

**Legal Services Consumer Panel meeting  
20 September 2011, 11.00-15.00, London**



**Agenda**

<b>Item</b>	<b>Synopsis</b>	<b>Action</b>	<b>Timing</b>
1. Welcome and apologies			11.00
2. Declaration of interests	Members to declare any interests they have which may impact on Panel business	To <b>note</b> any declarations	11.00
3. Minutes of 20 June meeting		To <b>agree</b> the minutes	11.00
4. Matters arising			11.05
<b>A. Progress update</b>			
5. Chair's report	Elisabeth Davies to present a Paper on Panel news <ul style="list-style-type: none"> <li>• Paper LSCP/011/001</li> </ul>	To <b>note</b> the paper	11.10
6. Members' updates	Members to report back on their Panel activities	An <b>oral</b> update	11.20
<b>B. Policy issues</b>			
7. SRA Consumer Affairs – Guest speaker	Mehrunnisa Lalani and Richard Silver to provide details about the SRA's new Consumer Affairs division	To <b>discuss</b>	11.30
<b>Sandwich lunch</b>			
8. Insurance – Guest speaker from Council for Mortgage Lenders	Jennifer Bourne of CML to present on insurance issues and the legal sector	To <b>discuss</b>	13.00

9. Projects update	Steve Brooker to present a progress report on current work programme projects <ul style="list-style-type: none"> <li>• Paper LSCP/011/002</li> </ul>	To <b>note</b> the paper	14.00
10. Consultation responses	Alanna Linn to present a Paper summarising consultation responses, including the BIS review of consumer bodies <ul style="list-style-type: none"> <li>• Paper LSCP/011/003</li> </ul>	To <b>note</b> the paper	14.15
11. Meeting dates for 2012	Alanna Linn to present a Paper proposing meeting dates for 2012 <ul style="list-style-type: none"> <li>• Paper LSCP/011/004</li> </ul>	To <b>agree</b> the dates	14.45
12. Any other business			14.50
<b>D. Future meetings</b>			
13. Draft agenda for next meeting – 26 October	<ul style="list-style-type: none"> <li>• Paper LSCP/011/005</li> </ul>	To <b>approve</b> the draft agenda	14.50

**Future meetings in 2011:**

26 October  
14 December – All Day Meeting

**For more information:**

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