

Legal Services Consumer Panel meeting 2 October 2013, 13.00 – 17.00

LEGAL
SERVICES
CONSUMER
PANEL

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 15 August 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/026/001 | 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. Litigants in person | Frances and Neil to present a Paper describing our emerging plans in this area <ul style="list-style-type: none">Paper LSCP/026/002 | To discuss | 13.30 |
| 8. Legal Ombudsman benchmarking | Emma and Jeff to present a Paper comparing data on the Legal Ombudsman with other redress schemes <ul style="list-style-type: none">Paper LSCP/026/003 | To discuss and approve | 14.15 |

Coffee break

| | | | |
|--|---|--------------------------------------|-------|
| 9. BEUC partnership agreement | Frances Harrison to present a proposal for a partnership agreement with BEUC <ul style="list-style-type: none">Paper LSCP/026/004 | To discuss and approve | 15.15 |
| 10. Project updates | Panel leads to update members on progress with 2013-14 projects <ul style="list-style-type: none">Paper LSCP/026/005 | To note | 15.45 |
| 11. Consultation responses | Harriet Gamper to present a Paper summarising consultation responses <ul style="list-style-type: none">Paper LSCP/026/006 | To note | 16.15 |
| 12. Planning for All Day meeting in December | Elisabeth Davies to lead a discussion on the agenda for this meeting | To discuss | 16.30 |
| 13. Any other business | | | 16.55 |

Future meetings in 2013:

11 December – all day

For more information:

Steve Brooker
Consumer Panel Manager
T: 020 7271 0077

Harriet Gamper
Consumer Panel Associate
T: 020 7271 0076