

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	3 88.2
Date of meeting	4 June 2018	Time required	10 Minutes

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

Executive summary
The attached paper provides a record of matters arising and outstanding action points from previous meeting(s).
Recommendation/action required
Board is asked to note the updates

Action points outstanding from previous OLC meetings

23 April 2018

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 3	To publish the minutes of the OLC Board meeting held on 14 March 2018.	Board Secretary	4 June 2018	Since the April Board meeting, redactions to the March minutes have been identified. The March minutes will be tabled at the June Board meeting for approval to redact and then publish.
2 Para 4	To publish the minutes of the ARAC meeting held on 28 February 2018.	Board Secretary	4 June 2018	Following the last Board meeting, the ARAC minutes were amended to reflect that the 2018/19 internal audit plan had been approved by ARAC at the February meeting. The amended minutes were circulated for ARAC out of committee for approval and for approval to publish. Minutes published 21 May 2018 Action Completed

7 Para 49	To share the lessons learnt from the Dispatches programme with the Board.	Chief Ombudsman	4 June 2018	An update is to be circulated to the Board alongside Board papers on Friday 25 May. Action completed
7 Para 50	To provide regular updates to the Board on the progress being made team decommissioning the old case management system.	CEO	4 June 2018	A project team is in place and is working up options. Updates will be provided within the quarterly Modernising LeO update paper. Action Completed.
8 Para 60	To arrange for the old case management system to be archived as soon as possible.	CEO	4 June 2018	
10 Para 75	To publish the gifts and hospitality report.	Board Secretary	4 June 2018	Gifts and hospitality register published on 21 May 2018. Action Completed.
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	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. Partly completed.
12 Para 79	To publish the Board and senior manager expenses subject to a minor amendment and clarification of the details of expenses not yet paid to individual Board members.	Board Secretary	4 June 2018	Board and Senior Manager reports amended and published on 21 May 2018. Action Completed.
14 Para 89	The CEO re-word objective 4 to reflect the new GDPR requirements around collecting equality and diversity data.	CEO	4 June 2018	Equality Priority Objective 4 was amended and has been published in the business plan. Action Completed.

14 March 2018

Agenda item	Action Required	Owner	Date required	Report on progress
3 Para 10	To develop an ever more robust methodology around forecasting future external demand and accepting case intake.	Chief Ombudsman	23 April 2018	A basic model is in place and being used for 2018/19 forecasting. This will evolve over time. Action completed.
4 Para 35	To amend the format of the finance report show which aspects of the budget were ring-fenced	Head of Finance	23 April 2018	As appropriate, Board reports will show ring-fenced elements of the budget. Action completed.
9 Para 60	To set up a protocol for publishing Board papers.	CEO / Board Secretary	23 April 2018	A protocol for publishing Board papers has been developed and agreed by Management Team and has supported publication of April's Board papers. Action completed.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] Fol Exempt S.36 (2) (c) Action completed.

6 December 2017

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.