

**Legal Services Consumer Panel meeting  
12 December 2012, 10.30 – 17.30**



**Agenda**

<b>Item</b>	<b>Synopsis</b>	<b>Timing</b>
1. Welcome	Elisabeth Davies to set the scene for the day	10.30
2. Declaration of interests	Members to declare any interests they have which may impact on Panel business	10.40
3. Minutes of 17 October meeting	To agree the minutes	10.40
4. Matters arising		10.40
<b>A. Understanding what's changing: What might the future look like?</b>		
5. How market reforms and technology will change the law	Mark Edwards, Vice President and General Manager UK, Rocket Lawyer Neil Kinsella, Chief Executive, Russell Jones & Walker	10.45
<b>Sandwich lunch (from 12pm)</b>		
<b>B. Strategic themes</b>		
6. Year Three Review and future work	Elisabeth Davies to lead an open discussion on the Panel's third year of operations and the shape of the next work programme: <ul style="list-style-type: none"> <li>• Paper LSCP/020/001</li> <li>• Paper LSCP/020/002</li> </ul>	13.00
7. Consumer Impact Report review	Graham Corbett to present a Paper on the outcome of his review of the Consumer Impact Report <ul style="list-style-type: none"> <li>• Paper LSCP/020/003</li> </ul>	14.30

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8. One critical project/area of work	Members to each identify the one project/area of work (existing or new) that they feel should be part of next year's work programme	15.00
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### Tea break

9. Risk research	A presentation from Vanilla Research on our consumers and risk research findings	15.30
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### C. Next meeting

10. Draft agenda for next meeting: 28 January	To approve the draft agenda <ul style="list-style-type: none"> <li>• Paper LSCP/020/004</li> </ul>	16.25
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11. Private session		16.30
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#### For more information:

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