

**Legal Services Consumer Panel meeting
8 December 2010, 9.00 – 16.00**



Agenda

| Item | Synopsis | Timing |
|--|---|---------------|
| 1. Welcome | Dianne Hayter to set the scene for the day | 09.00 |
| 2. Declaration of interests | Members to declare any interests they have which may impact on Panel business | 09.10 |
| 3. Minutes of 6 October meeting | To agree the minutes | 09.10 |
| 4. Matters arising | | 09.15 |
| A. Strategic and policy issues – Part 1 | | |
| 5. LSB perspective | Crispin Passmore to provide the LSB's perspective on working with the Panel and to set out thinking on the LSB's future strategic approach | 09.20 |
| 6. Year One Review | Dianne Hayter to lead an open discussion on the Panel's strategic and operational choices, work to date and strengths and weaknesses <ul style="list-style-type: none">• Paper LSCP/007/001 | 10.00 |
| 7. Third sector relations | Karin Woodley to provide an oral update on the Panel's stakeholder relationships with the third sector | 11.00 |
| B. Progress update | | |
| 8. Chair's report | Dianne Hayter to present a Paper on Panel news <ul style="list-style-type: none">• Paper LSCP/007/002 | 11.30 |

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| 9. Members' updates | Members to report back on their Panel activities | 11.40 |
| 10. Consultation responses | Alanna Linn to present a Paper summarising consultation responses <ul style="list-style-type: none"> • Paper LSCP/007/003 | 11.50 |
| Sandwich lunch | | |
| C. Strategic and policy issues – Part 2 | | |
| 11. Legal Ombudsman | Adam Sampson to report on the Legal Ombudsman's first two months of operations | 12.45 |
| 12. Consumer Welfare Index | Elisabeth Davies to lead a session on developing indicators for the Consumer Welfare Index <ul style="list-style-type: none"> • Paper LSCP/007/004 | 13.30 |
| 13. Work programme 2011-12 | Dianne Hayter to lead a discussion on initial ideas for the Panel's second work programme <ul style="list-style-type: none"> • Paper LSCP/007/005 | 14.30 |
| 14. Final reflections on the day | Members to reflect on the day's discussions | 15.30 |
| 15. Any other business | | 15.45 |
| D. Future meetings | | |
| 16. Draft agenda for next meeting:16 February | To approve the draft agenda <ul style="list-style-type: none"> • Paper LSCP/007/006 | 15.50 |

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