

**MINUTE OF A MEETING OF THE MEMBERS OF THE SCOTTISH LEGAL COMPLAINTS
COMMISSION: 10.30 AM TUESDAY 19th NOVEMBER 2013**

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

PRESENT:

LAY:

Bill Brackenridge (Chair)
Iain McGrory (Vice Chair)
Kevin Dunion
Ian Gibson
Sam Jones

LAWYER:

George Clark
Ian Leitch

In attendance:

Matthew Vickers (CEO) [REDACTED] (HRM) – item 15
[REDACTED] (F&CSM) - items 9, 10 & 14 [REDACTED] (FO) – item 14
[REDACTED] (Secretariat, minutes)

Abbreviations used:

LSS – Law Society of Scotland	RPOs – Relevant Professional Organisations
SGvt – Scottish Government	AC – Audit Committee
FO – Facilities Officer	F&CSM – Finance and Corporate Services Manager
HO – Head of Oversight	OM – Oversight Manager
HI – Head of Investigations	HRM – Human Resource Manager

1. Welcome

1.1 The chair opened the meeting and welcomed everyone and noted the apologies recorded.

2. Apologies

2.1 Apologies were received from Maurice O’Carroll and Fiona Smith.

3. Declaration of Interests

3.1 It was noted the standard Declarations of interest was declared by George Clark and Ian Leitch in relation to any pecuniary interest with regards to budget discussions.

4. Minutes of Meetings from 24 September 2013 and 30 October 2013

4.1 24 September 2013

4.1.1 The Minutes of the Board were approved.

4.2 30 October 2013

4.2.1 The Minutes of the Performance Management meeting were approved.

5. Board Actions Registers

5.1 The CEO provided Members on an update on the actions register and Members noted the updates and that cleared items have been removed from the Actions Register.

6. Matters Arising from 24 September 2013 and 30 October 2013

6.1 It was noted there were no matters arising from the Board meeting of 24 September 2013. However, Members who were unable to attend the Ministerial visit on 30 October 2013 sought a brief update. The Chair and other Members advised that they felt the visit went very well and that the Minister shared some ideas with the staff and Members on how to explain the role of the SLCC with other MSPs in Scottish Parliament. The CEO advised that the HO has in-hand the engagement of the SLCC with MSPs and SGvt. Members thanked the Chair and CEO for the update.

7. Chairman's Report

7.1 The Chair expanded on the Justice Leaders' Quarterly meeting, where it was noted they had an interesting presentation on Crime figures reducing overall in Scotland.

8. Chief Executive's Report

8.1 Members noted the report presented. The CEO expanded on his visit to the Financial Ombudsman Service in London and shared the comparisons of their complaints system to ours, though on a much grander scale. Members sought clarification on the "Chimp Paradox" Conference attended. The CEO explained that this methodology was used by the GB Cycling Team in helping them win Gold medals in the Olympics, in that mind-management techniques help change the mind-set of the team and go on and achieve great things, and the CEO is also using/sharing these techniques with the SMT.

9. Finance Report

9.1 The F&CSM spoke to the papers presented and gave an overview of the current position to date (4mths) in this current financial year. The F&CSM advised that we are currently on target for the projected outturn figures. The F&CSM also advised that all current vacancies would be filled by January and there was also now a provision for enhanced Maternity Pay in next year's budget. Members sought clarification on the pursuance of recovering the costs of outstanding Complaint Levy payments, and the F&CSM explained that this took into account all costs in the recovery of these payments to the SLCC. Members thanked the F&CSM for the papers as presented and his explanation to these figures.

10. Draft Budget 2014/15

10.1 The CEO and F&CSM spoke to the papers presented and gave an overview of the proposed draft Budget for 2014/15. Members sought clarification on the Complaint Levy general increase being below the rate of inflation and the pursuance of bad debt costs from non-compliance and the impact this would have on the proposed draft Budget. Members noted the timetable for final sign-off at the January Board meeting, the consultation with the RPOs and then the laying of the Budget before Scottish Parliament. Members thanked the CEO and F&CSM for the papers as presented and their explanation to the figures.

11. Health and Safety Annual Update

11.1 The FO updated Members on the fact that the Fire Risk Assessment had now been carried out and there were a couple of action points that need addressed within 3mths, ie no lone working in the 2nd floor, a ceiling tile needs replaced and all portable heaters within the office have to be removed as they pose a fire and trip hazard.

11.2 The FO also advised that one of the points from the latest Fire Evacuation Audit was the inability to record which Members were physically in the building, so it was agreed that Members would sign in and out beside the Visitors book and this would be the Fire Marshalls responsibility to check during any future Fire Evacuations.

- 11.3 Members noted the introduction in Panic Alarms and it was agreed that the procedures would be revised and staff to be briefed on how to deal with hostile situations.
- 11.4 It was agreed that in order to raise the profile of H&S within the SLCC, the Chair and a couple of Members work with the FO on this, and the group would feedback to the January Board Meeting.

Action	Owner	Due Date
GC and IL to assist BB and the FO on H&S, and the FO to arrange a meeting before the end of November to have taken place during early December feeding back to the January Board meeting.	FO	28 January 2014

- 11.5 Members also thanked the FO for the work on the Display Screen Equipment Assessment, as it identified issues that improved their posture whilst working on their laptops etc.
- 11.6 Members also enquired as to whether or not there was a Disaster Recovery Plan in place and the CEO advised there was.

12. Scheme of Delegation

- 12.1 The CEO spoke to the paper presented and Members noted the changes, which were accepted and it was agreed that a final updated copy would be circulated to Members and staff.

Action	Owner	Due Date
Changes to be accepted to the SoD and circulated.	CEO	29 November 2013

13. Management Information

- 13.1 The CEO advised that there was no change to this paper from what was previously presented at the Performance Management Meeting on 30 October 2013, and explained that this was due to the timescales between that meeting and the preparation of papers for this meeting. Members noted the paper and figures presented.

14. KPIs

- 14.1 Members noted the paper presented and the CEO advised that the figures included last/current quarter but as this paper was still building on trends, Members agreed that a more meaningful discussion would take place at the next Board Meeting in January 2014. The Chair reiterated the need for clear measurements and annotations of what these measurements are, would also be the subject of a wider discussion at the next Board Meeting.

Action	Owner	Due Date
CEO to continue populate KPI matrix with data.	CEO	28 January 2014

11.55-12noon Comfort break

15. Staff Survey

- 15.1 The CEO gave an overview of the presentation that was given to all staff by Ed Cochrane from Edinburgh University. Members thanked the CEO and HRM their open and honest update and on moving the issues forward with both the SMT and staff, and it was agreed that the CEO and HRM would provide an update at the Board Meeting in March 2014.

Action	Owner	Due Date
CEO to provide an explanatory note to accompany the verbal report given.	CEO	22 November 2013
CEO and HRM to provide an update.	CEO/HRM	25 March 2014

16. Policies and Procedures

- 16.1 Members noted the paper and the new timescales for reviewing these documents. IMcG offered to assist the CEO with this. The CEO thanked him for his offer and Members agreed the timescales for revival.

17. Mindset/Preference

- 17.1 The CEO advised that he has had a preliminary discussion with FS on the setting up a working group to include Members and staff to look at: ensuring that there is a common understanding of the service standards; what they mean and applying them in practice. It was agreed that the group would feedback in the spring.

Action	Owner	Due Date
CEO and FS to set up a Working Group and provide an update.	CEO/FS	25 March 2014

18. SMT Attendance at Board Meetings

- 18.1 Members noted the paper presented and agreed with the CEO that this would be a good development opportunity for the SMT roles. Members agreed that the Agenda format would be moved around to include SMT items first then move on to standard Board items for discussion.

19. Board Development Update

- 19.1 The Chair advised Members that currently 3 Members had signed up to carry out the additional work with Margaret Williamson (MW). However, Members recorded their disappointment that they had not received a more detailed report and that this additional work was resulting in additional costs to the SLCC. The Chair advised that Members could re-consider whether or not they wished to participate in the additional work and if they changed their mind to advise MW of this ASAP.

20. Workpro Update

- 20.1 Members noted the Project Update Report and agreed that this Report should be circulated to the Chair upon receipt by the HI for information, and then the most recent one received closest to the next Board Meeting presented to that Board Meeting.

Action	Owner	Due Date
HI to circulate the Project Update Report to the Chair as and when received and present the most recent one to the next Board Meeting.	HI	Ongoing then 25 March 2014

21. Approval of Annual Report

- 21.1 The CEO advised that the draft Annual Report presented still had a layer of proofing to be done in-house and Members were asked to be mindful of this but asked that any fundamental changes be forwarded to the CEO as soon as possible. It was agreed that the Secretariat would make a note of the ones provided today and forward them to the CEO under separate cover.

Action	Owner	Due Date
Secretariat to forward comments received today to CEO.	Secretariat	20 November 2014

21.2 The Chair and Members recorded their thanks and acknowledged the hard work which has gone into the production of this years' Annual Report.

22. 2007 Act Proposed Amendments Update

22.1 Members noted the contents of the proposed draft letter to be sent to SGvt and that the HO will provide an update as and when received back from SGvt.

23. Any Other Business

23.1 With no other business noted the meeting concluded.

24. Date of Next Meeting

24.1 Members noted the performance management meeting will take place on 17 December 2013, with the next full Board meeting taking place on Tuesday 28 January 2014, with both meetings commencing at 10.15 am at the Stamp Office 10 – 14 Waterloo Place, Edinburgh, EH1 3EG.

Board Meeting ends at 1.30pm