

Meeting	OLC Board Meeting	Agenda Item No.	12
		Paper No.	140.10B
Date of meeting	24 July 2025	Time required	5 minutes

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

Executive summary	
This paper provides the Board with updates on the actions from previous Board meetings.	
Recommendation/action required	
Board is asked to note and comment on the updates on the actions from previous Board meetings.	
Equality Diversity and Inclusion	
EDI implications	Yes
In keeping with the Legal Ombudsman's commitment to inclusivity, this paper will be published on LeO's website.	
Freedom of Information Act 2000 (Fol)	
Paragraph reference	Fol exemption and summary
N/A	N/A

OLC Board Actions Log
Previous Action: Completed or Closed

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 18 June 2025					
2, para 18	To share a copy of the final 2024/25 Annual Report and Accounts with the Board.	Head of Programme Management and Assurance	27 July 2025	A final copy of the 2024/25 Annual Report and Accounts was shared with the Board on 8 July 2025. Action completed.	
3, para 20	To arrange for the minutes of the Board meeting held on 29 April 2025 to be amended in line with the Board's feedback and then published.	The Board Governance Manager	24 July 2025	The April Board minutes were amended in line with the Board's request and published on 9 July 2025. Action completed.	
3, para 21	To arrange for the minutes of the ARAC meeting held on 13 January 2025 to be published.	The Board Governance Manager	24 July 2025	The minutes of the ARAC meeting held on 13 January were published on 9 July 2025. Action completed.	

OLC Board Actions Log
Previous Action: Completed or Closed

3, para 22	To arrange for a communication relating to the learnings from a data breach that had been reported at the ARAC meeting held on 13 January 2025 to be re-circulated to the Board.	The Board Governance Manager	24 July 2025	<p>The original communication issued on 25 April 2025 in response to the learnings from a data breach was re-issued to the Board on 9 July 2025. The communication highlighted LeO's IT policy on the use of IT accounts and platforms provided by LeO and the risks associated with non-compliance with the policy.</p> <p>Action completed.</p>	
3, para 25	To publish the June Board papers in line with the redactions and items for non-disclosure approved by the Board.	The Board Governance Manager	24 July 2024	<p>The June Board papers were published on 9 July 2025.</p> <p>Action completed.</p>	

OLC Board Actions Log

Previous Action: Completed or Closed

ACTIONS: OLC Board Meeting 29 April 2025					
3, para 14	To consider when the next update on LeO's strategic approach to DT and AI would be presented to the Board.	The Executive	17 December 2025	This has been considered and will be taken to the 17 December 2025 Board meeting. Action completed.	
4, para 17	To include a strategic analysis of the key stakeholders as part of the next Board update on stakeholder management at July's Board meeting.	The Interim Head of Communication, Engagement and Impact	25 September 2025	This has been considered and will be incorporated into the update being brought to September's Budget and Business Planning workshop. Action completed	
5, para 21	To consider when the next update on the review of customer satisfaction would be provided to the Board so that it could be factored into the Board's forward plan.	The Deputy Chief Ombudsman	17 December 2025	This has been considered and will be taken to the 17 December 2025 Board meeting. Action completed	

OLC Board Actions Log
Previous Action: Completed or Closed

11, para 59	To update the Board member register of interests to reflect the changes reported by two Board members.	The Board Governance Manager	24 July 2025	Board member register of interests was updated on 2 July 2025. Action completed	
11, para 59	To arrange for the Q4 transparency reports to be published once updated.	The Board Governance Manager	24 July 2025	The Q4 transparency reports were published on 2 July 2025. Action completed.	
12, para 61	To arrange for the minutes of the Board meeting held on 29 January 2025 and the minutes of the RemCo meeting held on 27 November 2024 to be published.	The Board Governance Manager	24 July 2025	Minutes published on 2 July 2025. Action completed.	
13, para 64	To arrange for the April Board papers to be published in line with the redactions and items for non-disclosure approved by the Board.	The Board Governance Manager	24 July 2025	The April Board papers were published on 9 July 2025. Action completed.	

OLC Board Actions Log
Previous Action: Completed or Closed

ACTIONS: OLC Board Meeting 29 January 2025					
5, para 28	To consider what more could be done to highlight the centrality of EDI and people culture to LeO's strategy and link EDI improvements to operational performance	EDI Manager	24 July 2025	April update: Reference to this action will be made in the July EDI Board update paper. July update: This action has been addressed as part of July's EDI Board paper. Action completed	
ACTIONS: OLC Board Meeting 18 December 2024					
6, para 26	To consider improving LeO's website to ensure that information on service complaints and the service complaint process was more transparent and accessible to customers.	Deputy Chief Ombudsman	24 July 2025	January 2025 update: A review of LeO's website would be undertaken and appropriate actions taken to ensure that information on service complaints and the service complaint process was transparent and accessible to customers. An update on this would	

OLC Board Actions Log
Previous Action: Completed or Closed

				<p>be provided in July's Chief Ombudsman's report.</p> <p>July 2025 Update:</p> <p>An update on this is included in the July 2025 Chief Ombudsman's report.</p> <p>Action completed.</p>	
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OLC Board Actions Log
Previous Action: Ongoing

Item	Action	Owner	Delivery Date	Progress	Revised Delivery Date
ACTIONS: OLC Board Meeting 29 April 2025					
5, para 21	To give further consideration to incorporating more deep dives into the Board's forward plan	OLC Chair	Mid-October 2025		
5, para 21	To consider and agree how best to incorporate narrative on VFM into Board papers.	The Chief Ombudsman and OLC Chair	24 July 2025	July update: The OLC Chair and Chief Ombudsman will consider the existing references to VFM in the strategic scorecard in July and report back to Board at a future Board meeting. Any changes to the strategic scorecard would need to be assessed and agreed with OLC Board and LSB with subsequent amendments to LeO's data reporting.	25 September 2025

OLC Board Actions Log
Previous Action: Ongoing

5, para 21	To follow up with the Chair of the Performance Sub-Group (PSG) and consider whether the PSG Terms of Reference required updating.	The OLC Chair	End of June 2025	This action has been superseded by Martin Spencer's departure from the OLC. Discussions have been had with the new PSG Chair and existing members.	End of September 2025.
ACTIONS: OLC Board Meeting 29 January 2025					
4, para 23	To obtain comparison benchmarking data on the number of investigations undertaken by other Ombudsman services that had found poor first tier complaints handling.	Deputy Chief Ombudsman	24 July 2025	Benchmarking is ongoing as part of work around Model Complaints, Resolution Procedure and an update will be provided at next full Board meeting in October.	22 October 2025