

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	4 91.2
Date of meeting	17 October 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

September 2018

Agenda item	Action Required	Owner	Date required	Report on progress
2 Para 2	Publish the minutes of the ARAC meeting held on 19 April 2018.	Board Secretary	17 October 2018	Minutes published on 2 October 2018. Action Completed.
2 Para 3	Publish the minutes of the RemCo meeting held on 13 June 2018.	Board Secretary	17 October 2018	Minutes published on 2 October 2018. Action Completed.
2 Para 4	Amend paragraph 10 and then publish the minutes of the OLC Board meeting held on 9 July 2018.	Board Secretary	17 October 2018	Minutes amended. Minutes published on 2 October 2018. Action Completed.
4 Para 15	Ensure operational performance forecasts reflect potential implications on performance KPIs arising from the data transfer work.	Chief Ombudsman	17 October 2018	Assumptions in forecast include CMS decommissioning impacts. Action Completed.
4 Para 15	Ensure that the parties to a complaint were kept informed of any delays that might arise from the data transfer work.	Chief Ombudsman	17 October 2018	Noted. Communication under regular review by Head of Operational Delivery to ensure customers are appropriately informed. Action Completed.
5 Paras 44-57	Provide further analysis and assurance that the volume and age of assessment work is reducing.	Chief Ombudsman	17 October 2018	Included in performance report. Action Completed.
5 Paras 44-57	Provide a breakdown of work volumes on a stage by stage basis included in performance reporting.	Chief Ombudsman	17 October 2018	Included in performance report. Action Completed.
5	Detail the number, the type and the outcome of front-end enquiries.	Chief Ombudsman	17 October 2018	Included in performance report. Action Completed.

Paras 44-57				
5 Paras 44-57	Amend the format of the graphs and the statistical data reported in the performance paper.	Chief Ombudsman	17 October 2018	Included in performance report. Action Completed.
5 Paras 44-57	Include the delivery plan showing forecast and actual numbers of cases received and cases closed as an annex to future performance reports.	Chief Ombudsman	17 October 2018	Included in performance report. Action Completed.
6 Para 63	Share ombudsman guidance on making decisions on enforcement with the Board when it has been developed.	Chief Ombudsman	31 October 2018	Update for 17 October Board Meeting: Guidance drafted and under quality review.
6 Para 64	To update the Board forward plan to include an annual report on the number of decisions made by Ombudsmen not to enforce.	Board Secretary	17 October 2018	Added to the Board forward plan for June 2019, subject to available data. Action completed.
9 Para 77	To amend the ARAC terms of Reference and arrange publication on the website.	Board Secretary	17 October 2018	ARAC Terms of Reference amended and published on 9 October 2018. Action completed.
10 Para 79	To add an additional question in the performance, measurement and accountability section of appendix 1 of the Board effectiveness paper	CEO	17 October 2018	An additional question 'Does the Board receive all the information it requires through the current KPI reporting process?' has been added. Action completed.
10 Para 81	To make enquiries with the National Audit Office to follow up on the potential session for Audit and Risk Assurance Committees.	CEO	17 October 2018	Enquiries made with NAO who confirmed their intention to proceed this quarter with arrangements for a joint meeting of ARAC committees to share learning. Action completed.

11 Para 85	To publish the September Board papers.	Board Secretary	17 October 2018	September Board papers published on 9 October 2018. Action Completed
12 Para 88	To update the Board on 2019/20 annual priorities at the October meeting.	CEO	17 October 2018	Update priorities will be provided in the December business plan consultation document that Board will be asked to approve at the December Board meeting. Action completed.
13 Para 90	To update the table of dates at the end of the Board meeting agenda template.	Board Secretary	17 October 2018	Table of dates updated. Action completed.

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.