

Legal Services Consumer Panel meeting 14 December 2011, 11.00 – 17.00



Agenda

Item	Synopsis	Timing
1. Welcome	Elisabeth Davies to set the scene for the day	11.00
2. Declaration of interests	Members to declare any interests they have which may impact on Panel business	11.05
3. Minutes of 26 October meeting	To agree the minutes	11.05
4. Matters arising		11.10
A. Strategic issues		
5. Year Two Review	Elisabeth Davies to lead an open discussion on the Panel's second year of operations <ul style="list-style-type: none">Paper LSCP/013/001	11.15
Sandwich lunch		
6. Customer insight	A presentation from Opinion Leader Research on latest thinking in customer insight and research methodologies	12.45
7. LSB perspective	Julie Myers to provide the LSB's perspective on the second year of working with the Panel and to set out its proposed new three year strategy and business plan for 2012-13	13.30
8. Work programme 2012-13	Elisabeth Davies to lead a discussion on initial ideas for the Panel's third work programme <ul style="list-style-type: none">Paper LSCP/013/002	14.15

B. Progress update and policy issues

9. Chair's report	Elisabeth Davies to present a Paper on Panel news <ul style="list-style-type: none">Paper LSCP/013/003	15.15
10. Members' updates	Members to report back on their Panel activities	15.25
11. Comparison websites	Steve Brooker to present a draft report on comparison websites for approval <ul style="list-style-type: none">Paper LSCP/013/004	15.35
12. Consultation responses	Alanna Linn to present a Paper summarising consultation responses, including the Legal Ombudsman draft strategy and business plan <ul style="list-style-type: none">Paper LSCP/013/005	16.15
13. Final reflections on the day	Members to reflect on the day's discussions	16.45
14. Any other business		16.55

C. Future meetings

15. Draft agenda for next meeting:8 February	To approve the draft agenda <ul style="list-style-type: none">Paper LSCP/013/006	16.55
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