

ACTIVITY REPORT: January – March

Overview

The Panel welcomed its new Chair Dr Jane Martin CBE in January 2017. Since joining the Panel, Dr Martin has had numerous meetings with key stakeholders.

The Panel has published two reports on; information remedies in the legal services sector, and the importance of segmenting consumers for improved regulatory outcome. Both reports will inform our work programme in 2017/18, and will also form the basis of our engagement with the Programme Board for the implementation of the Competition and Markets Authority's remedies.

The Panel has had two meetings since the last planning session. These meetings focused on the Panel's new work programme, and the CMA's assessment of the sector.

Update on planned projects

Project	Activity
Tracker Survey	All briefings for the Panel's tracker survey is published.
Consumer vulnerability	The Panel delivered vulnerability training to the Council of the Council for Licensed Conveyancers
Consumer Segmentation	The Panel published its policy paper on the importance of segmenting consumers for better understanding of their needs, risk identification, and developing solutions.
Information Remedies	The Panel published its advice to the LSB on the effectiveness of information remedies in the legal services sector.

Update on unplanned work

Consultation responses:

- SRA – Panel responded to the SRA'S consultation discussion paper on Regulatory Data and Consumer Choice in Legal Services.
- SRA – Panel responded to the SRA's consultation on the Solicitors Qualifying Examination (SQE).

Selected external events/meetings: The Panel met with the Office of Legal Complaints to discuss challenges and opportunities.

Future activity

The focus over the next few months will be on transition matters as the Panel welcomes and inducts its new Chair Dr Jane Martins. The Panel will also begin to consolidate its three year strategy with a focus on continuation in its 2017/18 work plan.

Presentations:

- The Panel is scheduled to attend and speak at Modern Law's Conveyancing Conference rescheduled for March 2017.
- The Panel is scheduled to attend the SRA's innovation conference (April 2017)
- The Panel is scheduled to attend the Law Society's dinner discussion on Public Legal Education (April 2017)
- The Panel is scheduled to attend the SRA's Board meeting to discuss consumer needs and concerns
- The Panel is scheduled to attend the Professional paralegal conference (June 2017).

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

March 2016