

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	3 93.2
Date of meeting	28 January 2019	Time required	5 Minutes

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

Executive summary
The attached paper provides members with a record of the matters arising and outstanding action points from previous Board meetings.
Recommendation/action required
Board is asked to note the update.

Action points outstanding from previous OLC Board meetings

10 December 2018

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 2	Publish the minutes of the OLC Board meeting held on 17 October 2018.	Board Secretary	28 January 2019	October Board Minutes were published on 8 January 2019. Action Completed.
2 Para 3	Publish the minutes of the RemCo meeting held on 20 August 2018.	Board Secretary	28 January 2019	The minutes of the RemCo meeting held on 20 August were published on 8 January 2019. Action Completed.
2 Para 4	Publish the minutes of the RemCo meeting held on 25 September 2018.	Board Secretary	28 January 2019	The minutes of the RemCo meeting held on 25 September were published on 8 January 2019. Action Completed.
3 Para 5	Circulate the CMC transfer agreement to the Board out of committee for approval.	CEO	28 January 2019	January Update: The Transfer Agreement between FoS and LeO is expected to be agreed on Friday 18 January 2019. The Transfer Agreement would then require OLC approval, before asking the FCA and Lord Chancellor to confirm their consent.

				<p>OLC Approval of the transfer agreement is to be sought at the January Board meeting.</p> <p>Board Members were advised that papers would be circulated towards the middle of the week commencing 21 January 2019.</p> <p>Should there be any delay to the timetable agreed by FoS, OLC approval by correspondence would be sought.</p>
5 Para 54	Look at the options to appoint other 'pool' staff to aid operational delivery.	Chief Ombudsman	28 January 2019	Chief Ombudsman advised that she would be exploring this with Jane Martin over the course of January to understand any options. She will be able to provide a verbal update to board on progress.
9 Para 86	Circulate the guidance and process flow developed to assist staff when handling external allegations about senior members of staff to the Board once it has been developed.	CEO	28 January 2019	<p>The guidance and process flow developed to assist staff when handling external allegations about senior members of staff was circulated to the Board on 11 January 2019.</p> <p>Action Completed</p>
9 Para 87	Arrange for a statement on how public complaints about the conduct of senior staff and under whistleblowing would be added to the public website.	CEO	28 January 2019	<p>Statement added to the website on 11 January 2019.</p> <p>Action Completed.</p>
9 Para 88	Request that the LSB informs members of the OLC as and when changes are made to its external allegations policy.	Board Secretary	28 January 2019	Updated LSB Governance Manual, including changes to its external allegations policy was circulated to OLC Board

				members on 20 December 2018. Action Completed.
12 Para 104	Amend the wording of the business plan consultation document in line with the Board's comments.	CEO	28 January 2019	Wording amended. Action Completed.
14 Para 113	Publish the December Board papers.	Board Secretary	28 January 2019	December Board papers were published on 11 January 2019. Action completed.

17 October 2018

Agenda item	Action Required	Owner	Date required	Report on progress
6 Para 46	To update the summary of strategic risks to include RAG status, headline data and information about the next steps and the timescales for completion.	CEO	10 December 2018	The format of the risk register has been amended and reported to ARAC. The Q3 strategic update paper will provide headlines and timescales in January 2019. January Update: The summary of strategic risks in the January paper has been updated to include this information. Action Completed.
7 Para 55	Alert the Board to any slippage around the anticipated timing of the last case being moved from CMS1 to CMS2.	CEO	10 December 2018	There is an update in the executive report. Progress has been very positive with no slippage - there were 88 cases left on CMS1 as at 16/11. January Update:

				<p>There are no live cases remaining in CMS1. There was no slippage and all cases were transferred without issue.</p> <p>Action Completed.</p>
11 Para 81	To arrange for the number of cases awaiting assessment and the number of cases in the Investigator WIP to be included in the next quarterly performance report.	Chief Ombudsman	28 January 2019	<p>December 2018 Update: Noted and will be included in the January's quarterly performance report.</p> <p>January Update: Information included in the January quarterly performance report.</p> <p>Action Completed.</p>