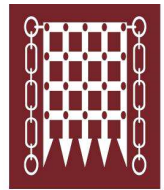


**Westminster Legal Policy Forum Keynote Seminar: Quality assurance and standards in legal services - professional competence, advocacy standards and consumer protection**

Timing: Morning, Wednesday, 29<sup>th</sup> November 2017

Venue: Sixty One Whitehall, London SW1A 2ET



**WESTMINSTER  
LEGAL POLICY  
FORUM**

Agenda subject to change

- 8.30 - 9.00 Registration and coffee
- 9.00 - 9.05 **Chair's opening remarks**  
**Shailesh Vara MP**
- 9.05 - 9.55 **Quality assurance and standards across the legal profession - latest regulatory initiatives and priorities**  
**Neil Buckley**, Chief Executive, Legal Services Board  
**Dr Vanessa Davies**, Director General, Bar Standards Board  
**Julie Brannan**, Director of Education and Training, Solicitors Regulation Authority  
Questions and comments from the floor
- 9.55 - 10.45 **Professional standards, continuing competence and options for regulating advocacy**  
*In the context of uncertainty surrounding the future of the Quality Assurance Scheme for Advocates, what are the best options for regulators seeking to develop advocacy standards in the criminal court, and more generally across the legal profession? Should further schemes be developed to address concerns raised over representation in the Youth and Family Courts? What impact are recent changes to the Continuing Professional Development (CPD) regime having on solicitor and barrister competence; is a more flexible framework encouraging practitioners to seek more relevant training, and what more can firms do to support effective learning across their workforce? What can be learnt from existing quality assurance schemes in other sectors, such as for doctors or accountants, and how might this be applied to future regulatory initiatives and firms' own compliance regimes? How can it be ensured that new market entrants and new business models are compliant with regulatory requirements, and what challenges does the SRA's proposal to allow solicitors to work outside LSA-regulated firms pose for standards and quality assurance?*  
**Patrick McCann**, Global Head of Learning and Development, Linklaters  
**Deveral Capps**, Dean, Leeds Law School, Leeds Beckett University  
**Kate Aubrey-Johnson**, Director, Youth Justice Legal Centre  
**Paul Simkins**, Director of Quality Assurance, ICAEW  
**Edward Nally**, President, Solicitors Disciplinary Tribunal  
Questions and comments from the floor
- 10.45 - 10.50 **Chair's closing remarks**  
**Shailesh Vara MP**
- 10.50 - 11.15 Coffee
- 11.15 - 11.20 **Chair's opening remarks**  
**Lord Brennan QC**
- 11.20 - 11.45 **The legal services market study - next steps for implementing key measures**  
**Sharon Horwitz**, Director, Sector Regulation Unit, Competition and Markets Authority  
Questions and comments from the floor
- 11.45 - 12.35 **Improving consumer protection and outcomes - latest thinking on quality, pricing, transparency and redress**  
*Perspectives on how legal regulators can most effectively respond to the CMA's legal services market study, which called for increased competition and clearer information for consumers on pricing, quality of services, redress, and alternative providers. In light of plans to trial new approaches to publishing prices in particular areas of law (such as conveyancing), what form would the information need to take to effectively empower consumers to make better informed decisions when purchasing legal services, what is its likely impact and in what areas of the market is this approach likely to be most effective? What steps can be taken to further facilitate the use of data in the legal sector by third parties in the interests of supporting transparency, including as a basis for digital comparison tools; what are the implications for the legal services market and how can this be implemented in line with data protection regulations?*  
**Sheila Kumar**, Chief Executive, Council for Licensed Conveyancers and Chair, Legal Services Remedies Programme Implementation Group  
**Sally Azarmi**, Founder, Azarmi & Co and Chair, Small Firms Division, The Law Society  
**David Sprake**, Founder, Solicitor.info  
**Jim Diamond**, Costs Lawyer and Author, *The Price of Law*  
**Dr Jane Martin**, Chair, Legal Services Consumer Panel  
Questions and comments from the floor
- 12.35 - 12.55 **The future for complaints procedures**  
**Kathryn Stone**, Chief Ombudsman, Legal Ombudsman  
Questions and comments from the floor
- 12.55 - 13.00 **Chair's and Westminster Legal Policy Forum closing remarks**  
**Lord Brennan QC**  
**Marc Gammon**, Associate Editor, Westminster Legal Policy Forum