

**MINUTE OF A MEETING OF THE MEMBERS OF THE SCOTTISH LEGAL COMPLAINTS
COMMISSION: 10.25 AM TUESDAY 22nd JANUARY 2013**

Venue: The Stamp Office, 10 – 14 Waterloo Place, Edinburgh, EH1 3EG

PRESENT:

LAY:

Iain McGrory (Vice/Interim Chair)
Ian Gibson
Sam Jones (via Skype)

LAWYER:

George Clark
Ian Leitch

Apologies:

Maurice O'Carroll
Fiona Smith

In attendance:

Matthew Vickers (CEO)
[REDACTED] (OD)
[REDACTED] (HI) (for part of meeting)
[REDACTED] (Secretariat, minutes)

Abbreviations used:

LSS – Law Society of Scotland
SGvnt – Scottish Government
RPOs – Relevant Professional Organisations
HI – Head of Investigations
F&CSM – Finance and Corporate Services Manager
CIM – Communication & Information Manager
OD – Operations Director
KPIs – Key Performance Indicators

1. WELCOME, APOLOGIES AND DECLARATION OF INTERESTS

- 1.1 Apologies noted as above.
- 1.2 Declarations of interest were declared by George Clark and Ian Leitch in relation to the pecuniary interest in the draft budget.
- 1.3 The Vice/Interim Chair opened the meeting and welcomed the new OD to his first meeting.

2. CEO UPDATE

- 2.1 The CEO advised that formal confirmation was still awaited on the appointment of the new Chair from SGvnt.
- 2.2 The CEO's paper was tabled. In discussion Members also noted the presented information on KPIs at the 4 stages of the Complaint Handling Process, and the update on reports from CAS.
- 2.3 Communications Plan – Members noted the paper tabled and Members present confirmed that they were happy to take up an ambassador role in promoting the role of the SLCC. Members noted the 5 main areas of focus and the CEO agreed to feedback to the CIM on the priorities of the SLCC.

3. BUDGET

- 3.1 **Financial Management Report (FMR) to December 2012:** The FMR paper was tabled.
- 3.2 The Audit Committee Chair advised that a review of the Reserves Policy and the risks that might impact on the SLCC would be discussed at the next Audit Committee meeting later this month.
- 3.3 **Draft Budget 2013/2014:** Members noted the explanatory notes provided by the CEO to the draft Budget Paper presented and approved at the previous Board Meeting. The CEO confirmed that consultation would commence as scheduled with the RPOs.

4. SLCC VISION & FOCUS

- 4.1 Initial Impressions - The OD gave a synopsis of his initial impressions since joining the SLCC, and Members thanked the OD for his observations.
- 4.2 Insight from LeO – The CEO gave Members an overview of the visit to the Legal Ombudsman’s Office (LeO), whilst it was noted that their legislation, set up and size were different they were a comparable Complaints Handling Body, but on a much larger scale. The CEO advised that the LeO system of handling complaints was a very interesting model and a number of ideas could be incorporated into our practices.
- 4.3 Vision for SLCC – The CEO provided Members with an update on the Pilot process and how this would be phased into the two Investigation teams; which would both consist of a Head of Investigations, a Senior Case Investigator, along with a team of Investigators.
- 4.4 Members agreed with the CEO that once the new Chair was appointed there was a need to have a further discussion at a future Board Meeting regarding the ‘two hats’ roles of Members, ie Strategic and Tactical/Operational Functions.
- 4.5 Values and Behaviours – these are noted as still current and live but will need revised upon the appointment of the new Chair.
- 4.6 Operating Plan – Members noted the paper tabled and that it would be circulated in line with 3.3 above.

5. PREVIOUS MINUTES, MATTERS ARISING AND BOARD ACTIONS REGISTER

- 5.1 **Minutes from 11.12.12 Meeting:** Minutes approved subject to a typographical change on page 4 at points 3.5 and 3.6.
- 5.2 **Board Actions Register:** Following discussion it was agreed that the Board Actions Register would be separated into two documents, one containing Strategic Board Actions and the other Operational Board Actions, and going forward any completed actions would be shaded out on the appropriate Actions Register.

Strategic Board Meeting ends 1.50pm

6. OPERATIONAL/TACTICAL PRIORITIES

- 6.1 Following discussion Members agreed that it was a sensible approach to split the Board meetings in such a way that Strategic discussions take place in the first part of the morning and a separate meeting in the afternoon would focus on tactical/operational issues for discussion and involve staff from the operational teams. However, it was noted by Members that they would continue to hold Member Only Sessions and would include topical issues raised during Operational Sessions. It was agreed that first Operational Session would include: Eligibility and "Set Off".

2.25pm HI joined the meeting

7. ANY OTHER BUSINESS

- 7.1 **Appeals Update:** The HI reported that since the paper had been sent out, there had been another appeal heard at the Court of Session and gave Members a synopsis of this appeal and an update of current appeals. It was agreed that the HI would continue to update Members on the status of live appeals and let them know when there is a court case coming up via email so Members can attend, if appropriate.

2.30pm HI left the meeting

- 7.2 **Strategic Risk Register:** Members noted the paper tabled and that this would be reviewed at the next Audit Committee meeting later this month.

8. DATE OF NEXT BOARD MEETING

- 7.1 The next Board Meeting due to be held on Tuesday 19th February 2013 at 10.10 am at the Stamp Office 10 – 14 Waterloo Place, Edinburgh, EH1 3EG.

Operational Board Meeting ends 2.40pm