LSB LEGAL SERVICES BOARD

Minutes of the Legal Services Board (LSB) meeting held on 21 September 2021

Date:	21 September 2021
Time:	10:30 – 11:00 (Board private session) 11:00 – 13:10 (Strategy session) 13:40 – 14:35 (Board meeting)
Venue:	Friends House 173-177 Euston Road, London, NW1 2BJ
Present: (Members)	Helen Phillips, Chairing the meeting Catherine Brown Stephen Gowland Ian Hamer Gary Kildare Flora Page Catharine Seddon Michael Smyth CBE QC (Hon) Matthew Hill, Chief Executive

In attendance:	Steve Brooker	Head, Policy Development and Research
	Stuart Hamill	Head, Finance and IT
	Angela Latta	Head, Performance and Oversight
	Paul Nezandonyi	Head, Communications and Engagement
	Chris Nichols	Director, Policy and Regulation
	Holly Perry	Director, Enabling Services
	Jenny Prior	Corporate Governance Manager (minutes)
	Danielle Viall	General Counsel

Attending for strategy session:

	Tom May	Research Manager
	Aisling O'Connell	Regulatory Policy Manager
	Gabrielle Stewart	Stakeholder Engagement Manager
Observing:	Tania Hardcastle	Regulatory Policy Manager
Apologies:	Jemima Coleman	

Private Session

The Board met prior to the main meeting for a private session to share intelligence.

Strategy session

The Board then convened for a Strategy session. Topics included:

- Environmental drivers affecting the delivery of the consumer-focussed strategy for the sector
- The health of the sector: what the data is telling us
- Key choices for the business plan 2022/23
- Budget scenario planning
- A proposal for an annual summit in 2022/23

Board meeting

Item 1 – Board effectiveness review

1.1 The Chair presented the 2021 Board evaluation. The Board reviewed the report and the following points were concluded:

- It was important to ensure an equal and balanced workload across the Board. The allocation and sharing of work among Board members required both forward planning and continual reassessment
- It was essential to maximise Board members' skills in the discharge of their roles and make sure that this always remained complementary to the spokesperson role of the Chair
- The Board member induction programme would benefit from tailoring to lay and non-lay members and annual refresher training would also be beneficial.

1.2 An action plan for the 2021 Board effectiveness review capturing the Board's conclusions would be drafted and circulated to the Board, along with an update on last year's action plan (**action**).

Item 2 – Welcome and apologies

2.1 The Chair welcomed all those present to the meeting, including the new Regulatory Policy Manager, observing their first meeting. The Chair also noted that as the first in-person meeting in over a year, it was the first time many members and colleagues were meeting in person.

2.2 Apologies for the meeting had been received from Jemima Coleman whose written comments on the strategy session would be submitted via correspondence.

Item 3 – Declarations of interests relevant to the business of the Board

3.1 The Board noted Stephen Gowland's appointment as head judge for the Institute of Paralegals' national paralegal awards.

Item 4 – Paper (21) 45 - Chief Executive's Progress Report

4.1 The Chief Executive presented the progress report.

4.2 Board members **reviewed** the Chief Executive's report, and the following points were raised in discussion:

- Compensation fund limits – the Board discussed CILEx Regulation and IPReg arrangements to self-finance their compensation funds. The Executive explained that CILEx Reg had confirmed that their caps were based on actuarial advice and that the money, which had been negotiated and agreed with CILEx, had been set aside and ring-fenced. Further information from IPReg was expected.
- Professional ethics – the Board questioned whether or not the LSB should be taking a more proactive role in how the frontline regulators address this issue. The Executive would discuss this further out of committee and write an open letter to regulators in due course (**action**).
- Better regulation framework – The Board noted that the Legal Services Board would be responding to the consultation.

4.3 Board members **noted** the CEO Report.

Item 5 – Paper (21) 46 - Finance Report to 31 August 2021

5.1 The Board **noted** the finance report.

Item 6 – Minutes of the Previous Meeting – 20 July 2021

6.1 The Board **approved** the minutes with minor drafting changes.

Item 7 – Board Action Tracker

7.1 The Board **noted** the action tracker.

Item 8 – Papers Circulated out of Committee

8.1 The Board **noted** the papers circulated out of committee.

Item 9 – Forward Look

9.1 The Board **noted** the agenda for the next meeting.

Item 10 – Reflections and AOB

10.1 The Board agreed the meeting had been productive. The Strategy session was useful for both the Executive and the non-executives, with plenty of challenge at an appropriate level.

10.2 Three questions/comments had been received from members of the public shortly before the meeting. The Board would be provided with details by correspondence, and responses would be prepared (**action**).

JP, 28 September 2021