



# Trust and the market

## Rethinking regulation

15 July 2016

30 Euston Square, London

09:30-10:10	Registration and refreshments
10:10-10:15	Welcome and introduction
10:15-10:25	Rethinking regulation
10:25-10:35	A Question of Trust
10:35-10:45	The importance of trust
10:45-11:30	Panel discussion: Professionalism in practice
11:30-12:15	Breakout sessions
12:15-12:30	Break
12:30-12:45	Regulation in a modern marketplace
12:45-13:30	Panel discussion: Public interest regulation
13:30-13:35	Closing remarks, followed by lunch

# Programme

Chaired by:  
Krishnan Guru-Murthy



## 09:30-10:10 - Registration and refreshments

## 10:10-10:15 - Welcome and introduction

Krishnan Guru-Murthy, broadcast journalist and specialist news presenter.

## 10:15-10:25 - Rethinking regulation, Paul Philip, SRA Chief Executive

In a fast changing marketplace, how do regulators build public confidence and balance public protection with the need to support an open competitive market providing high quality, up to date and affordable services? Paul Philip will talk about the challenges and set the scene for rethinking regulation.

## 10:25-10:35 - A Question of Trust, Crispin Passmore, SRA Executive Director of Policy

How does a modern regulator set and maintain standards? How can we be sure that enforcement action is effective and supported by both the public and profession? Crispin Passmore will talk about the findings from the SRA's recent campaign, 'A Question of Trust'. This engaged more than 5,000 people in a discussion about the standards expected from law firms and solicitors and what should happen when things go wrong.

## 10:35-10:45 - The importance of trust, Ben Page, CEO of Ipsos MORI

How can regulators develop public trust? And what happens to a profession when it lacks public trust? Ben Page will talk about the findings from the Ipsos MORI research, 'Trust in Professions' and will share his views on the importance of trust.

## 10:45-11:30 - Panel discussion: professionalism in practice

Why are professional standards important? And what do they mean in practice? High standards are crucial in sectors where public confidence is essential. Moves away from prescriptive rules based regulation, giving individuals more freedom to get on with doing the job, mean that professional standards set in the public interest have never been more important.

- Chair - Krishnan Guru-Murthy, broadcast journalist and specialist news presenter.
- Simon Howard, Head of Professional Standards at the Architects Registration Board
- Ben Page, CEO of Ipsos MORI
- Crispin Passmore, SRA Executive Director of Policy
- Mike Petrook, Director of Communications and Corporate Affairs at Institute of Customer Service
- Hugh Simpson, Director of Strategy at the General Pharmaceutical Council
- Caroline Wallace, Director of Strategy at the Legal Services Board

## 11:30-12:15 - Breakout sessions

Each breakout session will run once. The session you chose is on your name badge.

### **Innovation: Trust in change**

Few will argue that encouraging innovation to promote growth and increase choice for the public is the wrong thing to do, but the challenge is, how do you do this effectively? How do you manage the risks of being seen to pick winners or water down regulatory standards? And can innovation in professional education and training benefit the market?

- Julie Brannan, SRA Director of Education and Training
- Chris Handford, SRA Director of Regulatory Policy
- Rosemary Martin, Vodafone General Counsel
- Nigel Savage, Director of Savage Hutchinson Consulting Ltd

### **Open data: The building blocks of trust**

What role does open data play in public interest regulation? How do regulators know what information the public want and need to make good, informed decisions. What should a modern professional register look like? And where do the public go for their information, now and in the future?

- Matthew Briggs, CEO of The Law Superstore
- Elisabeth Davies, Chair of the Legal Services Consumer Panel
- Jane Malcolm, SRA Executive Director of External Affairs

### **12:15-12:30 - Break with refreshments**

### **12:30-12.45 - Regulation in a modern marketplace**, Chris Jenkins, Economics Director at the Competition and Markets Authority

How do you make markets work for consumers, businesses and the economy? Chris Jenkins will provide insight into current themes and trends from market studies across the regulated sectors. This will include fresh insight from the initial findings of the CMA's legal services review. He will also talk about their work to promote competition for the benefit of consumers, both within and outside the UK.

### **12:45-13:30 - Panel discussion: Regulating the modern marketplace**

Whether in the legal, financial, health or utilities sectors, all regulators face the challenge of how to build public trust and confidence. Yet how do regulators do this? Public interest regulation is about far more than public protection - how can regulators make sure the public can access high quality, affordable services? What can sectors learn from each other? And what does Brexit mean for regulation?

- Chair, Krishnan Guru-Murthy, broadcast journalist and specialist news presenter.
- Glyn Gaskarth, Head of Crime and Justice policy at Policy Exchange
- Chris Jenkins, Economics Director at the Competition and Markets Authority
- Dame Janet Paraskeva, Chair of the Council for Licensed Conveyancers
- Paul Philip, SRA Chief Executive
- Cathryn Ross, CEO of Ofwat

### **13:30-13:35 - Closing remarks**, Paul Philip, SRA Chief Executive

### **13:35 - Lunch**

# Biographies



**Krishnan Guru-Murthy** is a broadcast journalist and specialist news presenter. He has covered six British general elections, interviewed numerous prime ministers from around the world and presented a host of special political programmes. He also presents the foreign documentary series *Unreported World*, travelling to some of the planet's most far-flung places including Yemen, Iraq, Afghanistan and Lebanon. In 2014 Krishnan was nominated as Presenter of the Year in the Royal Television Society Journalism Awards.



**Paul Philip** was appointed SRA Chief Executive in 2014. He was previously at the General Medical Council where he was responsible for leading all corporate work programmes as well as the organisation's core regulatory work. Paul has also held senior roles at the Legal Services Commission and the NHS.



**Crispin Passmore** is Executive Director of Policy at the SRA. He is responsible for the organisation's programme of regulatory reform, including the review of the Handbook, reforming education and training and improving the regulator's focus on consumers. Crispin has previously held posts at the Legal Services Board, Legal Services Commission and Coventry Law Centre.



**Ben Page** is Chief Executive of Ipsos MORI where he has directed hundreds of surveys examining service delivery, customer care and communications. Ben works closely with both Conservative and Labour ministers and senior policy makers across government, leading on work for Downing Street, the Cabinet Office, the Home Office and the Department of Health.



**Simon Howard** is the Head of Professional Standards at the Architects Registration Board, the statutory regulator for the 38,000 architects in the UK. Simon has qualifications in law, and has worked in various roles for professional regulators for 15 years.



**Hugh Simpson** is the Director of Strategy at the General Pharmaceutical Council, responsible for the organisation's regulatory strategy development. Hugh also oversees policy development on education and training, standards development and data and insights. Prior to joining the GPhC, Hugh was the Deputy Director at the NHS Confederation.



**Mike Petrook** is Director of Communications and Corporate Affairs at the Institute of Customer Service. He has almost 20 years experience engaging external and internal stakeholders, covering topics as diverse as economic growth, the state of the NHS, cyber security and the state of management and leadership across the FTSE350. Mike is a regular commentator across broadcast, print and online media.



**Caroline Wallace** is Strategy Director at the Legal Services Board where she leads on research and evidence building. Caroline was previously at the Competition Commission where she spent nine years as an Inquiry Director, leading investigations in a range of sectors including transport, chemicals, food, financial services, IT and construction. Caroline has also held roles at Ofcom and Ofcom.

# Biographies



**Julie Brannan** is SRA Director of Education and Training. She joined the SRA from Oxford Brookes University, where she was Head of Knowledge Exchange and Business Development in the Faculty of Humanities and Social Sciences. Prior to that she was Director of the Oxford Institute of Legal Practice. Julie is also a qualified solicitor, having practised in international commercial litigation.



**Chris Handford** is SRA Director of Regulatory Policy. He leads the reform programme to remove unnecessary regulation, providing flexibility to allow legal providers to deliver services in a way that consumers want. Chris has more than 15 years of policy experience in the legal services environment.



**Rosemary Martin** is Group General Counsel and Company Secretary of Vodafone. She has responsibility for the Group's legal, secretariat, compliance and risk matters. Prior to Vodafone Rosemary was Chief Executive of Practical Law Company and was General Counsel and Company Secretary of Reuters Group Plc, which she joined in 1997 having been a partner in the London law firm Rowe & Maw (now Mayer Brown).



**Nigel Savage** is director of Savage Hutchinson Consulting Ltd. He works with clients worldwide to improve the skills of lawyers by using business development and sales techniques to drive revenue growth. Nigel was CEO of the University of Law 1996-2014. He was also a Board Director of the Higher Education Funding Council and chaired their Audit and Risk Committee at a time of radical change in funding and governance of universities.



**Matthew Briggs** is CEO of The Law Superstore, the UK's only real-time legal services comparison and aggregation web site. Matthew was the first non-lawyer to found and head up a UK law firm when he launched Brilliant Law in 2012, now Genus Law Solicitors. His background is in both the professional services and digital commerce industries.



**Elisabeth Davies** is Chair of the Legal Services Consumer Panel. Her experience is centred around consumer engagement and developing truly consumer-focused services. Elisabeth is currently Deputy Chief Executive at Arthritis Care and a Board Director of the Parliamentary and Health Service Ombudsman.



**Jane Malcolm** is Executive Director External Affairs at the SRA, covering communications and corporate affairs. Prior to joining the SRA, Jane had a series of roles at the General Medical Council, including responsibility for the work of the GMC in the devolved administrations, as Assistant Director in Fitness to Practise and Assistant Director to the Chief Executive. Previously, Jane led UK and European policy work at the Federation of Small Businesses.



**Chris Jenkins** is Economics Director at the Competition and Markets Authority. He joined the CMA from the Department for Business, Innovation and Skills where he was Deputy Director for Consumer and Competition Policy. Chris has previously held roles at the Office of Fair Trading, HM Treasury and Oxera Consulting.

# Biographies



**Glyn Gaskarth** is Head of Crime and Justice at Policy Exchange. Prior to this he worked for the Local Government Information Unit and the TaxPayers' Alliance. Glyn has also served as a special adviser to former Shadow Home Secretary, David Davis MP, and as a parliamentary researcher for Oliver Letwin MP.



**Dame Janet Paraskeva** is Chair of the Council for Licensed Conveyancers. She was Chief Executive of the Law Society from 2000-2006, preparing it for the separation of regulatory and representative functions. She has since served as First Civil Service Commissioner, been an independent member of the Consumer Council for Water and a non-executive director of the Serious and Organised Crime Agency. She is currently Chair of the Appointments Commission for the States of Jersey.



**Cathryn Ross** is the Chief Executive of Ofwat, the independent economic regulator for the water and waste water sector in England and Wales. She has seen through the delivery of a new strategy for Ofwat, focusing on a vision for the sector of trust and confidence in water and waste water services. Cathryn has previously held roles at the Office of Rail Regulation, the Competition Commission and in economic consultancy.

## #rethinkreg

