



Minutes

Legal Services Consumer Panel meeting

Date: 25 January 2017

Time: 13:00-16:00

Venue: One Kemble Street, London WC2B 4AN

Present:

Jane Martin	Chair
Andy Foster	Member
Cathy Gallagher	Member
Michelle Goddard	Member
Frances Harrison	Member
Philip Marsden	Member
Mark McLaren	Member
Marlene Winfield	Member
Lola Bello	Consumer Panel Manager
Ramandeep Bhatti	Legal Services Board (Minutes)
Julie Myers	Legal Services Board
Steve Brooker	Legal Services Board (Item 5 only)

Item 1 – Welcome and apologies

1. The Chair welcomed the Legal Services Consumer Panel ('The Panel'), in her first meeting as Chair and also welcomed Mark McLaren in his first meeting as new Panel Member.

Item 2 – Declaration of interests

2. None.

Item 3 - Panel minutes – 28 September 2016

3. The Chair presented the minutes from 28 September 2016, which were agreed via electronic correspondence.

The Panel noted the 28 September 2016 minutes.

Item 4 – Matters arising

4. There were no matters arising.

Item 5 – CMA report and next steps

5. The Chair welcomed Steve Brooker, Head of Research and Development at the LSB.
6. Steve Brooker provided an update on the CMA's final recommendations and on the LSB's role going forward. He said the LSB welcomed the CMA's recommendations, which builds on the existing work of the LSB.
7. Steve explained that CMA have established a Programme Board, which will be chaired by the CMA and comprise of a representative from the LSB and frontline regulators. The Programme Board will lead the implementation of the recommendations and the LSB has been given a role to monitor and report on progress. The focus of the LSB will now be on implementation and compelling change based on an appropriate way forward.
8. In the course of the subsequent discussion, the following points were raised:
 - The Panel was concerned that there was no consumer voice on the Programme Board.
 - The Panel agreed that a pragmatic approach was needed, but emphasised the need to avoid the risk of information overload.
 - Steve said the LSB would draw on the advice the Panel provides in the information remedies work.
 - Panel Members stressed that there is a clear leadership role for the LSB in overseeing the implementation of the recommendations.
 - The Panel agreed that there remains scope for it to influence in a number of ways; - by responding to the consultations from Approved Regulators which will follow, accepting offers to join relevant working groups, and airing its views through the LSB.
 - The Panel said consumer research and testing were crucial to effective delivery of good outcomes.
 - Steve Brooker assured the Panel that the Board would continue to consider the consumer interest.
9. Finally, Steve Brooker invited the Panel to share their views of the recommendations with the LSB, in particular if there was anything they are disappointed with.
10. The Panel thanked Steve Brooker for the update.
[Steve Brooker left the meeting at this point]
11. Following the update from Steve Brooker, the Panel discussed next steps following the recommendations. There was discussion around the need to have a consumer voice at the Programme Board, but it was noted that this would be at the discretion of the CMA.
12. The Panel agreed they need to develop separate influencing strategies for the LSB, CMA and the Government and think about where they can have the best impact.

13. It was agreed that the Chair would write to the LSB Chair before the March Board meeting and also to write to the CMA.

The Panel noted the CMA report update from Steve Brooker. It was agreed the Chair would write to the LSB and CMA.

Item 6 – LSCP work programme 2017-18

14. The Panel Manager presented a paper on the Panel's work programme for 2017-18 and invited Panel Members to discuss the outlined approach.
15. Overall, Panel Members supported the proposed narrative. Panel Members recognised the need to be realistic with the amount the Panel can do given the limited secretariat. The Panel Manager advised that there is a shortlist of candidates for the role of Panel Associate and interviews were being held on 31 January. In light of this, the Panel agreed to include another category - where resources permitted the listed projects could be included in the work programme.
16. The Panel agreed the Chair's introductory meetings should be on the work plan and fall under the engagement plan.

The Panel supported the overall narrative and in line with suggested amendments agreed the content and priorities for the 2017/18 work programme. A draft version of the work programme will be submitted at the next Panel meeting.

Item 7 – Chair's report and members' update

17. The Chair advised due to the short time that she has been in post, there was no significant update other than that in the report. Therefore the Chair took the opportunity to introduce herself to the Panel and stated she looked forward to the opportunity to meet with Panel Members individually.
18. Philp Marsden highlighted the CMA's recent retail banking investigation and the follow on work with NESTA. He advised links could be made with this work and the work of the Panel, in particular the consumer segmentation project.
19. Michelle Goddard asked for an update on the Civil Justice Council's working groups, some of which the Panel attend. The Panel agreed a letter should be sent to Robin Knowles, or the Director of the Access to Justice Foundation in the context of the Panel's work programme and projects for the year ahead.
20. Frances Harrison advised she was involved in an initiative by the Ombudsman Association commissioned by BSI on performance standards, with the help of Marlene Winfield and the Panel Manager, this has now gone out to consultation.
21. Frances Harrison advised a number of consumer principles and vulnerability guidance training sessions have now been held, with the BSB, CLC Board, LSB staff and CILEX.

Frances and Mark McLaren will be delivering a further session to the CLC staff on 31 January 2017.

22. Andy Foster advised in the first week of February he will be representing the Panel in a meeting with new Minister Margot James, Parliamentary Under Secretary of State, Minister for Small Business, Consumers and Corporate Responsibility. Andy also took the opportunity to highlight a recently published Cabinet paper, Regulatory Futures Review that touches on the regulatory approach in the UK.

The Panel noted the Chair's report and the members update.

Item 8 – Projects update

23. The Panel Manager presented the projects update.
24. The Panel Manager advised in light of the limited resources the submission of the information remedies paper to the LSB has been delayed. The Panel agreed the paper should be submitted by the end of February.

The Panel noted the projects update and agreed the information remedies work should be submitted to the LSB by the end of February.

Item 9 – Consultation responses

25. The Panel Manager presented a paper on recent and upcoming consultation responses.

The Panel noted responses had been submitted to the MoJ's *Tailored Review of the LSB and OLC*, the LSB's consultation on *Encouraging a Diverse Profession* and the SRA's consultation on *A New Route to Qualification: the Solicitors Qualifying Examination*.

Item 10 – Draft agenda for 1 March 2017 meeting

26. The Chair presented the draft agenda for the meeting on 1 March 2017.
27. The Panel Manager advised another speaker from the LSB could be added to the agenda, this was to provide an update on the regulatory standards work.

The Panel agreed the proposed agenda subject to a few items yet to be finalised.

Item 11 - Any other business

28. None.