

To:	Board
Date of Meeting:	27 January 2011
Item:	Paper (11) 07

Title:	Q3 performance report: October - December 2010
Workstream(s):	Business plan 2010/11
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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 Q3 2010 (October - December). It also contains the draft Q3 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:	Pre-meeting 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 Q3 report.
Others:	Draft report sent to MoJ.		

Recommendations:
<p>The Board is invited:</p> <ol style="list-style-type: none"> (1) to review and to comment on the draft Q3 performance report; and (2) to agree to its use as a basis for discussion with MoJ.

LEGAL SERVICES BOARD

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Q3 performance report: October – December 2010

Recommendations

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- (1) to review and to comment on the draft Q3 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 Q3 2010/11 (October - December). It also contains the draft Q3 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 Business Plan 2010/11 stated what LSB expected to achieve on a quarter-by-quarter basis. Progress against those commitments for Q3, and an update on any commitment which was outstanding from Q1 or Q3 2010/11, is reported below:

Q3 2010/11 commitment	Progress
Consult publicly on 2011/12 research programme	Complete. Research proposals included within draft Business Plan 2011/12, published for consultation on 8 December 2010.
Be ready to consider applications to become Licensing Authorities (LA)	Complete. Processes for considering applications are in place and being tested as we review the draft SRA LA application. Submission timetables are in place for the first two expected applicants (SRA and CLC). We will review internal resource allocation in the event that the applications are submitted behind time.
Review the implementation of complaints handling procedures by Approved Regulators (AR) and agree next steps	Complete. Review considered by Board at November meeting. Outcome of review to be shared with ARs in January 2011 and subsequently published.
Publish research report on consumer understanding of quality assurance measures	Complete. Research undertaken by Consumer Panel and published in November 2010.

Publication of consultation document on the decision-making framework for making a legal activity reserved	Project re-scoped during the course of 2010 and re-scheduled. Discussion document now due to be published late Q4.
Publish a review of demand and supply side research on the legal market	The timetable has shifted in line with research priorities. We will publish the demand side review in January 2011 (Q4 2010/11) and the supply side review in May 2011 (Q1 (2011/12)).
Q2 2010/11 commitment	Progress
Have in place a process for considering applications to become LAs	Complete. See Q3 report above.
LSB response in respect of adequacy of proposed action plans	Published November 2010.
Publish framework for work on workforce diversity and review progress against it at least annually	Published December 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 Q3 performance report for MoJ is attached (**Annex A**). As previously reported, the new format and level of reporting appears to be meeting MoJ's needs and does not represent an undue burden for LSB colleagues to prepare as it builds on pre-existing internal reports.
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 Q3 report

To: Ministry of Justice

Legal Services Board Q3 performance report

Overview of the Quarter

1. The last quarter of 2010 was a busy time as we worked to meet pre-Christmas break deadlines, including the need to allow additional consultation time for externally facing work because of the holiday period.
2. The programme highlight report at **Appendix 1** provides a comprehensive overview of the Board's work to deliver its Business Plan during Q3 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 October - December 2010:

- Published for consultation our draft Business Plan for 2011/12;
- Worked with MoJ colleagues to long and short-list candidates for the vacant Board Member post;
- Implemented a new electronic document management system to improve corporate knowledge management and ease of responding to DPA and FOI enquiries;
- Developed internal guidance for managing LSB consultations and entered into discussions with BIS regarding becoming a signatory to the Code of Practice on Consultations;
- Held a seminar with Council for Healthcare Regulatory Excellence's (CHRE) senior team, focussing in particular on their experience of regulator review;
- Finalised our Learning and Development Framework and engaged training providers to deliver all-colleague training;
- Agreed our revised Health and Safety Policy.

Relations with the Ministry

During October - December 2010:

- Continued to respond to a variety of data requests either for MoJ or Cabinet Office purposes;
- Finalised revised Framework Document;
- Continued with work to ensure shared management of timetable for delivering necessary SIs and agreed establishment of joint Project Board for ABS;
- Engaged in discussions regarding the Public Bodies Bill and BIS review of consumer and competition architecture.

Stakeholder relations (not included in Appendix 1)

During October - December 2010:

- Welcomed the launch of the Legal Ombudsman and engaged in their colleague training programme;
- Held a joint Board meeting with the OLC Board to discuss matters of common concern including future developments, communication and mutual risk;
- Keynote speech on future of legal education made at the Annual Lord Upjohn lecture in November 2010 leading to substantive media commentary and subsequent announcement of wide-ranging review by SRA, BSB and ILEX PS.