

Register of outstanding action points: May 2015

Action Point	Description	Status	Owner
(14) 36	The Consumer Panel is to update the Board within the next 18 to 24 months on steps that the judiciary is making to reflect the needs of litigants in person	Due by April 2016	SB
(15) 10	A discussion is to be held at the mid-year point of the financial year about the selection of Business Plan priorities	To be scheduled	CW/JM
(15) 14	Proposals for the improvement of OLC related risk assurance to be brought to the Board	Completed. A paper on LeO performance is included on the agenda for this meeting. And a paper on enhancing governance type issues was discussed in April.	JM
(15) 19	Clarification to be sought as to whether the existence of transitional protections for certain categories of legal businesses raises completion issues	Completed: Following consideration by the Legal Director, it has been determined that although differences in regulation may well segment the market, this would not, of itself, amount to an infringement of completion law. No further action is proposed	BS/NG
(15) 20	Clarification to be sought from the OLC on possible variances between statements contained within their section 120 report on the transparency of the costs of legal services and information previously provided to the LSB	In progress: A letter is to be sent to the OLC in the week of 25 May indicating the LSB's willingness to work with LeO on how its systems could be used to support the wider dissemination of learning from complaints	JM/JH