Minutes of the Legal Services Board (LSB) meeting held on 27 February 2024

Date:	27 February 2024	
Time:	10:30-11:15 (Board Speaker session) 11:15-12:00 (Board private session) 12:30-14:45 (Board meeting)	
Venue:	LSB Offices	
Present: **(Members)**	Alan Kershaw, Chairing the meeting Catherine Brown Clare Brown Gary Kildare Habib Motani Lizzie Peers Meena Sanker, Board Apprentice Matthew Hill, Chief Executive	
In Attendance:	Mia Biles	Policy Associate (item 3)
	Stuart Hamill	Head, Finance and IT
	Angela Latta	Head, Performance and Oversight
	Margie McCrone	Head, Strategy and Policy
	Nicola Noble	Senior Legal Advisor (item 3)
	Richard Orpin	Director, Regulation and Policy
	Danielle Viall	General Counsel
	Holly Perry	Director, Enabling Services
	Paul Nezandonyi	Head, Communications and Engagement
	Ethan Fleming	Corporate Governance Manager (minutes)
Apologies:	Kate Briscoe Flora Page	

Item 1 - Welcome and Apologies

1. Apologies had been received from Kate Briscoe and Flora Page.

Item 2 - Declarations of Interest Relevant to the Business of the Board

2. There were no declarations to record.

Item 3 – Statutory Guidance - Tech and Innovation

3. The Director, Policy and Regulation introduced the item and reported that the objective was for regulation to support technology to be an enabler and improve access to justice. The guidance was technology neutral and in line with the Government's response to its White Paper on AI to encourage innovation, but remain alert, and responsive, to risks. The guidance would take effect from the date of publication and regulators' performance against it could then be considered under the regulatory performance framework. The following points were raised in discussion:
   - Outcome one of the guidance - "Technology and innovation are used to support consumers to better access legal services and address unmet need" - would be

adjusted to reflect the changes to the other outcomes in response to the consultation, to clarify that it was not requiring any particular technology to be used.

- The guidance was designed primarily to address access to justice, but it would positively impact on other areas as well. A reference to the other impacts of the guidance would be considered.
- Technology would not always deliver efficiencies but may allow things to occur that previously could not be undertaken. There may also be EDI implications, with the removal of routine and administrative tasks allowing people to progress earlier and faster throughout the profession, or negatively impact, with job losses at junior levels where the profession was more diverse.
- It was important for lawyers to remain accountable and to seek the appropriate assurances from technology.
- Data was important and AI required a large data pool to be viable. Regulators may see benefit from adopting shared data pools.
- The LSB had previously carried out research in this area and regulators would be encouraged to undertake further research and collaborate with each other to share costs.
- The LSB needed to align its developing internal policy on the use of AI with this guidance.

4. The Board **agreed** the final Guidance and consultation response document for issue and publication, and **delegated** to the Chief Executive approval of final minor changes prior to publication.

Item 4 - Annual Conference update

5. The Head, Communications and Engagement introduced the item, and the following points were raised in discussion:
   - The agenda included a mix of keynote speeches and panels presenting evidence and research, sharing stories of the impact of unmet legal need, and discussing actions that could be taken to better connect people to legal services.
   - The attendees represented a wide range of different segments of the profession.

6. The Board **noted** the Annual Conference update.

Item 5 – Minutes of the Previous Meeting – 23 January 2024

7. The Board **agreed** the minutes subject to a minor amendment to paragraph ten to amend “malpractice” to “competence”.

Item 6 - Finance Report to 31 January 2024

8. The Board **noted** the Finance report.

Item 7 – Board Action Tracker

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

Item 8 – Papers circulated out of committee since last meeting

10. The Board **noted** the paper circulated out of committee.

Item 9 - Forward look

11. The Board **noted** the forward look.

Item 10 – AOB

A forward look of dates that required Board members' attendance would be produced. (**action**)