

**MINUTES OF THE COUNCIL MEETING HELD ON SATURDAY 23 JANUARY 2010  
AT TEWKESBURY PARK HOTEL, LINCOLN GREEN LANE, TEWKESBURY,  
GLOUCESTERSHIRE.**

**PRESENT:** Miss Judith Gordon-Nichols (President), Mr David McGrady (Vice-President), Miss Susan Silver (Deputy Vice-President), Mr K Barrett, Mr M Bishop, Mr M Callan, Mr D Edwards, Mrs F Edwards, Mr S Gowland, Mrs L Graham, Mr N Hanning, Mrs J Hughes, Mr K McCarthy, Ms R Palmer, Mr R Ralph, Mr M Reeves, Mr L Shaw and Mrs D Slow. **Action Points**

**IN ATTENDANCE:** Mrs D Burleigh (Chief Executive), Mr J Burns (Head of Membership), Mr T Cole (Director of Group Finance & Resources), Mr N Inge (Managing Director of ILEX Tutorial College (ITC)), Mrs D McDonald (Head of Communications & Marketing), Miss H Simpson (Head of Corporate Affairs), Mr I Watson (Chief Executive of ILEX Professional Standards Limited), Mr J P Westwood (Director of International Developments) and Miss D Harris.

**ITEM 1 APOLOGIES FOR ABSENCE**

- 1 The following apologies were received:  
  
Mrs M French – attending her mother’s funeral;  
Mrs S Bruty – business;  
Mrs A Hollyer – personal;  
Mr A Kershaw – personal.
- 2 On the proposal from the Chair, Council unanimously approved the apologies tendered.
- 3 The President informed the meeting that Mr Gowland and Mrs Slow had asked if they could leave the meeting at 2.30 pm and 3.30 pm respectively. The requests were approved however, the President stated that she would like the meeting to conclude by 3.00 pm as people had long distances to travel.
- 4 The President officially informed Council that Mr Wells had resigned from Council with immediate effect, and had taken up a position on the Professional Conduct Panel (PCP) with ILEX Professional Standards (IPS).

5 The President gave a brief résumé of Mr Wells' time on Council. She thanked him for his support and wise advice he had given her; Council concurred with this sentiment. The President duly presented Mr Wells with gifts from Council.

6 Mr Wells thanked everyone for their support over the past 20 years; this sentiment extended to his wife. He said that he had made some life-long friends and he would miss them all.

**ITEM 2 MINUTES OF THE COUNCIL MEETING HELD ON 27 NOVEMBER 2009**

7 On a proposal from Mr Shaw, seconded by Mrs Graham, with 18 for, 0 against and 0 abstentions, Council unanimously approved the minutes of the Council meeting held on 27 November 2009.

**ITEM 3 MINUTES OF A GENERAL MEETING HELD ON 27 NOVEMBER 2009**

8 On a proposal from Mr Hanning, seconded by Mr Shaw, with 18 for, 0 against and 0 abstentions, Council unanimously approved the minutes of the General meeting held on 27 November 2009.

**ITEM 4 PRESIDENT'S ANNOUNCEMENTS**

9 The President gave an oral update on her recent engagements. Although it had been a quieter couple of months the engagements included attending the launch of the Manifesto for Justice with the Past President and the Chief Executive and attending the Bournemouth Branch Ball.

**ITEM 5 MATTERS ARISING FROM THE MINUTES OF THE COUNCIL MEETING HELD ON 27 NOVEMBER 2009**

**Item 6, Budgets 2010**

10 The Chief Executive informed Council we are still doing well financially.

**Item 7, Report and Financial Statements for ILEX**

11 The Chief Executive informed Council that the paperwork had been completed to allow her to make account applications for cash investments.

**Presentation by Noel Inge of the ITC Business Plan**

12 The Chief Executive informed Council that meetings had been secured by the Corporate Affairs team with NatWest RBS to discuss student loans.

**Item 20, Lawyers Oath – Introductory Paper**

13 The Chief Executive informed Council that she was waiting for the draft wording. However, she would canvass the professions' view

before taking this forward.

## Action Points

### ITEM 6 CHIEF EXECUTIVE'S REPORT

14 Council reviewed the Chief Executive's report annexed to the Agenda. The report was for monitoring and updated Council on issues that had been dealt with since the last Council meeting. These included: raising the profile of ILEX; attending meetings and the launch of the Manifesto for Justice.

15 The Chief Executive informed Council that she would approach the Attorney-General's office to discuss the regulation of those who are able to both prosecute criminal offences in the Magistrates' court and conduct advocacy.

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16 The Chief Executive said it was a real achievement to be re-accredited for Investors in People and the '2 ticks' disability symbol.

### ITEM 7 REPORT AND FINANCIAL STATEMENTS FOR ILEX

17 Council was referred to a report provided separately to the Agenda. The report and financial statements covered the year to 31 December 2009.

18 The President informed Council that they had been concerned with the deficit budget and had tasked the Chief Executive to make savings. She would like to pass on her thanks to the GMT and staff for their sterling work; these sentiments were echoed by Council. Mr Hanning thanked everyone at Kempston and said that we should not worry about a deficit budget. If items were planned they should be implemented as delaying them can increase the costs involved. The President said that Council had a fiduciary duty and therefore reminded Council members of their individual expenditure and to book advance travel tickets where possible. Mr McGrady said that savings had been made in expenditure but the income was low and that was a concern. Mr Cole informed Council that the only way of utilising the reserves is to have a deficit for the year. He said that GMT was mindful of Council's agenda and where possible, savings have been made. He went on to explain that sometimes projects take longer than planned and therefore, the expenditure is carried forward to the following year for example, the new ILEX website.

19 Mr Cole took Council through December's accounts and highlighted a few areas. He informed Council that as Mrs Hollyer was unsure of the income likely to be received from the new Level 3 qualification, the income received was £209,000 above budget. Expenditure for the Journal was £143,000 lower than budget primarily due to the recruitment supplement not being produced. Expenditure for International and Paralegal was £102,000 lower than budget; of this, £32,000 was due to transferring coursebook production in-house.

20 Mr McGrady said that if we had been told at the beginning of the year the position we would be in now, we would have been pleased; it has been a very difficult year for us. The President commented that 2010 and perhaps 2011 could also be difficult years. Mr Ralph thanked everyone for reducing the budgets.

21 Mr Cole informed Council that the Auditors were visiting and it may be that some adjustments will be made to the accounts.

**ITEM 8 REPORT AND FINANCIAL STATEMENTS FOR ITC**

22 Council was referred to a report provided separately to the Agenda. The report and financial statements covered the year to 31 December 2009.

23 Mr Hanning congratulated ITC.

**ITEM 9 FINANCIAL STATEMENT FOR THE BENEVOLENT FUND**

24 Council was referred to a report given out separately to the Agenda. The report and financial statement covered the year to 31 December 2009.

25 Mrs Graham asked for clarification of the bank charges. Mr Cole replied that he was not able to provide a definitive answer but he thought that it would be charges incurred for writing and clearing cheques. Mr Bishop asked if the money in the current account in the opening balances was actually on the money markets at 31 December. Mr Cole confirmed it was and in fact, the best rates were achieved as all ILEX money is grouped together. Mr Shaw asked if the Garden Party income was similar to last year and Mr Cole confirmed it was.

**ITEM 10 REPORT ON LEGAL SERVICES REFORMS – UPDATE**

26 Council was referred to a paper that was annexed to the Agenda. The paper updated Council on developments since the last Council meeting held on 27 November 2009.

27 The Chief Executive informed Council that this was a more detailed paper. The Regulatory Committee met on the 21 January 2010 to discuss the LSB Business Plan and ABS Consultation.

28 Mr Ralph asked if, in response to the Chief Executive's letter to Mr Kenny informing him that ILEX was not in a position to comply with his request, a reply had been received. The Chief Executive replied that it had not.

29 Mr Shaw asked, as he was unable to be in attendance at the Regulatory Committee meeting on the 21 January, if there were any future dates for meetings. The Chief Executive replied no.

30 The Chief Executive asked Council to consider whether the fourth member of staff could now be recruited for the Corporate Affairs Department however, she stated that no money had been

allocated for this in the budget. The department had originally planned to have four staff, but with the freeze on recruitment last year, had been working with three.

31 The President stated that the Regulatory Committee and the Chief Executive had discussed this. There was still a considerable amount of work to come through from the LSB and as this was an onerous Committee, this member of staff could assist with Law Reform activities.

32 Mr Shaw stated that a member of staff had left IPS but they had been replaced by two members of staff. The President clarified that although two members of staff had been recruited, one was to replace the member of staff who had left but Council had asked for another member of staff to be recruited. Mr Watson replied that it was difficult to keep up with the amount of work coming through, which was of a technical nature. The President asked if an estimated cost could be given. Miss Simpson replied that a costing exercise needed to be undertaken and she would report further to Council.

33 On a proposal from Miss Silver, seconded by Mr McGrady, with 17 for, 1 against and 0 abstentions, Council agreed the 2010 budget could be amended to allow a fourth member of staff to be recruited, on a full-time basis, in the Corporate Affairs Department.

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**ITEM 11 WORKING PARTIES AND COMMITTEES**

34 Council was referred to a paper annexed to the Agenda. The paper asked Council to consider and decide issues relating to existing Working Parties and Committees including Portfolio Holders, election of non-Presidential Chairs and new vacancies.

35 Miss Simpson went through her report and confirmed that some of the Committees had now been replaced and transferred over to IPS. Miss Simpson apologised to Council for omitting the Legal Aid Working Party in Appendix A.

36 The President informed Council that one Council member had put themselves forward for the Presidential Nominations Committee; Mr McCarthy. The President invited nominations from any remaining Council members.

37 On a proposal from Mr Hanning, seconded by Mr Shaw, with 17 for, 0 against and 1 abstention, Council agreed to Mr McCarthy becoming the final member of the Presidential Nominations Committee for 2010.

38 The President informed Council that a meeting would be held in February and a letter to this effect will be sent out to the Committee members shortly.

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39 The first Committee to be considered was the Qualifying Employment & Waivers Committee. The President informed Council this was an onerous Committee with 40-50 applications

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being received each month; each application taking approximately 15 minutes to review. The meetings are held via teleconference and the next scheduled meeting is 8 February at 1.00 pm. Any Council member who agrees to join this Committee will be sent through its Terms of Reference. The President confirmed that this Committee would be moving to IPS in September.

40 Mr Shaw felt that it would be useful to have Council members whose specialism was not civil litigation.

41 On a proposal from Mr Hanning, seconded by Mr Edwards, with 15 for, 0 against and 3 abstentions, Council approved the appointment of Miss Silver, Mrs Hughes and Mr Ralph to the Qualifying Employment & Waivers Committee.

42 The second Working Party to be considered was the Journal Advisory Panel. Mr McGrady informed Council that the Journal Advisory Panel had been formed five years ago to enable the flow of information from Council. Mrs Bruty is able to deal with the majority of issues but sometimes she needs to refer them to the Panel. Mr McGrady added that it was not an onerous Panel; two meetings were held each year, one being face-to-face. Although Mr McGrady was happy to sit on the Panel he wished to resign as Chair. Mr Bishop asked if it was still needed. The Chief Executive replied that both Mrs Bruty and the Editor appreciated the Panel being there.

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43 On a proposal from Mr McGrady, seconded by Miss Silver, with 15 for, 0 against and 3 abstentions, Council approved the appointment of Mrs Palmer, Mr Shaw and Mr Gowland to the Journal Advisory Panel.

44 The third Working Party to be considered was the Royal Charter Working Party; the President felt it appropriate that Mr McGrady should join.

45 On a proposal from the Chair, with 17 for, 0 against and 1 abstention, Council approved the appointment of Mr McGrady to the Royal Charter Working Party.

46 The fourth Working Party to be considered was the Judicial Appointments Working Party and Miss Simpson confirmed that there was a possibility that it would become a Committee.

47 On a proposal from Mr McCarthy, seconded by Mrs Graham, with 16 for, 0 against and 2 abstentions, Council approved the appointment of Mr Gowland to the Judicial Appointments Working Party.

48 The final Committee to be considered was the Branches and International Committee. Mr Hanning stated that the role of the Committee was to act as a discussion forum as well as reviewing progress. Meetings are held by teleconference and usually last ¾ to 1 hour. He went on to add that Council members were not expected to attend branch functions unless they were in their own

- constituencies. However, they were encouraged to attend the Branch Chairs Seminar.
- 49 On a proposal from the Chair, with 15 for, 0 against and 3 abstentions, Council approved the appointment of Mrs Slow, Mrs Edwards and Mrs Palmer to the Branches and International Committee.
- 50 Mr Bishop liked the idea of new Council members joining Working Parties and Committees but he felt that Council members who had been on a Working Party or Committee for a long period of time should consider rotation. He added that freshness of Working Parties and Committees was important. The Chief Executive replied that this could happen at any time. Mr McGrady hoped that the three year tenure would assist.
- 51 The President informed Council that due to other commitments, she would like Council to accept her resignation from the position of Education Portfolio Holder with immediate effect. Council duly accepted her resignation.
- 52 A discussion took place as to who should take up the position of Education Portfolio Holder. Mr Barrett confirmed that he would be interested likewise Mr Gowland. The President reminded Mr Gowland that he was on many Committees already and Mr Gowland replied that he was happy to withdraw.
- 53 On a proposal from Miss Silver, seconded by Mrs Palmer, with 17 for, 0 against and 1 abstention, Council approved the appointment of Mr Barrett as the Education Portfolio Holder.
- 54 The President informed Council that there was no formalised policy for the length of time a Portfolio Holder can stay in position. She felt that it should be for a three year period unless pre-approved by Council. Mr Gowland felt that they should hold the position for a maximum of two, three year terms. Mr Bishop initially felt it should be for two years however, after Mr Hanning explained that it can be difficult to pick up the Finance Portfolio Holder's position, Mr Bishop felt it should be for one three year term.
- 55 On a proposal from Mrs Graham, seconded by Mr Shaw, with 17 for, 1 against and 0 abstentions, Council approved that each Portfolio Holder is in position for a period of three years, unless otherwise pre-approved by Council and each Portfolio Holder may only serve one term in that position.
- 56 On a proposal from Mr McGrady, seconded by Miss Silver, with 15 for, 0 against and 3 abstentions, Council approved the appointment of Mr Hanning (Finance), Mr Shaw (Law Reform Contentious), Mrs French (Law Reform Non-Contentious) and Mr Barrett (Education) as Portfolio Holders for the three year period commencing January 2010.
- 57 On a proposal from Mr Hanning, seconded by Mr Callan, with 18 for, 0 against and 0 abstentions, Council unanimously approved a

mechanism whereby if a Portfolio Holder resigns/retires from Council, or resigns the Portfolio within the three year period then another Council member is appointed as Portfolio Holder for the remainder of the term.

58 On a proposal from Mr Gowland, seconded by Mr Shaw, with 18 for, 0 against and 0 abstentions, Council unanimously approved that all non-Presidential Chairs of Working Parties and Committees are elected by the Working Party or Committee annually, in line with the annual November Council reporting of those Working Parties and Committees.

59 In response to Mr Bishop’s earlier comments that rotation and freshness of Working Parties and Committees was important, Mrs Graham resigned from the Branches and International Committee.

**ITEM 12 CODE OF CONDUCT FOR ILEX GROUP STAFF AND COUNCIL MEMBERS; WHISTLEBLOWERS’ POLICY AND PROCEDURE – REVISION**

60 Council was referred to a paper annexed to the Agenda. The paper informed Council that every year, Council reviews the Code of Conduct and Whistleblowers’ Policy and Procedure which applies to both staff and Council members, including the staff of ITC and IPS.

61 The Chief Executive informed Council that the policy had been tidied up and put in to the standard policy format. Mr Hanning stated that Mr Denzil Lush was not Master of the Court of Protection and the Chief Executive stated she would ensure his title was updated. Mr Reeves asked if the question mark could be removed from the title of paragraph c.

62 On a proposal from Mr Callan, seconded by Mr Ralph, with 18 for, 0 against and 0 abstentions, Council unanimously approved the Code of Conduct and Whistleblowers’ Policy and Procedure.

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**ITEM 13 FEES FOR NON-PRACTISING MEMBERS; DUAL QUALIFIED MEMBERS; AND THOSE ON MATERNITY/PATERNITY LEAVE**

63 Council was referred to a paper annexed to the Agenda. The paper addressed the issues of fees and charges for members who cease to practise but who wish to remain in membership of ILEX; those on maternity and paternity leave; and those who qualify additionally as a solicitor or other professional.

64 The Chief Executive informed Council that the purpose was to retain members. Mrs Bruty suggested that the Journal could be supplied for £49.00 a year. The Chief Executive confirmed that she will monitor the impact and would report back to Council.

65 Mr Callan asked how many were in each category and why there was a need to retain them. The Chief Executive responded by saying the role of a membership organisation is to retain its members. She went on to add approximately 50-100 members

## Action Points

- leave annually and she would hope to retain 25-50. Mr Callan asked if ILEX would be subsidising this and the Chief Executive replied that it would not. Both Mr Gowland and Mr Shaw knew of people that had left. The Chief Executive confirmed that if Council gave their approval, it would come in immediately however, she wanted to stress that they would be 'non-practising' members. Mrs Edwards asked what the timescale would be for feedback to Council. The Chief Executive replied that depending on the feedback received it would either be six months or one year. Mr Bishop asked if the re-instatement fee was sufficient. Mr Burns replied that it keeps the fees consistent. Mr Watson commented that in future, new rules may need to be drawn up.
- 66 On a proposal from Mrs Graham, seconded by Mr Gowland, with 18 for, 0 against and 0 abstentions, Council unanimously approved that non-practising members be charged a subscription of £49.00 per annum to receive the Legal Executive Journal and to set the annual subscription fee at £30.00. DB
- 67 The current overseas subscription rate of £78.75 would be kept for non-practising members due to the high cost of postage.
- 68 On a proposal from Mr Hanning, seconded by Mrs Edwards, with 18 for, 0 against and 0 abstentions, Council unanimously approved the increase in subscription for members on maternity/paternity leave from £21.00, being the current subscription fee, to £25.00. DB
- 69 On a proposal from Mr Gowland, seconded by Mrs Slow, with 18 for, 0 against and 0 abstentions, Council unanimously approved that Fellows/Members who are dual qualified be charged a subscription of £49.00 (£78.75 for overseas) per annum to receive the Legal Executive Journal in accordance with non-practising members and to set the annual subscription fee at £50.00. DB
- 70 On a proposal from Mr Bishop, seconded by Mrs Hughes, with 18 for, 0 against and 0 abstentions, Council unanimously approved that individuals who wish to return to work as a Fellow/other grade of membership and who have remained in membership of ILEX paying a reduced fee, whether as non-practising, on maternity/paternity leave or dual qualified will be restored to the database as a full fee paying member on application. No re-instatement fee will be required as these individuals have maintained their contact with ILEX. DB
- 71 Council also approved that individuals who wish to return to ILEX but who have not maintained contact or paid a reduced fee will be expected to pay the whole of a current year's subscription and a re-instatement fee as is the current position. The re-instatement fee is currently £35.00.
- 72 These changes will be introduced from 1 January 2010.

<b>ITEM 14</b>	<b>REVISION OF ILEX/IPS PROTOCOLS</b>	<b>Action Points</b>
73	Council was referred to a paper annexed to the Agenda. The paper asked Council to agree to amendments to the Protocols which govern the working relationships between ILEX and IPS.	
74	Mr Watson informed Council that technical amendments had been made to the Protocols for example, ensuring the terminology was up-to-date. Mr Watson drew Council's attention to paragraph 8 of his report and said that this particular paragraph now stated that informal mediation would be used, as the first port of call, to resolve disputes between ILEX and IPS. This reflected the LSB's preference to use internal dispute resolution mechanisms.	
75	Mr Watson then drew Council's attention to paragraph 9 of his report and stated that this is one area that is not covered by the Protocols; IPS Board remuneration. He added that it must be an independent process and this could be by the setting up of a Remuneration Committee or through a budget process. The President felt that a Remuneration Committee should be established. Mr Hanning felt that we needed to know the views of IPS before Council could make a decision. Mr Watson replied that the IPS Board would be meeting in February and he would report back to Council in March.	
76	On a proposal from Mr McCarthy, seconded by Mrs Slow, with 18 for, 0 against and 0 abstentions, Council unanimously agreed the amendments to the ILEX/IPS Protocols.	
<b>ITEM 15</b>	<b>BRANCH RULES</b>	
77	Council was referred to a paper annexed to the Agenda. The paper asked Council to agree to amendments to the Branch Rules and to consider a proposed change.	
78	Mr Burns informed Council that the Branch Rules had been 'tided up' but Council were asked to consider removing the limit of £35.00 for membership subscription following a discussion at the Branch Chairs Seminar. Mr Callan was concerned that there would be inconsistency but Mr Burns said there was already inconsistency. The President said it was an individual Branch decision with Mrs Hughes adding that because of different circumstances, it was not possible to charge a standard fee. Mr Gowland asked that Fellows who have qualified as solicitors of the Supreme Court (paragraph 3) be removed as this was agreed at the May 2009 Council meeting. Mr Hanning said that Affiliates needed to be added to paragraph 3.	
79	On a proposal from Mrs Hughes, seconded by Mr Hanning, with 18 for, 0 against and 0 abstentions, Council unanimously approved the amendments to the Branch Rules, to include the two additions raised by Council and to remove the limit of £35.00 for branch subscription.	JB

80 On Council's agreement, Item 23 was brought forward.

**Action Points**

**ITEM 23 QUALITY ASSURANCE FOR ADVOCATES – BACKGROUND PAPER**

81 Council was referred to a paper annexed to the Agenda. The paper updated Council on developments in relation to the Quality Assurance of Advocates.

82 The Chief Executive explained that the reason for producing the paper was to inform Council that the LSB is extending its work into the area of Advocacy. This may, therefore, affect ILEX and its workload. Mr Reeves asked whether we should be involving our members. The Chief Executive replied that we may involve the membership for the criminal work area. Mr Watson commented that we meet with most of the standards. An LSB consultation exercise will be issued in March.

**ITEM 16 GMT REPORT – CHIEF EXECUTIVE OF ILEX PROFESSIONAL STANDARDS**

83 Council was referred to a report annexed to the Agenda.

84 Mr Watson informed Council that there was nothing new he could add to his report. Mr Ralph asked when the deadline for consultation on advocacy rights was. Mr Watson replied the 15 March. Mrs Edwards noted that there were no rights in Family Proceedings Court. Mr Reeves said that Legal Executive Advocates could not appear in this area but this was discretionary. Mr Watson confirmed that administrative matters are a decision for the court and there is a lot of inconsistency.

85 Mr Ralph felt members should study the ILEX Advocacy course but Mrs Edwards stated that might not suit all members. Mr Hanning said that it was no longer enough for members to claim to be competent advocates, they had to be able to demonstrate competence to objective standards. Mr Reeves felt that this is something that should be promoted as it was in the member's interest. Mr McCarthy wondered whether it should be brought in to the general qualification. The Chief Executive commented that not everyone wanted to appear in court and a six day course would cost £2,000.

**ITEM 17 GMT REPORT – HEAD OF COMMUNICATIONS AND MARKETING**

86 Council was referred to a report annexed to the Agenda.

87 Prior to lunch, Mrs McDonald provided Council with an update on the activities within the Communications and Marketing Department.

88 Mrs McDonald informed Council that the early bird rate for the National Conference was the 1 February but this may be extended; to breakeven, 100 delegates were required. The President's

Luncheon would take place on either the 24 or 25 May at Clothworkers Hall.

**Action Points**

**ITEM 18 GMT REPORT – HEAD OF MEMBERSHIP**

89 Council was referred to a report annexed to the Agenda.

90 Mr Burns informed Council that there was nothing new he could add to his report but asked Council members to reply to an e-mail asking if they would be attending the Graduation Ceremony. Mr Ralph commented that he was waiting for further information. The President stated that Council members just needed to decide the day of their attendance. Mr Hanning suggested that there is a spread of Council members for each day.

**ITEM 19 GMT REPORT – HEAD OF AWARDS**

91 Council was referred to a report annexed to the Agenda.

92 Mr Westwood reported on behalf of Mrs Hollyer. Mrs Hollyer asked Council to note that there was an error in paragraph 3 of her report; it should read December 2009 and not December 2010.

93 Following ILEX's Supplementary Recognition Application, a positive response had been received from Ofqual. There were areas for development; equality and diversity, technical issues on certificates and rules of combination. However, Mrs Hollyer was pleased with the prompt feedback and the short action plan.

**ITEM 20 GMT REPORT – HEAD OF CORPORATE AFFAIRS**

94 Council was referred to a report annexed to the Agenda.

95 Miss Simpson informed Council that the Benefits and other Government help Guide had been published and this would appear in the Journal and on the website in February/March. She confirmed that the document had been verified by CAB Cambridge and thanked her team for their hard work. Miss Simpson informed Council that the development of ILEX Customer Service Standards now fell under the remit of her Department. Mrs Slow asked when the Benefits Guide would appear on the website and Miss Simpson confirmed that it would be there next week. Mr Hanning pointed out that the Appendix for the National Pro Bono Conference report was not attached. Miss Simpson apologised and said that she would e-mail this to Council.

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COMPLETED

**ITEM 21 GMT REPORT – DIRECTOR OF INTERNATIONAL DEVELOPMENT**

96 Council was referred to a report annexed to the Agenda.

97 Mr Westwood informed Council that there was nothing new he could add to his report but would like to thank Mrs Edwards for help with the National Standards for Legal Secretaries and Caseworkers.

<b>ITEM 22</b>	<b>GMT REPORT – MANAGING DIRECTOR OF ITC</b>	<b>Action Points</b>
98	Council reviewed and noted the report.	
<b>ITEM 24</b>	<b>ANY OTHER BUSINESS</b>	
99	There was no other business.	
<b>ITEM 25</b>	<b>DATE OF NEXT MEETING</b>	
100	The date of the next Council meeting is scheduled for 19 March 2010 at Kempston Manor.	

**JUDITH GORDON-NICHOLS  
PRESIDENT**