.	Acting CO	18 November 2020	<p>Updates on the points raised at the October Board meeting were provided as part of the People Plan paper and discussions that took place at the November RemCo meeting.</p> <p>Action completed.</p>
8 Para 57	To add the Covid plan to the Board forward plan for the January Board meeting.	Board Secretary	28 January 2021	<p>The Covid Plan has been added to the forward plan and is on the agenda for discussion at the January Board meeting.</p> <p>Action completed.</p>
8 Para 57	To notify the Acting CO of any specific items Members wished to see included in the Covid plan and to raise any Covid related questions directly with her.	Board Members	28 January 2021	<p>The Acting CO did not receive details of any specific items that Board Members wanted to see included in the Covid plan.</p> <p>The Covid plan is on January Board agenda for discussion.</p> <p>Action completed.</p>

8 Para 58	ARAC to consider the strategic risks around Covid at its November Board meeting.	ARAC	23 November 2020	<p>ARAC considered the strategic risks around Covid at its meeting in November. At the Committee's request, an interim risk paper was issued in December; this also considered strategic risks around Covid.</p> <p>A Covid plan is to be presented at the January Board meeting; this will further outline Covid risks on performance.</p> <p>Action completed</p>
8 Para 63	To reflect on what supplementary narrative and guidance Members would like to see accompany the commonly agreed data set in the future and report back to the Chair.	Board Members	28 January 2021	<p>A 3 month review of the pilot of the commonly agreed dataset is planned for 26 January. MoJ and LSB will attend. The OLC Board will be represented by Chair and Rod Bulmer. Key consideration will be given to the wider performance narrative that will accompany the dataset, recognising that the OLC Board will not be meeting monthly in 2021 and so cannot rely on the Board performance report.</p> <p>Action completed.</p>
9 Para 67	To update the Budget and Business Plan consultation document in line with the Boards feedback.	The Executive	30 October 2020	<p>The budget and business plan consultation document was updated in line with the Board's feedback.</p> <p>Action completed.</p>

9 Para 68	To approve the final budget and business consultation document for publication.	OLC Chair	4 November 2020	The budget and business plan consultation document was approved by the Chair and launched for consultation on 4 November 2020. Action completed.
9 Para 70	To review and approve the budget acceptance criteria paper and supporting documents prior to submission to the LSB	OLC Chair	30 October 2020	The draft 2021/22 budget acceptance criteria paper and supporting documents were approved and submitted to the LSB by the Chair on 30 October 2020. On 9 December 2020 the LSB shared their final budget acceptance criteria and the Executive is now working on the final budget which is to be submitted to the LSB on 18 February 2021. Action completed.
10 Para 78	To circulate the Annual Report and Accounts timetable to the Board by the end of November.	The External Affairs Team Leader	30 November 2020	January Update: BAU priorities, particularly around business planning, prevented earlier work on the Annual Report. This work is now in the final stages and Board will receive a detailed update in March, including the timeline for production and an overview of structure and key messaging.
11 Para 85	To provide background information and an explanation of the distinction between customers satisfied with outcome	Head Ombudsman	28 January 2021	Background information and an explanation of the distinction between customers satisfied with outcome and customers

	and customers dissatisfied with outcome to the Chair of ARAC.			dissatisfied with outcome is to be issued to the ARAC Chair prior to the January Board meeting.
11 Para 86	To notify Board Members of any training / induction sessions planned for the new CO and COO on the quality assurance Framework.	Board Secretary	28 January 2021	Board Members have been invited to join the CO and COO's induction session on the quality assurance framework. The session will take place on 23 February between 14:00 and 16:00. Action completed.
11 Para 87	To add a twice-yearly update on quality assurance to the Board forward plan.	Board Secretary	28 January 2021	Added to the Board forward plan for May and November. Action completed.
13 Para 94	To provide the Board Secretary with additional information to be added to the Board Member Register of Interests.	Rod Bulmer	28 January 2021	Information provided and the Q2 register of Interests updated accordingly. The Q3 transparency reports, including the Board Member Register of Interests will be presented at the January meeting for review and approval to publish. Action completed.
13 Para 94	To provide the Board Secretary with information to be recorded in the Board Member Register of Interests.	Hari Punchihewa	28 January 2021	Information provided and the Q2 register of Interests was updated accordingly. The Q3 transparency reports, including the Board Member Register of Interests will be presented at the January

				meeting for review and approval to publish. Action completed.
13 Para 94	To publish the Ombudsman Register of Interests and the Board Member Register of Interests for Q2, subject to the inclusion of the additional information to be provided by Rod Bulmer and Hari Punchihewa.	Board Secretary	28 January 2021	The Q2 Ombudsman Register of Interests published on 11 January 2021. The Q2 Board Member Register of Interests updated and published on 11 January 2021. Action completed.
14 Para 99	To publish the October Board papers subject to the approved redactions and items for non-disclosure.	Board Secretary	28 January 2021	Board papers published on 11 January 2021. Action completed.
16 Para 101	To provide a glossary of abbreviated terms to be provided to the ARAC Chair.	Board Secretary	28 January 2021	A glossary of abbreviated terms was provided to the Chair of ARAC on 20 November 2020. Action completed.

28 September 2020

Agenda item	Action Required	Owner	Date required	Report on progress
6 Para 30	To consider developing a Covid plan to mitigate the risk of the unknown impact of Covid on supply and demand.	The Executive	26 October 2020	The Executive wishes to seek further clarity from Board on what is required. October Update: The Chair provided clarity on what was required prior to the October Board meeting. January Update:

				<p>A Covid plan has been developed and is on the agenda for discussion at the January Board meeting.</p> <p>Action completed.</p>
6A Para 55	<p>To review the proposed KPI targets and make recommendations to Board on 5 October on what targets would be acceptable and achievable in 2020/21 and what targets would have been if Covid hadn't had an impact on organisational performance.</p>	A sub-group of the P&Q Group	5 October 2020	<p>October Update: The sub group met and presented their findings at the Board meeting on 5 October.</p> <p>Correction to the October update: The Chair of the P&Q Group requested a correction to the October update above– see minutes of the 26 October Board meeting.</p> <p>The P&Q Group <u>did not</u> meet prior to the 5 October Board meeting.</p> <p>Action to be closed.</p>
8 Para 73	<p>To consider presenting a paper to Board that aligns performance against actual budget.</p>	Head of Finance	26 October 2020	<p>The Executive wishes to seek further clarity from Board on what is required.</p> <p>October Update:</p> <p>The Chair provided clarity on what was required prior to the October Board meeting.</p> <p>January Update: Performance against actual budget will now be covered in the finance paper.</p> <p>Action completed.</p>

10 Para 103	To update the Board forward plan to include a review of all actions arising from the Independent Review.	Board Secretary	23 November 2020	This is on the Board's forward plan for March 2021. Action completed.
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27 July 2020

Agenda item	Action Required	Owner	Date required	Report on progress
13 Para 109	To publish the Welsh Language Report.	The External Affairs Team Leader	28 September 2020	<p>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.</p> <p>October update:</p> <p>The report is with the translators and expected to be published during the week commencing 19 October.</p> <p>January Update:</p> <p>The Welsh Language report has been published.</p> <p>Action completed.</p>

Agenda item	Action Required	Owner	Date required	Report on progress
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> <p>October update:</p> <p>HR has completed a limited pay benchmarking exercise for investigator roles, and this has been reported to the Executive Team. Information about a wider pay benchmarking exercise and RemCo's involvement will be discussed with RemCo at its next meeting on 18 November.</p> <p>January Update:</p> <p>In line with the People Plan Delivery Plan and discussions with RemCo in November 2020, a pay benchmarking exercise is to be commissioned in Q4 2020/21 as part of the Reward and Recognition workstream. RemCo will receive updates on</p>

				the People Plan Delivery Plan at all its future meetings. Action to be closed.
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> <p>October Update: The Chair met with the LSCP this week and had a helpful discussion both on business plan priorities and policy areas of interest. We will be considering when it is appropriate for the panel to meet with the Board, but it is likely to be in the New Year.</p> <p>January update: The Chair presented to the Panel thoughts in relation to the LSCP's new 3 year Strategy; the Chair along with the new</p>

				CO will be meeting the Panel again in February. The OLC Chair has confirmed that this action can now be closed.
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> <p>October update: HR has completed a limited pay benchmarking exercise for investigator roles, and this has been reported to the Executive Team. Information about a wider pay benchmarking exercise and RemCo's involvement will be discussed</p>

				<p>with RemCo at its next meeting on 18 November.</p> <p>January Update:</p> <p>Following discussions with RemCo and in line with the People Plan Delivery Plan, a pay benchmarking exercise will be commissioned in Q4 2020/21 as part of the Reward and Recognition workstream.</p> <p>Action to be closed.</p>
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