

Item	Outcome
1. Chief Executive's progress report Paper (20) 26	The Board noted the CEO Report.
2. Covid-19 sector recovery - update Paper (20) 27	<p>The Board considered the update.</p> <p>The Board noted the action taken by the LSB and regulators since the Board meeting on 23 April 2020 and the approach to managing and recording risk in relation to the pandemic.</p> <p>The Board agreed the proposed approach in relation to inconsistencies encountered in the approach to disciplinary cases across regulators</p>
3. Regulatory Performance update Paper (20) 28	The Board agreed the proposed actions in the paper and approved publication of the decision document.
4. Contingency planning for regulator exit Paper (20) 29	The Board noted the action taken by the LSB in relation to contingency planning to date and the proposed further actions to be carried out in the current business plan year.
5. Reserved activities Paper (20) 30	The Board agreed to authorise the executive to develop options for carrying out a review of the reserved activities. A further update paper would be provided at an appropriate point.
6. Corporate risk Paper (20) 31	<p>The Board considered the Corporate Risk Register, which had been scrutinised in detail by the Audit and Risk Assurance Committee at its meeting on 2 June 2020.</p> <p>The Board approved the revised LSB Risk Management Strategy.</p> <p>The Board approved the proposed change to the risk appetite matrix.</p>
7. Board speaker - Elisabeth Davies, Chair, OLC	The Board noted an update from Elisabeth Davies, who addressed the Board for the first time since taking up the post of Chair of the Office for Legal Complaints on 1 April 2020.

8.	<p>Legal Services Board Annual Report 2019/20 Oral update following ARAC</p>	<p>The Board noted that, on behalf of the Board, the Audit and Risk Assurance Committee had scrutinised the final draft of the Annual Report and Accounts at its meeting on 2 June 2020, agreed the final draft and delegated authority to the Chair and Chief Executive to execute final sign-off.</p>
9.	<p>Report of ARAC 2 June meeting Oral update</p>	<p>The Board noted that the Audit and Risk Assurance Committee had met on 2 June 2020. Topics considered included: the final two internal audit reports for 2019/20– managing public money and performance management – and the final audit opinion for 2019/20; the external audit completion report for 2019/20; the corporate risk register; the annual review of Freedom of Information requests 2019/20; and a deep dive into resource planning.</p>
10.	<p>Finance Report to 30 April 2020 Paper (20) 32</p>	<p>The Board noted the Finance Report.</p>
11.	<p>Minutes of the previous meeting – 23 April 2020</p>	<p>The Board approved the minutes of the previous meeting.</p>
12.	<p>Board action tracker</p>	<p>The Board noted the action tracker.</p>
13.	<p>Papers circulated out of committee since last meeting:</p> <ul style="list-style-type: none"> • Paper (20) 25 – Q4 Performance Report 	<p>The Board noted the paper circulated out of committee on 12 May 2020.</p>
14.	<p>AOB</p>	<p>The Board noted the proposed Board speaker schedule for 2020/21</p> <p>In response to the open request for questions, the Board noted that one question had been received in advance of the meeting: <i>Your current performance monitoring [of the Legal Ombudsman] is extremely poor how do you intend to address this?</i></p> <p>The Board asked the Chief Executive to respond on their behalf.</p>