

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No. Paper No.</b>	6 89.6
<b>Date of meeting</b>	9 July 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

## Action points outstanding from previous OLC meetings

4 June 2018

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 3	Publish the minutes of the OLC Board meeting held on 14 March 2018.	Board Secretary	9 July 2018	Minutes published on 26 June 2018 <b>Action Completed.</b>
2 Para 4	Publish the minutes of the OLC Board meeting held on 23 April 2018.	Board Secretary	9 July 2018	Minutes published on 26 June 2018 <b>Action Completed.</b>
2 Para 5	Publish the minutes of the RemCo meeting held on 14 March 2018.	Board Secretary	9 July 2018	Minutes published on 26 June 2018 <b>Action Completed.</b>
3 Para 7	Redact paragraphs 67- 73 of the minutes of the March OLC Board meeting.	Board Secretary	9 July 2018	Paragraphs 67 – 73 of the minutes of the March OLC Board meeting have been redacted and now published. <b>Action Completed.</b>
5 Para 18	Forward a copy of the business continuity plan to Jane Martin.	CEO	9 July 2018	Business Continuity plan sent to Jane Martin on 8 June 2018. <b>Action Completed.</b>
5 Para 27	CEO and CO to produce a combined report providing details of their external meetings and stakeholder engagement events.	CEO / CO	9 July 2018	Combined CEO and CO report tabled for the July meeting. <b>Action Completed.</b>

5 Para 30	Schedule a Board meeting at the appropriate time in 2019 for the Board to sign off and approve the final 2018-19 Annual Report and Accounts.	Board Secretary	June 2019	A Board meeting has been scheduled for 24 June 2019. Once the timeline for next year's annual report and accounts has been finalised the date of this meeting may need to be moved or an additional meeting may need to be scheduled.
6 Para 52	When the evaluation of the new models comes to Board in the future, the Chief Ombudsman should have regard to the longitudinal, latitudinal and qualitative data in order to show why each methodology was working.	CO	Quarter 3	The review and evaluation of the new models is scheduled for the end of quarter 2. Board will be updated upon completion of the review.
7 Para 55	Circulate a copy of the full communications and engagement strategy to Board members.	CEO	9 July 2018	The communications and engagement strategy was shared with the Board on 4 June 2018. <b>Action Completed.</b>
10 Para71	Table a paper on the strategic approach to enforcement at the July Board meeting to include a supplementary annex setting out proposals for dealing with CMC enforcement in the run up to the transfer of cases to FoS.	CO	9 July 2018	This is on the agenda for the July Board meeting. <b>Action Completed.</b>
13 Para 78	Add horizon scanning to the Board forward plan.	Board Secretary	9 July 2018	With effect from Board meeting on 9 July 2018, horizon scanning will be a standing agenda item. <b>Action Completed.</b>

**23 April 2018**

Agenda item	Action Required	Owner	Date required	Report on progress
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11 Para 76	To publish the Register of Interests for OLC Board Members and Ombudsmen, subject to some minor amendments requested by the Chief Ombudsman.	Board Secretary	4 June 2014	<p><b>June Update: Partly completed.</b>The Board Member Register of Interests was published on 24 May 2018. At the request of the Chief Ombudsman, and in order to comply with GDPR requirements, the information provided for the Ombudsman's Register of Interests is currently being reviewed and will be published once completed.</p> <p><b>July Update:</b> Ombudsman Register of Interests was published on 26 June 2018</p> <p><b>Action Completed</b></p>
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Agenda item	Action Required	Owner	Date required	Report on progress
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 December 2018	In the context of GDPR, live project work to develop our business intelligence tool and ongoing work on data sharing with the other regulators, it is not the appropriate time to progress this action. We propose to revisit in December 2018.