



Minutes

Legal Services Consumer Panel meeting

Date: 25 October 2017

Time: 13:00-16:15

Venue: One Kemble Street, London WC2B 4AN

Present:

Jane Martin	Chair
Cathy Gallagher	Member
Michelle Goddard	Member
Frances Harrison	Member
Mark McLaren	Member
Marlene Winfield	Member
Lola Bello	Consumer Panel Manager
Laurentiu Ciocan	Consumer Panel Associate
Ramandeep Bhatti	Legal Services Board (Minutes)
Julie Myers	Legal Services Board
Stephanie North	Legal Services Board (Observing)
Naomi Ellenbogen QC	Bar Standards Board (Item 8 only)
Zoe McLeod	Bar Standards Board (Item 8 only)
Wilf White	Bar Standards Board (Item 8 only)
Caroline Wallace	Legal Services Board (Item 9 only)
Chris Nichols	Legal Services Board (Item 9 only)

Item 1 – Welcome and apologies

1. The Chair welcomed the Legal Services Consumer Panel ('The Panel'). Apologies had been received from Andy Foster. The Chair welcomed Stephanie North who has recently joined the Legal Services Board as Corporate Affairs Associate.

Item 2 – Declaration of interests

2. None.

Item 3 – Minutes of 27 September 2017 meeting

3. The Chair presented the minutes from 27 September 2017, which had been agreed via electronic correspondence.

The Panel noted the minutes from 27 September 2017.

Item 4 – Matters arising

4. The Chair presented the matters arising.
5. In relation to item 4, it was noted that the Legal Ombudsman had only just begun the recruitment process for a new Chief Ombudsman and it was unlikely someone would be in post for January. Once a person is confirmed the Secretariat will make arrangements to invite the new Chief Ombudsman to the Panel meeting. Simon Tunicliffe is Acting Chief Ombudsman, until the post is filled.
6. In relation to item 5, Julie Myers advised that the LSB Remuneration and Nomination Committee have agreed to proceed with recruitment for a new Panel Member and she has interviewed an agency for this position. She will keep the Chair updated on progress.

The Panel noted the matters arising.

Item 5 – Chair’s report and members’ update

7. The Chair presented her report on recent meetings.
8. In addition to her report, the Chair noted the upcoming segmentation roundtable event following discussions with the CILEx Regulation Board.
9. The Chair confirmed that the Panel will host a listening event with consumer representatives on 23 November in Bristol, just before the joint stakeholder event with the LSB.

The Panel noted the Chairs update.

Item 6 – Projects update

10. The Panel Associate presented the projects update.

The Panel noted the Projects update.

Item 7 – Consultation responses

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

The Panel noted responses have been submitted to the following consultations:

- LSB’s Regulatory performance assessment consultation
- SRA’s Corporate Strategy 2017-2020 consultation
- BSB’s Changes to the Public and Licensed Access rules consultation.

Item 8 – Bar Standards Board (BSB) update

12. The Chair welcomed Vice-Chair Naomi Ellenbogen QC, Board Member Zoe McLeod and Director of Communications and Public Engagement Wilf White from the BSB.

13. Naomi Ellenbogen led an introduction to the BSB's Policy Consultation on Transparency. The consultation follows the requirement for regulators to outline how they propose to fulfil the CMA's transparency remedies. The consultation will close in January 2018.
14. The Panel discussed key aspects of the consultation documents and made the following points:
- The Panel emphasised the importance of consumer research and testing.
 - The Panel advised that a key way to avoid information overload is to involve consumers at the beginning of the process in determining what information is required and importantly prioritise.
 - The Panel advised the BSB to pilot its ideas with different types of legal services users.
 - The Panel emphasised the importance of first-tier complaint data as a quality indicator and said the BSB should think about what more could be done to make this information available.
 - The Panel noted that co-operation and communication with other regulators is important beyond the Legal Choices Website. The Panel said it was important to ensure that where applicable there are standardised terms and a common language to promote consistency across the sector.
 - The Panel advised that more needs to be done on gathering information on quality of legal services as well as transparency.
15. The BSB colleagues welcomed the feedback from the Panel. The Chair thanked the BSB colleagues for their introduction and time.
16. The Panel agreed that all the points raised with the BSB would form part of the response to the BSB consultation.

The Panel noted the presentation from the BSB.

Item 9 – Discussion on the LSB's Strategy

17. The Chair welcomed Strategy Director Caroline Wallace and Regulatory Project Manager Chris Nichols from the LSB.
18. Chris Nichols presented the LSB's draft strategic plan for 2018-21. He reminded the Panel that Caroline Wallace came to the Panel meeting in March 2017 and provided the Panel with an update on the LSB's plan for developing its 2018-2021 strategy. Chris Nichols noted that this discussion would focus on the developing content. The LSB will issue a public consultation on its strategy and draft business plan in December 2017.
19. Following the presentation, the Panel discussed the draft strategy and questioned whether the consumer interest was sufficiently weaved into the key objectives. The Panel explained that it expected to see all of the objectives articulate and make reference to delivering good consumer outcomes. The Panel advised the LSB to think more around ensuring that the consumer interest; a key component of the statutory objective at the heart of the strategy. The Panel commended the LSB for the clear format of the draft strategy, but noted that there is still some tightening that needs to be done.

20. The Chair thanked Chris Nichols and Caroline Wallace for their time.

21. Subject to consideration of the points made above, the Panel wishes to endorse the LSB draft strategy and will consider further how best to do so.

The Panel noted the presentation from the LSB.

Item 10 – Away day planning

22. The Panel Manager gave an outline of the December Away Day, where the plan is for the Panel to discuss the Panel's strategy and work programme for 2018/19. The Chair and Secretariat will develop the agenda and the regulators consultations will also be included in the discussion for the day.

23. The Panel discussed the possibility of inviting an external speaker, with one possibility as Understanding Patient Data.

Item 11 – Any other business

24. This is the last Panel meeting for Julie Myers who is leaving the LSB in December 2017. The Chair expressed thanks to Julie for all her help and advice for almost ten years and wished her well for the future.