

Legal Services Board
Board meeting 2024: Agenda

Date: 26 March 2024
Time: 10:30 – 14:30

Venue: LSB Offices

For more information contact:
Ethan Fleming | Corporate Governance Manager

LEGAL SERVICES BOARD

Agenda

Date: 26 March 2024 **Time:** 10:30 **Venue:** LSB Offices

Member attendance:	Alan Kershaw (Chair), Kate Briscoe, Catherine Brown, Clare Brown, Gary Kildare, Habib Motani, Lizzie Peers, Flora Page, Meena Sankar (Board Apprentice), Matthew Hill,
In attendance:	Ethan Fleming (Corporate Governance Manager – minutes), Stuart Hamill (Head, Finance and IT), Angela Latta (Head, Performance and Oversight), Jelena Lentoz (Head, Policy and Delivery), Margie McCrone (Head, Strategy and Policy), Paul Nezandonyi (Head, Communications and Engagement), Richard Orpin (Director, Regulation and Policy), Holly Perry (Director, Enabling Services), Danielle Viall (General Counsel)
Apologies:	
Attendance for agenda items:	Clare Brown, Toakase Tonga, Tania Hardcastle, Rob Morrison
External attendance:	Elisabeth Davies (OLC Chair), Paul McFadden (OLC Chief Ombudsman), Sarah Chambers (LSCP Chair)
Observers:	Elaine Rowe, Gavin Doyle

Item	Action	Speaker	Timing	
PRIVATE SESSION				
Board members attendance only				
Catch-up and intelligence sharing			10:30 (45 mins)	
BOARD MEETING				
1.	Welcome and apologies	Note	Chair	11:15 (5 mins)
2.	Declarations of interest relevant to the business of the Board			
3.	Chief Executive’s progress report Paper (24) 09	Discuss	MH	11:20 (25 mins)
4.	Final LSB Business Plan and Budget 2024/25 Paper (24) 10	Agree	TH/SH	11:45 (20 mins)
5.	First Tier Complaints – Requirements, Guidance and Statement of Policy Paper (24) 11	Agree	CB	12:05 (20 mins)
Break – 12:25 – 12:55				
6.	OLC Budget Application 2024/25 Paper (24) 12	Agree	OLC	12:55 (20 mins)
7.	LSCP Workplan Paper (24) 13	Endorse	SC	13:15 (20 mins)

8.	Annual Conference Reflection - Oral	Discuss	PN	13:35 (20 mins)
9.	ARAC Update - Oral Report of the meeting of the 8 March - ARAC Annual Report - Paper (24) 14	Agree	ARAC Chair	13:55 (5 mins)
10.	RNC Update - Report of the meeting of the 1 February (minutes previously circulated) - RNC Annual Report - Paper (24) 15	Agree	RNC Chair	14:00 (5 mins)
By consent:				
11.	Minutes of the previous meeting – 27 February 2024	Note	Chair	14:05 (10 mins)
12.	Finance Report to 29 February 2024 Paper (24) 16	Note		
13.	Board action tracker	Note		
14.	Health and Safety Policy Paper (24) 17	Agree		
15.	Papers circulated out of committee since last meeting: <i>Available on request</i>	Note		
16.	Forward look <i>Draft agenda for next Board meeting attached</i>	Note		
17.	AOB	Discuss		
18.	Wrap up and summary	Note		
PRIVATE SESSION				
Board members attendance only				
19.	Senior Independent Director-led discussion with Board on Chair's performance	Discuss	SID	14:15 (20 mins)
Close 14:35				

Date and Time of Next Meeting: 30 April 2024 at 10:30

Venue: In person, with option to join virtually