

Report of action points: September 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	The OLC's first formal quarterly performance report was provided in July and circulated to Board Members. Steve Green and Tony Foster (OLC) will meet in September to have an initial discussion about 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	Completed. YouGov has sent a leaflet to interviewees.	
(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	Paper (11) 63 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 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	Completed.	