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| To: | Legal Services Board | |
| Date of Meeting: | 23 March 2016 | Item: Paper (16) 11 |

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| Title: | Consumer Panel Work Programme 2016/17 | |
| Workstream(s): | All | |
| Presented by/ author: | Elisabeth Davies, 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.

Elisabeth Davies, the Panel Chair, will attend the Board meeting to present the Panel’s Work Programme for 2016/17 (attached at **Annex A**).

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

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: The Panel will require a £6k budget uplift to deliver its work programme to enable its tracker research to be funded (£204k 2015/16 to £210k 2016/17). This 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 24 February |
| Others: | | | |

Recommendation(s):

The Board is invited to:

- a) discuss with Elisabeth Davies the Panel's 2016/17 work programme; and
- b) endorse the 2016/17 work programme.