

Action points outstanding from previous OLC Board meetings

27 January 2020

Agenda item	Action Required	Owner	Date required	Report on progress
1 Para 4	To update the Board Register of Interests with the details of Elisabeth Bellamy's new appointment.	Board Secretary	26 March 2020	Register of Interests updated. Action completed.
1 Para 6	To update the Board Register of Interests with the details of Annette Lovell's new job title at the Financial Ombudsman	Board Secretary	26 March 2020	Register of Interests updated. Action completed.
2 Para 9	To publish the minutes of the OLC Board meeting held on 28 November 2019.	Board Secretary	26 March 2020	The minutes of the OLC Board meeting were published on 17 February 2020. Action completed.
2 Para 10	To publish the minutes of the RemCo meeting held on 4 September 2019.	Board Secretary	26 March 2020	The minutes of the RemCo meeting were published on 17 February 2020. Action completed.
5 Para 43	The Executive to ensure the Board is briefed before the 4 March Board meeting on the revisions within the Road Map To Green - DCS to consider arranging a conference call with the Board to discuss this.	DCS	28 February 2020	Board Members were briefed in February. Action completed.
9 Para 67	To discuss the OLC's concerns about why unit cost is not a fair measure of value for money of an ombudsman service with the LSB and MoJ and propose alternative measures.	DCS	26 March 2020	Discussions have taken place and the unit costs methodology has been changed to strip out

				cost related to things other than case investigation. Action completed.
9 Para 68	To reflect on the feedback provided by the Board and update the suite of draft KPIs accordingly.	The DCS and the Business Planning Manager	4 March 2020	Having reflected on the Board's feedback, an updated suite of KPIs was included in the 2020/21 Business Plan which was tabled at the Board meeting on 4 March 2020. Action completed.
10 Para 76	To consider whether a one-page scorecard providing statistical evidence on IQRs could be produced for Board information.	Head Ombudsman, Siobhan Fennell	26 March 2020	Noted and will be provided in future updates. Action completed.
11 Para 84	To monitor and report on the unregulated legal sector within the Horizon Scan	Parliamentary and Policy Officer	26 March 2020	Noted and will be reported in future updates as necessary. Action completed.
11 Para 85	To notify the Board of any changes to the Chair of the Justice Select Committee.	Parliamentary and Policy Officer	26 March 2020	An email was circulated to Board Members on 31 January advising that that Sir Robert Neill MP had been re-elected as Chair of the Justice Select Committee. Action completed.
12 Para 89	To confirm who was responsible for dealing with whistleblowing complaints made about the OLC Chair.	DCS	26 March 2020	Allegations of fraud or corruption relating to members of the OLC Board are dealt with under the LSB's policy on Handling External Allegations. Complaints relating to the personal misconduct and

				impropriety of members of the OLC Board are dealt with under the LSB's policy on Complaints and Disciplinary Procedure for Individual Members. Action completed
13 Para 92	To ask the Finance team to check and correct the information relating to the number of journeys made by two of the Board members.	Board Secretary	26 March 2020	Report updated to clarify number of journeys made. Action Completed
13 Para 93	To publish the Q3 transparency reports	Board Secretary	26 March 2020	Q3 Gifts and Hospitality Register, Q3 Board and Ombudsman Register of Interests and Q3 Senior Manager Expenses Report were published on 17 February 2020. Board Member Expenses report, having been updated on line with action 13/para 92, was published on 10 March 2020. Action completed.
14 Para 95	To provide a copy of the redaction and non-disclosure policy to the Chair of ARAC.	Board Secretary	26 March 2020	There is no policy on redaction and non-disclosure, only guidance notes to staff. Action completed.
14 Para 96	To publish the January Board papers subject to the approved redactions and items for non-disclosure.	Board Secretary	26 March 2020	January Board papers were published on 18 February 2020. Action completed.

16 Para 106	To circulate an explanatory note to the Board to clarify the pay variance reported at year end. This was circulated after the meeting.	DCS	26 March 2020	This information was circulated to Board Members by email on 28 January. Action completed.
----------------	--	-----	---------------	--

24 October 2019

Agenda item	Action Required	Owner	Date required	Report on progress
3 Para 20	To track the last two groups of new recruits and monitor their outcomes and experience during their probationary period.	Head of HR	27 January 2019	November update: The last two groups of new recruits joined LeO on 8 July and 9 September. An update on this action will be provided at the January Board when their probationary periods have been completed. January update: This is to be reported at the Board meeting on 26 March 2020
3 Para 24	To broker a conversation with his former employer to assist LeO in obtaining comparative data on attrition rates and recruitment.	Matthew Hill	14 November 2019	November update: Matthew has made contact his former employer who has confirmed that their organisation was happy to share any insights. Working level contacts have been identified and Matthew is to follow them up shortly. In addition to this, The Head of HR has obtained comparative attrition data through the

				<p>Ombudsman HR network from the following organisations:</p> <ul style="list-style-type: none">• The Financial Ombudsman.• Office of the Independent Adjudicator for Higher Education.• Public Services Ombudsman for Wales• The Office of the Immigration Services Commissioner• Scottish Public Services Ombudsman• Parliamentary and Health Service Ombudsman. <p>January update: The Executive is still awaiting contact details and permission to approach Matthew's former employer.</p> <p>March Update: The Executive is still awaiting contact details and permission to approach Matthew's former employer</p>
--	--	--	--	--