

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	2 95.1b
Date of meeting	29 April 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 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

20 March 2019

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 9	Publish the minutes of the OLC Board meeting held on 28 January 2019.	Board Secretary	29 April 2019	Minutes published on 8 April 2019. Action completed.
2 Para 10	Publish the minutes of the RemCo meeting held on 28 November 2018.	Board Secretary	29 April 2019	Minutes published on 8 April 2019. Action completed.
2 Para 11	Publish the minutes of the RemCo meeting held on 2 January 2019.	Board Secretary	29 April 2019	Minutes published on 8 April 2019. Action completed.
2 Para 12	Publish the minutes of the ARAC meeting held on 5 December 2018.	Board Secretary	29 April 2019	Minutes published on 8 April 2019. Action completed.
3 Para 16	Confirm the number of CMC staff transferring under TUPE arrangements to the legal jurisdiction and to FoS.	Chief Ombudsman	29 April 2019	11 CMC employees left to join the FOS and 6 CMC employees transferred to the legal jurisdiction. Action completed.
4 Para 29	Review the scope to clarify the presentation of forecast outturn against the original budget alongside the necessary reporting against the quarterly reforecast.	Interim Director of Corporate Services and new Chair of ARAC	29 April 2019	This will be implemented from period 1, 2019/20. Action completed.

5 Para 41	Chief Ombudsman to arrange a workshop on vulnerable customers at a future Board meeting.	Chief Ombudsman	29 April 2019	The workshop will take place at the July Board meeting. This has been added to the Board forward plan. Action Completed.
5 Para 42	To model options and approach for addressing the volume of files awaiting assessment and present them to the Board.	Chief Ombudsman	24 June 2019	
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.	Chief Ombudsman	24 June 2019	
6 Para 48	To report to Board on the process to monitor and assure the accuracy of initial assessments of case complexity.	Head Ombudsman	24 June 2019	
6 Para 49	To reconsider the turnover KPI and report back to Board.	Chief Ombudsman	29 April 2019	The Chief Ombudsman, Chair and Head of HR have considered this KPI and concluded that, in light of RemCo's current involvement, it would not be appropriate to change this KPI at this point in time. Action completed.
6 Para 50	To report on the changes to KPI framework at the June Board meeting.	Chief Ombudsman	24 June 2019	
6 Para 50	Add report on the changes to the KPI framework to the Board forward plan for June.	Board Secretary	29 April 2019	Forward plan updated. Action completed.
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	24 June 2019	

8 Para 58	Arrange a handover meeting between the current Chair of ARAC and the Chair designate.	Board Secretary	29 April 2019	Handover meeting took place. Action completed.
11 Para 77	Amend the 2019-20 business plan and re-circulate it to the Board for approval.	CEO	29 April 2019	The 2019-20 business plan was amended and circulated to Board out of committee and was approved. Action completed.
11 Para 78	To add a six month interim review of the quality and feedback model to the Board forward plan.	Board Secretary	29 April 2019	On the forward plan for September 2019. Action Completed.
11 Para 81	To seek the agreement of a Board member to take on the role of Board sponsor for equality, diversity and inclusion issues.	CEO	29 April 2019	Rebecca Hilsenrath has agreed to take on this role of Board sponsor for equality, diversity and inclusion issues. Action completed.
12 Para 84	To consider how LeO would deal with a potential increase in demand arising from leasehold claims and how it might engage with the Select Committee.	Chief Ombudsman	29 April 2019	Impact on demand will depend on the government's response to the findings of the Select Committee – this will be monitored closely and considered by Ops Trans and External Affairs. We have provided some initial views on the findings to MoJ and are considering a formal response to the Select Committee report. Action completed.
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	

14 Para 94	Board Secretary to add regular updates on the Board effectiveness action plan to the Board forward plan.	Board Secretary	29 April 2019	Forward plan updated accordingly. Action completed.
15 Para 97	Board Secretary to publish the March Board papers subject to the approved redactions.	Board Secretary	29 April 2019	March Board papers published on 16 April 2019. Action completed.
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	

28 January 2019

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	.