



Minutes

Legal Services Consumer Panel meeting

Date: 1 March 2017

Time: 13:00-16:00

Venue: One Kemble Street, London WC2B 4AN

Present:

Jane Martin	Chair
Andy Foster	Member
Cathy Gallagher	Member
Michelle Goddard	Member
Frances Harrison	Member
Philip Marsden	Member
Mark McLaren	Member
Marlene Winfield	Member
Lola Bello	Consumer Panel Manager
Ramandeep Bhatti	Legal Services Board (Minutes)
Julie Myers	Legal Services Board
Caroline Wallace	Legal Services Board (Item 5 only)
Faye Alessandrello	Legal Services Board (Item 7 only)
Stephanie Borthwick	Legal Services Board (Item 7 only)
Chris Nichols	Legal Services Board (Item 7 only)

Item 1 – Welcome and apologies

1. The Chair welcomed the Legal Services Consumer Panel ('The Panel').

Item 2 – Declaration of interests

2. None.

Item 3 - Panel minutes – 25 January 2017

3. The Chair presented the minutes from 25 January 2017 meeting.
4. Frances Harrison suggested a minor amendment to paragraph 20.

Subject to the minor amendment the Panel agreed the 25 January 2017 minutes.

Item 4 – Matters arising

5. In relation to item 5, the Chair advised letters had been sent to the Chair of the LSB and also to the CMA. The Chair advised that the CLC have also shared concerns that the Panel should also be on the Implementation Board.
6. In relation to item 7, the Chair advised that a letter still needed to be sent to Robin Knowles.
7. In relation to item 8, the Panel Manager advised a first draft of the information remedies paper would be sent to the LSB by the end of the week and a final version sent the following week.

The Panel noted the matters arising.

Item 5 – LSB 3 year strategy

8. The Chair welcomed Caroline Wallace, LSB Strategy Director.
9. Caroline Wallace provided the Panel with an update on the LSB's plan for development of its 2018-2021 strategy. The plan will be in place for the beginning of the next financial year and will be going to the Board in March.
10. Caroline advised the LSB will be taking into account advice from the Panel through regular discussions, the Panel Chair has also been invited to the LSB's strategy session. The LSB will also be looking at the 2020 report from which a lot of the content remains relevant.
11. The Panel emphasised the importance of engaging with consumer groups and there were further discussions around approaches to identifying consumer bodies and the areas worth exploring for developing the substance of the plan. The Panel highlighted potential areas to look at, including issues around technology, online dispute resolution, Brexit and unmet legal need.
12. The Panel thanked Caroline Wallace for her update and the Chair offered the Panel's assistance in helping the LSB engage with consumer bodies.

The Panel noted the update from Caroline Wallace.

Item 6 – Draft work programme 2017/18

13. The Panel Manager presented the draft work programme for 2017/18.
14. The Panel were happy with overall draft work programme but suggested some amendments to the tone and changes to the foreword.
15. The Panel Manager requested that any minor amendments be sent to her by 3 March, the draft work programme will then be presented at the LSB's April Board meeting.

The Panel Manager will update the draft with suggested amendments and circulate to the Panel for final comments and sign-off.

Item 7 – LSB presentation on regulatory standards

16. The Chair welcomed Chris Nichols, Regulatory Project Manager, Stephanie Borthwick, Regulatory Project Associate and Faye Alessandrello, Regulatory Associate from the LSB.
17. Chris Nichols presented a paper outlining the LSB's preferred revised model for regulatory assessments. The LSB is seeking views of the Panel on the proposed model.
18. The Panel emphasised this should not be a just a 'tick box' exercise and quality should also be assessed, LSB colleagues outlined the different ways in which the regulators will be assessed and agreed that this cannot be just a paper exercise.
19. In further discussion the following points were covered:
 - Consideration should be given to include a feedback mechanism for consumer experience
 - The transparency of the regulatory assessments and plans on publication
 - The different forms of evidence gathering for the regulatory assessments
 - What the best grading system looks like and how to these will be used to address areas for improvement.
20. Chris Nichols advised there will be a public consultation on the changes in June or July, with the new framework expected to begin the next financial year.

The Panel noted the update on the LSB regulatory standards work.

Item 8 – Segmentation

21. The Panel Manager presented the paper on segmentation, which was developed as a guide to encourage regulators to think about how segmentation can be a useful regulatory device.
22. Overall, the Panel agreed this was a really good paper and suggested some minor amendments to the Panel Manager.
23. The Panel Manager advised once the final changes have been made the paper will be published along with a press release.

Subject to amendments the Panel approved the segmentation paper.

Item 9 – Chairs report

24. The Chair presented her report which reviews the strategic purpose of the Panel.
25. The Panel discussed the broad direction of their work and the importance of focus and clear priorities, stakeholder communication and engagement.

The Chair noted the points raised in the discussion which will be fed into the strategy paper for the April meeting.

Item 10 – Projects update

26. The Panel Manager presented the projects update.

27. In addition to the paper the Panel Manager advised researchers had now gone out to field for the tracker survey and will be coming back mid-March.

The Panel noted the projects update.

Item 11 – Consultation responses

28. The Panel Manager presented a paper on recent and upcoming consultations.

The Panel noted the submission made to the SRA's discussion paper on transparency.

Item 12 – Draft agenda for 19 April

29. The Chair presented the draft agenda for the April meeting.

The Panel agreed the draft agenda and agreed to move the meeting to 26 April.

Item 13 – Any other business

30. This meeting is Philip Marsden's last Panel meeting, and the Chair took the time to acknowledge his valuable contribution to the Panel and wished him well for the future.