

Legal Services Consumer Panel meeting 13 September 2012, 13.00 – 17.00



Agenda

Item	Synopsis	Action	Timing
1. Welcome and apologies			13.00
2. Declaration of interests	Members to declare any interests they have which may impact on Panel business	To note any declarations	13.00
3. Minutes of 27 June meeting		To agree the minutes	13.00
4. Matters arising			13.05
A. Progress update			
5. Chair's report	Elisabeth Davies to present a Paper on Panel news <ul style="list-style-type: none">Paper LSCP/018/001	To note the paper	13.10
6. Members' updates	All members to report back on their Panel activities	An oral update	13.20
B. Policy issues			
7. Complaints special	Steve Brooker to present some statistics on first and second-tier complaints	To discuss	13.30
8. Triennial Review	Elisabeth Davies to lead a discussion on learning from the Triennial Review <ul style="list-style-type: none">Paper LSCP/018/002	To discuss	14.15

Coffee break

9. Consultation responses	Harriet Gamper to present a Paper summarising consultation responses <ul style="list-style-type: none">• Paper LSCP/018/003	To note	15.15
10. Draft agenda for next meeting – 17 October	<ul style="list-style-type: none">• Paper LSCP/018/004	To approve the draft agenda	15.25
11. Dates for 2013 meetings	Harriet Gamper to present a Paper suggesting dates for Panel meetings during 2013 <ul style="list-style-type: none">• Paper LSCP/018/005	To approve	15.30
12. Any other business			15.30

Session with LSB colleagues

13. Consumer Impact Report 2012	An interactive discussion with LSB colleagues of the findings of the Consumer Impact Report 2012		15.30
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Future meetings in 2012:

17 October
12 December – All Day Meeting

For more information:

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