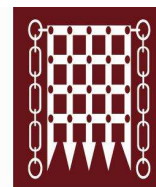


Westminster Legal Policy Forum keynote seminar
The future of legal services in England and Wales - regulation, consumer protection and responding to innovation

Timing: Morning, Tuesday, 25th February 2020

Venue: Cavendish Conference Auditorium, 22 Duchess Mews, Marylebone, London W1G 9DT



**WESTMINSTER
LEGAL POLICY
FORUM**

Agenda subject to change

- 8.30 - 9.00 Registration and coffee
- 9.00 - 9.05 **Chair's opening remarks**
Lord Gold
- 9.05 - 9.35 **The Independent Review of Legal Services Regulation - key issues to be addressed**
Professor Stephen Mayson, Centre for Ethics and Law, University College London and Lead, Independent Review of Legal Services Regulation
Questions and comments from the floor
- 9.35 - 10.30 **The future of legal services - technology adoption, the changing shape of professional services firms and regulatory development**
Neil Rose, Founder and Editor, Legal Futures
John Gould, Senior Partner, Russell-Cooke; Author, *The Law of Legal Services* and Member, Advisory Panel, Independent Review of Legal Services
Duncan Wiggetts, Executive Director, Professional Standards, ICAEW
Kirsteen Forisky, Head of Innovations, LEAP Legal Software
Derek Sweeting QC, Vice-Chair, Bar Council
Questions and comments from the floor
- 10.30 - 10.35 **Chair's closing remarks**
Lord Gold
- 10.35 - 11.00 Coffee
- 11.00 - 11.05 **Chair's opening remarks**
Rt Hon the Lord Falconer of Thoroton
- 11.05 - 11.15 **The state of the market - transparency, consumer engagement and reflections on the 2016 Market Study**
Chris Jenkins, Economics Director, Competition and Markets Authority
- 11.15 - 12.05 **The focus on consumers - public confidence, competition and managing 'unmet legal need'**
Simon Davis, President, The Law Society
Dr Ashwini Natraj, Senior Economic Consultant, Consumer and Behavioural Economics Team, London Economics
Mariette Hughes, Head Ombudsman, Legal Ombudsman
Rob Houghton, Founder and Chief Executive Officer, reallymoving and The Law Superstore
Julia Salasky, Founder and Chief Executive Officer, Legl
Questions and comments from the floor with **Chris Jenkins**, Economics Director, Competition and Markets Authority
- 12.05 - 12.55 **Regulation in the legal services market - structures, roles and independence**
Matthew Hill, Chief Executive, Legal Services Board
Ewen Macleod, Director of Strategy and Policy, Bar Standards Board
Chris Handford, Director of Regulatory Policy, Solicitors Regulation Authority
Stuart Dalton, Director of Policy and Enforcement, CILEx Regulation
Questions and comments from the floor
- 12.55 - 13.00 **Chair's and Westminster Legal Policy Forum closing remarks**
Rt Hon the Lord Falconer of Thoroton
Helen Crocker, Forum Lead, Westminster Legal Policy Forum