

# The future of legal services in England and Wales - regulation, consumer protection and responding to innovation

## 25<sup>th</sup> February 2020

### **CONDITIONS FOR USE OF TRANSCRIPTS:**

This document is intended to provide a timely reference for interested parties who are unable to attend the event to which it refers. Some portions are based on transcripts of proceedings and others consist of text submitted by speakers or authors, and are clearly marked as such. As such, apart from where it is indicated that the text was supplied by the speaker, it has not been possible for the transcript to be checked by speakers and so this portion of the document does not represent a formal record of proceedings. Despite best endeavours by Westminster Forum Projects and its suppliers to ensure accuracy, text based on transcription may contain errors which could alter the intended meaning of any portion of the reported content. Anyone who intends to publicly use or refer to any text based on the transcript should make clear that speakers have not had the opportunity for any corrections, or check first with the speaker in question. If in doubt please contact the forum first.

## Contents

<b><u>About this Publication</u></b>	<b>3</b>
<b><u>Agenda</u></b>	<b>4</b>
<b><u>Session Chair's opening remarks</u></b>	
<b>Lord Gold</b>	<b>6</b>
<b><u>The Independent Review of Legal Services Regulation - key issues to be addressed</u></b>	
<b>Professor Stephen Mayson</b> , Centre for Ethics and Law, University College London and Lead, Independent Review of Legal Services Regulation ( <i>text submitted by speaker</i> )	<b>7</b>
Questions and comments from the floor ( <i>transcript</i> )	<b>12</b>
<b><u>The future of legal services - technology adoption, the changing shape of professional services firms and regulatory development</u></b>	
<b>Neil Rose</b> , Founder and Editor, Legal Futures ( <i>transcript</i> )	<b>17</b>
<b>John Gould</b> , Senior Partner, Russell-Cooke; Author, <i>The Law of Legal Services</i> and Member, Advisory Panel, Independent Review of Legal Services ( <i>transcript</i> )	<b>20</b>
<b>Duncan Wiggetts</b> , Executive Director, Professional Standards, ICAEW ( <i>transcript</i> )	<b>22</b>
<b>Kirsteen Forisky</b> , Head of Innovations, LEAP Legal Software ( <i>transcript</i> )	<b>24</b>
<b>Derek Sweeting QC</b> , Vice-Chair, Bar Council ( <i>transcript</i> )	<b>26</b>
Questions and comments from the floor ( <i>transcript</i> )	<b>28</b>
<b><u>Session Chair's closing remarks</u></b>	
<b>Lord Gold</b> ( <i>transcript</i> )	<b>34</b>
<b><u>Session Chair's opening remarks</u></b>	
<b>Rt Hon the Lord Falconer of Thoroton</b> ( <i>transcript</i> )	<b>35</b>
<b><u>The state of the market - transparency, consumer engagement and reflections on the 2016 Market Study</u></b>	
<b>Chris Jenkins</b> , Economics Director, Competition and Markets Authority ( <i>transcript</i> )	<b>36</b>
<b><u>The focus on consumers - public confidence, competition and managing 'unmet legal need'</u></b>	
<b>Simon Davis</b> , President, The Law Society ( <i>transcript</i> )	<b>39</b>
<b>Dr Ashwini Natraj</b> , Senior Economic Consultant, Consumer and Behavioural Economics Team, London Economics ( <i>transcript</i> )	<b>41</b>
<b>Mariette Hughes</b> , Head Ombudsman, Legal Ombudsman ( <i>transcript</i> )	<b>43</b>
<b>Rob Houghton</b> , Founder and Chief Executive Officer, reallymoving and The Law Superstore ( <i>transcript</i> )	<b>46</b>
<b>Julia Salasky</b> , Founder and Chief Executive Officer, Legl ( <i>transcript</i> )	<b>48</b>
Questions and comments from the floor with <b>Chris Jenkins</b> , Economics Director, Competition and Markets Authority ( <i>transcript</i> )	<b>50</b>
<b><u>Regulation in the legal services market - structures, roles and independence</u></b>	
<b>Matthew Hill</b> , Chief Executive, Legal Services Board ( <i>transcript</i> )	<b>58</b>
<b>Ewen Macleod</b> , Director of Strategy and Policy, Bar Standards Board ( <i>transcript</i> )	<b>60</b>
<b>Chris Handford</b> , Director of Regulatory Policy, Solicitors Regulation Authority ( <i>transcript</i> )	<b>62</b>
<b>Stuart Dalton</b> , Director of Policy and Enforcement, CILEx Regulation ( <i>transcript</i> )	<b>64</b>
Questions and comments from the floor ( <i>transcript</i> )	<b>65</b>
<b><u>Session Chair's and Westminster Legal Policy Forum closing remarks</u></b>	
<b>Rt Hon the Lord Falconer of Thoroton</b> ( <i>transcript</i> )	<b>73</b>
<b>Helen Crocker</b> , Forum Lead, Westminster Legal Policy Forum ( <i>transcript</i> )	<b>74</b>
<b><u>Comments</u></b>	
<b>Eleanore Hughes</b> , Policy Analyst: Regulatory Affairs, Law Reform and Ethics and <b>Melanie Mylvaganam</b> , Policy Manager: Regulatory Affairs, Law Reform and Ethics	<b>75</b>
<b><u>List of Delegates Registered for Seminar</u></b>	<b>76</b>
<b><u>Contributor Biographies</u></b>	<b>82</b>

Please be advised that speakers' PowerPoint presentations are included within the transcript itself, just beneath the relevant speaker's text. Please note that not all speakers are able to grant permission for us to include their slides.

## About this Publication

This publication reflects proceedings at the Westminster Legal Policy Forum keynote seminar: The future of legal services in England and Wales - regulation, consumer protection and responding to innovation held on 25<sup>th</sup> February 2020. The views expressed in the articles are those of the named authors, not those of the Forum or the sponsors, apart from their own articles.

Although Westminster Legal Policy Forum is grateful to all sponsors for the funding on which we depend, participation in events and publications is never conditional on being a sponsor. As well as funding ongoing operations, sponsorship enables the Forum to distribute complimentary copies of publications, and offer complimentary tickets for events, to Government ministers, parliamentarians and officials most involved in policy.

This publication is copyright. Its copying, in whole or in part, is not permitted without the prior written consent of the publishers. However, extracts of the text may be reproduced for academic or review purposes, subject to the conditions of use outlined in the previous page, providing they are accurate, are not used in a misleading context and the author, their organisation and the Westminster Legal Policy Forum are acknowledged. We would also appreciate being informed.

### **Westminster Legal Policy Forum**

UK Headquarters  
4 Bracknell Beeches  
Old Bracknell Lane West  
Bracknell  
Berkshire RG12 7BW

T: 01344 864796  
F: 01344 420121  
[publications@westminsterforumprojects.co.uk](mailto:publications@westminsterforumprojects.co.uk)

### **Directors**

Peter van Gelder  
Chris Whitehouse