

Welcome to our research!

Introductory session

8<sup>th</sup> February 2021



community  
research

*Bringing the voices of communities into the heart of organisations*

## Introduction

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- Hello and welcome!
- Your moderators
- About this session
- Who else is on the Zoom call



2

## Introduction

- Moderator **introduces** self and thanks participants for joining
- **Purpose** of this session is to give you a briefing on this research and allow everyone to meet each other and ask any questions .
  - Will be lots of information, but we'll give it to you in writing too
- Intro Tom from LSB;
- Other panellists – some have previously done research for the LSB, some new to it, but bring their own experiences of working for a regulated profession

Difficult  
question!!

## Ongoing competence of legal professionals

Are the existing arrangements enough to make sure that lawyers continue to do their jobs well throughout their whole careers?



- On behalf of the Legal Services Board
- Lots of different views
- No prior knowledge required
- You are part of a 'panel' of 25 people



- Focusing on a **difficult question** that the legal sector is facing... all about lawyers' competence to do their jobs well throughout their careers.
- This is research that the **Legal Services Board** has asked us to carry out. They are the regulator who oversees legal services, and you'll find out more about them in the research.
- It's an issue where there are **different views** of what should happen, and it's important that the LSB hear from members of the public.
- We don't expect any **prior knowledge** – lots of this is likely to be new to you.
- In total there are around 22 of you involved in the panel. We've split you into two Zoom sessions now, but **you'll 'meet' the others online.**

**Name**

**Done anything  
like this before?**



**Any questions?**



#### Introductions from panellists

- Names
- Anyone done anything like this before, e.g. sat on a jury?
- Any questions to clarify the information you've had already – anything you don't understand that you need answered before you can reach a decision?



- ? Do the arrangements now in place within legal services give this panel **sufficient confidence in the competence of lawyers throughout their careers?**
- ? Why / why not?
- ? If not, what **changes** are needed to give this panel sufficient confidence?
- ? What **mix of measures** gives you most confidence? And how **frequently**?
- ? For **all lawyers, or some?** Which ones? Why?



- We will now put you into smaller 'meeting rooms', so there will be [6-7] of you to discuss what you think should happen in smaller groups. Your job is to find out the views of others in the group and reach a consensus on the following questions [we'll paste these in the chat function]:
  - Do the arrangements now in place within legal services give this panel **sufficient confidence in the competence of lawyers throughout their careers?** Why / why not?
  - If not, what **changes** are needed to give this panel sufficient confidence?
  - What **mix of measures** gives you most confidence? And how **frequently**? For **all lawyers, or some?** Which ones? Why?

# You are our deliberative panel

## A different approach

- More time
- More information
- Optional further reading
- Optional further research



- Because this is a difficult issue, we are going to take a different approach to finding out what people think should happen:
  - This process is **taking longer** than you might ordinarily spend in research. This will give you time to consider the issues from different perspectives, and even ask your family and friends what they think !
  - We will also be drip-feeding you **information** to help you understand how things work currently (for example, what do lawyers already have to do to demonstrate they can do their jobs?). We'll do this through videos giving you information, and later on – videos from people who work in law and other professions on what they think about the issues. It's important that you see the videos so you've all considered the same 'evidence'.
  - At a couple of points, we offer **optional further reading** if you want to deepen your knowledge of the area. You don't have to do this, but it's there if you want it.
  - You can also do your **own research** if you wish! Let us know what you find if you do, and how it has made you think.
- The research over the next month is almost designed to look like a **jury process** – you will be hearing 'expert evidence', you will deliberate together, and then towards the end, we'll bring you together to come to a

decision on what you 'the people' think should happen .

- Your task, as a group, is to explore the different viewpoints and then work together towards an answer and present back your collective view .
  - We will want you to approach this from an **individual** view ('what would I like to happen?'), and also from a '**citizen**' point of view ('what is best for society as a whole?').

## How it works

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The screenshot shows the FlexMR website interface. At the top, there is a navigation bar with 'HOME', 'MY TASKS', 'PROJECTS', and 'PAGES'. A 'Back Room' button is visible. On the right, there are links for 'Your profile', 'Messages (6)', and 'Sign out'. The main content area is annotated with purple arrows and text:

- 'Online forum' is written in purple, with arrows pointing to 'Surveys/ polling' and 'Evidence videos'.
- 'Discussion 'bulletin boards'' is written in purple, with an arrow pointing to a 'QUESTION - THINKING BACK TO SOME OF T...' item in the list.
- 'Deliberative zoom discussions' is written in purple at the bottom of the page.

The list of items includes: SURVEY - T, SURVEY - E, BOARD - TA, QUESTION - , QUESTION - , QUESTION - , BOARD - TA, SURVEY - T, SURVEY - F, QUESTION - , QUESTION - , BOARD - TA, QUESTION - , QUESTION - PROFESSIO, QUESTION - THINKING BACK TO SOME OF T..., QUESTION - LOOKING AT SPECIFIC BEHA..., BOARD - TASK SB - REFLECTING ON THE S..., SURVEY - TASK SA - YOUR VIEWS ON SPEC...

## Ground rules

- Share what you feel comfortable sharing
- Feel free to ask questions
- Feel free to comment on what others have said
- Feel free to change your mind!
- Express yourself respectfully, and respect other people's views

7

## Explaining how it works

- **Outline agenda** and how the deliberative process will work
  - Share screen to show FlexMR home page and some of the question boards
  - Troubleshooting – where to find tasks; how to get in touch with us
  - Overall structure: evidence input, discussions on 'question boards', surveys, final focus groups
  - 1-2 days for tasks – we'll prompt you with emails when there are new tasks.
  - For questionboards – not looking for essays but usually more than one sentence!
- **Ground rules** for participation
  - Share what you feel comfortable sharing
  - Feel free to ask questions. We can do fact-checking for you if it helps you answer the questions
  - Feel free to comment on what others have said
  - Express yourself respectfully, and respect other people's opinions.
- We expect people to **change their minds** – we really encourage you to read what others have said and think of their perspectives.

- Feel free to contact us with any questions or issues through the research.  
Emails available

Who will  
be on the  
forum?

- The 25 panellists
- Community Research
- The Legal Services Board
- FlexMR

What  
happens to  
what we  
say?

- Your consent for:
  - Anonymous quotes
  - Video clips



- The people who have **access to the online forum** including the 25 people who have signed up to participate; the five of us who work at Community Research; around four people from LSB who are working directly on this project; the people at FlexMR who run the platform, but their interest is just in making sure it works correctly!
- In the survey you have completed, you gave us consent to use **anonymous quotes** from you in any reporting, and any **clips from videos** we capture (which will probably be in the second Zoom sessions at the end of the process). Please let us know if you change your mind about this at any point.



Last word from you – favourite legal/ courtroom film/ TV show/ book – any tip offs?  
Any tips from those who have done an online forum with us before for those who haven't?