

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No.</b>	4
<b>Date of meeting</b>	26 April 2023	<b>Paper No.</b>	126.3
		<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

<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.**

**25 January 2023**

<b>Agenda item</b>	<b>Action Required</b>	<b>Owner</b>	<b>Date required</b>	<b>Report on progress</b>
2: para 8	To publish the minutes of the OLC Board meeting held on 15 December 2022 the minutes of the OLC ARAC meeting held on 3 October 2022.	Board Governance Manager	26 April 2023	The minutes of the OLC Board meeting held on 15 December 2022 the minutes of the OLC ARAC meeting held on 3 October 2022 were published on 10 April 2022. <b>Action completed.</b>
5 to 8: para 25	Performance Dashboard - Operational Performance: To reflect on the Board's comments and consider how best to report operational performance measured against Business Plan forecasts.	Head of Operations	26 April 2023	Board slide amended to include more narrative around looking forwards against trajectories as opposed to sole focus on what has been. <b>Action completed.</b>
5 to 8: para 39	Performance Dashboard - Finance: To discuss with the Head of Finance the feasibility of recognising bank interest earned as 'other income' so that it did not offset expenditure and increase underspend.	Chief Ombudsman	26 April 2023	The Chief Ombudsman and Head of Finance have considered the suggestion that LeO consider recognising bank interest earned as 'other income' so that it does not offset expenditure and increase underspend. The bank interest currently earned offsets expenditure.

				Any movement in where interest income is classified would not affect LeO's bottom line, nor the amount of levy to be charged, but would be a change from previous years, something we would need to think carefully about. The issue from a budgeting perspective has been the recent volatility and unpredictability of base interest rates as a result of unusual inflationary pressures. This volatility and unpredictability will not likely be a constant feature moving forward. For these reasons, we would not at this time be minded to change the format of our reporting, but will continue to monitor the impact of any volatility and continue to highlight and be clear on the impact of the bank interest income in our reporting.
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 issues for all areas (Operational Performance, People, Quality and Service and Finance) were summarised and drawn to the Board's attention.	Chief Ombudsman	15 June 2023	<b>April Update:</b> This is something the Executive Team are considering and will come back to at the June meeting. <b>Ongoing.</b>
9: para 45	In the context of trajectories and the Scheme Rules, give further consideration to the following two options: That demand was assumed to be static for a longer period	Head of Operations /	5 February 2023	Trajectories were amended in light of Board scrutiny to allow for an improved

	than just Q1, and that demand was assumed to reduce at a lower than previously assumed rate in the remaining quarters of the year, for example by 10% rather than 15%, to allow for a more generous application of discretion in the early stages.	Chief Ombudsman		implementation of Scheme Rules. Likely ramp up 0% Q1, 5% Q2 10% Q3 15% Q4. This allows for improved oversight of discretion in the transition period. <b>Action completed.</b>
9: paras 48 & 49	To review and update the trajectories in line with the Board's feedback and circulate the updated trajectories to the Board for review and comment before being incorporated into the 2023/24 Business Plan and Budget and Budget Acceptance Criteria.	Head of Operations / Chief Ombudsman	5 February 2023	The revised trajectories were updated and shared with the Board for approval on 2 February 2023. The Board's comments in response to the revised trajectories were noted and the 2023/24 Business Plan and Budget and Budget Acceptance Criteria updated accordingly. <b>Action completed.</b>
10: para 51	To consider the Board's feedback and suggestions for further improvements to the 2023/24 Budget Acceptance Criteria (BAC) and Business Plan and Budget documents and update the documents accordingly.	Chief Ombudsman / Head of Performance Management and Assurance	20 February 2023	Documents updated and shared with the OLC Chair for approval on 21 February 2023 <b>Action completed</b>
13: para 73	To consider producing an infographic to aid signposting and understanding of the Scheme Rules changes.	Deputy Chief Ombudsman	26 April 2023	We will continue to review our information resources on an ongoing basis to ensure that they are accessible to our customers and provide them with the information they need and address issues as they come to light.

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	
15: para 81	To clarify whether it was a requirement of the Legal Services Act for the Board to provide consent to appoint an ombudsman; cross reference each of the OLC Committees' Terms of Reference to the OLC Governance Framework to ensure that the information within the documents aligned, and to clarify whether Committee membership was classed the members plus the Chair or just the total number of members.	The Executive	26 April 2023	<p>Legal advice has been sought on whether it is a requirement of the Legal Services Act for the Board to provide consent to appoint an ombudsman. What is documented in the Scheme of Delegation and Governance Framework is aligned to the Legal Services Act.</p> <p>Each of the Committee's Terms of Reference have been cross referenced to the OLC Governance Framework to ensure the information was aligned; the documents were found to be aligned and no changes were required to any of the documents.</p> <p>Committee membership is classed as the total number of members which includes the Chair.</p> <p><b>Action completed.</b></p>
17: para 89	To arrange for the Q3 Board Member Register of Interests, the Ombudsman and Senior Manager	Board Governance Manager	26 April 2023	The Board Member Register of Interests, the Ombudsman and Senior Manager Register

	Register of Interests and the Gifts and Hospitality Report to be published.			of Interests and the Gifts and Hospitality Report were published on 10 April 2023. <b>Action completed.</b>
17: para 90	To liaise with the Head of Finance to resolve the query relating to Board member Martin Spencer's expenses and re-submit the Q3 Board Member and Senior Managers expenses report for approval at the April Board meeting.	Board Governance Manager	26 April 2023	In discussion with the Head of Finance and Board member Martin Spencer, it was confirmed that the information set out in the Q3 had been accurate.  The Q3 Board Member and Senior Managers expenses report will be re-submitted for approval at the April Board meeting. <b>Action completed.</b>
17: para 91	To ensure that lines for all Board members and Senior Managers were included in future Board Member and Senior Manager Expenses Reports and, where an individual had not made a claim for expenses, the report should show 'zero' against their name.	Head of Finance		The Head of Finance has updated the templates for reporting Board Member and Senior Manager expenses. Lines for all individuals are now included in the report and a 'zero' claim will be reported against the names of individuals who have not submitted claims. <b>Action completed.</b>
18: para 93	To publish the January Board papers in line with the Board's approval of the redactions and items for non-disclosure, and a request for specific HR related information in the Executive Report and Performance Dashboard to be redacted.	Board Governance Manager		The January Board papers were published on 11 April 2023. As requested, the HR related information has been redacted from the Executive

				<p>Report and the Performance Dashboard.</p> <p>In line with the Board's approval the following governance documents were published on 10 April 2023: OLC Operating Framework; OLC Rules of Procedure; Schedule of Matters Reserved and Scheme of Delegations; RemCo Terms of Reference. Public Interest Committee Terms of Reference; and OLC Governance Framework.</p> <p>The Tripartite Protocol was published on 23 March 2023.</p> <p><b>Action completed.</b></p>
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	<p><b>April Update:</b> This is something the Executive Team are considering and will come back to at the June meeting.</p> <p><b>Ongoing.</b></p>

Agenda item	Action Required	Owner	Date required	Report on progress
8 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 Governance Manager	1 March 2023	<p>The revised suite of OLC Governance documents is to be published following approval of the documents at the January Board meeting.</p> <p>April update: ARAC ToRs were published on 11 April 2023.</p> <p><b>Action completed.</b></p>
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><b>January update:</b> To be reflected on in light of the outcomes of the quality benchmarking review.</p> <p><b>April update:</b> 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><b>Ongoing</b></p>
11 Para 71	To consider the next steps and the best way of building on the discussions about Ombudsman Decisions.	Chief Ombudsman, Deputy Chief	26 April 2023	<p><b>January update:</b> Next steps to be considered in quarter1 following the benchmarking review and to allow for</p>

		Ombudsman and OLC Chair		<p>implementation of Scheme Rules</p> <p><b>April update:</b> Under priority 3 of the business plan, we will be looking at ways of making best use of our ombudsman decision data, highlighting cases of interest and public interest decisions which can also be used to form the basis of further engagement with board.</p> <p><b>Ongoing</b></p>
13 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 2023	<p>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.</p> <p><b>April update:</b> The survey will now be re-issued in April to the Board and the Executive and including the two new Board members.</p> <p><b>Ongoing.</b></p>

Agenda item	Action Required	Owner	Date required	Report on progress
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 can collectively discuss their responses, possibly as part of the approach to Board development.</p> <p><b>April update:</b> 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><b>Ongoing</b></p>