

ACTIVITY REPORT: April – June 2015

Overview

During this period we have focused on the planning and delivery of our 2015-16 work programme.

We also published our annual report for work carried out in 2014-15. The Annual Report is an important document as it gives the Legal Services Board and our stakeholders, including legal services consumers, a record of our activities during the previous twelve months and allows them to hold us to account for this work. It is also a key means for us to demonstrate our impact and value for money. In order to reinforce the Panel's outcomes, the report reflects the five high level themes in the Panel's flagship publication, the Consumer Impact Report. This is the same format that was used last year.

The Panel met once in the period. In April, the Panel discussed the initial findings of the joint project with LSB on unbundled legal services, as well as agreeing a set of principles for how it engages with self-regulation initiatives. The Panel also discussed how it engages with stakeholders in the context of maximising the effect of the work to be carried out in 2015-16. The suggestions raised will be reflected over the coming months in the way we plan projects and meetings.

The Secretariat had two staff changes during this period. Stephanie Chapman, previously a Policy Adviser at the Financial Ombudsman Service, has now taken up the role of Panel Associate. Lola Bello, currently a Senior Associate at the Financial Conduct Authority, will be taking up the role of Panel Manager from 3 August 2015, as Steve Brooker moved on to the LSB on 1 May.

Update on planned projects

Project	Activity
Complaints	Draft research proposal for joint project with QMU on developed
Consumer Impact Report	2015 Tracker Survey results received and analysed
Consumer vulnerability	Training session on the vulnerability guide and the consumer principles guide planned for 13 BSB staff in July
Litigants in person	Initial scoping underway for quantitative project
Open data	CILEx Regulation will be publishing data from July 2015
Unbundling research	Publication delayed, Panel working group established to respond

Update on unplanned work

Consultation responses:

- LSB – Regulatory restrictions on in-house lawyers
- SRA – Improving regulation: proportionate and targeted measures
- BSB – Future Bar Training Consultation: The Professional Statement

Selected external events/meetings: Panellist at Legal Futures Regulation conference; CEO, Law Works; CEO, LEF; President, Law Society; Ombudsman Association Biennial Conference; Kathryn King, Legal Ombudsman; Ken Young, Legal Ombudsman; Oliver Hanmer, Bar Standards Board; Paralegal Enquiry, CILEx Regulation.

Future activity

The main focus will be progressing our next three year strategy and annual work programme.

Reports: Unbundling research by Ipsos MORI; Tracker Survey briefings.

Presentations: OLC's April meeting; Legal Futures Regulation Conference; CILEx Regulation Futures Committee to discuss 2020 report.

Consultation responses: LSB on BSB licensing authority application; BSB amendment to BS powers; BSB continuing professional development;

Stephanie Chapman

June 2015