

Number	Meeting Code	Raised At	Director	Owners Job Title	Ref:	Action	Due Date	Update	Status
4648	RoSBrd - 09-10/11/2020	Board	CK	Head of Registration	SS	Head of Registration to provide a visual representation of Annex A (progression towards the 90% target) in order to highlight what resource is focussing on what aspect of the arrear.	Jun-21	Update 31/05/21 - ongoing. Remain Open. 01/03 - In the shortrun (up until end of March 21) teams are being flexed across both the new cases and the arrear to meet the 2017 target and the upfront 65% in 35 days KPI. Into FY 21/22 we expect the approach to stabilise so that teams/squads are routinely focussed on either (1) upfront work or (2) arrear work. At that point it will allow us to ringfence the arrear and report unit cost on arrear cases separately from unit cost on new upfront cases. This will better demonstrate to the Board the financial (and other) benefits of improvements made to the front end process (and technology etc). We need some time to bed that approach in, post March, before reporting on it and will do so at a future board meeting. Remain Open.	Open
4773	RoSBrd - 09-10/03/2021	Board	JH	Keeper & Head of Secretariat	JH & LW	Keeper and Board Secretary to consider updating the RoS Board paper template to ensure papers provide enough information to allow NXDs to provide strategic advice on topics.	Jun-21	Update 13 May 21 - Clear guidance has been provided to all paper drafters from the Keeper regarding Board paper length and expectations. Propose to close.	Open
4774	RoSBrd - 09-10/03/2021	Board	JH	EDI Steering Group	JH & JD	EDI Steering Group to create a visual representation of the governance structure being proposed around EDI, including the representation of the group and share this with the RoS Board.	Jun-21	Update 31 May 21 - shared structure chart and ToR shared with Board members on 31/05 by email. Propose to close.	Open
4775	RoSBrd - 09-10/03/2021	Board	BH	Head of People & Change & Corporate Director	BH & SW	Corporate Director and Head of People and Change to do some trend analysis on the bullying and harassment CSPS results and share this with the Board.	Jun-21	Update 07/05/21 - Update included in April NED update from the Keeper. Propose to close Update 27/04/21 - Trend analysis was reviewed using data sets over a six year period: 2015-2020, inclusive. Overall, for both bullying/harassment and discrimination over the period there is a slight downwards trend, with some small fluctuation over the years. Also observed is a slight upwards trend in reporting.	Open
4776	RoSBrd - 09-10/03/2021	Board	JH	Keeper	JH	Keeper to consider sharing the quarterly or annual compensation reports with Board members via the Keepers written updates.	Jun-21	Update 31/05/21 - working with Policy team to establish an optimum reporting cycle. Remain open.	Open
4777	RoSBrd - 09-10/03/2021	Board	JE	Chief Finance Officer	HB	Chief Finance Officer to consider adding a quantification of risk or risk range to either the financial reporting or the risk register to help the Board to better understand the risk the organisation is carrying.	Jun-21	Update 14/05/21 - The CFO will await the outcome of the Risk Workshop that is planned for May 21 to assess whether any further action is required in this area. Remain Open.	Open
4778	RoSBrd - 09-10/03/2021	Board	BH	Corporate Director	BH	Corporate Director to arrange a session with any interested Non-Executive Directors to walk them through the digital heatmaps and roadmaps.	Jun-21	Update 31/05/21 - Session took place on 12th May. Propose to close	Open
4779	RoSBrd - 09-10/03/2021	Board	JE	Chief Data Officer	AH	Chief Data Officer to create a visual showing data maturity over time to demonstrate the data journey to date and any ambitions to be realised in the future.	Jun-21	Update 31/05/21 - action updates included in the back brief paper. Work ongoing. Propose to close.	Open
4780	RoSBrd - 09-10/03/2021	Board	JE	Chief Data Officer	AH	Chief Data Officer to create a data certainty heat map for our data and share this at a future Board.	Jun-21	Update 31/05/21 - action updates included in the back brief paper. Work ongoing. Propose to close.	Open