



LSCC Advisory Board and Legal Services Consumer Board

Minutes

3 May 2007

Attendees

Zahida Manzoor (The Commissioner – Chair)

Stephen Boys Smith (Member)

Colin Brown (Member)

Countess Eglinton of Winton (Member)

George Seligman (Member)

Professor Avrom Sherr (Member)

Steven Silver (Member)

Les Courtnell (OLSCC)

Lorraine Jackson (OLSCC)

Anita Holmes (OLSCC)

Janice Revill (OLSCC – Secretariat)

Apologies

Rob Chester (Member)

Louise Hanson (Member)

David Harker OBE (Member)

Malcolm Hurlston (Member)

Michael G Wilson (Member)

1. Welcome and Introductions

- 1.1 The Commissioner welcomed members to the joint meeting of the LSCC Advisory Board and Legal Services Consumer Board.
- 1.2 The Commissioner informed the Board that Professor Dame Hazel Genn QC had regrettably decided to step down as a member of the Consumer Board. Professor Genn's commitment to the Judicial Appointments Committee had meant she was no longer able to fulfil her role on the Board.

2. Legal Services Reforms

- 2.1 OLSCC updated Board members on the progress of the legal reforms. The Legal Services Bill was at Report Stage in the House of Lords and was expected to be debated in the House of Commons in June.
- 2.2 The Commissioner had held discussions with and had written to Government sharing her experience of matters that would help strengthen the Bill. The Board discussed the implications of the Bill on the consumer of legal services and the legal profession.

3. Consumer Strategy

- 3.1 OLSCC thanked Board members for their comments on the Consumer Strategy documents.

4. Work of the OLSCC

- 4.1 The Board discussed the findings of recent audits undertaken by OLSCC. Results of the Law Society's end of year audit were to be communicated to Board members in May 2007.
- 4.2 OLSCC updated Board members on the performance of the Law Society against its complaints handling plan for 2006/07. The Commissioner is due to communicate her final decision on the Law Society's performance in July 2007.
- 4.3 OLSCC gave a brief overview of the Legal Complaints Service Improvement Agenda which is part of the Law Society's Plan for 2007/08 and was due to be launched on 10 May 2007.

5. Legal Complaints Service

- 5.1 The Commissioner welcomed Professor Shamit Saggar, Chair of the Board for the Legal Complaints Service and Deborah Evans, Chief Executive of the Legal Complaints Service, to the Board meeting.
- 5.2 Professor Saggar and Deborah Evans gave some background to the Legal Complaints Service and its performance for 2006/07. They also talked through the Improvement Agenda and the challenges for 2007/08. A discussion with Board members followed the presentation.

6. Closure

- 6.1 Board members were due to receive a draft copy of the OLSCC 2006/07 Annual Report on 24 May 2007. The Commissioner asked Board members to review the report and, if possible, return comments by 1 June 2007.
- 6.2 The next meeting is due to be held on **13 September** in London. This will be a joint meeting of the Advisory and Consumer Board.
- 6.3 The Commissioner thanked Board members for their attendance and valuable contribution to the discussions.