

<b>To:</b>	Legal Services Board	
<b>Date of Meeting:</b>	25 January 2018	<b>Item:</b> Paper (18) 06

<b>Title:</b>	Q3 performance report: 1 October – 31 December 2017	
<b>Workstream(s):</b>	Business Plan 2017/18	
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<b>Status:</b>	OFFICIAL	

### Summary:

This paper provides a summary of the Board's performance in delivering its published Business Plan commitments during Q3 2017/18 (October – December 2017).

The report provides the basis for our quarterly performance report to the Ministry of Justice (MoJ). We now meet with the MoJ twice a year rather than quarterly, but we have agreed that we will continue to send them this report on a quarterly basis.

A narrative cover for the MoJ Q3 report is at **Annex A**.

The paper also contains the draft Q3 submission for the MoJ's performance reporting requirements (**Appendix 1**), the Consumer Panel's quarterly report of activity (**Appendix 2**) and a report on regulatory decisions made during the quarter (**Appendix 3**).

### Recommendation

The Board is invited to review the Q3 performance report and provide any comments on it ahead of its submission to the Ministry of Justice (MoJ).

### Risks and mitigations

**Financial:** N/A

**Legal:** N/A

**Reputational:** N/A

**Resource:** N/A

Consultation	Yes	No	Who / why?
<b>Board Members:</b>		✓	Regular performance report.
<b>Consumer Panel:</b>		✓	Regular performance report – report also includes Consumer Panel Q3 report.

<b>Others:</b>	
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<b>Freedom of Information Act 2000 (Fol)</b>		
<b>Para ref</b>	<b>Fol exemption and summary</b>	<b>Expires</b>
Appendix 1 as highlighted plus all risk sections	S36	

## LEGAL SERVICES BOARD

<b>To:</b>	Legal Services Board	
<b>Date of Meeting:</b>	24 January 2018	<b>Item:</b> Paper (18) 06

### Q3 Performance Report: October - December 2017

#### Recommendation

The Board is invited to review the Q3 performance report and provide any comments on it ahead of its submission to the Ministry of Justice (MoJ).

#### Introduction

1. This paper provides a summary of the Board's performance in delivering its published Business Plan commitments during Q3 2017/18 (October – December 2017).
2. It also contains the proposed Q3 submission for the MoJ's performance reporting requirements (**Appendix 1**), the Consumer Panel's quarterly report of activity (**Appendix 2**) and a report on statutory decisions made during the quarter (**Appendix 3**). A narrative cover for the MoJ Q3 report is at **Annex A**.

#### Overview

3. The LSB Business Plan for 2017/18 describes the LSB's proposed activities on a quarter-by-quarter basis. Progress against those commitments for Q3 is reported below.
4. The table below only reports on publicly committed deliverables and, as such, does not present a full picture of the Board's achievements to date, all of which have been reported to the Board on a regular basis through the Chief Executive's progress reports and the monthly Programme Board reports circulated outside of Board meetings.

Q3 2017/18 commitment	Progress
Innovation research – commission research	<b>Complete:</b> Contractor appointed in Quarter 3
Changing shape of legal regulation – regulators required to monitor and collect evidence of their experience of regulator switching activity	<b>Complete:</b> Monitoring information received to the end of December compiled to report to the Board in January 2018

<b>Q2 2017/18 commitment</b>	<b>Progress</b>
Independence of regulation – initial consultation and stakeholder engagement	<b>Complete:</b> Initial consultation published during Quarter 3 and stakeholder event held on 29 November 2017
Publish research on prices of individual legal services	<b>Complete:</b> Research published on 13 November 2017
<b>Q1 2017/18 commitment</b>	<b>Progress</b>
Fieldwork for the review of enforcement activities	<b>Rescheduled:</b> This project will be completed in 2018/19.

### **MoJ performance management framework**

5. The draft Q3 performance report for MoJ (**Appendix 1**) contains all of the fields requested by MoJ, including headline risks for each project. Also attached is the quarterly report on applications for statutory decisions (**Appendix 2**) and a quarterly report from the Consumer Panel (**Appendix 3**). A narrative cover for the MoJ Q3 report is at **Annex A**.