

**Legal Services Consumer Panel meeting  
24 February 2016, 13:00 – 16:00**



**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 27 January meeting		To <b>agree</b> the minutes	13.00
4. Matters arising			13.05
<b>B. Substantive items</b>			
5. Work Programme 2016-17	Lola to present the finalised work programme for 2016-17 <ul style="list-style-type: none"> <li>• Paper LSCP/039/001</li> </ul>	To <b>approve</b>	13.10
6. LSB first tier complaints guidance	Nicholas Baré to provide an oral update on the LSB's work on first tier complaints	To <b>discuss</b>	13.40
<b>Coffee break</b>			
7. Sharon Horowitz, Maria Rican-Sevitz, Paul Tregear	CMA in to discuss their market review of legal services <ul style="list-style-type: none"> <li>• Paper LSCP/039/002</li> </ul>	To <b>discuss</b>	14.10
8. SRA and handbook review	Dr Chris Decker from Oxford University to discuss the SRA work around their handbook review <ul style="list-style-type: none"> <li>• Paper LSCP/039/003</li> </ul>	To <b>discuss</b>	14:55

### C. Information items

9. Chair's report and members' updates	Update on Chair and member activity	An <b>oral</b> update	15.25
10. Projects update	<ul style="list-style-type: none"><li>Paper LSCP/039/004</li></ul>	To <b>note</b> the paper	15.35
11. Consultation responses	<ul style="list-style-type: none"><li>Paper LSCP/039/005</li></ul>	To <b>note</b> the paper	15.40

### D. Next meeting

12. Draft agenda for 27 April meeting	<ul style="list-style-type: none"><li>Paper LSCP/039/006</li></ul>	To <b>approve</b>	15.45
13. Any other business			15.45

#### Future meetings in 2016:

27 April  
29 June  
28 September  
7 December

#### For more information:

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