

1. The Business plan as a whole represents a scaling back of a lot of LSB activity, positive from a representatives point of view, shows that we have taken notice and cut costs. Noticed a focus on regulators delivering their commitments, with a focus on outcomes focused regulation, similar to FSA.
2. Research priorities need to be outlined in the Business Plan. Could help gain funding.
3. The approach in the BP is more about research and development and keeping regulators inline. Do we have any more vision about the perspective we could apply to the whole of the field of legal services provision and that legal education elements need an overview more than any other approach, more than looking at the delivery of specific types of work, we would be best placed to take responsibility for the issue of regulation of qualification and education, the ability to move in between different professions and the unreserved and unregulated as regulators of specific individual professions, any attempt to look at things from a holistic point of view (overview) is against their own natural interests, and the profession of groups that they regulate and serve. LSB should do a bit more in relation to that as nobody else able to do it other than government. Once frontline regulators have dealt with whatever comes out of a LETR, the LSB would also like to look at the whole thing, not the individual elements.
4. LSB would get more external investment and collaboration if the regulators could see the value of the research. They would be fine with paying for it if the benefits were more clearly explained.
5. Our research does not sufficiently engage with members of the profession. The quality of data for our research would be improved and Solicitors would feel less resentment towards the LSB if they understood the research and were made aware of it. The LSB need to explain to the profession what our research is leading up to. There appears to be a real misunderstanding amongst solicitors about what we actually do.
6. Mapping the unregulated market and consumer experiences of DIY law could be merged together, such as the outcomes for consumers who use online services. Although it fits within our remit, it could be hard to get collaboration on the unregulated market due to big knowledge gaps, high risk areas and lack of research already available, which could be difficult for regulators to take to their board as a research proposal.
7. Cost and complexity – Regulators struggle with cost benefit analysis to those that costs are passed onto. Regulators would like to see work on quantifying the benefit of the LSB. i.e. Analysis of what benefit there was out of the 5 million invested in us last year. What measures are implied or being explicit

about the LSB's contribution to the "cake growing process". What is the real value of the LSB?

8. Looking at cost and complexity as a whole, the solicitors struggling to make ends meet see the LSB spending money on research projects but don't understand how the results of that research has an impact on them. As part of the cost and complexity project, we need to communicate the aims of the project to legal services providers, what the result will be and how it would be measured.
9. As part of the cost & complexity project, it would be useful to look at what has gone wrong with solicitors that have been struck off, by looking at cases that come before tribunal and analysing what went wrong for that Solicitor. Could be a useful tool to help others learn from these mistakes.
10. The sharing of raw data – important to do this in order to create a level playing field for research amongst regulators. Data is not collected in the same way by the different regulators, which is an issue. Is there a way we could impose a uniformed way of collecting data, being clear on what unit we are going to measure.
11. LSB rely too much on outcomes. We should design something at an early stage to get to that outcome, especially for research data.
12. Client communications – could the consumer panel be charged with trying to think of ways that consumers could get more involved in the decision of practice in relation to new ABS's and traditional practices? In almost all other entities, consumers have been involved. This could make a difference without costing too much money. This could change the focus in the way that legal services are delivered.
13. Governance in terms of our research objectives – would it be possible to do research with the Law Society on looking at governance in the top 100 law firms. There seems to be an enormous gap with the shift to a corporate approach rather than managed by Solicitors. Would be useful to see how these are managed and who is successful in the future.
14. Research Idea – do firms that communicate with clients deliver a better service?
15. Research on complaints – is LeO helping? People seem uncomfortable complaining to a Lawyer, but say they were dissatisfied.