

Westminster Legal Policy Forum Keynote Seminar
Innovation in legal services - technology, skills and new business models

with

Professor Richard Susskind, IT Adviser to the Lord Chief Justice of England and Wales; President, Society for Computers and Law and Chairman, Advisory Board, Oxford Internet Institute
Crispin Passmore, Strategy Director, Legal Services Board

and

Christina Blacklaws, Co-operative Legal Services; Sue Bramall, Berners Marketing; Steve Brooker, Legal Services Consumer Panel; Mark Edwards, Rocket Lawyer; Duncan Finlyson, Richard Nelson; Neil Rose, Legal Futures; Mark Ross, Integreon; Professor Mari Sako, University of Oxford; Scott Slorach, The College of Law and Gary Yantin, High Street Lawyer

Chaired by:

Rt Hon The Lord Hunt of Wirral, Chair, All-Party Parliamentary Group for Legal and Constitutional Affairs and Chair, Financial Services Division, DAC Beachcroft and Emily Thornberry MP, Shadow Attorney General

This event is CPD certified

Morning, Tuesday, 19th March 2013
Central London

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Dear Mr Hill QC

I am writing to ensure you don't miss the above seminar if you are able to attend. Please note there is a charge for most delegates, although no-one is excluded on the basis of ability to pay (see below).

Seminar

A year into the era of licensed alternative business structures, a liberalised legal services market is giving rise to a range of innovations in the provision of legal services.

Delegates at this seminar will assess the prospects for major emerging trends - including online and automated legal services, legal process outsourcing, and new models for marketing and selling legal services - as well as how such market developments might influence the future of legal education and training.

The seminar will bring together lawyers from a range of specialisms with key regulators and policymakers, alongside others with an interest in the future of the legal services market including software and other service providers, business interests, investors, universities, training providers, consumer organisations and commentators.

Topics for discussion include:

The impact of technology and software on both the internal and customer-facing operations of law firms;

The future of online and automated legal services, with latest examples and thinking on best practice;

The growth of legal process outsourcing, including challenges for ensuring client confidentiality and professional competence;

How 'Tesco Law' is influencing the way legal services are marketed and sold, looking at the future of branding, marketing and alternative billing; and

Perspectives on how legal education and training providers can respond to an evolving legal services market.

The draft agenda is copied below my signature, and a regularly updated version is available to view online here. The seminar is organised on the basis of strict impartiality by the Westminster Legal Policy Forum.

Speakers

We are delighted to include keynote addresses in this seminar from: Professor Richard Susskind, IT Adviser to the Lord Chief Justice of England and Wales; President, Society for Computers and Law and Chairman, Advisory Board, Oxford Internet Institute and Crispin Passmore, Strategy Director, Legal Services Board.

Further speakers include: Christina Blacklaws, Director and Head of Policy and Strategy, Co-operative Legal Services; Sue Bramall, Managing Director, Berners Marketing; Steve Brooker, Consumer Panel Manager, Legal Services Consumer Panel; Mark Edwards, Corporate Vice President and General Manager, Rocket Lawyer; Duncan Finlyson, Solicitor, Richard Nelson; Neil Rose, Editor, Legal Futures; Mark Ross, Vice President, Legal Solutions, Integreon; Professor Mari Sako, Professor of Management Studies, Saïd Business School, University of Oxford; Scott Slorach, Board Member, Innovation, Design and Production, The College of Law and Gary Yantin, Managing Director, High Street Lawyer.

Rt Hon The Lord Hunt of Wirral, Chair, All-Party Parliamentary Group for Legal and Constitutional Affairs and Chair, Financial Services Division, DAC Beachcroft and Emily Thornberry MP, Shadow Attorney General have kindly agreed to chair this seminar.

Networking

This seminar will present an opportunity to engage with key policymakers and other interested parties, and is CPD certified (more details). Places have been reserved by officials from BIS; DCLG; DfE; DWP; MoJ and UKTI as well as representatives from Aaron & Partners; ACH Legal; Allvision Computing; Atkins Hope Solicitors; AXA UK; Baird Capital Partners Europe; Basingstoke & Deane Borough Council; BDO; Berwin Leighton Paisner; Best Practice Group; Bird & Bird; Birmingham City University; Bott and Co Solicitors; Capsticks; CILEx; Clarion; Clarke Willmott; CMS Cameron McKenna; Compass Resolution; Damar Training; Document Direct; DWF; Employment Law Essentials; Fragomen; Hartnell Chantot & Partners; Herbert Smith

Freehills; Hunton & Williams; Intellectual Property Regulation Board; International Legal Aid Group; Jomati Consultants; Keelys; Keoghs Solicitors; Keystone Law; Legal Ombudsman; Legal Services Consumer Panel; London Borough of Lambeth; Lyceum Capital; Macfarlanes; Morgan Jones & Pett Solicitors; My Home Move; Newsome Vaughan; Osborne Clarke; Palatine Private Equity; Saffery Champness; Saga Services; Sipara; Sovereign Business Integration Group; Surrey County Council; Tata Consultancy Services; The Law Society; Thomson Reuters; TM Group; University of Edinburgh; University of Westminster; University of York; Weightmans; Wiggin; Withers and Wragge & Co.

Overall, we expect speakers and attendees to be a senior and informed group numbering around 120, including Members of both Houses of Parliament, senior officials from the MoJ, the Home Office and other relevant Departments, senior representatives from law firms, charities and campaign groups, local government, and all aspects of the criminal justice system, as well as academics and representatives of the national and trade press.

Output and About Us

A key output of the seminar will be a transcript of the proceedings, sent out within a week of the event to all attendees and a wider group of Ministers and officials at the MoJ and other government departments, as well as Parliamentarians with a special interest in these areas. It will also be made available more widely. This document will include transcripts of all speeches and questions and answers sessions from the day, along with access to PowerPoint presentations, speakers' biographies, an attendee list, an agenda and sponsor information. It is made available subject to strict restrictions on public use, similar to those for Select Committee Uncorrected Evidence, and is intended to provide timely information for interested parties who are unable to attend on the day.

All delegates will receive complimentary PDF copies and are invited to contribute to the content.

The Westminster Legal Policy Forum is strictly impartial and cross-party, and draws on the considerable support it receives from within Parliament and government, and amongst the wider stakeholder community. The Forum has no policy agenda of its own. Forum events are frequently the platform for major policy statements from senior Ministers, regulators and other officials, opposition speakers and senior opinion-formers in industry and interest groups. Events regularly receive prominent coverage in the national and trade press.

Booking arrangements

To book places, please use our online booking form.

Once submitted, this will be taken as a confirmed booking and will be subject to our terms and conditions below.

Please pay in advance by credit card on 01344 864796. If advance credit card payment is not possible, please let me know and we may be able to make other arrangements.

Options and charges are as follows:

Places at Innovation in legal services - technology, skills and new business models (including refreshments and PDF copy of the transcripts) are £190 plus VAT; Concessionary rate places for small charities, unfunded individuals and those in similar circumstances are £80 plus VAT. Please be sure to apply for this at the time of booking.

For those who cannot attend:

Copies of the briefing document, including full transcripts of all speeches and the questions and comments sessions and further articles from interested parties, will be available approximately 7 days after the event for £95 plus VAT;

Concessionary rate: £50 plus VAT.

If you find the charge for tickets a barrier to attending, please let me know and we will do our best to see you are not excluded (but do be advised that this applies to individuals, unfunded academics and students, people between jobs, representatives of small charities and the like, not businesses, individuals funded by an organisation, or larger charities/not-for-profit companies). Please note terms and conditions below (including cancellation charges).

I do hope that you will be able to join us for what promises to be a most useful morning, and look forward to hearing from you soon.

Yours sincerely

Marc Gammon

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Producer, Westminster Legal Policy Forum

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Innovation in legal services - technology, skills and new business models
Timing: Morning, Tuesday, 19th March 2013
Venue: Central London

Draft agenda subject to change

8.30 - 9.00

Registration and coffee

9.00 - 9.05

Chairman's opening remarks

Rt Hon The Lord Hunt of Wirral, Chair, All-Party Parliamentary Group for Legal and Constitutional Affairs and Chair, Financial Services Division, DAC Beachcroft

9.05 - 9.45

'Tomorrow's lawyers' - next steps for an evolving market place

Professor Richard Susskind, IT Adviser to the Lord Chief Justice of England and Wales; President, Society for Computers and Law and Chairman, Advisory Board, Oxford Internet Institute

Questions and comments from the floor

9.45 - 10.35

Technological innovation and online services - business, lawyer and consumer perspectives

An assessment of how technology and the emergence of the online legal services market will influence the ways in which law firms operate and consumers access legal services. To what extent will the long-term impacts of alternative business structures - including the introduction of new skills, as well as new investment and ownership models to the market - encourage the use of technology and online services throughout the sector? In what areas of the market is there potential for the greater use of automated and online services, and what can be learnt from disciplines that have proved particularly receptive to their use, such as will writing and road traffic accident disputes? In what ways are developments in the use of legal software - including areas such as document automation, case workflow, compliance and cloud storage - influencing both the internal and customer-facing operations of law firms, and what limitations are there for their use? What are consumer priorities for an evolving market, particularly with regard to the future role of the traditional face-to-face lawyer? How might legal education and training providers need to respond to ensure a competitive and dynamic profession for the future market place, and is enough consideration being given to the possible future role of "legal technologists"?

Mark Edwards, Corporate Vice President and General Manager, Rocket Lawyer
Scott Slorach, Board Member, Innovation, Design and Production, The College of Law

Neil Rose, Editor, Legal Futures

Steve Brooker, Consumer Panel Manager, Legal Services Consumer Panel

Senior representative, technology consultancy

Questions and comments from the floor

10.35 - 10.40

Chairman's closing remarks

Rt Hon The Lord Hunt of Wirral, Chair, All-Party Parliamentary Group for Legal and Constitutional Affairs and Chair, Financial Services Division, DAC Beachcroft

10.40 - 11.10

Coffee

11.10 - 11.15

Chairman's opening remarks

Emily Thornberry MP, Shadow Attorney General

11.15 - 11.50

Outsourcing and offshoring - trends, limitations and long-term implications

In what ways is an increasingly global legal services market, alongside current economic conditions, impacting on the number of law firms using outsourcing - of both administrative and legal processes - to improve competitiveness and reduce costs? To what extent is its current use focused on low value and systematised processes - such as contract review and document discovery - and what examples are there of external providers competing for higher value parts of the value chain? What can be learned from the use of outsourcing in other areas of the economy such as IT, Finance & Accounting, particularly with regard to the regulatory implications? What are the challenges for ensuring client confidentiality and professional competence throughout outsourced operations, particularly across different jurisdictions?

Professor Mari Sako, Professor of Management Studies, Saïd Business School, University of Oxford

Mark Ross, Vice President, Legal Solutions, Integreon

Duncan Finlyson, Solicitor, Richard Nelson

Questions and comments from the floor

11.50 - 12.25

Delivering legal services to the consumer - new approaches to branding, marketing and billing

How is the introduction of "Tesco Law" influencing the way that legal services are marketed and sold, and how might traditional firms respond to market entrants that have resource to existing brand reputation? How can traditional lawyers retain a market presence in the face of increased competition, and how successful are recent high street branding initiatives and supply networks proving - such as Quality Solicitors and High Street Lawyer? In what ways are alternative billing methods - such as contingency fees, fixed fees and flat fees - providing new ways to deliver legal services to consumers and businesses, and what is the future for traditional hourly billing?

Sue Bramall, Managing Director, Berners Marketing

Christina Blacklaws, Director and Head of Policy and Strategy, Co-operative Legal Services

Gary Yantin, Managing Director, High Street Lawyer

Questions and comments from the floor

12.25 - 12.55

Regulation for a diverse and innovative sector

Crispin Passmore, Strategy Director, Legal Services Board

Questions and comments from the floor

12.55 - 13.00

Chairman's and Westminster Legal Policy Forum closing remarks

Emily Thornberry MP, Shadow Attorney General

Marc Gammon, Producer, Westminster Legal Policy Forum