

Minutes

Legal Services Consumer Panel

Date: 29 September 2014
Time: 12:30 – 15:00
Venue: One Kemble Street, London WC2B 4AN

Present:

Elisabeth Davies	Chair
Cathy Gallagher	Member
Michelle Goddard	Member
Frances Harrison	Member
Philip Marsden	Member
Marlene Winfield	Member
Catherine Wolthuizen	Member
Steve Brooker	Consumer Panel Manager
Harriet Gamper	Consumer Panel Associate
Ramandeep Bhatti	Legal Services Board

Item 1 – 2020 commission

Item 2 – Welcome and apologies

1. The Chair welcomed the Legal Services Consumer Panel ('the Panel').
2. The Chair advised that Andy Foster and Julie Myers had sent apologies.

Item 3 – Declaration of interests and hospitality

3. In relation to Item 6 Frances Harrison advised she is a Member of the Finance Leasing Association Lending Code Group.
4. Catherine Wolthuizen advised she has now changed job roles and is now Head of Market Affairs at the Financial Ombudsman Service.
5. The Chair advised she is attending The Law Society's Excellence Awards on 9 October.

Item 4 – Minutes of 25 June 2014 meeting

6. The Chair presented the minutes of the 25 June 2014 meeting.

The Panel approved the minutes of 25 June 2014.

Item 5 – Matters arising

7. No matters arising.

Item 6 – 2020 commission

8. The Chair thanked Philip Marsden, Marlene Winfield and Catherine Wolthuizen for facilitating the session with the Board earlier today. The Chair and Panel Members also expressed thanks to the Panel Manager for producing an exceptionally good paper.
9. The Chair invited Panel Members to reflect on the morning session with the LSB Board. Panel Members agreed it was a good session and would welcome more opportunities to meet with Board Members in future. A number of feedback points were noted from the different table discussions.
10. The Panel agreed to reflect the morning's discussions in an updated draft report for approval at the next meeting.

Item 7 – Consumer Impact Report III

11. The Chair presented the draft Consumer Impact report for approval. The Panel Manager summarised the key findings in the report.
12. The Panel were content with the structural changes and the overall analysis. The Panel discussed which unifying messages the foreword could focus on and identified quality and transparency, market evolution, vulnerable consumers and access to information. The Panel also agreed the communications approach.

The Panel approved the Consumer Impact Report in line with comments made.

Item 8 – Chair's report

13. The Chair presented her report covering recent meetings, speaking engagements and press coverage.

The Panel noted the Chair's report.

Item 9 – Members' updates

14. Frances Harrison advised on 9 July she presented the McKenzie Friends report to the LSB Board and on 25 September she attended the Regulators' Forum meeting.
15. Catherine Wolthuizen advised she facilitated a feedback session with the Bar Standards Board (BSB) on the vulnerability guide on 23 September.
16. Cathy Gallagher advised she is helping to scope out the project on unbundled services. She will also be attending a workshop at the Solicitors Regulation Authority (SRA) on their competence statement and has meetings planned with APIL and Resolution.

17. Marlene Winfield advised she is reviewing the Legal Ombudsman's draft paper on third party complaints.
18. Michelle Goddard advised she attended a SRA consumer insight focus group. On 25 September she met with colleagues from the representatives setting up the Professional Paralegal Register.
19. Philip Marsden advised he has been focusing on the 2020 Commission and also working on the SRA PII changes.
20. The Chair thanked the Panel Associate for her work on the vulnerable consumer guide.

The Panel noted the members update.

Item 10 – Projects update

21. The Chair advised the BSB have appointed three new Board members.
22. The Panel Manager advised that the Chartered Institute of Legal Executives have published proposals ahead of the general election in 2015. This includes protection for consumers against fee-charging McKenzie Friends representing them in court. The Panel Manager also advised that the Institute of Paralegals is 'putting in place the foundations to become the representative body for McKenzie Friends'.
23. The Panel Associate advised that the Costs Lawyer Standards Board are the latest of the regulators to comply with the Open data initiative. She also advised that along with the Panel Manager she met with the Chief Executive of the Solicitors Disciplinary Tribunal, who have also agreed to publish data in a re-useable format.
24. The Panel Associate also advised that Resolver has announced a partnership with lawyer comparison website Accesssolicitor.com.

The Panel noted the Projects update.

Item 11 – Consultation responses

25. The Panel Associate presented a paper on consultation responses.

The Panel noted submissions made to the Bar Standards Board's consultation on *Entity regulation and the Solicitors Regulation Authority's Call for evidence on client protection*.

Item 12 – Draft agenda for 29 October meeting

26. The Chair presented the proposed agenda for the 29 October meeting.

The Panel agreed the proposed agenda.

Item 13 – Panel meeting dates on 2015

27. The Panel Associate presented the proposed meeting dates for 2015. Panel Members were asked to review the dates and let the Panel Associate know of any dates they were unable to attend.

The Panel noted the 2015 Panel meeting dates.

Item 14 – Any other business

28. The Panel Chair advised she has been reappointed for up to a further two years.