

**Legal Services Consumer Panel meeting
10 March 2010, 11.00 – 14.30**



Agenda

Item	Synopsis	Action	Timing
1. Welcome and apologies			11.00
2. Declaration of interests	Members to declare any interests they have which may impact on Panel business	To note any declarations	11.00
3. Minutes of 14 January meeting		To agree the minutes	11.00
4. Matters arising			11.05
A. Progress update			
5. Chair's report	Dianne Hayter to present a Paper on Panel news <ul style="list-style-type: none"> Paper LSCP/003/001 	To note the paper	11.10
B. Operational issues			
6. Work programme 2010-11	Steve Brooker to present a Paper seeking approval for a work programme for 2010-11 <ul style="list-style-type: none"> Paper LSCP/003/002 	To approve the paper	11.15
7. Lessons from previous complaints arrangements	Zahida Manzoor to offer her thoughts on what can be learned from the previous complaints arrangements	To discuss	11.35
8. Working with the Legal Ombudsman	Elizabeth France and Adam Sampson to lead a discussion on plans for the Legal Ombudsman and how we can work together	To discuss	12:05

Sandwich lunch

9. Measuring our success	Steve Brooker to present a Paper on measuring the impact of our work <ul style="list-style-type: none">Paper LSCP/003/003	To discuss the paper	13.00
--------------------------	---	-----------------------------	-------

C. Policy issues

10. Referral arrangements	Vanilla Research to present the findings of the consumer research and Steve Brooker to present a Paper updating on progress <ul style="list-style-type: none">Paper LSCP/003/004	To discuss the research findings and note the progress update	13.30
---------------------------	--	--	-------

11. Consultation responses	Steve Brooker to present a Paper summarising consultation responses <ul style="list-style-type: none">Paper LSCP/003/005	To note the paper	14.15
----------------------------	--	--------------------------	-------

12. Any other business			14.25
------------------------	--	--	-------

D. Future meetings

13. Draft agenda for next meeting – 12 May	<ul style="list-style-type: none">Paper LSCP/003/006	To approve the draft agenda	14.25
--	--	------------------------------------	-------

Future meetings in 2010:

12 May
14 July
6 October
8 December – All Day Meeting

For more information:

Steve Brooker
Consumer Panel Manager

T: 020 7271 0077 E: steve.brooker@legalservicesconsumerpanel.org.uk

Alanna Linn
Consumer Panel Associate
T: 020 7271 0076 E: alanna.linn@legalservicesconsumerpanel.org.uk