



LSCC Advisory Board and Legal Services Consumer Board

Minutes

3 May 2006

Attendees

Zahida Manzoor (The Commissioner – Chair)

Colin Brown (Member)	Les Courtnell (OLSCC)
Rob Chester (Member)	Lorraine Jackson (OLSCC)
Countess of Eglinton and Winton (Member)	Bronwyn Baker (OLSCC)
Louise Hanson (Member)	Catherine Jones (OLSCC)
David Harker (Member)	Janice Revill (OLSCC – Secretariat)
George Seligman (Member)	
Professor Avrom Sherr (Member)	
Steven Silver (Member)	

Apologies

Stephen Boys Smith (Member)
Judy Farrar (Member)
Hazel Genn (Member)
Malcolm Hurlston (Member)
Michael Wilson (Member)

1. Welcome and Introductions

- 1.1 The Commissioner welcomed members to the joint meeting of the LSCC Advisory Board and Legal Services Consumer Board.
- 1.2 Each Board member gave a brief introduction and details of their experience.
- 1.3 The Commissioner had received written or oral comments on the Board papers from those Board members who were unable to attend the meeting.
- 1.4 The Commissioner gave a brief update on the work of the OLSCC. This included recent press activity which had taken place relating to the Legal Service Ombudsman's special report on the miner's compensation cases and the Commissioner's decision to declare the Law Society's plan for 2006/07 inadequate.

2. The Law Society's performance against its 2005/06 plan

- 2.1 OLSCC gave a presentation on the Law Society's performance against its plan and targets for 2005/06.

2.2 The group discussed what the performance meant for consumers based on their own experiences.

3. The Law Society's Plan 2006/07

3.1 The Commissioner informed the Board that she had declared the Law Society's Plan for 2006/07 inadequate on 31 March 2006.

3.2 The Law Society had submitted formal written representation to the Commissioner on 28 April 2006 and the oral representation is to take place on 5 May 2006.

3.3 The Commissioner is due to communicate her final decision on the 2006/07 plan to the Law Society during May.

4. Taking Forward the Consumer Board's Work

4.1 OLSCC gave a presentation on the development of the Consumer Strategy.

4.2 The Board discussed the focus of the Strategy and agreed with the proposals set out in the supporting paper. The Board felt that the Strategy should be supported by action research. It was agreed that the OLSCC would produce the Consumer Strategy with input from the Board members.

4.3 To assist with the production of the Strategy, OLSCC agreed to consider:

- the service standards of Citizens Advice and Asda
- research which may have been undertaken by Co-op in setting up their new legal services;
- links with Consumer Direct and Consumer Voice;
- research undertaken by Professor Avrom Sherr and Professor Hazel Genn; and
- research undertaken by Which? on the Home Buyers Information Packs.

5. Other Business

5.1 The Commissioner asked Board members to note the timetable for the production of her Annual Report. Board members views on the draft report would be much appreciated by the Commissioner.

5.2 The Commissioner asked Board members to note the proposed dates for future Board meetings.

6. Closure

6.1 The next meeting of the Advisory Board and Consumer Board will be held on 21 September 2006 in London. Bridget Prentice MP is keen to meet the Board members and has this meeting in her diary.

6.2 The Commissioner thanked Board members for their attendance and valuable input and thanked George Seligman for hosting the meeting at Slaughter and May.