

Meeting: Legal Services Board

Date: 8 June 2021

Item: Paper (21) 32

Title: Consumer Panel Annual Report 2020/21

Authored / Introduced by: Sarah Chambers, Consumer Panel Chair

Status: Official

Introduction

1. The Consumer Panel's Annual Report is attached at **Annex A**. The Board is asked to receive and comment on the report.

Recommendation

2. The Board is invited to receive and **comment** on the Consumer Panel Annual Report 2020/21.

Background

3. The Panel's terms of reference include a commitment to producing an Annual Report. The attached document reports on the Panel's work between April 2020 and March 2021.
4. The Annual Report is an important document as it gives the Legal Services Board and its stakeholders, including legal services consumers, a record of the Panel's activities during the previous twelve months and allows the Panel to be held to account for this work. It is also a key means for the Panel to demonstrate its impact and value for money.

Next steps

5. The Consumer Panel plans to publish the Annual Report shortly.

Annexes

Annex A: Consumer Panel Annual Report 2020/21

Risks and mitigations	
Financial:	N/A
Legal:	N/A
Reputational:	The Annual Report is the Panel's key accountability tool and allows stakeholders to assess its achievements, impact and value

for money. The Annual Report has agreed by the Consumer Panel.	
Resource:	N/A

Freedom of Information Act 2000 (Fol)		
Para ref	Fol exemption and summary	Expires
Annex A	Exemption Annex A: S22. To be published unchanged shortly after meeting	N/A

