

Legal Services Consumer Panel meeting

27 January 2016, 13:00 – 17:00



Agenda

Item	Synopsis	Action	Timing
A. Formal items			
• Welcome and apologies			13.00
• Declaration of interests	Members to declare any interests they have which may impact on Panel business	To note any declarations	13.00
• Minutes of 30 September meeting		To recap the minutes	13.00
• Matters arising			13.05
B. Substantive items			
• LSCP work programme	Lola to present draft work programme for 2016-2017 <ul style="list-style-type: none">• Paper LSCP/038/001	To approve	13.10
• Consumer segmentation	Elisabeth to present an outline of the Panel's consumer segmentation work <ul style="list-style-type: none">• Paper LSCP/038/002	To discuss	13.55
Coffee break			
• External Changes	Lola to present a paper on the CMA Review, Treasury Consultations and the LSCP potential response. <ul style="list-style-type: none">• Paper LSCP/038/003	To discuss	14:40

<ul style="list-style-type: none"> • Guest speaker: Stephen Mayson 	<p>Stephen Mayson to present on his work on legislative reform</p> <ul style="list-style-type: none"> • Paper LSCP/038/004 	To discuss	15:10
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C. Information items

<ul style="list-style-type: none"> • Chair's and members' updates 		An oral update	15.50
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<ul style="list-style-type: none"> • Projects update 	<ul style="list-style-type: none"> • Paper LSCP/038/005 	To note the paper	16.00
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<ul style="list-style-type: none"> • Consultation responses 	<ul style="list-style-type: none"> • Paper LSCP/038/006 	To note the paper	16.05
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<ul style="list-style-type: none"> • LSB affordability project update 	<ul style="list-style-type: none"> • Paper LSCP/039/007 	Paper for comment	16.05
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D. Next meeting

<ul style="list-style-type: none"> • Draft agenda for 24 February meeting 	<ul style="list-style-type: none"> • Paper LSCP/038/008 	To approve	16.25
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<ul style="list-style-type: none"> • Any other business 			16.30
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<ul style="list-style-type: none"> • Meet the new LSB CEO 	Neil Buckley to attend	To discuss	16.30
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Future meetings in 2016:

24 February
 27 April
 29 June
 28 September
 7 December

For more information:

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