

<b>To:</b>	Legal Services Board	
<b>Date of Meeting:</b>	26 March 2020	<b>Item:</b> Paper (20) 19

<b>Title:</b>	LSCP Work Programme 2020/21	
<b>Workstream(s):</b>	All	
<b>Presented by/ author:</b>	Adam Cooper, Member of the Consumer Panel Lola Bello, Consumer Panel Manager	
<b>Cover paper:</b>	Holly Perry, Director, Enabling Services	
<b>Status:</b>	Official	

### Summary:

The Legal Services Act 2007 requires the Board to “*establish and maintain a panel of persons (to be known as the Consumer Panel) to represent the interests of consumers*”. In March each year, in accordance with a Memorandum of Understanding agreed in 2010 between the Board and the Consumer Panel, the Panel seeks the Board’s endorsement of an annual work programme.

This year, the LSCP’s work programme (see Annex A) includes the following ‘special projects’:

- Publish a discussion paper on advice deserts in the legal services market (including a focus on immigration and housing)
- Publish a policy paper on the need for standardising certain types of information remedies
- Publish the research findings of consumers’ perception and need for quality indicators
- Publish a policy paper and host a roundtable event on unbundling
- Work with the LSB to jointly commission a public panel.

Adam Cooper, Panel Member, will join the Board meeting in Sarah Chambers’ absence to present the Work Programme for 20120/21 (attached at **Annex A**) and Lola Bello, Consumer Panel Manager will also join.

The Board are reminded that the Consumer Panel is not a distinct legal entity and any spending decisions are made by virtue of budget delegation from the LSB’s Accounting Officer (CEO) and so must be in line with *Managing Public Money* norms, LSB financial controls and governance procedures.

<b>Risks and mitigations</b>	
<b>Financial:</b>	The Consumer Panel has a small delegated budget which is managed in line with LSB financial controls.
<b>FoIA:</b>	Annex A - Intended for future publication exemption (S22)
<b>Legal:</b>	N/A
<b>Reputational:</b>	Individual reputational risks accruing to the LSB as a consequence of Consumer Panel positions are managed as and when they arise on the basis of 'no surprises'.
<b>Resource:</b>	A budget for the Panel has been included in the LSB's most recent budget plans.

<b>Recommendation</b>	
The Board is invited to <b>discuss</b> and <b>endorse</b> the Panel's Work Programme for 2020/21.	