

## Report of action points: July 2011

Action Point	Description	Status	Owner
(10)31	To provide an outline of the KPIs reported regularly by LeO to OLC for information to LSB	Steve Green and Tony Foster (OLC) met on 26 May to discuss the reporting of LeO performance by OLC to LSB. Information about LeO's performance for the six months to March 2011 was provided and the format of formal quarterly reports of LeO performance by OLC to LSB was considered. OLC agreed to provide LSB with a finalised format of the quarterly report by the end of June, with a view to providing the first formal quarterly report in July. A meeting will take place in November, with a view to considering performance targets for OLC.	OLC / JM
(11)09	To propose a meeting in due course of Board-level representatives from LSB, The Law Society and Solicitors Regulation Authority	A meeting of Board-level representatives will be scheduled at an appropriate juncture.	CK / BH
(11)10	To consider whether those respondents who had reported problems with their complaints handling experience could be advised or assisted	YouGov has agreed to re-contact interviewees at no extra cost to LSB. We will aim to issue a straight-forward information leaflet as soon as possible.	FG
(11)11	To present a paper about LSB's role and policy agenda in relation to legal privilege in the light of current litigation to a future meeting of the Board	A paper will be presented to the Board on 14 September.	BM
(11)12	To present a paper about the transitional arrangements to a single appellate body to a future meeting of the Board	A paper will be presented to the Board on 12 October / 30 November.	FG
(11)13	To agree with SRA a process (including, for example, a joint Board forum) to monitor progress in relation to the implementation of ABS and the effectiveness of the outcomes-focused regulation regime	The Chief Executive and the Strategy Director met Antony Townsend (Chief Executive, SRA) and his team on 24 June. Monthly CEO-level meetings have been scheduled, starting from 12 July. SRA set out its own reporting, monitoring and evaluation framework, which will form the basis of discussion. The Chief Executive will report on progress by way of his regular reports to the Board.	CP