

## **Minutes**

### **Legal Services Consumer Panel Meeting**

**Date:** 12 December 2012

**Time:** 10:30 – 17:30hrs

**Venue:** Institute of Directors, 120 Pall Mall, SW1Y 5EA

#### **Present:**

Elisabeth Davies	Chair
Jeff Bell	Member
Graham Corbett	Member
Paul Munden	Member
Neil Wightman	Member
Steve Brooker	Consumer Panel Manager
Harriet Gamper	Consumer Panel Associate
Julie Myers	Legal Services Board
Ramandeep Bhatti	Legal Services Board
Alan Terry	Vanilla Research (Item 9)

#### **Item 1 – Welcome and apologies**

1. The Chair welcomed the Legal Services Consumer Panel ('the Panel'). The Chair advised that Karin Woodley and Emma Harrison had sent their apologies.

#### **Item 2 – Declarations of interests**

2. No declarations.

#### **Item 3 – Minutes of the 17 October 2012 meeting**

3. The Chair presented the Draft Minutes for the 17 October 2012 meeting.

**The Panel approved the Minutes of 17 October 2012.**

#### **Item 4 – Matters Arising from the Minutes**

4. No matters arising.

**Items 5 to 8 – Strategy session**

5. The Panel held a strategy session that focused on the Panel's work throughout the past year and also discussed projects of interest for the coming year.
6. Two guest speakers – Neil Kinsella from Russell Jones & Walker and Mark Edwards from Rocket Lawyer – gave presentations.

**Item 9 – Risk Research**

7. Alan Terry from Vanilla Research presented the findings from the Risk and Regulation research. The Panel Associate advised the report is scheduled to be published in January.

**The Panel noted the presentation.**

**Item 10 – Draft agenda for next meeting - 28 January 2013**

8. The Chair presented the Draft Agenda for the next meeting in January 2013. The Panel agreed that the Consumer Impact Report review item should be added to the January 2013 agenda. It was also agreed that the LSB perspective item with Chris Kenny should be moved to the February 2013 meeting.

**The Panel approved the draft agenda in line with the changes made.**