

LSB BOARD

ACTION TRACKER

10-Oct-19

The action tracker will come to every Board meeting providing progress and updates on actions from previous meetings.

No.	Meeting Date	Agenda Item Title	Action	Action Owner	Progress Update
3	04-Jun-19	CEO report	Issue to be raised at the next SRA Board to Board meeting in terms of what the SRA were doing to measure the impact of client care letters and whether it was clear how to complain	MH	Planned - 2019 Board to Board date to be confirmed. To be raised at next 4-way meeting if a date has not been secured soon. Executive to prepare a note to the Board outlining what steps have been taken to raise this issue with the SRA and their response
3	16-Jul-19	CEO report	LSB to consider its convening power and write to Legal Choices requesting a meeting in the autumn; Consider how Legal Choices could maximise its budget	MH	In progress - ongoing dialogue with the regulators and CMA. Discussed at the 11 September CEOs meeting followed up by a telephone discussion with the Chair of the Legal Choices Governance Board. Close monitoring via RPIG membership and further discussions with individual regulators will continue, with the aim of i) preventing 'contagion' in the short-term ii) achieving an agreed funded plan for the next phase of development of the website In relation to the BSB's participation, this was discussed in detail at 4-way meeting with the BSB. The BSB Board has since written confirming its position to no longer fund Legal Choices. It has set out alternative plans on consumer information at a very high level. We have responded - see Annex A of Paper (19) 45
4	18-Sep-19	Arrangements for disciplinary oversight	Paper to be presented to March 2020 meeting setting out the proposed work in this area, and resource implications	CN	Planned - on agenda for March 2020
12	18-Sep-19	LSB strategy and business plan 2020/21	Executive to bring to the Board at its October meeting a plan for the development of the LSB's three year strategy for 2021-24	CW/ MS/ SB	Complete - on agenda see Paper (19) 47