

Minutes

Legal Services Consumer Panel Meeting

Date: 27 June 2012

Time: 13:00 – 16:45hrs

Venue: Victoria House, Southampton Row, London WC1B 4AD

Present:

Elisabeth Davies	Chair
Jeff Bell	Member
Graham Corbett	Member
Emma Harrison	Member
Paul Munden	Member
Neil Wightman	Member
Karin Woodley	Member
Steve Brooker	Consumer Panel Manager (Items 1-13)
Harriet Gamper	Consumer Panel Associate (Items 1-13)
Julie Myers	Legal Services Board (Items 1-13)
Ramandeep Bhatti	Legal Services Board (Items 1-13)
Tom Peplow	Legal Services Board (Items 1-13)

Item 1 – Welcome and apologies

1. The Chair welcomed the Legal Services Consumer Panel ('the Panel') and Tom Peplow, who has recently joined the Legal Services Board (LSB) as a Regulatory Associate.

Item 2 – Declarations of interests

2. No declarations.

Item 3 – Minutes of the 9 May 2012 meeting

3. The Chair presented the Draft Minutes for 9 May 2012 meeting.

The Panel approved the Minutes of 9 May 2012.

Item 4 – Matters Arising from the Minutes
There were no matters arising.

Item 5 – Chair’s report

4. The Chair presented her report covering recent meetings, speaking engagements and press coverage.
5. The Chair noted the recent blog post from Adam Sampson regarding third party complaints.

The Panel noted the Chair’s report and the additional items raised.

Item 6 – Members’ updates

6. Neil Wightman advised he is attending a meeting of the LETR steering group tomorrow. He also advised that on 11 July he is a panellist at an international Symposium to explore emerging issues from the Legal Education and Training Review (LETR) in Manchester.
7. Jeff Bell advised that he attended a second meeting on Legal Ombudsman’s scheme rules review. He also took part in a telephone meeting with Paul Munden and the Panel Secretariat on the financial protection project.
8. The Panel Manager advised he took part in a meeting with the SRA to discuss its planned research into consumers, information and vulnerability. The SRA wished to use the Panel and LSB as a sounding board for this project.

The Panel noted the members’ update.

Item 7 – Consumer Impact Report 2

9. Graham Corbett presented the Panel’s draft Consumer Impact Report 2.
10. The Panel approved the draft Report, subject to a few minor amendments.

The Panel approved the draft Report, subject to changes in line with comments made.

Item 8 – Policy on working with providers

11. Emma Harrison presented the paper on the draft policy on working with providers.
12. The Panel discussed the draft policy and suggested more clarity was needed on certain points. Once the comments have been incorporated, the draft policy would be circulated to Panel members by email and then published on the website.

Emma Harrison will make the changes in line with comments made and circulate the draft policy to members for approval.

Item 9 – LSB consultation on regulating non-commercial providers

13. Paul Munden presented the Panel's draft response to the LSB's consultation on regulating non-commercial providers and invited Panel members to give their feedback.
14. The Panel approved the draft submission.

The Panel approved the draft response, subject to changes in line with comments made.

Item 10 – Project approaches

15. The Chair introduced the paper on Panel project plans for 2012-13.
16. The Chair invited Neil Wightman and Karin Woodley to lead discussions on the project *Choosing and using legal services*. Points raised in the discussion include:
 - This is a very interesting project which could be explored in many different ways and it will be important to have structure and ensure that we add value to existing work;
 - The Panel could help add value by drawing comparisons with other sectors on this topic;
 - The Panel should consider the role and scope of the regulatory system, alongside non-regulatory actors, in relation to information provision.
 - Consumer vulnerability should be a core theme.
17. Jeff Bell and Paul Munden advised Members of plans for the financial protection arrangements project.
18. Graham Corbett advised members that he and Emma Harrison had met twice with the Panel Secretariat to agree next steps on consumer diversity.

Item 11 – Consultation responses

19. The Consumer Panel Associate presented a paper on recent and upcoming consultation responses.

The Panel:

- **Noted the deadline to the Bar Standards Board's consultation on the New BSB Handbook had been extended to 29 June;**
- **Noted the LSB's live consultations on will-writing, probate and estate administration, and Regulation of non-commercial bodies;**
- **Noted The Law Society's consultation on Criminal Litigation Accreditation Scheme;**
- **Noted the ILEX Professional Standards Risk-based and outcomes-focused regulation consultation;**

- **Noted submissions made to the Legal and Education Training Review's call for evidence and to the LSB's consultations on approaches to quality and regulation of immigration and advice services.**

Item 12 – Draft agenda for next meeting – 13 September

20. The Chair suggested items for the next meeting on 13 September. Panel members discussed items which included, presenting the Consumer Impact Report to LSB staff and inviting Law for Life to brief the Panel on their work.

Item 13 – Any other business

21. None.