

Minutes of the Legal Services Board (LSB) meeting held on 28 February 2019

Date: 28 February 2019

Time: 10:30 – 11:00 (Board private session)

11.00 -12:30 (strategy session) 12:30 – 13:15 (training session) 13:15 – 14:30 (Board meeting)

Venue: 13th floor, One Kemble Street, London WC2B 4AN

Present: Dr Helen Phillips Chairing the meeting

(Members) Neil Buckley Chief Executive

David Eveleigh Marina Gibbs Jeremy Mayhew Catharine Seddon

Michael Smyth CBE QC (Hon)

In attendance: Paul Nezandonyi Interim Communications Adviser (observing)

Chris Nichols Interim Policy Director

Steph North Corporate Governance Manager (minutes)

Holly Perry Head of Corporate Services

Danielle Viall General Counsel

Caroline Wallace Strategy Director (from item 1)

In attendance for specific agenda items:

Jenny Brenton Interim Legal Adviser (item 4)

Steve Brooker Head Policy Development and Research

(strategy session)

Angela Latta Regulatory Policy Principal (item 4)

Huw Penson Corporate Affairs Associate (strategy session)

Craig Wakeford Regulatory Policy Associate (item 4)

BOARD MEETING

Item 1 - Welcome and apologies

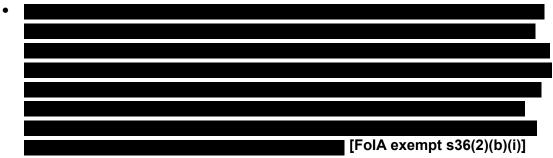
- 1. The Chair welcomed those present and in attendance to the meeting.
- 2. Apologies had been received from Terry Babbs and Jemima Coleman.

Item 2 - Declarations of interests relevant to the business of the Board

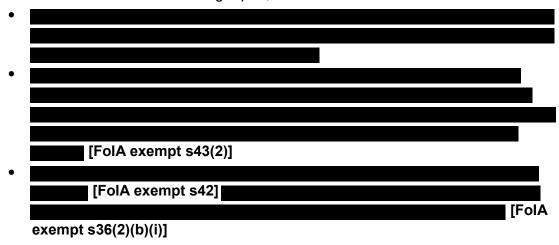
3. There were no declarations of interest relevant to the business of the Board.

Item 3 - Paper (19) 08 - Chief Executive's progress report

- 4. The Chief Executive presented his progress report for the period January to February 2019, drawing the Board's attention in particular to the following points:
 - An update on the lessons learnt from the Leigh Day litigation and appeal, as well
 as ongoing Freedom of Information requests. Board members agreed about the
 importance of being able to have candid discussions with stakeholders as a part
 of effective relationship management, and in line with the Fol Code of Practice;



- The Legal Services Consumer Panel would produce a paper on alternative dispute resolution models that could be applied by the Legal Ombudsman, this would be the basis of discussion at a Board to Board session with the OLC scheduled for June 2019;
- The trend of the reducing number of non-UK litigants in financial courts was noted in the horizon scanning report;

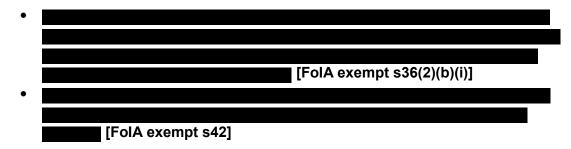


5. Members **noted** the Chief Executive's progress report.

Item 4 – Paper (19) 09 – Response to IGR consultation and next steps

6. The Chair welcomed Angela Latta, Craig Wakeford and Jenny Brenton to the meeting, noting thanks to the team for their work to date. The paper contained an overview of responses to the draft new Internal Governance Rules consultation, proposed changes to the draft rules and proposed next steps for the project.

| 7. | An | gela Latta presented the paper highlighting the following points: |
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| | | [FolA exempt s42] |
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| | | [FoIA exempt s36(2)(b)(i)] |
| | • | In relation to the revised timetable, it was proposed that a full set of papers would |
| | | be presented to the April Board meeting, [FolA exempt s42] |
| 8. | | e Board noted that the consultation process had worked well and the following nts were raised in discussion: |
| | • | [FolA exempt s42] |
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9. The Board **reviewed** the overview of consultation responses, provided a steer on areas for revision subject to comments raised, and **agreed** the next steps and revised timetable –

[FolA exempt s42]

Item 5 – Paper (19) 10 – OLC Scheme Rules – claims management companies changes

10. The Board reviewed and **approved** the OLC Scheme Rules change in relation to claims management companies.

Item 6 - Paper (19) 11 - Finance Report for January 2019

11. The Board reviewed and **noted** the latest Finance Report.

Item 7- Draft minutes of previous meeting - 23 January 2019, Draft minutes of RNC meeting - 5 February 2019

- 12. The 23 January Board meeting minutes were **approved**.
- 13. The 5 February RNC meeting minutes were **noted**.
- 14. In addition, the Board formally **noted** the Q3 performance report which had been considered out of committee.

Item 8 - Board action tracker

15. The Board reviewed and **noted** the action tracker.

Item 9 - Forward look / reflections

- 16. The Board **reviewed** the agenda for the next Board meeting, to take place on 26 March, noting that the IGR item should include reference to the communication plan, and that the executive should follow-up on an update in the CEO's Report by engaging a future *lawtech* external speaker.
- 17. The Board next **reflected** on the meeting, making the following comments:
 - It had been a positive meeting, with a full agenda and discussion;

| | The external speaker session had been particularly valuable. The executive | | |
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| | [FoIA exempt s36(2)(b)(i)] | | |
| Item 10 – AOB | | | |
| 18. | There was no other business and the meeting closed. | | |
| | SN 04/03/19 | | |
| | Signed as an accurate record of the meeting | | |
| | Date | | |
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