

ACTIVITY REPORT: April– July

Overview

In light of the Competition and Markets Authority’s report (CMA), the Panel has re-prioritised one of its strategic objective ‘**Ensuring that consumers have the right information to make informed decisions**’. This will be the focus for the Panel’s activities in 2017/18.

The Panel’s published reports on information remedies and segmentation will inform and feed into the CMA’s proposed transparency remedies. We have already met with the Chair of the implementation group to discuss our reports in more depth.

The Panel has had two meetings since the last planning session. These meetings focused on regulators policy deliberations.

Update on planned projects

Project	Activity
Tracker Survey	The Panel is assessing its 2017 annual tracker survey findings.
Consumer Segmentation	Following the publication of the consumer segmentation report, the Panel will host a Roundtable event to engage front line regulators on the need to segment consumers for better regulation.

Update on unplanned work

Consultation responses:

- CILEX Regulation – The Panel responded to Cilex Regulation’s consultation on Its compensation scheme.
- CMA – The Panel responded to the CMA’s consultation on its market study into digital comparison tools.

Selected external events/meetings:

- The Panel met with the Office of Legal Complaints to discuss challenges and opportunities.
- The Chair met with the Office of Immigration Services Commissioner to discuss overlap in regulatory responsibilities.
- The Panel met with the CMA to discuss the remedies implementation group.

- The Panel met with the new Chair of the Office of Legal Complaints.
- The Panel attended a House of Lords session on EU exit and consumers.
- The Panel attended a Law Society event to discuss Public Legal Education.
- The Panel spoke at the SRA's Innovation Conference.
- The Panel attended the Modern Law's Conveyancing Conference rescheduled in March 2017.
- The Panel gave a presentation at the SRA's Board meeting.

Future activity

The Panel's existing strategy comes to an end at the end of March 2018. Planning for its 2018-21 strategy will be prioritised over the next few months.

Future Presentations

- The Panel is scheduled to present to the OLC on 12 July.
- The Panel is scheduled to attend the LSB's strategy meeting on 19 July.
- The Panel is scheduled to attend Cilex Regulation's Board discussion in October.
- The Panel is scheduled to give a presentation at the Westminster Legal Policy Forum in November.

Consultation responses: the Panel will continue to respond to consultation reports that fit its prioritisation criteria and is within scope.

July 2017