

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No. Paper No.</b>	3 96.2
<b>Date of meeting</b>	24 June 2019	<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 members with a record of the outstanding action points from previous Board meetings.
<b>Recommendation/action required</b>
Board is asked to <b>note</b> the update.

## Action points outstanding from previous OLC Board meetings

29 April 2019

Agenda item	Action Required	Owner	Date required	Report on progress
1 Para 3	Update Board Register of Interests to reflect Rebecca Hilsenrath's appointment as Chair of the Association of Chief Executives and Shrinivas Honap's appointment as a Panel Member of the Competition and Markets Authority.	Board Secretary	24 June 2019	Register of Interests updated for Rebecca Hilsenrath's appointment. Register of Interests already included details of Shrinivas Honap's appointment. <b>Action completed.</b>
2 Para 4	Publish the minutes of the OLC Board meeting held on 20 March 2019.	Board Secretary	24 June 2019	Papers published on 20 May 2019. <b>Action completed.</b>
3 Para 13	To ensure that the assurance relating to the effectiveness of the Quality and Feedback Model is reported to the Board.	Head Ombudsman – Mariette Hughes	24 June 2019	Added to the forward plan for reporting at the January Board meeting. <b>Action completed.</b>
4 Para 23	Publish the quarter four transparency reports, subject to minor amendments	Board Secretary	24 June 2019	Papers published on 20 May 2019. <b>Action completed.</b>
6 Para 33	To ensure that the Board receives a report in October which reviews the progress with the Quality and Feedback Model	Head Ombudsman – Mariette Hughes	24 June 2019	Added to the forward plan for the October meeting. <b>Action Completed</b>
6 Para 39	To ensure, where possible, that all legacy cases are closed by the end of June 2019.	Head Ombudsman – Steve Pearson	24 June 2019	An update will be provided in the Performance paper tabled at the June Board meeting. <b>Action Completed</b>
7 Para 50	To table a Modernising LeO Post Completion Review at the Board in October 2019	Head Ombudsman – Mariette Hughes	24 June 2019	Added to the forward plan for the October meeting. <b>Action Completed</b>

9 Para 60	To publish the April Board papers subject to approved redactions	Board Secretary	24 June 2019	Papers published on 21 May 2019. <b>Action completed.</b>
--------------	--	-----------------	--------------	--

## 20 March 2019

Agenda item	Action Required	Owner	Date required	Report on progress
5 Para 42	To model options and approach for addressing the volume of files awaiting assessment and present them to the Board.	Director of Corporate Services and Head Ombudsman – Steve Pearson	24 June 2019	This will be reported in the paper tabled for agenda item 3, cases awaiting assessment - forecast. <b>Action Completed</b>
5 Para 42	To develop a measurable plan for dealing with the files awaiting assessment and to report progress against this plan in future performance reports.	Head Ombudsman – Steve Pearson	24 June 2019	The plan will be reported in the paper tabled for agenda item 3, cases awaiting assessment - forecast.  Progress against the plan will be reported at future Board meetings. <b>Action Completed</b>
6 Para 48	To report to Board on the process to monitor and assure the accuracy of initial assessments of case complexity.	Head Ombudsman – Steve Pearson	24 June 2019	This will be reported in agenda item 7, performance report. <b>Action Completed.</b>
6 Para 50	To report on the changes to KPI framework at the June Board meeting.	Chief Ombudsman	24 June 2019	The Chief Ombudsman and DCS met with Shrinivas Honap and Rod Bulmer on 15 May to discuss improvements to the KPI suite. It was agreed that this would be reported at the September Board meeting to inform the new business plan for

				2020/21. This has been added to the forward plan. <b>Action Completed.</b>
7 Para 53	To review the RemCo committee's Terms of Reference (ToRs) with a view to de-scoping items that are more appropriate for an executive focus.	RemCo Chair	30 June 2019	The Head of HR and DCS are re-drafting the ToRs; a draft will be circulated to RemCo by the end of June.  RemCo will convene on 16 July to review the re-drafted ToRs.  The RemCo ToRs will be tabled at the September RemCo meeting for agreement.  The final RemCo ToRs will be tabled for approval at the September Board meeting – this has been added to the Board forward plan.  <b>In progress</b>
13 Para 90	To update the communications and engagement strategy to align with the revised 2019-20 business plan.	The External Affairs Team Leader	24 June 2019	The Communications and Engagement strategy has been updated to align with the revised 2019-20 business plan.  <b>Action Completed.</b>
16 Para 100	To undertake further work with the Management Team to align the strategic risks and risk appetites with the revised 2019-20 business plan and recirculate to the Board for approval.	Chief Ombudsman	24 June 2019	The Business plan was updated accordingly and circulated to the Board for approval. The Board unanimously approved the update and the Business plan was subsequently published.  <b>Action completed</b>

Agenda item	Action Required	Owner	Date required	Report on progress
10 Para 86	To ensure that the quarterly strategic and performance update includes a section specifically addressing the issues highlighted in the horizon scan and their impact on LeO's business plan.	Chief Ombudsman	24 June 2019	Added to the forward plan for inclusion in the next quarterly strategic and performance update which is to be tabled at the July Board meeting.  <b>Action Completed.</b>