

To:	Legal Services Board	
Date of Meeting:	18 March 2021	Item: Paper (21) 12

Title:	Legal Services Consumer Panel (LSCP) Work Programme 2021/22	
Presented by:	Sarah Chambers, Chair, LSCP Lola Bello, Manager, LSCP	
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.

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

- Support the LSB in its drive to ensure the effective implementation of the outstanding the CMA recommendations
- Support the LSB’s research and work programme more generally

Using its convening power to:

- Promote a coordinated sector response to meet the issues exacerbated by Covid-19
- Propose a regulatory response to the problem of advice deserts
- Encourage the regulators to develop and entrench a more consumer-focused approach to regulation

Publishing reports, for example on:

- Metrics for evaluating and monitoring regulatory policies
- Consumer segmentation and how regulators could use this approach more effectively in their work

The work programme is in draft form, and will be considered by the Panel at its 17 March meeting.

Sarah Chambers, Chair, will join the Board meeting to present the Work Programme for 2021/22 (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.

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Risks and mitigations	
Financial:	The Consumer Panel has a small delegated budget which is managed in line with LSB financial controls.
FoIA:	Annex A - Intended for future publication exemption (S22)
Legal:	N/A
Comms and engagement:	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.
Equality and diversity:	N/A

Recommendation
The Board is invited to discuss and endorse the Panel's Work Programme for 2021/22.