

**MINUTE OF A MEETING OF THE MEMBERS OF THE SCOTTISH LEGAL COMPLAINTS
COMMISSION: 10.00 AM MONDAY 20th JUNE 2011**

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

PRESENT:

LAY:

Jane Irvine (Chairing Member)
Linda Pollock
Douglas Watson
Ian Gordon
Siraj Khan
Iain McGrory

LAWYER:

David Smith
Alan Paterson
Margaret Scanlan
David Chaplin
Maurice O'Carroll

APOLOGIES:

Fiona Smith

In attendance: Rosemary Agnew (CEO)

Abbreviations used:

LSS – Law Society of Scotland
SGvt – Scottish Government
RPBs – Relevant Professional Bodies

1. WELCOME, APOLOGIES & DECLARATION OF CONFLICT OF INTERESTS

- 1.1 Apologies – Fiona Smith
- 1.2 Members confirmed there were no conflicts of interest.

2. APPROVAL OF PREVIOUS MEETINGS MINUTES

- 2.1 The draft SLCC minutes of 16th May 2011 were approved subject to minor amendments.

3. MATTERS ARISING FROM LAST MINUTES/AOB (not on agenda)

- 3.1 The CEO updated the Board on progress of outstanding Board action points.

4. ANNUALLY RECURRING MATTERS

- 4.1 **Budget 2011/2012:** The CEO confirmed that the budget had been laid before Parliament and the invoices issued to the relevant RPBs.

5. COMPLAINTS UPDATE

- 5.1 **Appeals Update:** An update was given to Board Members on the status of current appeals.
- 5.2 **Member FVTWM Statistics:** The figures were noted by the Members and a brief discussion followed. It was agreed that the statistics would be looked at every 6 months by the Board.

6. OVERSIGHT

- 6.1 **Guarantee Fund Reports:** The Members noted the final reports by Progressive and Manchester University, and the CEO confirmed reference will be made to them in the Annual Report.
- 6.2 **General Oversight Update:** The key areas for oversight work have been identified by the Oversight Team and these were summarised for the Board along with the progress to date.
- 6.3 **Audit Programme:** The draft Audit Programme was outlined to the Board and it was agreed that progress would be monitored by the Management Team and reported to the Board quarterly.
- 6.2.1 The plan currently focuses on the work of the LSS as they hold the greatest body of complaints. It is intended to include the FoA in the following 12-month period.
- 6.2.2 The Members thanked the Oversight Investigator for the Oversight Team's work. It was agreed that a quarterly update report would come to the Board outlining the activity that has been undertaken within the RPBs, and any key points from the audit undertaken.

7. AUDIT COMMITTEE UPDATE

- 7.1 The Audit Committee minutes of April 2011 were noted by the Board.
- 7.2 The Risk Register was discussed and it was agreed that it will be circulated monthly with Board Papers for information purposes only. There will be a quarterly Audit Committee Report to the Board which will include the Risk Register for discussion and approval, and the latest quarterly financial management report.
- 7.3 If there is anything significant to report in between the quarterly AC reports, this will be reported in the CEO's monthly Governance update.
- 7.4 The CEO confirmed the Risk Register would be subject to an end of year review in consultation with the Audit Committee. This will form the basis of next year's Risk Register.

8. CEO UPDATE

- 8.1 The CEO informed the Board of the external meetings and engagements she has attended in the last month.
- 8.2 **Scheme of Delegation:** The Board approved the Scheme of Delegation proposed by the CEO to ensure that during the implementation of restructuring the SLCC is compliant with current governance arrangements. There was discussion about the resilience of the SLCC and the risk associated with being a small organisation and having limited scope for delegation.

9. CHAIR REPORT

9.1 The Chair reported on her attendance at a conference and a talk involving Board recruitment which is ongoing.

11. DATE OF NEXT BOARD MEETING

The next Board Meeting will be held on Monday 18th July 2011, 10 am at the Stamp Office 10 – 14 Waterloo Place, Edinburgh, EH1 3EG.

Board Meeting ends 12.45 pm