

## Legal Services Consumer Panel meeting 29 June 2016, 1.00 pm – 5.00 pm



### Agenda

| Item                           | Synopsis   | Action                               | Timing |
|--------------------------------|--|--------------------------------------|--------|
| <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 April meeting |  | To <b>recap</b> the minutes          | 13.00  |
| 4. Matters arising             |  |                                      | 13.05  |
| <b>B. Substantive items</b>    |  |                                      |        |
| 5. Consumer Segmentation       | Philip to present a paper on consumer segmentation <ul style="list-style-type: none"><li>Paper LSCP/041/001</li></ul>                                | To <b>discuss</b> and <b>approve</b> | 13.10  |
| 6. Tracker Survey              | Panel Associate to present findings and initial drafts of the 2016 Tracker Survey <ul style="list-style-type: none"><li>Paper LSCP/041/002</li></ul> | To <b>discuss</b> and <b>approve</b> | 13.40  |
| <b>Coffee break</b>            |  |                                      |        |
| 7. Stephen Mayson              | Stephen Mayson to provide an update on his work with LSB on legislative reform <ul style="list-style-type: none"><li>Paper LSCP/041/003</li></ul>    | To <b>discuss</b>                    | 14:10  |

|   |   |   |       |
|---|---|---|-------|
| 8. Regulatory Standards                   | Emma Kelly-Dempster and Karen Marchant (LSB) to present findings of the LSB regulatory standards work<br>• Paper LSCP/041/004 | To <b>discuss</b>                                 | 14.50 |
| 9. Cost transparency                      | Jim Diamond (Independent) to present work on transparency of costs<br>• Paper LSCP/041/005                                    | To <b>discuss</b>                                 | 15:35 |
| <b>C. Information items</b>               |   |   |       |
| 10. Chair's report and members' updates   | An extended opportunity for members to report back on their Panel activities<br>• Paper LSCP/041/006                          | An <b>oral</b> update<br>To <b>note</b> the paper | 16.15 |
| 11. Projects update                       | • Paper LSCP/041/007  | To <b>note</b> the paper                          | 16.35 |
| 12. Consultation responses                | • Paper LSCP/041/008  | To <b>note</b> the paper                          | 16.45 |
| <b>D. Next meeting</b>                    |   |   |       |
| 13. Draft agenda for 28 September meeting | • Paper LSCP/041/009  | To <b>approve</b>                                 | 16.55 |
| 14. Any other business                    |   |   | 17.00 |

**Future meetings in 2016:**

28 September  
7 December

**For more information:**

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