

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No. Paper No.</b>	3 92.2
<b>Date of meeting</b>	10 December 2018	<b>Time required</b>	5 Minutes

<b>Title</b>	<b>Outstanding actions from previous meetings</b>
<b>Sponsor</b>	Kay Kershaw, 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 Board meetings

Agenda item	Action Required	Owner	Date required	Report on progress
3 Para 8	Publish the minutes of the OLC Board meeting held on 12 September 2018.	Board Secretary	10 December 2018	Minutes of the September Board meeting were published on 29 October 2018. <b>Action Completed.</b>
5 Para 13	Provide comparative data to the December Board on the impact of the CAT tool.	Chief Ombudsman	10 December 2018	Update included in appendix to the Executive report. <b>Action completed.</b>
5 Para 23	Amend the wording of the recommendation set out on the first page of the Finance report before the paper is published.	CEO	10 December 2018	Recommendation amended and published. <b>Action completed.</b>
6 Para 39	To ensure that GET are kept informed of current wait times for cases to be assessed for investigation so that they can share this information with complainants.	Chief Ombudsman	10 December 2018	GET are now notified of assessment wait times on a weekly basis. <b>Action Completed.</b>
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.

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.
10 Paras 71 – 73	Amend and publish the quarter two transparency publication reports.	Board Secretary	10 December 2018	October transparency reports were published on 29 October 2018. <b>Action Completed.</b>
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	<b>December 2018 Update:</b> Noted and will be included in the January's quarterly performance report.
11 Para 82	To incorporate the amendments suggested by the Board into the 2019/20 budget principles paper for the LSB.	CEO	10 December 2018	The updated paper has been submitted to the LSB, reflecting amendments from the OLC Board. <b>Action completed.</b>
14 Para 95	To publish the October Board papers	Board Secretary	10 December 2018	October Board papers were published on 29 October 2018. <b>Action Completed.</b>

**September 2018**

Agenda item	Action Required	Owner	Date required	Report on progress
6 Para 63	Share ombudsman guidance on making decisions on enforcement with the Board when it has been developed.	Chief Ombudsman	31 October 2018	<p><b>Update for 17 October Board Meeting:</b> Guidance drafted and under quality review.</p> <p><b>December update:</b> Circulated to Board for information with the December Board papers.</p> <p><b>Action completed.</b></p>

#### 4 June 2018

Agenda item	Action Required	Owner	Date required	Report on progress
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.	Chief Ombudsman	Quarter 3 – December	<p>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.</p> <p><b>December update:</b> Paper on agenda for December Board meeting.</p> <p><b>Action Completed.</b></p>

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	<p>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.</p> <p><b>December update:</b> In light of performance challenges and current work on CMC migration, it is not possible to consider this action as we are not in a position to exploit data commercially at this time. The new BI tool may facilitate this over time, and will be demonstrated to Board members in the lunch break at today's Board.</p>