

## Westminster Legal Policy Forum Keynote Seminar

### The legal services market - regulation, innovation and the future of the Legal Services Act

Timing: Morning, Monday, 12<sup>th</sup> September 2016

Venue: Sixty One Whitehall, London SW1A 2ET



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Agenda subject to change

- 8.30 - 9.00 Registration and coffee
- 9.00 - 9.05 **Chair's opening remarks**  
**Rt Hon the Lord Falconer of Thoroton**
- 9.05 - 9.25 **The legal services market: trends, innovations and the policy context**  
**Dr Christopher Decker**, Research Fellow, Centre for Socio-Legal Studies, University of Oxford  
Questions and comments from the floor
- 9.25 - 9.50 **Options beyond the Legal Services Act - independence, flexible regulation and the public interest**  
**Sir Michael Pitt**, Chairman, Legal Services Board  
Questions and comments from the floor
- 9.50 - 10.15 **Delivering regulation - challenges ahead for competition, standards and cost**  
**Paul Philip**, Chief Executive, Solicitors Regulation Authority  
Questions and comments from the floor
- 10.15 - 10.40 **Regulation and representation - issues for structure and governance**  
**Robert Bourns**, President 2016-17, The Law Society  
Questions and comments from the floor
- 10.40 - 11.00 **Complaints, redress and dispute resolution in an evolving market place**  
**Kathryn Stone**, Chief Ombudsman, Legal Ombudsman  
Questions and comments from the floor
- 11.00 - 11.05 **Chair's closing remarks**  
**Rt Hon the Lord Falconer of Thoroton**
- 11.05 - 11.35 Coffee
- 11.35 - 11.40 **Chair's opening remarks**  
**Jonathan Djanogly MP**, former Parliamentary Under-Secretary, Ministry of Justice
- 11.40 - 12.10 **Competition in the supply of legal services**  
**Rachel Merelie**, Senior Director, Competition and Markets Authority  
Questions and comments from the floor
- 12.10 - 12.55 **Boosting competitive and innovative practice: meeting business and consumer legal needs**
- A better market for consumers? Self-lawyering, affordability and rethinking consumer protections*  
**Elisabeth Davies**, Chair, Legal Services Consumer Panel
- Innovating local government legal services - a case study*  
**Quentin Baker**, Director of Law, Procurement & Governance, LGSS Law
- Assessing the impact of ABS - challenges and opportunities ahead*  
**Archana Makol**, Chief Counsel, BT Legal and Director, BT Law
- Investment in the legal sector - latest trends*  
**John Llewellyn-Lloyd**, Corporate Finance Director, Arden Partners
- Questions and comments from the floor
- 12.55 - 13.00 **Chair's and Westminster Legal Policy Forum closing remarks**  
**Jonathan Djanogly MP**, former Parliamentary Under-Secretary, Ministry of Justice  
**Marc Gammon**, Associate Editor, Westminster Legal Policy Forum