Legal Services Board
Board meeting 2021: Board papers

Date:	**18 March 2021**
Time:	**10:30 – 14:30**
Venue:	**Meeting by Zoom**

For more information contact:
Steph North | Corporate Governance Manager

LEGAL SERVICES BOARD
Agenda

Date: 18 March 2021 **Time**: 10:30 **Venue**: By Zoom

Member attendance:	Helen Phillips (Chair), Catherine Brown, Jemima Coleman, Marina Gibbs, Stephen Gowland, Ian Hamer, Flora Page, Catharine Seddon, Michael Smyth, Matthew Hill
In attendance:	Steve Brooker (Head, Policy Development and Research), Stuart Hamil (Head, Finance and IT), Angela Latta (Head, Performance and Oversight), Paul Nezandonyi (Head, Communications and Engagement), Holly Perry (Director, Enabling Services), Steph North, (Corporate Governance Manager - minutes), Chris Nichols (Director, Policy and Regulation)
Apologies:	Danielle Viall
Attendance for agenda items:	Robin Geddes (item 4),
External attendance:	Sarah Chambers, Chair, Legal Services Consumer Panel (item 6) Elisabeth Davies, Chair, Michael Letters, Head of Finance, Sandra Strinati, Chief Operating Officer, Paul McFadden, Chief Ombudsman, Office for Legal Complaints (item 7)
Observers:	Board member designate, Katrina Bell (Regulatory Policy Associate), Rachael Goldwater (Corporate Affairs Associate), Gurdas Sually (Regulatory Policy Associate)

PRIVATE SESSION Board members attendance only				
Catch-up and intelligence sharing				10:30 (40 mins)
Break 11:10 – 11:20				
Item		**Action**	**Speaker**	**Timing**
BOARD MEETING				
1.	Welcome and apologies	Note	Chair	11:20 (5 mins)
2.	Declarations of interest relevant to the business of the Board			
3.	Chief Executive's progress report **Paper (21) 09**	Note and comment	MH	11:25 (15 mins)
4.	Response to Competition and Markets Authority recommendations **Paper (21) 10**	Consider	SB / RG	11:40 (20 mins)
5.	Final LSB strategy for the sector, and business plan and budget 2021/22 **Paper (21) 11**	Approve	MH / SB / SH	12:00 (30 mins)
6.	Legal Services Consumer Panel strategy and work programme 2021/22 **Paper (21) 12**	Note and comment	LSCP Chair	12:30 (20 mins)
Break – 12:50 – 13:20				

7.	Office for Legal Complaints Budget 2021/22 **Paper (21) 13**	Approve	OLC Chair	13:20 (30 mins)
8.	ARAC business including: i) Report of ARAC 3 March meeting **Oral** ii) Annual report of ARAC 2020/21 **Paper (21) 14**	Note and comment	CS	13:50 (10 mins)
9.	RNC business including: i) Report of RNC February meeting **Oral** ii) Annual report of RNC 2020/21 **Paper (21) 15**	Note and Comment	JC	14:00 (10 mins)
Items by consent:				
10.	Finance Report to 28 February 2021 **Paper (21) 16**	Consider	SH	14:10 (5 mins)
11.	Board evaluation – plans for 2021	Note	HP	
12.	Minutes of the previous meeting – 24 February 2021	Approve	Chair	
13.	Board action tracker	Note		
14.	Papers circulated out of committee since last meeting: • None	Note		
15.	Forward look *Draft agenda for next Board meeting attached*	Consider		
16.	Reflections	Note	Chair	14:15 (5 mins)
17.	AOB	Consider	Chair	14:20 (5 mins)
	CLOSE			

Date and Time of Next Meeting: 20 April 2021 at 10:30
Venue: by Zoom