

**Legal Services Consumer Panel meeting
20 June 2011, 11.00-15.00, Birmingham**



Agenda

Item	Synopsis	Action	Timing
JOINT OLC/PANEL MEETING			
A. Complaints			
1. Arrival and tour	A tour of the Legal Ombudsman's offices		11.00
2. Joint OLC/Panel meeting	An opportunity to discuss a range of issues related to the Legal Ombudsman		11.30
Sandwich lunch with OLC members			
PANEL BUSINESS			
B. Progress update			
3. Welcome and apologies			13.00
4. Declaration of interests	Members to declare any interests they have which may impact on Panel business	To note any declarations	13.00
5. Minutes of 4 May meeting		To agree the minutes	13.00
6. Matters arising			13.05

7. Chair's report	Dianne Hayter to present a Paper on Panel news <ul style="list-style-type: none"> Paper LSCP/010/001 	To note the paper	13.10
8. Members' updates	Members to report back on their Panel activities	An oral update	13.20
9. Joint OLC/Panel meeting	An opportunity to reflect on the morning's discussions	To discuss	13.30
A. Policy issues			
10. Will writing	Steve Brooker to present the Panel's draft report to the LSB on will writing <ul style="list-style-type: none"> Paper LSCP/010/002 	To approve the draft report	13.45
11. Consultation responses	Alanna Linn to present a Paper summarising consultation responses <ul style="list-style-type: none"> Paper LSCP/010/003 	To note	14.45
12. Any other business			14.50
D. Future meetings			
13. Draft agenda for next meeting – 12 September	<ul style="list-style-type: none"> Paper LSCP/010/004 	To approve the draft agenda	14.50

Future meetings in 2011:

12 September
26 October
14 December – All Day Meeting

For more information:

Steve Brooker
Consumer Panel Manager
T: 020 7271 0077

Alanna Linn
Consumer Panel Associate
T: 020 7271 0076