

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	3 90.2
Date of meeting	12 September 2018	Time required	5 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 Board meetings

9 July 2018

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 10	Write to the Financial Ombudsman requesting information about where the CMC department will be located.	CEO / CO	12 September 2018	September Update: Since FOS have committed to inform us of the final location by September or October, we felt it was prudent to write at the end of October if we have not heard by then. We have continued dialogue with CMC staff and moving significant numbers into legal in early September.
2 Para 21	To ensure that the original budget is reported in future reports alongside the period 4 re-forecast for transparency.	Head of Finance	12 September 2018	Full year budget and full year forecast is now reported alongside on P4 report. Action completed
3 Para 41	To ensure that a graphical month by month performance forecast, showing performance to date and a projected trajectory, is included in future performance Board papers.	CO	12 September 2018	Performance Board papers updated to include graphical month by month performance forecast, showing performance to date and a projected trajectory. Action Completed
3 Para 43	To update Board members on her analysis of case quality metrics before the next Board meeting.	CO	Prior to next Board	Update to be circulated with September Board papers.

			meeting on 12 September 2018	Action completed.
5 Para 57	To publish the minutes of the RemCo meeting held on 27 April 2018.	Board Secretary	12 September 2018	Published on 15 August 2018. Action completed.
5 Para 58	To amend and publish the minutes of the OLC Board meeting held on 4 June 2018.	Board Secretary	12 September 2018	Published on 15 August 2018. Action completed.
10 Para 70	To circulate the briefing paper provided to the Chair about historical ADR decisions to all Board members.	CO	12 September 2018	ADR briefing circulated to Board members on 31 August. Action completed.
11 Paras 74-76	To amend and publish the transparency publications: <ul style="list-style-type: none"> • Gifts and Hospitality Register 14 April to 25 June 2018. • Ombudsman and Board Member Register of Interests. • Board and Senior Manager expenses reports. 	Board Secretary	12 September 2018	All published on 15 August 2018. Action completed.
12 Para 80	To update the draft paper on strategic enforcement in line with the Board's feedback.	Head of Legal	12 September 2018	Paper updated and tabled at the September Board meeting. Action Completed.
13 Para 86	To include in the horizon scan more information on the impact of the issues highlighted on the organisation.	Parliamentary and Policy Officer	12 September 2018	Horizon scan has been redesigned to allow for a more detailed impact measure. Action completed.

14 Para 89	To publish the July Board papers	Board Secretary	12 September 2018	July Board papers were published on 8 August 2018. Action completed.
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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.	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.

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.