

FOR IMMEDIATE RELEASE:

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## **New Members appointed to Legal Services Consumer Panel**

The Legal Services Board (LSB) – the independent body responsible for overseeing the regulation of lawyers in England and Wales – has today announced the appointments of **Andrew Foster** and **Catherine Wolthuizen** as Members of the Legal Services Consumer Panel.

Andrew and Catherine have both been appointed for the period 1 November 2013 to 30 April 2016. They replace current members Karin Woodley and Graham Corbett, whose second terms as Panel Members both come to end on 31 October 2013.

The LSB is also announcing four Panel Member-designates, each of whom will take up office on 1 April 2014, again replacing current Members who will have reached the end of second terms at that point.

**Chairman of the Legal Services Board, David Edmonds**, said:

*"This is an exciting time for Andrew and Catherine to be joining the Consumer Panel. They will find a team resolutely committed to making sure the interests of consumers are put right at the heart of regulation. The skills and experiences that they each bring will mean that they can make a strong contribution to the Panel's work, right from the start.*

*The appointments we are announcing today - and those that will take effect next year - demonstrate the importance the LSB continues to attach to the advice it receives from the Consumer Panel and the invaluable challenge function it plays in respect of the wider legal services sector."*

**Chair of the Legal Services Consumer Panel, Elisabeth Davies, said:**

*"My thanks go out to Graham and Karin for all they have contributed in their time with the Panel. There is much to build on and Andrew and Catherine couldn't be joining the Panel at a more significant time. Litigants in person and on line self help tools are just two of the critical issues we'll be looking at over the next six months and to these and other projects they bring an impressive range and depth of consumer experiences. Their knowledge of consumer protection, complaints and working with vulnerable consumers will be invaluable as we plan for where we can have the maximum impact on consumer outcomes."*

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For more information, please contact Vincent McGovern, Communications Manager at [vincent.mcgovern@legalservicesboard.org.uk](mailto:vincent.mcgovern@legalservicesboard.org.uk) or on 020 7271 0068.

**Notes for editors:**

*Legal Services Consumer Panel members starting **1 November 2013***

1. **Andrew Foster** is Operations and Policy Director at the Trading Standards Institute. A Trading Standards Officer by profession, Andrew spent four years as Trading Standards Manager at North-East Lincolnshire Council building on his career in local government. Andrew is also Director of the Consumer Codes Approval Board and a member of the British Board of Film Classification Consultative Committee.

Andrew played a key role in advising Government on recent institutional reforms of the consumer protection landscape, which led to the creation of the National Trading Standards Board and Competition and Markets Authority. In addition, he leads for the UK on European food law enforcement matters and has worked extensively with emerging European Union candidate nations as they implement and review their own consumer protection regulatory regimes. He lives in Cleethorpes, Lincolnshire.

2. **Catherine Wolthuizen** has extensive experience in consumer and legal policy and casework in the UK and Australia. Currently an Ombudsman at the Financial Ombudsman Service, she has been Chief Executive of the whistleblowing charity Public Concern at Work, the human rights charity Fair Trials International and the Consumer Law Centre, Victoria.

Catherine has held numerous roles advising government and industry on consumers' interests and is a former Chair of the Consumers' Federation of Australia, the national representative body for consumer organisations. She lives in Lewes, East Sussex.

*Legal Services Consumer Panel members starting on **1 April 2014***

3. **Catherine Gallagher** is a Development Consultant for the Law Centres Network. Catherine has worked in Law Centres and managed Legal Aid and local authority contracts in services for people who cannot afford to pay for legal advice. She specialised in representing those subject to discrimination and harassment, moving to work in the (then) Commission for Racial Equality and Commission for Equal Opportunities. As a non-practicing solicitor, she has provided facilitation and development consultancy through the New South Wales Legal Assistance Forum and the Law Centres Network. She lives in Todmorden, West Yorkshire.
4. **Dr Michelle Goddard** is Head of Postal Services at Consumer Futures. She has worked on consumer market regulation policy and advice issues over the last 20 years. Michelle was the first Chief Executive of the Barbados Fair Trading Commission. She spent time as a consumer lawyer at Which? and her career also includes roles at the UK Competition Commission. She lives in London.
5. **Dr Philip Marsden** is a Non-Executive Director of the Office of Fair Trading and the Channel Islands Competition and Regulatory Authorities. He is also a Senior Research Fellow at the British Institute of International and Comparative Law and Professor at the College of Europe, Bruges. He advises various governments on effective enforcement of competition and consumer protection regimes, and has written extensively on consumer detriment. Previously a competition lawyer, he has a particular interest in consumer welfare issues.
6. **Marlene Winfield** has spent her career giving a voice to the users of public services. She currently advises the Royal Marsden NHS Foundation Trust on patient and carer policy at the end of life, and Royal College of Physicians on the structure and content of future health records. She also advises many clinical groups on preparing for the future patient. Marlene is a Trustee of the Thalidomide Trust, set up to provide lifetime support to those injured by the Thalidomide drug. She was previously Director for Patients and Public in the Department of Health Informatics Directorate and Head of Policy, Research and Strategy at National Consumer Council. For 15 years she ran a support group that helped thousands of British women obtain compensation for injuries from a faulty contraceptive device, the Dalkon Shield. In 2000, she was made an OBE for ensuring that radical reforms of the civil justice system put the interests of litigants at their heart. She lives in London.
7. The Legal Services Act 2007 requires the LSB to establish a Consumer Panel to represent the interests of consumers. Appointments are made by the LSB with the approval of the Lord Chancellor. Individuals who are authorised persons in relation to reserved legal activities are not permitted to be Members of the Consumer Panel.
8. Details of current members of the Consumer Panel and their biographies can be found on the [Panel's website](#).
9. Details of the Consumer Panel's work plan for 2012/13 can be [found here](#).