

Appendix 2

ACTIVITY REPORT: September - December 2017

Overview

The Panel's latest annual Tracker Survey results show low levels of transparency. Overall, only 6% of consumers of legal services find the price on the provider's website and another 4% find it in an advertisement or on a price comparison website. 61% of consumers have a conversation with a provider to determine the price of the service. These low levels of price transparency suggest that consumers are hindered in making informed choices.

The Panel responded to the Frontline Regulators consultations on the remedies proposed by the Competition and Markets Authority's (CMA report) following its assessment of the sector. In its responses, the Panel welcomed the Regulators commitment to work together to improve transparency within the sector. The Panel also welcomed efforts to improve the Legal Choices website, noting its potential to be a significant tool for aiding consumers' understanding and engagement with the legal services market. However, the Panel challenged whether some Regulators went far enough to address the CMA's concerns. It also noted inconsistencies in approach.

Over the past three months the Panel has been working on its strategy for 2018-21 and it's Work Programme for 2018/19, both of which will be finalised by the end of March.

Update on planned projects

Project	Activity
Tracker Survey	The Panel has now published four briefing reports on how consumers are experiencing the legal services market, market transparency and Wales. The Panel is preparing to commission the research for the 2018 research
Consumer Segmentation	Following the publication of the consumer segmentation report, the Panel hosted a Roundtable event to engage front line regulators on the need to segment consumers for better regulation. The event was a success and is planning to monitor this closely.

Update on unplanned work

Consultation responses:

- Law Commission – The Panel responded to the Law Commission’s consultation on reviewing and updating the law on making a will.
- CILEx Reg – The Panel responded to the CILEx Reg’s consultation on becoming a licensing authority for Alternative Business Structures.
- MoF – The Panel responded to the MoF’s consultation on its plans to deliver transparency measures in response to the CMA’s recommendations.
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- SRA – The Panel responded to the SRA’s consultation on its plans to deliver transparency measures in response to the CMA’s recommendations.
- CLC – The Panel responded to the CLC’s consultation on its plans to deliver transparency measures in response to the CMA’s recommendations.

Selected external events/meetings:

- The Panel gave a presentation at the Cilex Regulation’s Board meeting.
- The Panel met the CEO of the Bar Council.
- The Panel hosted a meeting with the chairs of the Consumer Panels.
- The Panel attended several meetings in the House of Lords session on EU exit and consumers.
- The Panel attended the Regulatory Forum.
- The Panel held an event on Consumer Segmentation.
- The Panel attend the Legal Choices Steering Group meeting.
- The Panel met with the Legal Ombudsman.
- The Panel co-hosted a regional event with the Legal Services Board.
- The Panel attended an event in the House of Commons held by the Professional Paralegal Register.
- The Panel gave a presentation at the CMA’s Consumer Roundtable.
- The Panel attended a LawWorks event.

Future activity

The Panel’s current strategy comes to an end in March 2018, it will prioritise finalise its strategy for 2018-21 in February.

Future Presentations:

- The Panel is scheduled to give a presentation at the Westminster Legal Policy Forum on 24 January.
- The Panel is scheduled to give a presentation at the Paralegal Conference on 12 October.

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

January 2018