

**Legal Services Consumer Panel meeting
9 May 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 February 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/016/001 	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. Annual Report	Steve Brooker to present the Panel's draft Annual Report <ul style="list-style-type: none"> • Paper LSCP/016/002 	To discuss and approve	13.30
8. Legal Ombudsman scheme rules and third party complaints	Steve Brooker to present an outline response to the Legal Ombudsman's consultation and a draft paper on third party complaints <ul style="list-style-type: none"> • Paper LSCP/016/003 	To discuss and approve	14.15

Coffee break

9. Education and training and quality assurance	Neil Wightman to present a discussion paper recommending the Panel's policy position on education and training, plus a draft response to the LSB consultation on quality assurance <ul style="list-style-type: none">• Paper LSCP/016/004	To discuss and approve	15.15
10. Consultation responses	Steve Brooker to present a Paper summarising consultation responses <ul style="list-style-type: none">• Paper LSCP/016/005	To note	16.15
11. Draft agenda for next meeting – 27 June	<ul style="list-style-type: none">• Paper LSCP/016/006	To approve the draft agenda	16.35
12. Any other business			16.40

D. Private session

13. Panel evaluation and Chair appraisal	Paul Munden to lead the discussion in the absence of the Panel Chair and Secretariat.	To discuss	16.40
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Future meetings in 2012:

27 June
13 September
17 October
12 December – All Day Meeting

For more information:

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