

ACTIVITY REPORT: January - March

Overview

Between January and March the Panel attended events held by various stakeholders, including the Remedies Program Implementation Group, the Master of faculties Annual Church, Law and State Reception, and the Council of Licensed Conveyancers' annual Managers' Conference (focused on conveyancing services).

The Panel responded to the LSB and Legal Ombudsman's consultations on their Business Plans for 2019/20 and published its own Work Programme for 2019/20.

Update on planned projects

Project	Activity
Technology Research	The Panel has made progress with the desk based research on the use of technology in legal services. The Secretariat met with key stakeholders and academics within the legal and health sector to gain insight on the issue. The Paper is scheduled for publication at the end of April.
Consumer Impact Report	The Panel is progressing with the process of drafting the next edition of its Consumer Impact Report. The Report will assess the sector against some of its key visions as well as progress towards the CMA's report.

Update on unplanned work

Consultation responses:

- LeO – The Panel responded to LeO's consultation on the Ombudsman's Annual Plan for 2019/21.
- LSB – The Panel responded to LSB's consultation on the LSB's Business Plan for 2019/20.
- CLC – The Panel responded to the CLC's consultation on its Customer Charter.
- MoR - The Panel responded to the Master of Rolls consultation on the appointments to the Solicitors Disciplinary Tribunal.

Selected external events/meetings:

- The Panel attended the CLC's annual Managers' Conference focused on conveyancing services.

- The Chair attended the CLC's Council dinner.
- The Chair met with the new Chair of the Bar Council for an introductory meeting.
- The Panel met with the Ombudsman Association for an introductory meeting.
- The Chair attended the MoF Annual Church, Law and State Reception.
- The Chair met with the SRA's new Chair for an introductory meeting.
- The Chair met with other sectoral Consumer Panel Chairs.
- The Chair attended the Remedies Programme Implementation Group's meeting.
- The Chair met with IPREg for an introductory meeting.

Future activity

The Panel will focus on implementing its Work Programme over spring/summer.

Future Presentations

- The Panel is scheduled to attend the CLC's Council meeting in May.
- The Panel is scheduled to attend the CLC's Roundtable in May.
- The Panel is scheduled to speak at the SRA's Innovate event in June.
- The Panel is scheduled to attend the Remedies Programme Implementation Group's meeting in June.
- The Panel is scheduled to speak at the Westminster Legal Policy Forum in June.
- The Panel is scheduled to attend the Law Society's Presidential inauguration event in July.
- The Panel is scheduled to speak at the SRA's Innovate event in July.
- The Panel is scheduled to attend Law Society Excellence Awards 2019 in October.

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

April 2019