

Item 2 – Declarations of interests relevant to the business of the Board

3. There were no declarations of interest relevant to the business of the Board.

Item 3 – Paper (19) 08 - Chief Executive’s progress report

4. The Chief Executive presented his progress report for the period January to February 2019, drawing the Board’s attention in particular to the following points:

- An update on the lessons learnt from the Leigh Day litigation and appeal, as well as ongoing Freedom of Information requests. Board members agreed about the importance of being able to have candid discussions with stakeholders as a part of effective relationship management, and in line with the FoI Code of Practice;
- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [FoIA exempt s36(2)(b)(i)]
- The Legal Services Consumer Panel would produce a paper on alternative dispute resolution models that could be applied by the Legal Ombudsman, this would be the basis of discussion at a Board to Board session with the OLC scheduled for June 2019;
- The trend of the reducing number of non-UK litigants in financial courts was noted in the horizon scanning report;
- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [FoIA exempt s43(2)]
- [REDACTED]
[REDACTED] [FoIA exempt s42] [REDACTED]
[REDACTED] [FoIA exempt s36(2)(b)(i)]

5. Members **noted** the Chief Executive’s progress report.

Item 4 – Paper (19) 09 – Response to IGR consultation and next steps

6. The Chair welcomed Angela Latta, Craig Wakeford and Jenny Brenton to the meeting, noting thanks to the team for their work to date. The paper contained an overview of responses to the draft new Internal Governance Rules consultation, proposed changes to the draft rules and proposed next steps for the project.

7. Angela Latta presented the paper highlighting the following points:

- [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
- [Redacted]
[Redacted]
[Redacted] **[FOIA exempt s42]**
- [Redacted]
[Redacted]
[Redacted]
- [Redacted]
[Redacted]
[Redacted]
- [Redacted]
[Redacted]
[Redacted]
[Redacted]
- [Redacted]
[Redacted]
- [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted] **[FOIA exempt s36(2)(b)(i)]**
- In relation to the revised timetable, it was proposed that a full set of papers would be presented to the April Board meeting, [Redacted]
[Redacted] **[FOIA exempt s42]**

8. The Board noted that the consultation process had worked well and the following points were raised in discussion:

- [Redacted]
[Redacted] **[FOIA exempt s42]**
- [Redacted]
[Redacted]
[Redacted]
- [Redacted]
[Redacted]
[Redacted]
- [Redacted]
[Redacted]
[Redacted]

- [REDACTED]
[REDACTED]
[REDACTED] [FOIA exempt s36(2)(b)(i)]
- [REDACTED]
[REDACTED]
[REDACTED] [FOIA exempt s42]

9. The Board **reviewed** the overview of consultation responses, provided a steer on areas for revision subject to comments raised, and **agreed** the next steps and revised timetable – [REDACTED]
[REDACTED] [FOIA exempt s42]

Item 5 – Paper (19) 10 – OLC Scheme Rules – claims management companies changes

10. The Board reviewed and **approved** the OLC Scheme Rules change in relation to claims management companies.

Item 6 – Paper (19) 11 – Finance Report for January 2019

11. The Board reviewed and **noted** the latest Finance Report.

Item 7– Draft minutes of previous meeting – 23 January 2019, Draft minutes of RNC meeting – 5 February 2019

12. The 23 January Board meeting minutes were **approved**.
13. The 5 February RNC meeting minutes were **noted**.
14. In addition, the Board formally **noted** the Q3 performance report which had been considered out of committee.

Item 8 – Board action tracker

15. The Board reviewed and **noted** the action tracker.

Item 9 – Forward look / reflections

16. The Board **reviewed** the agenda for the next Board meeting, to take place on 26 March, noting that the IGR item should include reference to the communication plan, and that the executive should follow-up on an update in the CEO's Report by engaging a future *lawtech* external speaker.
17. The Board next **reflected** on the meeting, making the following comments:
- It had been a positive meeting, with a full agenda and discussion;

- The external speaker session had been particularly valuable. The executive

[REDACTED]

- [REDACTED]

[REDACTED] [FOIA exempt s36(2)(b)(i)]

Item 10 – AOB

18. There was no other business and the meeting closed.

SN 04/03/19

Signed as an accurate record of the meeting

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Date

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