

## Appendix 3

### ACTIVITY REPORT: July – September 2018

#### Overview

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The Panel held introductory meetings for the recently appointed Chair. In July, the Panel hosted a successful roundtable discussion on how regulators could contextualise complaints data.

The Panel engaged with approved regulators on their plans to implement the CMA's transparency remedies. We have responded to the SRA's rule change application on its Handbook Review, as well as respond to transparency rule changes from the CLC, CILEx Regulation.

#### Update on planned projects

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Project	Activity
<b>Tracker Survey</b>	The Panel published its annual tracker survey findings in August.
<b>The Publication of Complaints Data</b>	Following the publication of the Panel's Open Data report in 2016, and our focus on transparency over the life-span of our current strategy, the Panel hosted a Complaints Data Roundtable event in July. We agreed to hold another event with the regulators on quality indicators.
<b>Technology Research</b>	The Panel is in the process of scoping a desk based research on the use of technology in legal services.
<b>Consumer Impact Report</b>	The Panel is in the process of scoping the next edition of its Consumer Impact Report.

#### Update on unplanned work

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#### Consultation responses:

- BEIS – The Panel responded to the BEIS' consultation on modernising consumer markets.
- CILEx Regulation – The Panel responded to CILEx Regulation's consultation on implementing transparency rules.

- BSB – The Panel responded to the BSB’s consultation on the proposed rules for the training framework for the Bar.
- ICAEW – The Panel responded to the ICAEW’s consultation on Probate Action Plan for delivering greater transparency.

#### **Selected external events/meetings:**

- The Panel spoke at the CILEx Group Board’s meeting.
- The Panel met with the BSB for an introductory meeting.
- The Panel met with the Bar Council for an introductory meeting.
- The Panel met with the MoJ to discuss challenges and opportunities.
- The Panel met with the President and CEO of the Law Society for an introductory meeting.
- The Panel met with the CMA to discuss the remedies implementation group.
- The Panel contributed to the LASPO Review.
- The Panel met with other sectoral Consumer Panel Chairs.
- The Chair met with Legal Futures newspaper and gave an interview that has covered in two separate articles.
- The Panel attended the CILEx Presidential inauguration.
- The Panel met with the CILEx Regulation for an introductory meeting.
- The Panel spoke at the CILEx Regulation board meeting on transparency.
- The Panel attended the CILEx National Awards Ceremony.
- The Panel met with the CEO and President of Chartered Institute of Trademark Attorneys for an introductory meeting.
- The Panel met with the CEO of State of Victoria Consumer Commission from Australia.
- The Panel met with Which? for an introductory meeting.
- The Panel met with the CEO of Chartered Institute of Patent Attorneys for an introductory meeting.

#### **Future activity**

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The Panel will focus on its projects on technology and the Impact Report over autumn.

#### **Future Presentations**

- The Panel is scheduled to present to the OLC Board in October.
- The Panel is scheduled to attend the Cilex Regulation Board in October.
- The Panel is scheduled to present to Profession Paralegal Register conference in October.
- The Panel is scheduled to attend The Law Society Excellence Awards 2018 in October.
- The Panel is scheduled to present to the CLC Board in November.
- The Panel is scheduled to have a Board to Board meeting with the LSB in November.
- The Panel is scheduled to attend LawWorks Annual Pro Bono Awards in December.

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

**October 2018**