



Costs Lawyer Standards Board

AGENDA

Monday 21 October 2024 @ 10:30am
Remotely via videocall

Board:	Rt Hon David Heath CBE	Lay NED (Chair)
	Stephanie McIntosh	Lay NED (Vice-Chair)
	Andrew Harvey	Lay NED
	Andrew McAulay	Non-Lay NED
	Paul McCarthy	Non-Lay NED
In attendance:	Kate Wellington	CEO
	Jacqui Connelly	Director of Operations
	Lori Frecker	Director of Policy
	Tom Hayhoe	Legal Services Consumer Panel (item 1)
	Lola Bello	Legal Services Consumer Panel (item 1)
	David Bailey-Vella	Association of Costs Lawyers (item 9.1)

Note: Agenda items in blue are standing items

	Agenda item	Paper	Publish ¹	Lead
1	Opening matters 1.1 Quorum and apologies 1.2 Declarations of interest on agenda items 1.3 Meet and greet session with Tom Hayhoe	- - -		DH DH DH
2	Minutes 2.1 Approval of minutes (17 July 2024) 2.2 Matters arising (17 July 2024)	Item 2.1 -	Yes	DH DH
3	Strategy 3.1 Progress against Business Plan: Q3 2024 3.2 Communications strategy	Item 3.1 Item 3.2	Yes No (B)	KW KW

¹ The letters used in this column indicate the reason for any non-publication of papers. They correspond to the reasons set out in our publication policy, which can be found on the [What we Publish](#) page of our website.

4	Board matters 4.1 Interim update from Remuneration Committee	-		AH
5	Finance 5.1 Quarterly report: Q3 2024 5.2 Practising fee application outcome	Item 5.1 Item 5.2	No (D, E) Yes	JC KW
6	Risk management 6.1 Review of risk register	Item 6.1	Yes	DH
7	Regulatory matters 7.1 Education and training updates 7.2 Guidance Note for unregulated firms 7.3 Costs Lawyers, technology and regulation project report 7.4 EDI resources bundle 7.5 Topic note: Presenting information to the court 7.6 Feedback from Wales roundtable 7.7 Next two year review of the DR&P	- Item 7.2 Item 7.3A+B Item 7.4A-D Item 7.5 - Item 7.7	 Yes Yes Yes Yes Yes	 KW KW LF KW KW DH/LF KW
8	Legal Services Board (LSB) 8.1 Work updates 8.2 Regulatory performance assessment info request	Item 8.1 Item 8.2	Yes Yes	KW KW
9	Stakeholder updates² 9.1 Discussion with ACL: New membership categories 9.2 ACL Council meeting minutes 9.3 Feedback from ACL London conference 9.4 Work updates	- Item 9.2 - -	 Yes 	 DH KW JC/LF KW
10	Operations 10.1 Outcome of 2024 audit of complaints procedures 10.2 Documenting internal processes 10.3 Data protection review	Item 10.1 Item 10.2A+B -	Yes Yes	JC KW/JC KW
11	Publication 11.1 Confirmation that papers can be published	-		DH
12	AOB	-		DH
13	Next meeting Date: 12 December 2024 Venue: Remotely via Teams	-		DH

² This agenda item is used to update the board on significant developments relating to the work of the Legal Services Consumer Panel, Association of Costs Lawyers, ACL Training, Legal Ombudsman (including exception reporting on service complaints) and other relevant stakeholders.