



**Legal Services Complaints Commissioner's
Advisory Board and Legal Services Consumer Board**

Minutes

16 April 2008

Attendees

Zahida Manzoor CBE (The Commissioner – Chair)

Stephen Boys Smith (Member)
Colin Brown (Member)
George Seligman (Member)
Steven Silver (Member)

Les Courtneil (OLSCC)
Bronwyn Baker (OLSCC)
Anita Holmes (OLSCC)
Lorraine Jackson (OLSCC)
Marie Craven (OLSCC – Secretariat)

Apologies

Rob Chester (Member)
Countess Eglinton of Winton (Member)
Louise Hanson (Member)
David Harker OBE (Member)
Malcolm Hurlston (Member)
Professor Avrom Sherr (Member)
Michael G Wilson OBE (Member)

1. Welcome and Introductions

1.1 The Commissioner welcomed members to the meeting.

2. OLSCC Update on main issues arising since the last meeting

2.1 OLSCC gave an update on the main issues affecting the Office since the last meeting. Particular reference was made to the Commissioner's decision on the LCS and SRA's Improvement Plan for 2006/07, the halting of Visualfiles by the Law Society and the Commissioner's special report on the Coal Health Compensation Audit.

3. Update on the work of the OLSCC

3.1 The Board discussed the LCS and SRA's Improvement Plan for 2008/09 and the Commissioner's decision to declare the Plan inadequate.

3.2 OLSCC updated the Board on the year to date performance of the LCS and SRA against their Improvement Plan for 2007/08.

3.3 OLSCC provided the Board with an update on the audit activity since the last meeting.

4. Update on the Legal Services Act

4.1 OLSCC provided Board members with an update on the final stages of the Legal Services Bill and the Ministry of Justice's anticipated implementation timetable following Royal Assent on 30 October 2007 of the Legal Services Act 2007.

5. Design for the OLSCC Annual Report 2007/08

5.1 Board members discussed the OLSCC's proposed design for the Annual Report 2007/08.

6. Any Other Business

6.1 The Commissioner asked Board members for their views on the formal merging of both her Advisory Board and Legal Services Consumer Board. Members agreed that the two Boards should be merged.

6. Closure

6.1 The next meeting is due to be held on **2 October 2008, in Leeds.**

6.2 The Commissioner thanked Board members for their attendance and valuable contribution to the meeting. The Commissioner also thanked George Seligman and Slaughter & May for hosting the meeting.