

Meeting	OLC Board Meeting	Agenda Item No.	3
Date of meeting	17 May 2021	Paper No.	114.2
		Time required	10 minutes

Title	Actions from previous meetings
Sponsor	Kay Kershaw, Board Secretary
Status	OFFICIAL
To be communicated to:	Members and those in attendance

Executive summary
This paper provides the Board with an update on the actions from previous Board meetings.
Recommendation/action required
Board is asked to note the update.

Action points outstanding from previous OLC Board meetings

31 March 2021

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 8	To publish the minutes of the OLC Board meeting held on 28 January 2021, the minutes of the ARAC meeting held on 23 November 2020 and the minutes of the RemCo meeting held on 18 November 2020	Board Secretary	17 May 2021	Minutes published on 30 April 2021 Action completed
6 Para 34	To update the Board forward plan to include an update on lessons learned from the 2021/22 Business Planning process and an update on completed milestones at the May Board meeting.	Board Secretary	17 May 2021	Board forward plan updated and an update on the lessons learned from the 2021/22 business planning process and an update on completed milestones are on the Board agenda for the May meeting. Action completed.
8 Para 54	To issue a briefing note on robotic process automation to the Board.	Chief Operating Officer	17 May 2021	A note on robotic process automation was circulated to the Board on 28 April. Action completed.
8 Para 57	To share the Pre- Assessment Pool action plan with the Board at a future meeting.	Chief Operating Officer	17 May 2021	A verbal update on the Pre-Assessment Pool action plan will be provided by Operations Managers at the May Board meeting. Action completed.
8 Para 61	To contact the Chair of RemCo before the next RemCo meeting to provide clarity on the alignment of	Chief Operating Officer	10 June 2021	The COO met with the Chair of RemCo on 8 April to provide clarity on the alignment of projects within

	projects within the re-prioritised plan and to provide assurance that the governance was right.			the re-prioritised plan and to provide assurance that the governance was right. Action completed.
10 Para 75	To present the Board with an Independent Review summary assurance report with the next six-months.	The Executive	17 May 2021	An Independent Review summary assurance report will be presented at the May Board meeting. Action completed.
10 Para 75	To add Independent Review summary assurance report to the Board forward plan.	Board Secretary	17 May 2021	The Independent Review summary report will be presented at the May Board meeting. Action completed.
10 Para 76	To discuss Board sponsor roles with Board Members.	OLC Chair	18 October 2021	
10 Para 77	To reflect on how to improve reporting against people and performance going forward.	The Executive	17 May 2021	Having reflected on how to improve reporting against people and performance, the COO will be presenting a revised People and Performance report at the may Board meeting. Action completed.
11 Para 79	To add 'update on lessons learned from the Employment Tribunals' to the Board forward plan for the May meeting	Board Secretary	17 May 2021	Added to the Board forward plan for the May Board meeting. Action completed.
14 Para 94	To circulate the letter to the Permanent Secretary to Board Members once finalised.	OLC Chair	17 May 2021	Letter circulated to the Board on 1 April 2021. Action completed.
14 Para 96	To publish the revised ARAC Terms of Reference.	Board Secretary	17 May 2021	The revised ARAC Terms of Reference was published on 10 May 2021. Action completed.

15 Para 99	To amend the Scheme of Delegation in line with the feedback provided by the Board at the March Board meeting.	The Head of Complex Casework and Deputy Chief Ombudsman	17 May 2021	Scheme of Delegation amended in line with the Board's feedback. Action completed.
15 Para 100	To publish the updated Scheme of Delegation and the updated Matters Reserved to Board.	The Head of Complex Casework and Deputy Chief Ombudsman	17 May 2021	The updated Scheme of Delegation and Matters Reserved to Board were published on 10 May 2021. Action completed.
15 Para 102	To review and clarify the terminology used in the Scheme of Delegation for roles within the management structure and report back to the Board.	Chief Ombudsman	17 May 2021	The Scheme of Delegation has been updated to clarify the roles within the management structure. Action completed.
15 Para 103	To consider whether there was a broader oversight role for the Board, outside of the Scheme of Delegation, regarding senior roles	Chief Ombudsman and OLC Chair	17 May 2021	After consideration, the Scheme of Delegation has been updated to reflect that the OLC Chair will provide oversight and advice in respect of the appointment or dismissal of individual Senior Managers (Heads of Function or above). Action completed.
16 Para 104	To publish the Board Member, Ombudsman and Senior Manager register of interests for quarter four.	Board Secretary	17 May 2021	Board Member, Ombudsman and Senior Manager Register of Interests was published on 10 May 2021. Action completed
17 Para 108	To publish the March Board papers subject to the approved redactions and items for non-disclosure	Board Secretary	17 May 2021	Board Member, Ombudsman and Senior Manager Register of Interests was published on 10 May 2021. Action completed

18 Para 110	To consider how to reduce the length of Board meetings and the time spent in front of screens by reviewing how Board papers were presented, providing more frequent breaks between agenda items and longer lunch breaks.	OLC Chair and Board Secretary	17 May 2021	This action has been considered by the Chair and Board Secretary. More frequent breaks and longer lunch break have been included in the May agenda and will be included in future Board agendas where possible. Action completed.
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28 January 2021

Agenda item	Action Required	Owner	Date required	Report on progress
13 Para 74	To discuss with the Board Secretary rescheduling the 'understanding the customer journey' agenda item.	OLC Chair	31 March 2021	March update: Consideration is being given to this in the light of the plans for appointing new OLC Board members and in order to best align with their induction need. Ongoing

26 October 2020

Agenda item	Action Required	Owner	Date required	Report on progress
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> <p>May update:</p> <p>A draft of the Annual Report was presented to ARAC at its meeting on 6 May for review and comment.</p>

5 October 2020

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 9	To circulate an assurance paper setting out what pre-Covid and Covid adjusted targets and narrative might look like for customer journey time to assist Board Members in making a final decision on KPI 02.	The Head of Governance and Strategy	26 October 2021	<p>An assurance paper appended to the Performance and Covid-19 update paper presented at the 26 October Board meeting.</p> <p>Action completed.</p>

<p>2 Para 10</p>	<p>To ensure that the assurance paper included a detailed rationale for why there was an anticipated increase in the number of cases in PAP due to the impact of Covid when the overall customer journey time was only expected to increase by 15 days and to provide a forward look for 2021/22.</p>	<p>The Head of Governance and Strategy</p>	<p>A detailed rationale had not been set out in the assurance paper on why there was an anticipated increase in the number of cases in PAP due to the impact of Covid when the overall customer journey time was only expected to increase by 15 days.</p> <p>Detailed discussions had since taken place about projections and assumptions at subsequent Performance and Quality Task and Finish Group meetings and Board meetings and this part of the action has been superseded by the subsequent events that have taken place.</p> <p>A forward look at the 2021/22 PAP was presented at the Performance and Quality Task and Finish Group meeting on 13 January 2021.</p> <p>Action completed</p>
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Agenda item	Action Required	Owner	Date required	Report on progress
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	