

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No. Paper No.</b>	3 87.0 Annex B
<b>Date of meeting</b>	23 April 2018	<b>Time required</b>	5 Minutes

<b>Title</b>	<b>Outstanding actions from previous meetings</b>
<b>Sponsor</b>	Board Secretary
<b>Status</b>	OFFICIAL
<b>To be communicated to:</b>	Members and those in attendance


<b>Executive summary</b>
The attached paper provides a record of matters arising and outstanding action points from previous meeting(s).
<b>Recommendation/action required</b>
Board is asked to <b>note</b> the updates

## ANNEX B - Action points outstanding from previous OLC meetings

14 March 2018

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 5	Publish the minutes of the OLC Board meeting held on 29 January 2018.	Board Secretary	23 April 2018	The minutes of the January meeting have been published. <b>Action completed</b>
3 Para 9	To table a paper at the next ARAC meeting seeking formal approval for Rebecca Hilenrath to be given delegated authority to approve urgent expenditure outside of Committee. This paper is to set out the financial limits for this delegation.	CEO	Next ARAC	Between meetings, the OLC has delegated approval to the Chair and Rebecca Hilsenrath. This covers all new requests (although the nature of the request might require full Board approval irrespective of value) and changes to existing approvals above £106k of up to £50k.' <b>Action completed</b>
3 Para 10	To develop an ever more robust methodology around forecasting future external demand and accepting case intake.	Chief Ombudsman	23 April 2018	A basic model is in place and being used for 2018/19 forecasting. This will evolve over time.
4 Para 35	To amend the format of the finance report show which aspects of the budget were ring-fenced	Head of Finance	23 April 2018	This is in hand and the format of the finance report will be amended for the next Board report.
5 Para 39	To include a reference to CMCs in the forward of the Business Plan.	CEO	23 April 2018	We added the following to the business plan published on 3 April: 'Playing our part in the transition of our Claims Management jurisdiction to the Financial Ombudsman Service

				(currently scheduled to take place by 1 April 2019) will be another key area of focus for 2018-19.' <b>Action completed</b>
8 Para 51	To add Annual Strategic Risks Workshop to the agenda for the April Board meeting.	Board Secretary	23 April 2018	Annual strategic risk workshop is on the agenda for the April Board meeting. <b>Action completed</b>
9 Para 60	To set up a protocol for publishing Board papers.	CEO / Board Secretary	23 April 2018	A protocol for publishing Board papers is being developed with a view to publishing April's papers. The protocol being developed is based on the process followed by the LSB.
11 [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] <b>Fol Exempt s. 36 (2) (c)</b>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

				 <b>Fol Exempt s. 36 (2) (c)</b>
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**6 December 2017**

<b>Agenda item</b>	<b>Action Required</b>	<b>Owner</b>	<b>Date required</b>	<b>Report on progress</b>
11 Para 40	Consider whether there is any scope to generate commercial revenue streams through data and report back to the Board in June 2018.	CEO	June 2018	