

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No.</b>	5
<b>Paper No.</b>			143.2
<b>Date of meeting</b>	17 December 2025	<b>Time required</b>	10 Minutes

<b>Title</b>	PIDCo Update
<b>Sponsor</b>	Rachel Cerfentyne, PIDCo Chair
<b>Status</b>	OFFICIAL
<b>To be communicated to:</b>	Members and those in attendance

<b>Executive summary</b>	
This paper provides OLC Board with an update on the actions and decisions reached at the second meeting of OLC Public Interest Decisions Committee (PIDCo) which took place on 11 November.	
PIDCo were asked to consider 9 recommendations for possible public interest publication.	
After due consideration of LeO's recommendations, comments from the interested parties and the regulators, PIDCo decided to approve the publication of 8 of the 9 proposed decisions. It remains LeO's intention to publish the one decision that was held over from quarter 2, meaning that 9 decisions have been approved for publication.	
The decisions are scheduled to be published on LeO's website during the first weeks of 2026 to ensure they receive appropriate visibility and are not overlooked during the festive period.	
PIDCo will meet in February 2026 to reflect on the next round of recommendations.	
<b>Recommendation / action required</b>	
Board is asked to note the update	
<b>Equality Diversity and Inclusion</b>	
<b>EDI implications</b>	Yes
The decisions involved do touch on EDI issues	

<b>Freedom of Information Act 2000 (FoI)</b>	
<b>Paragraph reference</b>	<b>FoI exemption and summary</b>
n/a	
<b>Value for Money (VfM)</b>	
<p>Publication of Public Interest Decisions is intended to improve standards across the profession and thereby have a positive impact on the level of demand for LeO's services ensuring that best use is made of LeO's resource and time. This will also help inform the debate about wider decision transparency and the costs and resource implications of that piece of work.</p>	

# PIDCo Update

## 1. Introduction

The OLC's Public Interest Decisions Committee met for the third time on 11 November to consider LeO's recommendation of cases that warrant publication in the public interest.

PIDCo were asked to consider 9 cases for potential publication and approved 8.

## 2. PIDCo meeting

### Reflections on Quarter 2

PIDCo were updated that the response to the second round of publications had been positive across stakeholders and the legal media. Publication had been picked up by Legal Futures and the Law Society Gazette as well as some sector specific publications.

There had been no subsequent adverse reaction or challenge from those providers whose names were published.

### Consideration of recommendations

As noted above, 9 cases were put forward for publication and as in previous rounds they spanned a range of areas of law, from conveyancing and probate through to immigration. The cases also covered a range of service failings from poor communication and significant delay through to costs.

In line with the indicative criteria laid down in LeO's policy the cases that were identified all demonstrated either very serious poor service, a severe impact on the customer, or both.

PIDCo approved publication of complaints about the following providers

- Butcher and Barlow
- Curtis Law
- Cuthbertson
- F W Meggitt
- Irwin Mitchell
- Lake Jackson
- Law Direct
- Stocker and Co

As noted above this will be supplemented by the publication of a decision from quarter 2 about:

- The Foster Partnership

These decisions were scheduled to go live at the end of quarter 3 but, due to the festive

season, are likely to be published early in quarter 4

The decision that was not approved for publication was one where, through no fault of LeO's, it had been through a process of several different provisional decisions having been issued. It was considered that although publishing a decision where there had been multiple provisional decisions would show that LeO was thorough and independent, it also presented a risk of a perceived indecisiveness and could also show uncooperative parties that they can delay a LeO investigation by drip feeding evidence. On balance it was decided not to publish this case.

### **3. Reflections**

Although LeO's Executive remain confident of meeting the commitment of publishing 30-50 Public Interest Decisions in 2025/26. PIDCo were warned that it was likely that, in the future, the number of cases identified as being suitable for publication might reduce. The numbers published this year to date have been supplemented by a review of historic decisions, but moving forwards it is likely that the cases identified will need to be much more recent and therefore the pool of potential cases will be smaller.

PIDCo continued to be keen for LeO to reflect on the alignment between wider impact work with Public Interest Decisions to maximise the impact of both workstreams.

PIDCo will be reflecting on wider learnings and improvements at the end of the year to ensure that the opportunities Public Interest Decisions provides are fully optimised.

LeO continues to reflect on the time and resource implications of Public Interest Decisions to ensure that it is a proportionate use of that time and resource from a VFM perspective.