

To:	Board
Date of Meeting:	13 July 2011
Item:	Paper (11) 56

Title:	Q1 performance report: April – June 2011
Workstream(s):	Business plan 2011/12
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Status:	Protect

Summary:
<p>This paper provides a summary of the Board's performance in delivering its published Business Plan commitments during Q1 2011 (April – June). It also contains the draft Q1 submission for the Ministry of Justice's (MoJ) Non-Departmental Public Body (NDPB) performance reporting requirements (Annex A).</p>

Risks and mitigations	
Financial:	N/A
FoIA:	Initial assessment of exempted text is highlighted.
Legal:	N/A
Reputational:	N/A
Resource:	N/A

Consultation	Yes	No	Who / why?
Board Members:		✓	Regular performance report.
Consumer Panel:		✓	Regular performance report – report also includes Consumer Panel Q1 report.
Others:	Draft report sent to MoJ.		

Recommendations:
<p>The Board is invited:</p> <ul style="list-style-type: none"> (1) to review and to comment on the draft Q1 performance report (2) to agree to its use as a basis for discussion with MoJ.

LEGAL SERVICES BOARD

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Q1 performance report: April – June 2011

Recommendations

The Board is invited:

- (1) to review and to comment on the draft Q1 performance report
- (2) to agree to its use as a basis for discussion with MoJ.

Introduction

1. This paper provides a summary of the Board's performance in delivering its published Business Plan commitments during Q1 2010/11 (April – June). It also contains the draft Q1 submission for the MoJ's NDPB performance reporting requirements (**Annex A**) and the Consumer Panel's quarterly report of activity (**Appendix 3**).

Overview

2. The LSB Business Plan for 2011/12 stated what LSB expected to achieve on a quarter-by-quarter basis. Progress against those commitments for Q1, and an update on any commitment which was outstanding from 2010/11, is reported below:

Q1 2011/12 commitment	Progress
Consult on proposed approach to assessing standards of regulation	Complete. Consultation published 26 April 2011.
Consideration of scope and process for review of appeals mechanisms	Complete. PID prepared and considered by SMT.
Immigration regulation oversight: Call for evidence	Complete. Stakeholders advised of our assessment of available evidence and views and data sought. Workshop held with approved regulators whose members undertake immigration advice, Legal Ombudsman and Consumer Panel in June seeking information held on immigration advice regulation. Assessment of available data and research completed. Further stakeholder meeting in July to discuss this further (including Office of the Immigration Services Commissioner and Immigration Law Practitioners Association).

Consider SDT budget	Error. SDT budget due to be considered in Q2.
Research into consumer experiences of first-tier complaints-handling is published	Complete. Research published 9 June 2011.
Applications for designation as Licensing Authorities received	Complete. Applications from SRA and CLC received and considered by Board. Recommendations made to Lord Chancellor.
Commission research around special bodies	Complete. Research commissioned and under way.
Commission advice from Consumer Panel on consumer protection in relation to not for profit providers	In part. Early discussion with Panel in May 2011. Advice likely to be commissioned in Q2. (<i>Nb – main body of Plan states advice to be commissioned over Q1/3, so not behind schedule</i>).
Submission of self-certificates by Applicable Approved Regulators	Near complete – awaiting submissions from The Law Society / SRA and The Bar Council / BSB.
Commission advice from Consumer Panel on quality schemes	Complete. Advice commissioned 26 May 2011.
Seminars to discuss early thinking around the approach for deciding whether regulation is required, consumer outcomes and range of regulatory interventions	Complete. Joint seminar held in May with the Legal Services Institute of the College of Law. Invitees included all Approved Regulators, professional and trade bodies, MoJ officials, officials from Department of Business Innovation and Skills, Office of Fair Trading, academics, legal journalists and commentators, legal services providers, the Consumer Panel and other interested parties.
Publication of the RIR summary report	Delayed following a re-prioritisation of resources to research project management in the first half of 2011. Re-scheduled for September.
Publication of research database	Delayed whilst awaiting decisions on future of website. Likely to require some application development work before possible to publish and work is being scoped.
Q4 2010/11 commitment	Progress
Consultation on LSB's rules (if needed) to become a direct Licensing Authority	Consultation not yet required but contingency work underway.

Q1 2010/11 commitment	Progress
Publish single source map of qualification routes (2F)	Complete. Map published on Skills for Justice Career Pathways portal.

3. The table above 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 monthly basis through the Chief Executive's progress reports.

MoJ performance management framework

4. The draft Q1 performance report for MoJ is attached (**Annex A**). The report contains all of the fields requested by MoJ, including headline risks for each project, a quarterly report on regulatory arrangements applications, a quarterly report from the Consumer Panel and a brief narrative cover paper to provide some further context for the report.
5. Whilst our sponsor team has confirmed that they see merit in this process and format continuing, with a change in lead official, there may need to be revisions to our reporting framework as a consequence.

Annex A - Narrative cover for MoJ Q1 report

To: Ministry of Justice

Legal Services Board Q1 performance report

Overview of the Quarter

1. The programme highlight report at **Appendix 1** provides a comprehensive overview of the Board's work to deliver its Business Plan during Q1 2011/12. The report is based upon the LSB's overarching programme and individual project plans.
2. Attached at **Appendix 2** is an overview of our work in relation to requests for approval to alterations of regulatory arrangements and, at **Appendix 3**, a quarterly report on Consumer Panel activity.
3. Based on an assessment of the status of individual projects, the LSB judges the status of its overarching programme to deliver its Business Plan for 2011/12 and thus its regulatory responsibilities is **GREEN/AMBER**, but with ABS at **AMBER/RED**.
4. Matters of note not specifically addressed by the programme report include the following.

Organisation development and governance

During April - June 2011:

- We received notice of our first two resignations, with two Project Managers scheduled to leave in August. One was anticipated, the other was not. Another colleague will be departing on maternity leave at the same time;
- We renewed our contract with our outsourced HR advisors. This service provides excellent value for money;
- The Board considered proposals for re-appointment to the OLC Board. During this period, we also received the resignation of Baroness Hayter as Chair of the Consumer Panel and a process is in train to identify an interim Chair from within the existing Panel membership;
- Annual Report and Accounts prepared and laid before Parliament, with a clean audit opinion from NAO.

Relations with the Ministry (not included in Appendix 1)

During April – June 2011:

- David Edmonds met Helen Edwards for annual review. The Chairman's re-appointment to April 2014 was confirmed by Lord Chancellor and a re-appointment scheduled for members was also confirmed;

- Responded to a variety of data requests either for MoJ or Cabinet Office purposes;
- Initial meeting with Catherine Lee, Director Justice Policy Group and preliminary discussions with officials on triennial review process. On the latter, the need for a degree of concurrency with the OLC Review was stressed.

Stakeholder relations (not included in Appendix 1)

During April – June 2011:

- Regular meetings held with Approved Regulators, CPS and LSC;
- Board member to Board member session held with OLC to continue to progress performance review process. We are due to receive the final format of OLC's quarterly report to us by end June 2011 and to receive first formal report in July. Once these start to flow, they will form part of this report. Quarterly Chair/CEO meeting held ;
- We have briefed two MPs on our work on will-writing.