Legal regulators face new challenges from a rapidly changing world, which is exerting new social and political demands on the legal services sector and altering the dynamics within the profession itself.

This 8th International conference of legal regulators will provide the opportunity to step back from the day-to-day concerns of regulation and look strategically at some of the significant trends that are emerging in different jurisdictions. It will also offer participants the chance to reflect on how they can continue to perform their core regulatory tasks, of upholding standards and sustaining trust, whilst being flexible and responsive to the changing world around them.

We look forward to warmly welcoming you to Edinburgh in September

Social Programme

Wednesday 4 Sept: Drinks reception – Parliament House from 6pm

Thursday 5 Sept: Dinner – Waldorf Astoria, Edinburgh from 7pm

Friday 6 Sept: Farewell drinks reception, Waldorf Astoria, Edinburgh
DAY ONE

08:15 Registration, exhibition and refreshments

09:00 Please take seats in plenary

09:05 Welcome remarks
John Mulholland, President, Law Society of Scotland

SESSION ONE: Introduction to ICLR 2019

09:15 Introduction
Conference Chair, David Lee

09:20 Opening Keynote
Ash Denham MSP, Minister for Community Safety, Scottish Government

09:30 Questions for Minister

09:35 Plenary panel: Changing nature of regulation in tech-led world: future challenges and opportunities
Moderator: David Lee
Speakers:
Anna Bradley, Chair, Solicitors Regulation Authority
Professor Emilios Avgouleas, Professor of International Banking Law and Finance, University of Edinburgh
Kara Cauter, EMEIA, Capital Markets Advisory Partner, EY (tbc)

• National and supra national regulation
• Sectoral regulation
• Interdisciplinary challenges

10:00 Coffee and networking break

10:25 Take seats in plenary

10:30 Live Stream Panel discussion with TechLaw Fest, Singapore

Edinburgh:
Moderator: David Lee
Anna Bradley, Chair, Solicitors Regulation Authority
Professor Emilios Avgouleas, Professor of International Banking Law and Finance, University of Edinburgh

Singapore:
Associate Professor Chen Siyuan, SMU School of Law
Mr Damian Ling, Deputy Chief Fintech Officer, MAS
SESSION TWO: Assuring competence

What are the indicators that the consumers of legal services can use to distinguish the good lawyer from the ineffective lawyer? What steps can a regulator reasonably take to distinguish the ineffective lawyer before harm is done?

11:25 Workshop A1: Consumers and clients in the modern age
Moderator: Jerry Larkin, Attorney Registration & Disciplinary Commission, Illinois
Speakers:
Kerrie-Anne Millard, Legal Services Board & Commissioner, Victoria
Steve Brooker, Legal Services Board, England and Wales
Carol Brennan, past Chair, Scottish Legal Complaints Commission
Consumer Panel

- What do consumers want from their legal services providers?
- Conducting a consumer needs survey
- The growing pressure of client expectations

11:25 Workshop A2: Models of legal regulation
Hosted by Law Society of Scotland
Moderator: David Lee
Speakers:
Professor Stephen Mayson, leading Independent Review of Legal Services Regulation
Stephan Göcken, Executive Director, German Federal Bar
Frederica Wilson, Executive Director & Deputy CEO, Federation of Law Societies of Canada

- Regulation and independence
- Entity and market regulation
- Role of the state
- Access to justice

12:15 Transition between workshops
12:20  **Workshop B1: Building trust through transparency – why, what and how?**  
**Moderator:** Jane Malcolm, Director of External and Corporate Affairs, Solicitors Regulation Authority  
**Speakers:**  
Catriona Watt, Association of Regulatory & Disciplinary Lawyers;  
Mary Olliver, Director, Regulatory, New Zealand Law Society  
Niels Hupkes, Manager Policy & Regulation, The Netherlands Bar  

We are all in the business of supporting trust and confidence in legal services and regulation. The panel will explore the varied international approaches to open and accessible information in relation to regulation generally. This session is also an opportunity to discuss some perceptions of the legal sector, and how best to meet consumer expectations of both regulators and law firms in an increasingly information rich world.

- Do we really know what our stakeholders think?  
- Can transparency increase trust?  
- If so, what exactly do people want to know?

12:20  **Workshop B2: Regulating in uncomfortable spaces**  
**Moderator:** Victoria Rees, Director, Professional Responsibility, Nova Scotia Barristers Society;  
**Speakers:**  
Ellyn Rosen, American Bar Association, Regulation and Global Initiatives Counsel;  
Iain Miller, Partner, Kingsley Napley LLP and Chair of Association of Regulatory and Disciplinary Lawyers  
Rebecca Magorokosho-Musimwa, Regulatory Services Manager, Law Society of Zimbabwe  

As recent events have shown, regulating the conduct of lawyers who serve as elected politicians or in public office, as well as those who provide legal services to others in public office, is a minefield. It is a challenge to properly balance the interests of the public, lawyers and the administration of justice when potential ethical violations occur. This workshop will provide practical case-based guidance (including a take-away you help develop) on:

- **i)** What factors should regulators consider when assessing risk and determining when/ whether to take action in these circumstances?  
- **ii)** How can regulators effectively balance all relevant interests when engaged in these assessments/investigations?
SESSION THREE: Changing nature of the profession

The nature of the profession is changing. Deeper thought and consideration is being given to issues around equality & diversity; emerging white collar crime; enhanced co-operation cross border/jurisdiction; and the importance of wellbeing. Regulators are increasingly determining part of their role to be advocates for that change. This session will address some of these broadening areas and ask what good regulation looks like, and what levers regulators have to affect change in a positive way?

14:05 Workshop C1: Sexual harassment in legal profession - a regulatory issue
Moderator: Fiona McLeay, Legal Services Commissioner and CEO, Victorian Legal Services Board
Speakers:
Sara Carnegie, Director, Legal Projects, International Bar Association
Zelda Perkins, Campaigner and formerly Weinstein Company

- Recent research findings on sexual harassment in legal profession
- Why is it a regulatory issue?
- What prevents people speaking out against lawyers?
- What regulators can do to support reporting of cases involving lawyers
- Are NDAs ever appropriate?
- UK Government’s proposed legislation

14:05 Workshop C2: Extra curricular lawyers – where do the boundaries of regulation lie?
Moderator: Sara Jagger, Director of Professional Conduct, Bar Standards Board
Speakers:
Alvin Chen Yi Jing, Director, Legal Research and Development, Law Society of Singapore
Prof Laurel S. Terry, The Pennsylvania State University
Juliet Oliver, General Counsel, Solicitors Regulation Authority

- Separate business interests
- Social media
- Lawyers on lawyer selection platforms
- Gig economy lawyers

14:55 Transition between workshops

15:00 Workshop D1: Combating Financial Crime
Moderator: Ian Messer, Director of Financial Compliance, Law Society of Scotland;  
Speakers:  
Sarah Wheeler, Manager, OPBAS, Financial Crime Advisory and Transformation  
Cathy McKay, Law Society of Northern Ireland  
Motlatsi Molefe, Attorneys Fidelity Fund, South Africa

- Learning outcomes/themes tbc

15:00  
**Workshop D2: Wellbeing and good mental health in legal profession**  
*Hosted by Law Society of Scotland*  
Moderator: David Lee  
Speakers: Stephanie Spiers, Federation of Law Societies of Canada  
Peter Lawson, Chair, Burness Paull  
Ciara Murphy, Chief Executive, The Bar of Ireland

- Why is it so difficult to engage the profession in this significant area?  
- Which demographics are likely to be affected by poor mental health and how can we best target support?  
- How do we create open and supportive legal workplaces that promote well-being and positive mental health?  
- How can we monitor what we offer and evaluate its success?  
- What are the implications of this agenda for regulators and the public, as well as individual lawyers and the profession as a whole?

15:50  
**Refreshments**

**SESSION FOUR: Drawing the threads together**

16:05  
**Plenary panel: Day One Review and Outcomes**  
This panel will aim to draw together lessons from each workshop and set the scene for Day 2, which will focus in more depth on how innovation might affect the traditional tasks of the legal regulator.  
One member of each breakout will join plenary panel to highlight the key issue identified in workshops and explain why delegates/regulators should take this away from conference.

16:05  
Workshops A & B  
16:35  
Workshops C & D

17:05  
**Keynote: Lord President**
Rt Hon Lord Carloway, Lord President of the Court of Session

17:25 Questions for Lord President

17:35 Close of Day One conference

19:00 Conference Dinner
Waldorf Astoria
DAY TWO

SESSION ONE: Rethinking legal regulation for the age of technology

09:25 Introduction
Conference Chair, David Lee

09:30 Plenary panel: A compass for change?
Moderator: David Lee
Speakers:
Prof Alan Paterson, Professor of Law, University of Strathclyde
Paul Philip, Chief Executive, SRA
Judith Gundersen, President, National Conference of Bar Examiners
Dr Heike Lörcher, Head of International Relations, German Federal Bar

- Assessments and measurements
- Quality and competence
- Modernising regulation
- Raising standards and improved outcomes
- Proportionate regulation

10:15 Transition to breakouts

10:20 Workshop A1: Encouraging innovation in legal services provisions via tech
Moderator: Joan Janssen, Director of Legal Services, Ministry of Law, Singapore
Speakers:
Sarah Sutherland, Director Programmes and Partnerships, CanLII
Ivan Mokanov, President, Lexum;
John McKinlay, Convenor Technology Law and Practice Committee, Law Society of Scotland

- Digital content
- Big data
- Overcoming resistance to change
- Artificial intelligence and regulation

10:20 Workshop A2: HELP!! – Bringing Regulatory Reform of Legal Services Delivery to the New World
Moderator: Jayne Reardon, Executive Director Illinois Supreme Court Commission on Professionalism.
This “reverse panel” session will address the emerging legal tech industry, and principles and best practices for effectively regulating new methods of delivering legal services. Our goal for this session is for audience participants to learn from one another’s experiences in their respective jurisdictions, gather data regarding best practices, and bring this information back to our home jurisdictions.

- Reform efforts underway in the US (California, Utah, Arizona and APRL)
- Data/burdens to justify regulatory changes, including “access to justice” rationales
- “Independence”/self-regulation/separation of powers issues
- Multi-jurisdictional practice

11:10 Refreshments and networking

SESSION TWO: Immediate and future challenges for legal regulators

Moderator: Patricia Schwartz, Office of Disciplinary Counsel, Supreme Court of State of Delaware
Speakers:
Alison Hook, Consultant
David Levy, Avocat
Mary Mugure, Council of Legal Education/ Kenya Law Society

This panel will discuss foreign legal consultant rules in the United States and France, Mutual Recognition Agreements in Quebec, the European Union, and East Africa, and Memorandums of Understanding in the United Kingdom. Are they working, what are the pitfalls and what are the Brexit implications?

- Scope of understanding
- Efficacy of processes
- Expansion
11:30  **Workshop B2: Ethics, standards and navigating change**  
**Moderator:** Philip Yelland, Exec Director of Regulation, Law Society of Scotland  
**Speakers:**  
John Elliot, Director of Regulation and Registrar of Solicitors, Law Society of Ireland  
Melinda Bentley, Legal Ethics Counsel, Advisory Committee of the Supreme Court of Missouri  
Malcolm Mercer, Partner, McCarthy Tetrault  
- Client trust funds and third parties  
- Alternative legal services providers  
- Code of conduct  
- Referral fees

12:20  Transition between workshops

12:25  **Workshop C1: Staffing the law firm and regulator of the future**  
**Moderator:** Jenny Mittleman, Deputy General Counsel, State Bar of Georgia  
**Speakers:**  
Angela Latta, Regulatory Policy Principal, Legal Services Board  
Chris Harte, Chief Executive, Morton Fraser  
Rob Marrs, Head of Education, Law Society of Scotland  
- Tech skills  
- Millennial working attitudes  
- Agile working

12:25  **Workshop C2: Role of Regulators in promoting access to justice**  
**Moderator:** Gordon Jackson QC, Dean of Faculty of Advocates  
**Speakers:**  
Brenda Grimes QC, Executive Director, Law Society of Newfoundland & Labrador  
Janet Welch, Exec Dir, State Bar of Michigan  
- Learning outcomes/themes tbc

13:15  Lunch and networking

**SESSION THREE: Best practice for interventions and conduct**

14:00  **Workshop D1: Measuring success in supervision and alternatives to discipline**
Moderator: David Lee
Speakers:
Johan Rijlaarsdam, President, The Netherlands Bar
Patrick Dillen, Secretary General, Federation of European Bars
Victoria Rees, Director, Professional Responsibility, Nova Scotia Barristers’ Society

- Learning outcomes/themes tbc

14:00 Workshop D2: Consumer interest in regulation
Hosted by Law Society of Scotland
Moderator: Michael P. Clancy OBE, Director of Law Reform, Law Society of Scotland
Speakers:
Sheila Kumar, Chief Executive, CLC
Anne Hastie, Non Solicitor Member Law Society of Scotland Complaints & Oversight Committee
Rebecca Marsh, Chief Ombudsman, Legal Ombudsman

- Consumers v clients
- Regulation, regulators and the regulated
- Empowering consumers
- Ethical questions and challenges for regulators, including NDAs

14:50 Transition between workshops

14:55 Workshop E1: Good complaints models
Moderator: David Lee
Neil Stevenson, Chief Executive, Scottish Legal Complaints Commission
Cori Ghitter, Director, Professionalism and Policy, Law Society of Alberta
Paule Armeneau QC, Director of Regulation and General Counsel, Law Society of Alberta

- Learning outcomes/themes tbc

14:55 Workshop E2: Open space session: review of code of conduct
Moderator: Dr Vanessa Davies, Director General, Bar Standards Board

- Interactive and participatory session
- Crafting a code of conduct
- Public expectation in modern age

15:45 Refreshments and networking

SESSION FOUR: Geo politics, societal changes and fractured democracy – what next for regulators and lawyers?

16:00 Closing keynote
Jolyon Maugham QC, Devereux Chambers and Good Law Project

- Regulation across borders post Brexit
- Why law matters in ‘post truth’ world

16:30 Questions and discussion

16:45 Closing remarks and thank you
Lorna Jack, Chief Executive, Law Society of Scotland

17:00 Close of ICLR 2019

17:10 Drinks and farewells
Waldorf Astoria Caledonian Hotel

18:00 Carriages

Contact Information:

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