

**Legal Services Consumer Panel meeting  
25 June 2014, 13.00 – 17.00**



**LEGAL  
SERVICES  
CONSUMER  
PANEL**

## **Agenda**

<b>Item</b>	<b>Synopsis</b>	<b>Action</b>	<b>Timing</b>
<b>A. Formal items</b>			
1. Welcome and apologies			13.00
2. Declaration of interests	Members to declare any interests they have which may impact on Panel business	To <b>note</b> any declarations	13.00
3. Minutes of 7 May meeting		To <b>agree</b> the minutes	13.00
4. Matters arising			13.05
<b>B. Substantive items</b>			
5. BS18477 guide	Catherine Wolthuisen to present a draft guide for regulators on applying BS18477 in legal services <ul style="list-style-type: none"><li>Paper LSCP/030/001</li></ul>	To <b>approve</b>	13.15
6. Consumer Impact Report III	Andy Foster to present the data for the third edition of the Consumer Impact Report <ul style="list-style-type: none"><li>Paper LSCP/030/002</li></ul>	To <b>discuss</b>	14.00
<b>Coffee break</b>			
7. Guest speaker: Robin Knowles QC	Robin Knowles leads the Civil Justice Council Working Group on Litigants in Person	To <b>discuss</b>	15.15

### C. Information items

8. Chair's report	Elisabeth Davies to present a Paper on Panel news <ul style="list-style-type: none"><li>Paper LSCP/030/003</li></ul>	To <b>note</b> the paper	16.15
9. Members' updates	All members to report back on their Panel activities	An <b>oral</b> update	16.25
10. Projects update	<ul style="list-style-type: none"><li>Paper LSCP/030/004</li></ul>	To <b>note</b> the paper	16.35
11. Consultation responses	<ul style="list-style-type: none"><li>Paper LSCP/030/005</li></ul>	To <b>note</b> the paper	16.45

### D. Next meeting

12. Draft agenda for joint meeting with LSB	<ul style="list-style-type: none"><li>Paper LSCP/030/006</li></ul>	To <b>approve</b>	16.50
13. Any other business			16.55

#### Future meetings in 2014:

29 September (with LSB Board)  
29 October  
11 December

#### For more information:

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