

LSB Paper (10) 32 – ANNEX B

ACTIVITY REPORT: JANUARY-MARCH 2010

Overview of activity during reporting period

There were two formal meetings of the Panel:

- 14 January – items included: discussion with David Edmonds; a short-list of projects for the Work Programme 2010/11; and ABS.
- 10 March – items included: guest speakers Zahida Manzoor, Elizabeth France and Adam Sampson to discuss complaints; agreeing the Work Programme 2010/11; measuring the Panel's success; and a presentation on the consumer research on referral arrangements.

Main activities over the reporting period were:

- Completing the research phase of our investigation into referral arrangements, including: consumer research; responses to our call for evidence by 71 individuals and organisations; a roundtable debate attended by 22 individuals and organisations from the legal, claims management, insurance and property sectors; meetings with practitioners; and speaking engagements at a Civil Justice Council event and Claims Management conference.
- Publishing our Work Programme 2010/11.
- Launch of our website in February.
- Providing informal advice to colleagues on first-tier complaints handling and ABS.
- Attending the OLC Board and spending two days in situ helping the Legal Ombudsman to identify key issues and consumer-proof its processes.
- Responding to six consultation exercises
 - ABS Licensing (LSB)
 - First-tier complaint handling (LSB)
 - Latest moves by the OLC (OLC)
 - Outcomes-based regulation (SRA)
 - Advocacy standards (BSB/IPS/SRA)
 - Changes to the CLC's regulatory remit (CLC).
- Meetings with Bridget Prentice MP, Henry Bellingham MP and David Howarth MP.
- Introductory meetings with a wide range of organisations, plus presentations at the IPReg Board, the launch of the Ministry of Justice Baseline Survey and the LSB First-tier complaints handling seminar.
- Agreeing memoranda of understanding with LSB and Legal Ombudsman.

Highlights of planned activities in next reporting period

Main activities over the next period:

- Publish our advice on referral arrangements.
- Commission consumer research in partnership with the Legal Ombudsman on publishing case outcomes.
- Hold a roundtable in Wales.
- Provide informal advice to colleagues on Approved Regulator responses to the Internal Governance Rules exercise.
- Lay the groundwork for some of the planned projects in the Work Programme.

Steve Brooker
Consumer Panel Manager
16/04/10