



Agenda subject to change

- 8.30 - 9.00 Registration and coffee
- 9.00 - 9.05 **Chair's opening remarks**
Rt Hon the Lord Hunt of Wirral, Co-Chair, All-Party Parliamentary Group on Legal and Constitutional Affairs
- 9.05 - 9.20 **Challenges ahead for the law firm - new competitors, skills, technology and changing client demands**
Peter Saunders, Partner, Deloitte and Co-Author, *Developing legal talent: Stepping into the future law firm*
Questions and comments from the floor
- 9.20 - 9.45 **Innovation and the challenge for regulation**
Crispin Passmore, Executive Director, Policy, Solicitors Regulation Authority
Questions and comments from the floor
- 9.45 - 10.35 **The future structure of a liberalised legal services market - investment, new business models & consumer priorities**
In the context of changes to the regulatory landscape in 2015 - including reforms to the framework for multi-disciplinary practices and the use of the separate business rule - in what ways might the legal services regulatory environment be further developed in the interests of supporting innovation and encouraging new market entrants? For example, how might Government's proposals to reduce barriers to the licensing of alternative business structures (ABS) impact on the models future use by legal businesses? How can a deregulatory approach be balanced with maintaining appropriate consumer safeguards? With over 600 ABS-registered firms entering the market since 2010, what impact are new providers having on traditional legal service providers, particularly high-street practitioners, and what might traditional firms learn from concepts most associated with new providers - such as fixed fees and the use of disruptive technologies - and how can they be incorporated to benefit clients and consumers? Following the Competition and Markets Authority recent report into the provision of legal services in England and Wales - which calls for new minimum standards for disclosures on price and the service provided when commissioning legal services - what role should legal regulators play in improving access to data on legal providers, and in facilitating the future development of comparison sites to allow customers to compare providers?
Sally Azarmi, Founder, Azarmi & Co and Chair, Small Firms Division, The Law Society
Professor Cosmo Graham, Director, Centre for Consumers and Essential Services (CCES), University of Leicester
Daniel van Binsbergen, Co-Founder and Chief Executive Officer, Lexoo
Karl Chapman, Chief Executive Officer, Riverview Law
Peter James, Head of Regulatory Policy, Institute of Chartered Accountants in England and Wales
Questions and comments from the floor
- 10.35 - 10.40 **Chair's closing remarks**
Rt Hon the Lord Hunt of Wirral, Co-Chair, All-Party Parliamentary Group on Legal and Constitutional Affairs
- 10.40 - 11.05 Coffee
- 11.05 - 11.10 **Chair's opening remarks**
Lord Clement-Jones, London Managing Partner, DLA Piper
- 11.10 - 11.35 **Disruptive technology and competition in the global legal services market**
James Mancini, Economist, Competition Division, Directorate for Financial and Enterprise Affairs, OECD
Questions and comments from the floor
- 11.35 - 11.45 **'Technological innovation as a driver of change for the legal services sector'**
Sophia Adams-Bhatti, Director of Legal and Regulatory Policy, The Law Society
- 11.45 - 12.40 **Responding to change - new technologies, future innovation and meeting the needs of consumers**
Following the Law Society's January 2016 report on the future of legal services - which identified changing global business environments, buyer behaviours and new technologies as key drivers of change - how can legal providers respond to these challenges effectively, particularly in the context of increased constraints on spending by firms? With the report identifying consumer needs for reduced costs, greater transparency and greater efficiency, what are the most promising innovatory approaches to ensuring that the legal sector meets these requirements? For example, how might the adoption of new technologies - such as online dispute resolution, 'dispersed' virtual provision, and eventually the use of artificial intelligence in case analysis - impact on costs and accessibility for consumers? How can firms best react to current shifts in buyer behaviours, such as the increasing numbers of consumers that search for options to reduce costs for them - particularly so-called DIY options - as well as those that source information on legal providers through social media? What are the options available to firms seeking to increase their online engagement? In light of firms increasingly outsourcing tasks that have been traditionally performed in-house to outsourced firms, alongside the increasing use of project-management staff and other non-legal professionals, how is the legal workforce likely to adapt in the future, and what challenges does this pose to the legal training and education framework?
Keith Austin, Senior Vice President and Head of Legal Services UKIEEMEA, DHL Global Business Services and Member, Advisory Board, NextLaw Labs
George Bisnought, Managing Director, Excello Law
Miranda Grell, Business Development Manager, Hackney Community Law Centre and **Jimmy Vestbirk**, Founder, Legal Geek
Matt Meyer, Chief Executive Officer, Taylor Vinters
Questions and comments from the floor with **Sophia Adams-Bhatti**, Director of Legal and Regulatory Policy, The Law Society
- 12.40 - 13.05 **Competition, growth and consumer outcomes - challenges for policy**
Caroline Wallace, Strategy Director, Legal Services Board
Questions and comments from the floor
- 13.05 - 13.10 **Chair's and Westminster Legal Policy Forum closing remarks**
Lord Clement-Jones, London Managing Partner, DLA Piper
Marc Gammon, Associate Editor, Westminster Legal Policy Forum