

LEGAL SERVICES COMMISSION BOARD

MINUTES OF THE MEETING HELD ON 26 OCTOBER 2011

[Note: These minutes are subject to be reviewed and the information that is exempt from disclosure under the Freedom of Information Act will be deleted and replaced by an explanation of the exemption that applies.]

Present: Sir Bill Callaghan, Chair
Barry Elliott
Tom Jones OBE (items LSC11/80 – LSC11/84 only)
Julian Lee
Beryl Seaman CBE
Carolyn Downs, Chief Executive
Owen Mapley, Director of Finance and Corporate Services

Attendees: Hugh Barrett, Director of Legal Aid Commissioning & Contract Management
Ruth Wayte, Director of Legal and Service Development (items LSC11/81 – LSC11/84 only)
Helen Riley, Director of Case Management
Holly Perry, Head of Chief Executive's Office
Hannah Stephenson, Governance Officer (minutes)

Apologies: Dr David Wolfe

For particular items: LSC11/83 Jane Cosgrove, Head of Assurance & Performance Management
LSC11/84 Kerry Wood, Head of Central Commissioning
LSC11/87 Victoria Paul, Head of Communications, and Linda Gregory, Deputy Head of Communications

Announcements: The Chair formally recoded the Commission's appreciation to Carolyn Downs, attending her last Board meeting, for her tenure as Chief Executive.

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Minutes of the meeting held on 28 September and 20 October 2011

The minutes were approved with no amendments.

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Matters Arising

There were no matters arising.

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Agenda

LSC11/80 Chief Executive recruitment

A meeting of non-executives only was held to discuss the latest developments with Chief Executive recruitment.

LSC11/81 MoJ crime competition consultation update

[Freedom of Information Act 2000 Exemption: s36(2)(c) – prejudice to the effective conduct of public affairs]



Ongoing.

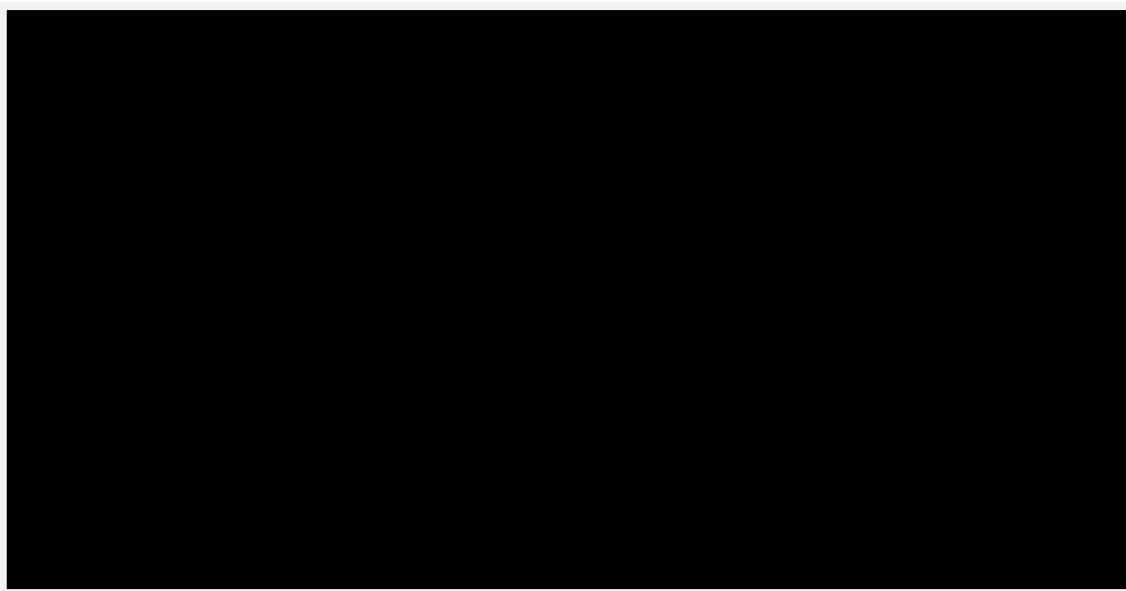
The Commission noted the update.

LSC11/82 Ministerial visit pre-meeting

[Freedom of Information Act 2000 Exemption: s36(2)(c) – prejudice to the effective conduct of public affairs]



On agenda at LSC11/96.



The Commission noted the update.

LSC11/83 Corporate risk facilitated discussion

The Head of Assurance and Performance Management facilitated a discussion on the 'risk snapshot'. This was a document showing the LSC's 11 strategic risks, and the overall risk score and level of appetite which had been assigned to each one following workshops held with the Senior Management and Executive Team. The Commission were invited to comment on the format of the report, the risks captured, and the scores and appetites recorded against each risk.

Comments included the high number of strategic risks captured, which demonstrated the scale of the challenges faced by the LSC, the nature of risk appetite, whether 'real' or enforced due to external pressures or historical legacy, the relationship between appetite and resource (with low appetite requiring greater resource), and the extent to which risk mitigation affected the LSC's appetite for the risk.

The risk snapshot was agreed subject to the following amendments **(OM/JC)**:

- Risk 1 – risk appetite to be reduced to 5; risk score to remain the same
- Risk 7 – risk appetite and score to be reduced to 10 and 15 respectively
- Risk 8 – subsume this risk into risk 3, and amend the wording of risk 3 to include a specific reference to fraud risk
- Risk 11 – amend the wording of this risk to reflect the need for greater business continuity planning, not of the risk of the events themselves, and aim to mitigate and therefore remove this risk from the strategic risk register as soon as possible.

In addition, the risk snapshot would be amended to show the change in risk scores over time, as mitigating actions were implemented **(OM/JC)**.

For future Board meetings the action plan would be circulated for consideration alongside the risk snapshot, which would be refreshed on a quarterly basis **(OM/JC)**.

All actions complete.

The Commission noted the update.

LSC11/84 Update on family tender

[Freedom of Information Act 2000 Exemption: s36(2)(b)(i) – the free and frank provision of advice – and s42 – legal professional privilege]



The Commission noted the update.

LSC11/85 Audit Committee Governance Review

The Audit Committee Chair introduced the Audit Committee Governance Review, which had been carried out by Internal Audit and fed in to the Audit Committee annual self-assessment for 2011. The report had been reviewed by the Audit Committee at their meeting on 8 September and updated to reflect comments received from Committee members and the Chief Executive.

[Freedom of Information Act 2000 Exemption: s36(2)(b)(ii) – the free and frank exchange of views for the purpose of deliberations]





LSC11/86 Public Defender Service: Annual review of performance

This item would be moved to the November meeting to allow for fuller discussion of the issues raised in the paper **(HS)**.

A revised paper will be considered under agenda item LSC11/97.

LSC11/87 LSC website convergence onto the Justice portal

The Head of Communications provided an update on developments in moving the LSC website to the Justice portal by December 2011. Comments received by the Commission earlier in the year had been taken into account (LSC11/16 refers).

Analytics on current LSC website usage had fed into design of the LSC content on the Justice portal, and provider feedback on the new site would be sought. In addition providers would be informed of the site move and a system implemented to re-direct them automatically to the new site.

A full Welsh translation of the website was not required because the Justice portal was considered to be a practitioner website; where specific pieces of information are required to be in Welsh this can be done on the Justice site. Information on legal aid for members of the public was available on the DirectGov site.

The Commission agreed to the closure of the LSC website and convergence onto the Justice portal by December 2011, and noted the wireframe of LSC content onto the Justice portal.

LSC11/88 Integrated Delivery Programme update

The Commission noted the update.

LSC11/89 HR quarterly report

The Commission noted the update.

Any other business

None

Next meeting

The next Commission meeting would take place on 30 November 2011.