

## Research Seminars – Summary

The research seminars proved to be a great success and brought forward a range of ideas from participants on areas that the research should aim to cover and thoughts on approaches (a full list of attendees is included on page 3 of this summary). I have not summarised all of the individual points made in the sessions but hope the table below summarises the majority of the key points and the broad direction of the discussion. In general there was a sense at the sessions that the types of research ideas suggested were good, but that we should be careful to draw on existing sources before commissioning new research. A view that we can endorse fully.

A copy of the final research plan for 2010 will be circulated once published on the LSB website in March 2010. We will endeavour to continue discussions over the year with all of those attending and will repeat these sessions early in 2011.

Area		LSB Action
<b>Strategy</b>	Need to set out a clear short to long run strategy	LSB to publish a Research Strategy in March 2010.
	Need to coordinate research planned with ARs and other stakeholders	LSB to continue direct engagement with ARs and other stakeholders alongside publication of the research strategy.
	There is a need for a literature review to ensure that we understand existing research	Each research specification will set out our understanding of existing literature and the LSB will carry out specific literature reviews where necessary.
	Need to be transparent about choices and decisions	The LSB is ensuring independent representation on its Research Strategy Group and will hold annual seminars to consider research over the previous year and plans for the following year.
<b>Management</b>	Set out clear aims for each project	The LSB will publish all research specifications which will set out clear project aims.
	Need to use a variety of research methodologies and be clear about which we are using	We have already commissioned research using a variety of methodologies – quantitative, depth interviews and focus groups.
	We need to set out clearly the information that we are looking to collect from the research.	The research specifications will set out clearly the aims of the project and the evidence we are looking to collect.
<b>Content</b>	Tracking survey of consumer views	We will consider the case for a follow up survey to track consumer views following the initial study published on 29 December 2009.
	Tracking survey of the impact of ABS	We will prioritise research to understand current market supply to help us track the impact of ABS.
	Research on ethics and conflicts of interest	We will consider the potential for research on ethics and conflicts of interest. In the first instance we will look to conduct a literature review of existing evidence.
	Diversity	Given the wide variety of potential topics we are starting by considering existing research through a

	<ul style="list-style-type: none"> <li>• demand side</li> <li>• social class</li> <li>• legal firm case studies</li> <li>• social equality case for diversity</li> </ul>	literature review. We will also be exploring data held by Law Colleges. Further research will follow in 2010.
	Unreserved activities/scope of regulation and cost	We noted the views that we should not restrict our research to the extension of regulation to wills.
	Legal Process Outsourcing	We will include an article on legal process outsourcing in our publication in April.
	Advocacy – who is acting as an advocate in court what is the impact on quality	We will consider existing research and data sources.
	Impact of the reduction in legal aid	We will consider existing research and consider what further work might be possible.
	Measuring consumer satisfaction	We have noted the wide variety of consumers of legal services and will be incorporating this into our research plans.

**Research Seminar – Attendees (unfortunately some of the attendees below were prevented from attending by adverse weather conditions)**

<b>6 January</b>	<b>12 January</b>	<b>15 January</b>
Laurence Besemer Forum of Insurance Lawyers	Dr Jo Braithwaite LSE	Gavin Brooke Spada
Simon Blandy CLC	Harriet Creamer Outer Circle Ltd	Alexy Buck LSRC
Andy Boon Westminster University	Orijit Das Genpact	Prof. Penny Cooper City University
John Brown Chartered Institute of Patent Attorneys	Nina Fletcher The Law Society	Pam Dear The Society of Will Writers
Paul Coombes LBS	David Haig	Richard de Friend College of Law
Jack Diggle OMC Partners	Gillian Haselden E&Y	Nick Green Bar Council
Lisa Duff Westminster University	Stephen Mayson LSPI	Paul Johnson Office of Immigration Service Commissioner
David Ellis OMC Partners	Peter Morel Kennedy Cater Legal	Mandie Lavin Bar Standards Board
John Flood Westminster University	Tim Morel Kennedy Cater Legal	Lynne Livesey Lancashire Law School
Paul Gilbert LBC Wise Counsel	Daniel Muzio Leeds University	Julian Lonbay Birmingham Law School
Prof. Robert Home Anglia Ruskin University	Tim Oliver Plexus Law	James Meyrick ABI
Richard Parnham Westminster University	Dr Deborah Prince Which?	Brian W McMillan The Society of Will Writers
Russell Wallman The Law Society	Paul Sharp Institute of Professional Willwriters	James O'Connell Institute of Paralegals
Lisa Webley Westminster University	Nicole Smith LSB	Alan Patterson Strathclyde University
	Prof. Julian Webb Warwick University	
	Amanda Fancourt City Law School	