

# PANEL PAPER

## Agenda for 4 March 2020 Legal Services Consumer Panel meeting 1.00 pm – 4.50 pm

Item	Synopsis	Action	Timing
<b>A. Formal items</b>			
1. Welcome and apologies			13.00
2. Declaration of interests	Members to declare any interests they have which may impact on Panel business	To <b>note</b> any declarations	13.00
3. Minutes of 29 January meeting		To <b>recap</b> the minutes	13.00
4. Matters arising		To <b>note</b>	13.05
<b>B. Information items</b>			
5. Conveyancing analytics presentation	Pre-discussion	To <b>discuss</b>	13.05
	Attendees: Richard Hinton, CEO of Pitsford Consulting Limited	To <b>note</b> and <b>discuss</b>	13.15
	Post-discussion	To <b>discuss</b>	14.00
6. Chair's report and members' updates	Report on their Panel activities Paper LSCP/062/002	To <b>note</b> the report	14.10

7. Projects update	Paper LSCP/062/003	To <b>note</b> the paper	14.20
8. Consultation responses	Paper LSCP/062/004	To <b>note</b> the paper	14.30
<b>Coffee break</b>			14.40
<b>C. Substantive items</b>			
	Pre-discussion	To <b>discuss</b>	14.50
9. Trustpilot presentation	Attendees: Neil Bayton, Partnership Director, and Danielle Guettier, Business Development Manager.	To <b>note</b> and <b>discuss</b>	15.00
	Post-discussion	To <b>discuss</b>	15.50
10. LSCP's Work Programme 2020/21	Paper LSCP/062/006	To <b>approve</b>	16.00
<b>D. Next meeting</b>			
11. Draft agenda for April meeting	Paper LSCP/062/007	To <b>approve</b>	16.45
12. Any other business			16.50

#### Future meetings in 2020

29 April  
 24 June  
 16 September  
 TBC October/November  
 TBC December (Away day)

#### For more information

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