



Minutes

Legal Services Consumer Panel meeting

Date: 30 January 2019

Time: 13:00-16:00

Venue: One Kemble Street, London WC2B 4AN

Present:

Sarah Chambers	Chair
Adam Cooper	Member (Items 5 to 13)
Andy Foster	Member
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)
Caroline Wallace	Legal Services Board (Item 5)

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 – Minutes of 7 November 2018 meeting

3. The Chair presented the minutes from 7 November 2018, which had been agreed via electronic correspondence.

The Panel noted the minutes from 7 November 2018.

Item 4 – Matters arising

4. All action points from the last meeting had been actioned.

The Panel noted the matters arising.

Item 5 – LSB Business Plan 2019/20

5. The Chair welcomed Caroline Wallace, Strategy Director at the Legal Services Board. Caroline presented the LSB's draft business plan 2019/20, the LSB is seeking the Panel's views and comments on the plan.
6. In relation to the new project under the business plan - Public Legal Education (PLE), the Panel highlighted that the LSB should consider what value and impact it thinks it would have around PLE and think about how the state of PLE would be changed as a result of the LSB. More specifically the Panel raised the following points:
 - The Panel asked what is going to result from this work, for example, will there be any actions or research. Caroline Wallace said this isn't an area of work the LSB has covered before and the Board is now taking a more formal approach on the topic. The LSB is aware there are a lot of other organisations and bodies looking at PLE and year 1 of the five-year policy objectives will be scoping of this work.
 - As there are other organisations looking at PLE, the Panel recommended the LSB should consider the periphery and how to add a useful additional role. The Panel also suggested that the LSB should consider changing the success marker for the PLE work, so as to not mislead people and use phrasing such as 'key enabler'.
 - The point was raised that one of the key themes of the legal aid review is how to deliver legal services differently, so in connection to this the LSB should consider keeping their work around PLE diffuse and layered.
7. The Panel expressed support for the LSB's proposals to prioritise ongoing competences which is at the heart of effective regulation and links to the Panel's concerns around quality assurance and quality indicators.
8. The Panel questioned how the LSB intends to evaluate the impact of its five-year policy objectives and the success indicators for these objectives. Caroline Wallace said last year the LSB put in place impact tracking and this was due to be updated in May.
9. If the regulators do not make necessary progress in implementing the CMA's recommendations, the Panel questioned what action, if any, the LSB proposes to take. Caroline Wallace said the regulators are publishing action plans following the CMA recommendations and the LSB have also published regulator progress reports, thereby checking regulators are implementing changes. If sufficient progress has not been made the LSB can address this in the next business plan. While good progress has been made, the Panel emphasised, the LSB should keep the momentum going and if regulators are not compelling members the LSB could take the time to consider potential remedial action and make monitoring a pro-active tool.
10. There are some developments in the external environment, but there is also some uncertainty about the wider impact of these developments on the legal services sector. Against this background, the Panel questioned how these likely external challenges would affect regulators and consumers over the next years, and how the LSB could respond going forward. Caroline Wallace said that at some points the LSB may need to have an interest in external challenges, one recent example of this is the LSB's role in responding to the LASPO review.
11. In relation to previous research the LSB has carried out on vulnerable consumers the Panel wanted to know if any work has followed from this and if the LSB will be carrying this forward. Caroline Wallace said that the work around vulnerable consumers fits with the

new PLE work and is part of the strategic objective 'Making it easier for all consumers to access the services they need and get redress'.

12. The Chair thanked Caroline Wallace for her time.

The Panel noted the presentation from Caroline Wallace and would be submitting a response to the LSB Business Plan consultation.

Item 6 – Chair's report and members update

13. The Chair presented her report on recent meetings.

14. Mark McLaren said he attended the Council for Licensed Conveyancers annual conference on 23 January. He shared that the home buying sector is looking at big changes to buying choices specifically whether consumers were informed and also transparency of referral fees (the Chair asked to check the current position on referral fees). The Legal Ombudsman also gave a presentation at the conference on the topic of conveyancing complaints.

15. The Chair asked if someone from Chartered Trading Standards Institute (CTSI) can be invited to the Ombudsman workshop. Andy Foster would check who the best person is at CTSI.

Action: To check position on referral fees and Andy Foster to check best contact at CTSI.

Item 7 – LSCP Work Programme 2019/20

16. The Panel Manager presented a paper asking the Panel to take forward the discussions at the Panel's strategy meeting in December to a stage where a draft work programme could be developed and approved at the Panel meeting in March.

17. The Panel discussed the key themes and narrative of the work programme and made a few suggestions. Overall, the Panel support the narrative and agreed the emerging work programme content supports the narrative.

In line with comments made the Panel supports the work programme narrative and agreed the emerging work programme content supports the narrative.

Item 8 – Projects update

18. The Panel Associate presented the Projects Update and the latest developments on the Consumer Impact Report and the legal technology paper. In addition to the papers, the Panel Associate advised that the Remedies Programme Implementation Group meeting has been rescheduled to 1 March 2019.

19. The Panel working group on consumer vulnerability will be meeting directly after this meeting.

20. The Westminster Policy Forum have invited the Panel to speak at an event on 13 June around the topic of diversity and have asked the Panel to contribute to the event agenda. The Panel discussed possible ideas how to approach the topic

The Panel noted the projects update.

Item 9 – Consultation responses

21. The Panel Associate presented a paper on consultation responses. The Panel noted the following live consultations:

- the Legal Ombudsman's consultation on *Business Panel 2019-20*
- the Master of the Rolls consultation on *appointments to the Solicitors Disciplinary Tribunal*
- The Legal Services Board consultation on its *Business Plan 2019/20*.

22. The Panel noted responses had been submitted to:

- The BSB consultations on their *strategic programme for 2019-22* and *Rules Consultation on Transparency Standards*.

Item 10 – Tracker Survey update

23. The Panel Manager presented a paper on the annual tracker survey, which included a timeline highlighting key dates including a meeting to sign-off questionnaires by 13 February. The budget for the Tracker survey was also noted.

The Panel noted the Tracker Survey update.

Item 11 – LSCP's budget for 2019/20

24. The Panel Manager presented a paper on the Panel's budget for 2019/20. The Panel is asked to note the reality of its limited budget over the next two years.

The Panel noted the budget for 2019/20.

Item 12 – Draft agenda for March meeting

25. The Chair presented the draft agenda for 6 March 2019 meeting.

26. It was noted Richard Moorhead cannot attend this meeting, and the ombudsman paper and the work programme 2019/20 can be added at this time instead.

Subject to amendments, the Panel approved the draft agenda for 6 March 2019.

Item 13 – Any other business

27. The Chair noted the next Panel meeting will be the final meeting for Members Frances Harrison, Cathy Gallagher and Andy Foster, and asked if there is any item in particular they would like to discuss at the next meeting.