

Appendix 3 - ACTIVITY REPORT: April– July

Overview

The Panel welcomed a new Chair in this quarter, introductory meetings and inductions to the Panel is therefore a priority.

The Panel continues to engage with approved regulators on their plans to implement the CMA’s transparency remedies. We are now responding to rule change consultations. We have also had meetings with the Chair of the implementation group to discuss Approved Regulators progress in depth.

Update on planned projects

Project	Activity
Tracker Survey	The Panel is assessing its 2018 annual tracker survey findings.
The Publication of Complaints Data	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 will host a Complaints Data Roundtable event in July. We aim to convince regulators to do more to publish first-tier complaints data.
Technology	The Panel is in the process of scoping its desk based research on the use of technology in legal services.
Impact report	The Panel is in the process of scoping the next edition of its Impact Report

Update on unplanned work

Consultation responses:

- CLC – The Panel responded to the CLC’s consultation on its transparency rule changes.
- SRA – The Panel responded to the SRA’s consultation on Professional Indemnity Insurance and its Compensation Fund arrangements.

Selected external events/meetings:

- The Panel met with the Office of Legal Complaints to discuss challenges and opportunities.
- 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 Panel spoke at the SRA's Innovation Conference.

Future activity

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

Future Presentations

- The Panel is scheduled to present to the OLC in October.
- The Panel is scheduled to present to Cilex Board in July.

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

July 2018