

Sent by email:

Kathryn Stone
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Date: 18 November 2022

Dear Kathryn,

Thank you and your Board members for giving up your time yesterday for the meeting of our two boards, following the LSB's extraordinary Board meeting in September, which focused on our longstanding concerns about the performance of the BSB. We were grateful for the diligence of your preparation and the openness with which you expressed your perspectives. We also welcomed your clear recognition of the LSB as the BSB's statutory oversight regulator.

The time you invested in sharing your views on how well led you are, your effective approach to regulation, your near exemplary approach to risk management and your strength in operational delivery and its oversight necessarily delayed us getting to a shared understanding of the scale of the challenge and the seriousness of the issues.

Reflecting on some of what we heard yesterday, and the apparent differences of view amongst your board members, it seems to us that your Board is in the process of agreeing amongst itself the scale of the challenge that faces you; where there are gaps between your current governance arrangements and performance and acceptable practice; and what steps you collectively think are required to address such gaps.

It was of course encouraging to hear the recognition from some of your Board members that there needed to be change, and their general optimism about your collective ability to deliver that change. Given our shared understanding of the importance of the role of the BSB and its effective achievement of its statutory objectives, and the length of time over which we have been sharing our concerns about the performance of the BSB, it is now pressing for us to understand the outcome of your deliberations. So, we hope that the process will proceed with pace, rigour and insight and we would be grateful to be kept abreast of your, hopefully early, conclusions. They will inform our own next steps and in particular whether we need to exercise our statutory powers.

As you will recall, we considered that there is a strong public interest in placing information in the public domain that records the engagement we have had on these important issues. The LSB's next Board meeting is on 29 November. I suggest that a response from the BSB to this letter that demonstrates its insight into the issues we have raised would be a suitable vehicle. It would be helpful to have such a response by Friday 25 November to enable us to publish it with our Board papers in advance of the meeting.

Yours sincerely,

A handwritten signature in black ink that reads "Helen Phillips". The script is cursive and fluid, with the first name "Helen" and the last name "Phillips" clearly distinguishable.

Dr Helen Phillips

Chair

E Helen.Phillips@legalservicesboard.org.uk

