

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	5 127.4B
Date of meeting	15 June 2023	Time required	5 Minutes

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

Executive summary

The attached papers provide the Board with an update on the actions arising from previous Board meetings.

The format of the previous actions report has been changed in line with Board's feedback provided at the April 2023 Board meeting: Reference to the 'date required' has been removed and replaced with 'delivery date'; an additional column for a 'revised delivery date' has been added; ongoing actions and completed actions have been separated.

Appendix 1 provides the Board with details of ongoing actions and actions not yet due.

Appendix 2 provides the Board with details of actions that have been completed or closed.

At the April 2023 Board meeting, the Board also requested written details of any out of committee Board decisions requiring ratification should be reported in this paper. The Board is asked to **note** that at the time of writing this paper there have been no out of committee decisions made by the Board that require ratification at the June 2023 meeting.

Additionally, changes have also been made to the format of Board agendas, these changes will support the Board's aim to be more accessible and inclusive and will ensure the Board can focus on its oversight earlier in proceedings, thereby making best use of Board member time and input.

Recommendation/action required

Board is asked to:

- **Note** the updates on previous actions.
- **Note** that at the time of writing this paper, there had been no decisions made out of committee for the Board to ratify at its June 2023 meeting.

Equality Diversity and Inclusion

EDI implications	Yes
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Freedom of Information Act 2000 (Fol)

Paragraph reference	Fol exemption and summary
N/A	N/A

OLC Board Actions Log

Previous Actions: Ongoing or not yet due for completion

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 26 April 2023					
12, para 73	To ensure that the Q1 update on the Scheme Rules changes to the Board and LSB includes an update on the forecast assumptions relating to the Scheme Rules changes on time limits and application of ombudsman discretion.	The Deputy Chief Ombudsman	20 July 2023		
16, para 98	To forward suggestions to the OLC Chair on ways to bridge the gap between levels of operational detail and strategic focus as the Board and LeO moved forward into its next phase.	Board members	20 July 2023		
ACTIONS: OLC Board Meeting: 25 January 2023					
5 to 8: para 41	Performance Dashboard: To consider including a summary page at the start of future performance dashboard reports, where the headlines and key	Chief Ombudsman	15 June 2023	April Update: This is something the Executive Team are considering and will	20 July 2023

	issues for all areas (Operational Performance, People, Quality and Service and Finance) were summarised and drawn to the Board's attention.			<p>come back to at the June meeting.</p> <p>June Update: The Chief Ombudsman will discuss with the OLC Chair how this can be best achieved to meet the Board's requirements ahead of the next Board quarterly performance reporting in July.</p> <p>Ongoing.</p>	
ACTIONS: OLC Board Meeting: 15 December 2022					
11 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	<p>January 2023 update: Next steps to be considered in quarter1 following the benchmarking review and to allow for implementation of Scheme Rules</p> <p>April 2023 update: Under priority 3 of the business plan, we will be looking at ways of making best use of our ombudsman decision data,</p>	25 April 2024

				<p>highlighting cases of interest and public interest decisions which can also be used to form the basis of further engagement with board.</p> <p>June 2023 Update: With agreement from the OLC Chair, this action is to be considered as part of the Board effectiveness review; a revised delivery date of April 2024 has been set.</p> <p>Ongoing</p>	
ACTIONS: OLC Board Meeting: 20 October 2022					
15 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</p>	20 July 2023

				<p>can collectively discuss their responses, possibly as part of the approach to Board development.</p> <p>April 2023 update: This has been shared with the new EDI Manager and will be discussed as part of the Board's twice yearly deeper dive into EDI.</p> <p>June 2023 Update: With agreement from the OLC Chair, the delivery date for this action has been revised to align with the Board's next detailed EDI update.</p> <p>Ongoing</p>	
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OLC Board Actions Log

Previous actions completed or closed

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 26 April 2023					
3, para 14	To arrange for the minutes of the OLC Board meeting held on 25 January 2023 and the minutes of the OLC RemCo meeting held on 24 November 2022 to be published.	Board Governance Manager	15 June 2023	Minutes were published on 5 June 2023. Action completed.	
4, para 16	To close actions 5-8, paragraph 39 and action 13 paragraph 73 from the January 2023 Board meeting, and action 13, paragraph 77 from the December 2022 Board meeting.	Board Governance Manager	15 June 2023	Actions closed in line with the Board's request. Action completed.	
4, para 21	To consider closing or redefining the due date for completion of actions 11, paragraphs 68 and 71 from the December 2022 Board meeting and action 15, paragraph 66 from the October 2022 Board meeting.	OLC Chair and Board Governance Manager	15 June 2023	With agreement from the OLC Chair, revised delivery dates have been set for actions 11, paragraph 71 from the December 2022 Board meeting and action 15, paragraph 66 from the October Board 2022 meeting. Action 11, paragraph 68 from the	

				December Board meeting has been closed. Action completed.	
4, para 22	To consider whether reference to the 'date required' in the Board actions log should be replaced with 'target date' and whether items for ratification should be included in the actions log or included on the agenda for future Board meetings.	OLC Chair and Board Governance Manager	15 June 2023	<p>In discussion with the OLC Chair, the Board actions log has been updated to reflect the Board's feedback at the April Board meeting.</p> <p>Reference to the 'date required' has been removed and replaced with 'delivery date' and an additional column for a 'revised delivery date' has been added.</p> <p>Any items for ratification will now be included in the Board actions log.</p> <p>Ongoing actions and completed actions will be separated for ease of reference.</p> <p>All of the above have been moved to the end of the meeting for discussion.</p> <p>Action completed.</p>	

5, para 26	To reflect on how best to ensure the Board was updated on discussions with external stakeholders.	Chief Ombudsman	15 June 2023	<p>This will be considered further with the OLC Chair as part of wider discussions on Board effectiveness and Board reporting.</p> <p>For the time being, the Chief Ombudsman will continue to report on discussions with external stakeholders as part of the Executive report.</p> <p>Action completed.</p>	
17, para 101	<p>To arrange the publication of the transparency reports:</p> <ul style="list-style-type: none"> • The Q4 Board member register of interests. • The Q4 Ombudsman and senior manager register of interests. • The Q3 and Q4 Board member expenses • The Q4 senior manager expenses 	Board Governance Manager	15 June 2023	<p>Transparency reports were published on 5 June 2023.</p> <p>Action completed</p>	
18, para 102	To publish the April Board papers taking account of the redactions and items for non-disclosure approved by the Board.	Board Governance Manager	15 June 2023	<p>April Board papers were published on 6 June 2023.</p> <p>Action completed.</p>	

ACTIONS: OLC Board Meeting: 25 January 2023					
15: para 80	To ensure that the Terms of Reference for the Performance Sub-Group state that the quorum is two and membership is three.	Chair of the Performance Sub-Group	26 April 2023	The Terms of Reference for the Performance Sub Group have been drafted to reflect that the membership of the group will be three with a quorum of two. The ToRs are to be shared with the Board out of committee for approval in June. Action completed	
17: para 89	To arrange for the Q3 Board Member Register of Interests, the Ombudsman and Senior Manager Register of Interests and the Gifts and Hospitality Report to be published.	Board Governance Manager	26 April 2023	The Board Member Register of Interests, the Ombudsman and Senior Manager Register of Interests and the Gifts and Hospitality Report were published on 10 April 2023. Action completed.	
19: para 95	To consider adding a section to highlight EDI implications to Board paper cover sheets.	Chief Ombudsman and Board Governance Manager	15 June 2024	April Update: This is something the Executive Team are considering and will come back to at the June meeting. The Board and Committee paper cover sheets have	

				been updated to include a section for authors to highlight EDI implications. Action completed.	
ACTIONS: OLC Board Meeting: 15 December 2022					
11 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	<p>January 2023 update: To be reflected on in light of the outcomes of the quality benchmarking review.</p> <p>April 2023 update: The quality framework review will look to review that level of assurance we provide to Board about the content of our ombudsman decisions. The review of our approach to, and style of, ombudsman decisions will form part of our activities under priority 3 over the coming financial year.</p> <p>June Update: Following Board feedback at the April Board meeting, and with the agreement of the OLC Chair, this action it to be closed because the work to review the Quality Framework and the approach to, and the</p>	

				style of, ombudsman decisions will be reviewed as part of the activities to be undertaken on priority 3 during 2023/24. Action closed	
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