

To:	Board
Date of Meeting:	28 October 2010
Item:	Paper (10) 74

Title:	Q2 performance report: July – September 2010
Workstream(s):	Business plan 2010/11
Author / Presented by:	Julie Myers, Corporate Director julie.myers@legalservicesboard.org.uk / 020 7271 0059
Author:	Michelle Jacobs, Business Planning Associate michelle.jacobs@legalservicesboard.org.uk / 020 7271 0053
Status:	Protect

Summary:

This paper provides a summary of the Board's performance in delivering its published Business Plan commitments during Q2 2010 (July – September). It also contains the draft Q2 submission for the Ministry of Justice's (**MoJ**) Non-Departmental Public Body (**NDPB**) performance reporting requirements (**Annex A**).

Risks and mitigations

Financial: N/A.

FoIA: Appendix 1 – to be reviewed post-meeting.

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 Q2 report.
Others:	Draft report sent to MoJ.		

Recommendations:

The Board is invited:

- (1) to review and to comment on the draft Q2 performance report; and
- (2) to agree to its use as a basis for discussion with MoJ.

LEGAL SERVICES BOARD

To: Board	
Date of Meeting: 28 October 2010	Item: Paper (10) 74

Q2 performance report: July – September 2010

Recommendations

The Board is invited:

- (1) to review and to comment on the draft Q2 performance report; and
- (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 Q2 2010/11 (July - September). It also contains the draft Q2 submission for the MoJ's NDPB performance reporting requirements (**Annex A**) and the Consumer Panel's quarterly report of activity (**Appendix 3**). Please note therefore that it does not represent the current state of play on the areas covered.

Overview

2. The LSB Business Plan 2010/11 stated what LSB expected to achieve on a quarter-by-quarter basis. Progress against those commitments for Q2, and an update on any commitment which was outstanding from Q1 2010/11, is reported below:

Q2 2010/11 commitment	Progress
Introduce new direct engagement with consumers	Consumer outcomes research underway and includes focus groups with individuals and small businesses and depth-interviews with large businesses
Have in place a process for considering applications to become LAs	Delayed to Q3
Initial performance targets for OLC agreed	Complete – performance management framework agreed at September Board meeting
Assessment of ARs dual self-certification on IGR compliance and next steps	Complete – reviewed at September Board meeting
LSB response in respect of adequacy of proposed action plans	[At time of drafting] LSB response to dual self-certification submissions in preparation

Publish framework for work on workforce diversity and review progress against it at least annually	Due to be published Q3
Launch consultation on a coherent approach to referral fees in the legal services market	Complete – consultation published in September 2010.
Q1 2010/11 commitment	Progress
Publish single source map of qualification routes (2F)	Delayed to Q3 – publication reliant on a third party.

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 Q2 performance report for MoJ is attached (**Annex A**). We are due to meet with MoJ on 3 November to discuss the performance report from Q1 and this report from Q2. To date, we have not received any feedback from MoJ on the new format. As previously advised, 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. As always, we will provide this report in draft to MoJ in advance of the Board meeting and will feedback any comments we receive before formally submitting the report once approved by the Board.

Narrative cover for MoJ Q2 report

To: Ministry of Justice

Legal Services Board Q2 performance report

Overview of the Quarter

1. Work continued at pace throughout this quarter regardless of the summer break which is traditionally a 'quiet time' for legal services matters.
2. The programme highlight report at **Appendix 1** provides a comprehensive overview of the Board's work to deliver its Business Plan during Q2 2010/11. The report is based upon the LSB's overarching programme and individual project plans.
3. 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.
4. 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 2010/11 and thus its regulatory responsibilities is **AMBER**.
5. Matters of note not specifically addressed by the programme report include the following:

Organisation development and governance

During July - September 2010:

- Laid and Published our Annual Report for 2009/10;
- LSB was pleased to work with MoJ on the tender review for recruitment consultants for a new Board member;
- Held an all-colleague away day, which focused on ensuring all colleagues have a shared understanding of the LSB's vision and the need to embed consumer interests at the heart of our work. This included a well-received presentation from Gillian Guy, new CEO of Citizens Advice;
- Began work to implement a new electronic document management system to improve corporate knowledge management and ease of responding to DPA and FOI enquiries;
- Published our revised Governance Manual;
- Finalised our Welsh Language Scheme and received approval from the Welsh Language Board.

Relations with the Ministry

During July – September 2010:

- Met the Minister on 5 July;
- Continued to respond to a variety of data requests either for MoJ or Cabinet Office purposes;
- Reached general agreement on the content of revised Framework Document (subject to Board approval)
- Continued with work to ensure shared management of timetable for delivering necessary SIs.

Stakeholder relations (not included in Appendix 1)

During July – September 2010:

- Judicial Review challenge from the Law Society of Ireland regarding QLTS;
- Met Lord Young to discuss review of compensation;
- Put in place proactive communications strategy to handle reaction to Panorama programme on will-writing;
- On-going discussions with Approved Regulators around independence, practicing certificate fee and levy arrangements;
- Agreed performance measurement approach with OLC.