

To:	Legal Services Board	Agenda Item: 6
Date of Meeting:	23 March 2017	Item: Paper (17) 12

Title:	Consumer Panel Work Programme 2017/18
Workstream(s):	All
Presented by/ author:	Dr Jane Martin, Chair of the Consumer Panel Lola Bello, Consumer Panel Manager
Cover paper:	Julie Myers, Corporate Director
Status:	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.

Dr Jane Martin, the Panel’s new Chair, will attend the Board meeting to present the Panel’s Work Programme for 2016/17 (attached at **Annex A**). This will be Dr Martin’s first appearance at the Board and members will find a brief biography at Page 12 of the Panel’s work programme.

The Executive has reviewed the Work Programme and note that it represents year three of the Panel’s three-year strategy. As such, there is both continuity and consolidation from their work in 2015/16 and 2016/17.

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.

Risks and mitigations

Financial:	The Consumer Panel has a small delegated budget which is managed in line with LSB financial controls.
FoIA:	Annex B - Intended for future publication exemption (S22)
Legal:	N/A
Reputational:	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’.
Resource:	A budget for the Panel has been included in the LSB’s most recent budget plans.

Consultation	Yes	No	Who / why?
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Board Members:		✓	
Consumer Panel:	✓		The Work Programme has the full endorsement of the Consumer Panel following its meeting on 1 March
Others:			

Recommendation(s):
The Board is invited to: <ul style="list-style-type: none"> a) <u>discuss</u> with Dr Martin the Panel's 2017/18 work programme; and b) <u>endorse</u> the 2017/18 work programme.