

## LSB BOARD

### ACTION TRACKER

14-Nov-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                                                                                                                                                  | Expected completion date |
|-----|--------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 5   | 22-Oct-19    | SQE next steps                 | Executive to produce SQE FAQs sheet                                                                                                                                                 | CN           | <b>In progress</b> - FAQs will be circulated to Board members prior to November Board meeting.                                                                     | Nov-19                   |
| 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           | <b>Pending</b> - 2019 Board to Board date to be confirmed. Executive to follow this up through relationship management and provide update to the Board in January. | Dec-19                   |
| 7   | 22-Oct-19    | Plans for a stakeholder survey | Executive to return to the Board with a revised plan for the survey                                                                                                                 | CW           | <b>On agenda</b> - January 2020                                                                                                                                    | Jan-20                   |
| 13  | 22-Oct-19    | Forward Look                   | Chief Executive to consider a post-EU exit call with regulators to help inform the relevant CEO Report                                                                              | MH           | <b>Planned</b> - Q3 2019/20                                                                                                                                        | Q3 2019/20               |