

## ACTIVITY REPORT: July – September 2015

### Overview

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

We also published qualitative research exploring experiences and perceptions of unbundled legal services. The research by Ipsos MORI, jointly commissioned with the Legal Services Board, used interviews with consumer, providers, and members of the judiciary to provide a qualitative review of how unbundled legal services are used and provided. This research feeds into our strategic aim of extending access to justice by exploring alternative ways in which consumers can access affordable legal services. Following this research we hosted a workshop with stakeholders from the regulated and advice sector, as well as representative bodies and academics.

The Panel met twice in the period. In July the Panel discussed its approach to transparency and agreed to publish the minutes of its meetings in a more timely manner. The Panel also explored how it would engage with the LSB over the course of 2015/16. Caroline Wallace attended the meeting in part to share the LSB's views on the two commissions for the Panel, which have since been sent. These commissions asked the Panel to consider what regulatory data could be collated and or published to empower consumers to make better informed decisions and what priority areas of law the LSB should prioritise in their next work programme. In September the Panel carried out a mid-year review of its work programme, which found most projects to be on track, with no major delivery concerns. The Panel also discussed the data from this year's tracker survey, due to be published by the end of October, and different ways of presenting this.

The Secretariat is now back up to full complement as Lola Bello, previously a Senior Associate at the Financial Conduct Authority, took up the role of Panel Manager from 3 August 2015.

### Update on planned projects

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Project	Activity
Complaints	Draft research proposal for joint project with QMU developed
Consumer Impact Report	2015 Tracker Survey drafts prepared
Consumer vulnerability	5 training sessions on the vulnerability guide and the consumer principles guide planned for remainder of BSB staff in October
Litigants in person	Initial scoping underway for quantitative project
Open data	LSB commission received and research underway
Unbundling research	Published, and a stakeholder roundtable was held in September

## **Update on unplanned work**

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Consultation responses:

- SRA – Consultation on Consumer Credit proposals
- BSB – amendments to BSB powers
- BSB – Continuing Professional Development

Selected external events/meetings: Panellist at Westminster Legal Policy Forum; CEO, Institute of Paralegals; President, Law Society; roundtable with LEF; stakeholder event, Legal Ombudsman; Chris Handford, SRA.

## **Future activity**

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

Reports: LSB commission into open data; Tracker Survey briefings.

Presentations: Consumer vulnerability at BSB board meeting; Westminster Legal Policy Forum on LETR; Law Society Excellence Awards.

Consultation responses: LSB on principles of regulation for in-house lawyers; Legal Ombudsman on proposed ADR scheme rules; BSB future bar training review; QC Appointments on application fees.

**Stephanie Chapman**

**October 2015**