



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

**Minutes**

**2 October 2008**

Attendees

Zahida Manzoor CBE (The Commissioner – Chair)

Stephen Boys Smith (Member)

Colin Brown (Member)

Rob Chester (Member)

Countess Eglinton of Winton (Member)

Louise Hanson (Member)

Malcolm Hurlston (Member) – by telephone

Steven Silver (Member)

Les Courtneil (OLSCC)

Bronwyn Baker (OLSCC)

Lorraine Jackson (OLSCC)

Marie Craven (OLSCC – Secretariat)

Apologies

David Harker OBE (Member)

George Seligman (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 to declare the LCS and SRA's Improvement Plan for 2008/09 inadequate and the subsequent £275,000 penalty she imposed on the Law Society.

**3. Update on the work of the OLSCC**

3.1 OLSCC updated the Board on the year to date performance of the LCS and SRA against the Commissioner's targets for 2008/09.

**4. Update on the Legal Services Act**

4.1 OLSCC provided Board members with an update on the key events since the last meeting. These include the appointment of David Edmonds as the Chair of the

Legal Services Board (LSB) in May 2008, the announcement that the LSB would be located in London and that the appointments of the Chief Executive of the LSB and the Chair of the OLC would be announced shortly.

**5. Any Other Business**

- 5.1 The Commissioner asked Board members for any comments on the Terms of Reference for the recently merged Advisory and Consumer Board. Members said they were content with the Terms of Reference.

**6. Closure**

- 6.1 The Commissioner informed Board members that dates would be sent out shortly for meetings to be held in 2009.
- 6.2 The Commissioner thanked Board members for their attendance and valuable contribution to the meeting.