

To:	Board
Date of Meeting:	28 April 2011
Item:	Paper (11) 33

Title:	Q4 performance report: January – March 2011
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 Q4 2010/11 (January - March). It also contains the draft Q4 submission for the Ministry of Justice's (MoJ) Non-Departmental Public Body (NDPB) performance reporting requirements (Annex A). We are due to discuss with officials on 18 May.

Risks and mitigations	
Financial:	N/A.
FoIA:	Initial assessment of exempted text is highlighted. Appendix 1 – all project risks and statuses.
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 Q4 report.
Others:	Draft report sent to MoJ.		

Recommendations:

The Board is invited:

- (1) to review and to comment on the draft Q4 performance report
- (2) to agree to its use as a basis for discussion with MoJ.

LEGAL SERVICES BOARD

To: Board	
Date of Meeting: 28 April 2011	Item: Paper (11) 33

Q4 performance report: January – March 2011

Recommendations

The Board is invited:

- (1) to review and to comment on the draft Q4 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 Q4 2010/11 (January - March). It also contains the draft Q4 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. The position on ABS in particular has moved on significantly in the past month (**Paper (11) 28**).

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:

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.
Publish review and consult on process KPIs (for designation and regulatory arrangements requests)	Complete: Proposed KPIs were included in consultation on draft Business Plan.
Unless disproportionate, full compliance with the rules demonstrated by each Approved Regulator (AR)	Process to review compliance with Internal Governance Rules complete for 2010/11 and action plans agreed with applicable ARs where compliance by October 2010 was disproportionate.
Initial analysis of quality accreditation schemes	Project re-scoped in light of Consumer Panel advice on quality.

Q3 2010/11 commitment	Progress
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 Q2 2011/12.
Publish a review of demand and supply side research on the legal market	The timetable has shifted in line with research priorities. The demand side review is now ready to be published (Q1 2011/12). The supply side review – which is captured in the Knowledge Bank – is also ready to be published, but requires web development work. This has been delayed whilst we await the outcome of discussions on the LSB's web presence. We would hope to be able to make this publicly available during (Q1/2 (2011/12)).
Q1 2010/11 commitment	Progress
Publish single source map of qualification routes (2F)	Delayed to Q1 2011/12 – 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 Q4 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 Q4 report

To: Ministry of Justice

Legal Services Board Q4 performance report

Overview of the Quarter

1. The last quarter of 2010/11 had a heavy focus on ABS developments, on research and on corporate initiatives. It has been an intense three months with our team working at full stretch to maintain momentum on our work programme and to deliver the outcomes that stakeholders expect from the legal services reform programme. The most significant event of the quarter being the decision by The Law Society to apply to become a Licensing Authority for ABS.
2. The programme highlight report at **Appendix 1** provides a comprehensive overview of the Board's work to deliver its Business Plan during Q4 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. 
5. Matters of note not specifically addressed by the programme report include the following:

Organisation development and governance

During January – March 2011:

- Consultation on our draft Business Plan for 2011/12 closed with seven written responses received. Three seminars were also held to discuss the draft Plan, the evaluation framework and the research plan. 33 organisations were represented at these events;
- Chairman re-appointed for three-year term and new Board Member appointed;
- Corporate training programme delivered covering: policy making skills, effective writing skills, drafting of submission and briefings and personal impact. Additionally, colleagues undertook their own personal development initiatives;
- Became a signatory to the BIS Code of Practice on Consultations;
- Saw the completion of a variety of research projects, including the publication of reports on the economic rationale for regulation;

- Developed and commissioned annual review of Board and Committee effectiveness;
- Received internal audit reports on finance systems, corporate governance and risk management and performance management – all of which were positive, revealing only minor amendments required to processes.

Relations with the Ministry

During January – March 2011:

- Finalised revised Framework Document (again);
- Continued with work to ensure shared management of timetable for delivering necessary SIs and including through joint Project Board for ABS.

Stakeholder relations (not included in Appendix 1)

During January – March 2011:

- Saw a degree of critical commentary from The Law Society, BSB and The Bar Council on the role and approach of the LSB in the context of responses to our Business Plan;
- Held a series of meetings at Board-level with the Office for Legal Complaints to improve data flows and develop performance reporting framework;
- Rebutted BSB concerns over complaints signposting including writing to BSB Chairman;
- Welcomed OFT will-writing initiative.