

Item	Outcome
1. Declarations of interest	Board member Stephen Gowland declared that a complaint against his former firm was currently being reviewed by the Legal Ombudsman. Stephen would recuse himself from any discussions relating to the Office for Legal Complaints or the Legal Ombudsman until such time as the matter was resolved.
2. Chief Executive's progress report Paper (21) 09	The Board noted the CEO Report
3. Response to Competition and Markets Authority recommendations Paper (21) 10	The Board discussed the paper which set out options for undertaking the recommendations proposed in the Competition and Markets Authority's <i>Review of Legal Services Market Study</i> report
4. Final LSB strategy for the sector, and business plan and budget 2021/22 Paper (21) 11	The Board considered and approved the final strategy, business plan and budget for 2021/22, subject to further drafting changes
5. Legal Services Consumer Panel strategy and work programme 2021/22 Paper (21) 12	The Board noted the LSCP's strategy and work plan for 2021/22
6. Office for Legal Complaints Budget 2021/22 Paper (21) 13	The Board considered and approved the OLC's request for a total budget of £14,471,042 in 2021/22, an increase of £1,662,726 (13.0%) over the current year Budget of £12,808,316.
7. ARAC business including: i) Report of ARAC 3 March meeting Oral ii) Annual Report of ARAC 2020/21 Paper (21) 14	The Board noted the update which included a report of the 3 March 2021 ARAC meeting and presentation of the Annual Report of the Committee 2020/21
8. RNC business including: i) Report of RNC February meeting Oral ii) Annual report of RNC 2020/21 Paper (21) 15	The Board noted the update which included a report of the 4 February 2021 RNC meeting and presentation of the Annual Report of the Committee 2020/21
9. Finance Report to 28 February 2021 Paper (21) 16	The Board noted the Finance Report
10. Board evaluation – plans for 2021	The Board noted plans for Board evaluation in 2021

LSB Board meeting decision document – 18 March 2021

11.	Minutes of the previous meeting – 24 February 2021	The Board approved the minutes of the previous meeting, subject to one drafting change in relation to the Well-led review item
12.	Board action tracker	The Board noted the action tracker