

**Legal Services Consumer Panel meeting  
28 September 2016, 1.00 pm – 5.00 pm**



**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 29 June meeting		To <b>recap</b> the minutes	13.05
4. Matters arising			13.10
<b>B. Substantive items</b>			
5. Consumer Segmentation	Philip to present a position paper on consumer segmentation <ul style="list-style-type: none"> <li>Paper LSCP/042/001</li> </ul>	To <b>discuss</b>	13.15
6. Information Remedies	Lola to update on the LSB's Commission on Information Remedies and agree an approach <ul style="list-style-type: none"> <li>Paper LSCP/042/002</li> </ul>	To <b>discuss</b>	13.35
<b>Coffee break</b>			
7. CMA market review of legal services	Rachel Merelie, Sharon Horowitz, Maria Rican-Sevitz, Paul Kellaway and Paul Tregear to present CMA interim study findings <ul style="list-style-type: none"> <li>Paper LSCP/042/003</li> </ul>	To <b>discuss</b>	14:10

8. Legal Services Board update	Mike Pitt and Neil Buckley to discuss interim findings of CMA study and feedback on LSB Legislative Reform paper launch • Paper LSCP/042/004	To <b>discuss</b>	14:50
9. Access to Financial Services	Martin Coppack to discuss FCA work around access to financial services Paper LSCP/042/005	To <b>discuss</b>	16.00
<b>C. Information items</b>			
10. Chair's report and members' updates	An opportunity for members to report back on their Panel activities • Paper LSCP/042/006	An <b>oral</b> update To <b>note</b> the paper	16.30
11. Projects update	• Paper LSCP/042/007	To <b>note</b> the paper	16.40
12. Consultation responses	• Paper LSCP/042/008	To <b>note</b> the paper	16.50
<b>D. Next meeting</b>			
13. Approach for 7 December Away Day		To <b>discuss</b>	16.55
14. Any other business			17.00

**Future meetings in 2016:**

7 December

**For more information:**

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