



LSCC Legal Services Consumer Board

Minutes

9 February 2006

Attendees

Zahida Manzoor (LSCC – Chair)	Colin Brown (Member)
Les Courtnell (OLSCC)	Countess of Eglinton and Winton (Member)
Lorraine Jackson (OLSCC)	Louise Hanson (Member)
Bronwyn Baker (OLSCC)	Avrom Sherr (Member)
Anita Holmes (OLSCC)	Steven Silver (Member)
Jo Shaw (OLSCC)	
Janice Revill (OLSCC – Secretariat)	

Apologies

Rob Chester (Member)
Hazel Genn (Member)
David Harker (Member)

1. Welcome and Introductions

- 1.1 The Commissioner welcomed members to the first meeting of the LSCC Legal Services Consumer Board. The Commissioner thanked the Board for giving up their time and committing to the work of the Office of the Legal Services Complaints Commissioner (OLSCC) in improving legal services for the consumer.
- 1.2 Each Board member gave a brief introduction and details of their experience in relation to consumers.
- 1.3 The Commissioner would ensure that those members who were unable to attend the meeting will receive feedback.

2. Legal Reforms

- 2.1 The Commissioner gave a brief presentation on the history of the Government's legal reforms and the progress to date. The Commissioner explained that the reforms provided a once in a life time opportunity to make a difference for the consumer of legal services.
- 2.2 The Commissioner outlined the timetable and confirmed the Government's commitment to taking forward the work on legal reforms.

3. Making a difference for the consumer

- 3.1 OLSCC gave a presentation which focused on the performance of the Law Society to date and the Commissioner's role in encouraging the Law Society to improve its complaints handling system.

4. Areas of focus for the LSCC Legal Services Consumer Board

- 4.1 OLSCC gave a presentation, which supported the paper "Potential areas of focus for the Consumer Board". The Commissioner proposed that the experience and recommendations of Board members inform a "Consumer Strategy".
- 4.2 Board members agreed that they would focus as a priority on the following areas:
- Communications
 - informing consumers of what they need to know at the point of need
 - Standards of service and indicators of quality
 - Identifying potential gaps for the consumer in legal services now and as they develop
 - Consumer access to the complaints handling system
- 4.3 The OLSCC will develop initial proposals, in consultation with Board members, on these areas and will present findings at the next Consumer Board meeting.

5. LSCC Legal Services Consumer Board - Terms of Reference

- 5.1 Board members agreed the draft terms of reference.

6. Closure

- 6.1 The next meeting of the Consumer Board will be held on 3 May 2006 and will be a joint meeting with the LSCC Advisory Board.
- 6.2 The Commissioner thanked Board members for their attendance and input to the meeting.