

Register of outstanding action points: October 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	LB
(15) 36	Executive to present a paper at the September Board meeting on how we describe the relationship with the OLC and what practical options could be available to the Board in the event that OLC performance risk crystalizes.	Complete: The Board had a discussion at their September meeting with members of the OLC Board on the LSB's relationship with the OLC and the steps that the OLC is taking to improve LeO performance	JM
(15) 44	<ul style="list-style-type: none"> • Legal advice regarding the status of the relationship between the LSB and OLC to be circulated to Board members • Executive to check the existence of any benchmarking of the costs of ombudsman schemes • Proposed next steps in relation to the OLC to be presented to the Board in October 	<ul style="list-style-type: none"> • Complete. Advice circulated 21 September 2015 • To date we have only identified the benchmarking completed by the LSCP in November 2013 but will continue to search for other reports or data sources. • Complete. See Paper (15) 54 	JM/RM