

**MINUTE OF A MEETING OF THE MEMBERS OF THE SCOTTISH LEGAL COMPLAINTS
COMMISSION: 12.05 PM TUESDAY 22nd May 2012
Venue: The Stamp Office, 10 – 14 Waterloo Place, Edinburgh, EH1 3EG**

PRESENT:

LAY:

Jane Irvine (Chair)
Siraj Khan
Ian Gibson
Fiona Smith
Iain McGrory

LAWYER:

George Clark
Ian Leitch

Apologies:

Samantha Jones
Maurice O'Carroll
[Redacted] (CIM)

In attendance:

[Redacted] (GTM)
[Redacted] (F&CSM)
[Redacted] (IO)
[Redacted] (Secretariat) (minutes)

Abbreviations used:

LSS – Law Society of Scotland
SGvt – Scottish Government
RPBs – Relevant Professional Bodies
SMT – Senior Management Team
FVTWM – Frivolous, vexatious, totally without merit
CIM – Case Investigations Manager
GWTM – Gateway Team Manager
F&CSM – Finance and Corporate Services Manager
DC – Determination Committee
IO – Information Officer

1. MINUTES, MATTERS ARISING AND BOARD ACTIONS UPDATE

- 1.1 The minutes from the 24 April 2012 meeting were approved subject to minor typographical amendment.
- 1.2 The Board Action Plan was updated.

2. COMPLAINTS UPDATE

- 2.1 **Appeals Update:** The GWTM updated the Board that the SLCC had been advised that one Appeal had recently been withdrawn which was included in the paper presented to the Board. Following discussion it was agreed that a full Appeal update paper would be compiled for the June Board meeting which would provide an update the new CEO. Members enquired as to how feedback was received regarding the results of Appeals and Members were advised that the feedback had been given where appropriate.

Action	target	actual	Comment / update
--------	--------	--------	------------------

ACTION: GWTM to provide a full Appeal update paper for the next Board meeting.	19/6/12		
--	---------	--	--

3. OVERSIGHT

- 3.1 Not discussed due to the absence of ACEO, and a trend analysis paper to be submitted for the June Board Meeting. It was agreed that a trends analysis paper should be provided for the next Board Meeting.

Action	target	actual	Comment / update
ACTION: ACEO to provide an update paper for June Board Mtg.	19/6/12		

4. IT UPDATE

- 4.1 The F&CSM gave a verbal update to the paper presented to the Board and sought clarification as to whether the Members had any issues with regards to touch screen mobile telephones. Members thanked the F&CSM for moving the IT provision forward on behalf of the Board. The F&CSM also confirmed that the switch over was planned for 14-15 July 2012. The F&CSM advised that staff and Members will be notified of the confirmed date for switch over nearer the time.

5. JOINT SMT & BOARD WORKING GROUP – MANAGEMENT INFO/KPI

- 5.1 Members agreed there had to be a clear differential between statistics and performance and how these are presented. It was also suggested that individuals should be involved from all key areas of the organisation, ie Gateway, Investigation, Mediation and Clerk Departments along with Board Members. Members agreed the remit for the KPI Working Party within paper 7.1 submitted by IMcG, and it was also agreed that IMcG and IG would arrange a working party ASAP to move this forward.

Action	target	actual	Comment / update
ACTION: IMcG and IG to agree a date and arrange a KPI Working Party to feedback to June Board Mtg.	19/6/12		

6. AUDIT COMMITTEE UPDATE

- 6.1 **Audit Committee Minutes from 17.04.12 Meeting:** The AC Minutes provided a recommendation that the appraisal process should be reviewed and become part of the remuneration committees remit. However, it was agreed that the review of the appraisal system was an operational issue and would therefore be the remit of the new CEO. It was noted that the Chair would ensure that the CEO carries out a review of the current appraisal system.

Action	target	actual	Comment / update
ACTION: Chair to task the new CEO with reviewing the current appraisal system.	ASAP		

- 6.2 Following discussion it was agreed that the other recommendations from the AC Minutes would become part of the operational plan and form part of the Board Operation Action Register and again become the remit of the new CEO rather than the AC. It was also agreed that the MA would arrange for AC Chair to meet with the new CEO to brief him on the output of the AC.

Action	target	actual	Comment / update
ACTION: the MA to arrange a mtg of the new CEO with AC Chair for a briefing on the AC.	ASAP		

- 6.3 **Financial Management Report (FMR):** The FMR was accepted as read. However, the F&CSM requested that the Bank account mandate be amended to reflect the addition of the new CEO. Members agreed to the forms being amended to include this change.

Action	target	actual	Comment / update
ACTION: F&CSM to arrange for Bank mandate change to incorporate new CEO.	ASAP		

7. COMMUNICATION

- 7.1 **Communication and Information Strategy:** The IO advised the Board that the press release on the new CEO's announcement had been made today and had also been uploaded on to the website. The Chair asked that the IO write and advise all key stakeholders of this. The Board welcomed the paper and agreed the strategy.

Action	target	actual	Comment / update
ACTION: the IO to draft letters to stakeholders on behalf of the Chair.	ASAP		

- 7.2 Members sought clarification as to how the SLCC were interacting with stakeholders, and the IO advised that they were currently in contact with PR companies/agencies in order to raise the SLCC profile and to enable the SLCC to engage better with our stakeholders. Members thought the paper sets out clearly what needs to be developed regarding internal communications to take the SLCC forward.

- 7.3 It was agreed that Communications would be a standing Agenda item for future meetings

Action	target	actual	Comment / update
ACTION: the MA to ensure that Communications has to become a standing Agenda item.	19/6/12		

- 7.4 The Board asked the IO to include an update on the meetings with PR companies/agencies for the June Board meeting and include an update on case information which would be suitable as case studies for the website. It was noted that the communication policy would need to include clear actions of who does what and when with regards to press releases/media enquiries etc.

Action	target	actual	Comment / update
ACTION: the IO to prepare a list of case studies in the Communications Update paper for the June Board mtg.	19/6/12		

8. ACEO UPDATE

8.1 Not discussed due to the absence of ACEO, paper to be submitted for the June Board Meeting.

Action	target	actual	Comment / update
ACTION: ACEO to provide an update paper for June Board Mtg.	19/6/12		

9. STRATEGIC RISK REGISTER

9.1 Following discussion it was agreed that the Risk Register would be amended to reflect the risk highlighted by the output from the staff survey and impending change in IT providers. It was agreed that the AC Chair would amend the Risk Register to reflect these changes.

Action	target	actual	Comment / update
ACTION: the AC Chair to amend the Strategic Risk Register.	19/6/12		

10. DATE OF NEXT BOARD MEETING

10.1 The next Board Meeting due to be held on Tuesday 19 June 2012 at 10.10 am at the Stamp Office 10 – 14 Waterloo Place, Edinburgh, EH1 3EG.

1.00pm – 1.30 pm lunch

1.30pm normal Board Meeting ends followed by Members session on Data Protection Overview from Brodies Solicitors by presentation given by Christine O'Neill and Martin Sloan.