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**Legal Services Complaints Commissioner (LSCC) Interim Advisory
Board Meeting, 14 December 2004**

Meeting Note

Attendees	
Zahida Manzoor LSCC, Chair Stephen Boys Smith, Judy Farrar Malcolm Hurlston George Seligman	Michael G Wilson Les Courtnell, OLSCC Lorraine Jackson, OLSCC Andrew Haggath, OLSCC

Agenda

1. Introductions and welcomes
2. Work of LSCC & progress update
3. Work of the Advisory Board

Introductions and welcomes

The Chair welcomed members to the inaugural meeting of the LSCC Interim Advisory board and set out the agenda topics for the meeting.

Members provided a brief introduction about themselves outlining the knowledge, experience and skills they will bring to the board.

Work of the LSCC and progress update

The Chair provided a background to the work of the LSCC to date focusing on the following key areas:

- The Law Society plan (version 2)
- targets;
- an update on the timetable around receipt of the latest version of the Law Society plan; and
- how the Clementi review may impact on the work of the Board.

The background, history and status of the Law Society plan (version 2) and the reasons why it had been found to be inadequate by the Commissioner was discussed.

The board raised a number of key questions around where the plan failed to meet requirements and why it was found to be inadequate.

Since the appointment of LSCC there have been improvements in the performance of the Law Society and it is the view of the Commissioner that she will continue to work with the Law Society to deliver the improvements expected by consumers. The focus is on delivering year 1 targets by the end

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of March 2006 but before these formally take effect in April 2005 there will be a “shadow” period commencing in January.

The Board agreed that although timescales were tight, this would provide an opportunity to test out proposed target regimes, reporting mechanisms and to carry out mini-audits to expose any issues before the year 1 targets commence in April 2005.

The Board then discussed the background to the Clementi review and the possible options explored in the consultation paper “Review of the Regulatory Framework for Legal services in England and Wales” and how it may impact on the work of LSCC and the Board.

Work of the Interim Advisory Board

The Board discussed its roles and responsibilities and agreed the terms of reference outlined in a paper issued to members prior to the meeting.

It was agreed the Board would re-convene in January 2005 to consider the Commissioners findings on the current version of the Law Society’s plan and the next steps to take, and also to review the impact of the Clementi review following its publication.

The Chair expressed her thanks to all members for their input in particular and to Michael Wilson for hosting the meeting.