



The Law Society's first online annual report provides a full picture of our performance for 2013 with video messages, interactive charts, financial statements and details of our strategic initiatives. Explore the site at <http://annualreport.lsuc.on.ca>. Following is a snapshot of our performance highlights.



Treasurer
Thomas G. Conway

As I prepare for the final months of my term as Treasurer, I am very pleased to have in place The Action Group on Access to Justice (TAG). TAG is a standing forum dedicated to facilitating access to justice through collaboration and leadership, and fostering reform and positive changes to the processes and institutions that control access to justice.

In October and November of 2012, the Articling Task Force brought its report to Convocation with recommendations for the creation of two pathways to the profession: an enhanced Articling Program and a new Law Practice Program (LPP).

In 2013, the Law Society issued a Request for Proposals, and subsequently engaged Ryerson University to provide the new LPP in English and the University of Ottawa to provide a French LPP. The LPP will be implemented for the 2014-15 year.

Through 2013, Convocation's Working Group on Alternative Business Structures (ABS) hosted a symposium for interested members of the professions and continued their review of the whole range of alternative business structures either in place or being contemplated. We look forward to continuing to engage lawyers, paralegals and other interested stakeholders with the ABS Working Group to examine critically how Ontario can best move forward.



Chief Executive Officer
Robert G.W. Lapper, QC

The Law Society made tremendous progress supporting the priorities set by the 2011-2015 bench. Between 2011 and 2013, we have completed 40 initiatives and policy changes in fulfilment of our mandate to protect the public interest.

We continued a review of our operations to realign activities and adapt to changing priorities and realities. The Corporate Services Division was created to foster greater co-operation and alignment amongst various departments that provide support services to the organization, our membership and our stakeholders.

We developed a medium-term financial plan to accompany the budget for 2014, for the remainder of the bench term and through to 2016. This will ensure operational sustainability and ongoing support of the Law Society's core functions.

The passage of Bill 111, *Modernizing Regulation of the Legal Profession Act, 2013*, in December, enhancing Law Society governance and enabling tribunal reform, is helping to pave the way for effective and accessible legal services in Ontario.

Priorities

Convocation approved six priorities for the 2011-2015 benchers term. Here's how we moved them forward in 2013. Visit <http://annualreport.lsuc.on.ca> for more details.



Access to justice

The Treasurer established the Treasurer's Advisory Group on Access to Justice (TAG) to define an enhanced role for the Law Society in addressing mounting challenges Ontarians face in accessing justice, and we partnered with OJEN and CLEO to present Legal Information for Everyone.



Competence and professional standards

We completed a two-year review of the Continuing Professional Development Requirement, began work on the development of the substantive examination framework for paralegals, chose and announced the providers of the Law Practice Program (LPP) as part of Pathways — an innovative three-year pilot project involving significant changes to the experiential training component of the Lawyer Licensing Process — as well as released Contingency Planning Guides for lawyers and paralegals.



Equity, diversity and retention

We continued to implement and refine the recommendations in the Retention of Women in Private Practice Report, and launched a consultation to identify challenges faced by racialized lawyers and paralegals.



Tribunal issues

We established an independent adjudicative tribunal as part of our commitment to a modern tribunal process that is separate from the rest of the Law Society's work.



Business structures / law firm financing

The Alternative Business Structures (ABS) Working Group continued to meet throughout the year to examine developments on alternative legal service delivery models and regulatory considerations, held a symposium with leading ABS experts from Canada and abroad and submitted a final report with their recommendations in early 2014.



Professional regulation

We undertook a number of important initiatives to improve the effectiveness of the professional regulation process, focusing our efforts on monitoring our complaints experience to identify and reduce risk, and developing policy and other responses to address regulatory issues.

Operational Trends

Complaints and Investigations

Our Complaints Services department received 6,442 new complaints and re-opened 126, for a total of 6,568 complaints.

Of those, 5,040 complaints were referred to our Professional Regulation Division (PRD), including 4,480 complaints about lawyer and paralegal conduct, capacity and competence, and 560 concerning non-licensees and/or licensing applicants.

2,595 cases were closed by PRD on the basis of jurisdiction, early resolution or lack of sufficient information to commence an investigation. 2,246 cases were investigated and closed with

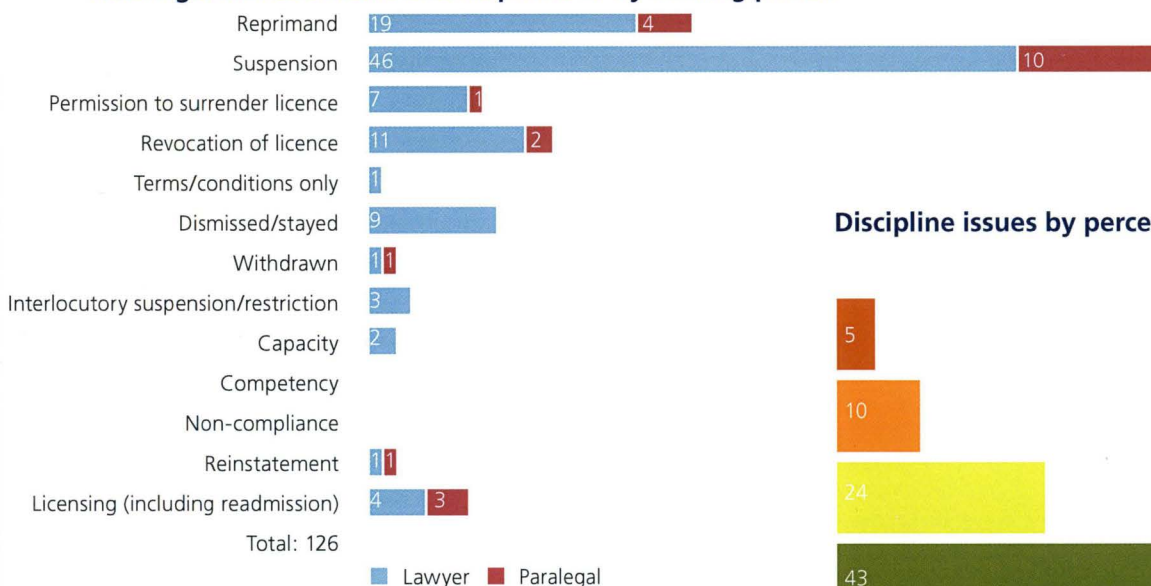
a staff caution, advice to the licensee on best practices, or the conclusion that the allegation was not established.

104 case closures resulted in appropriate diversion, including a practice or spot audit recommendation, an Invitation to Attend, or a Letter of Advice.

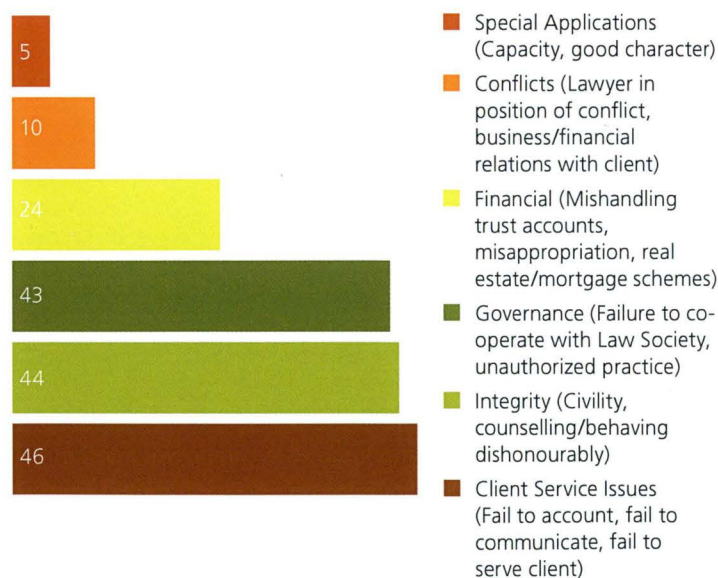
117 matters (involving 248 complaints) were closed after a Law Society Tribunal hearing on conduct or capacity.

Discipline

Hearings: matters heard and disposed of by hearing panels



Discipline issues by percentage of total



Figures total more than 100% because some files raise more than one issue.

Law Society Tribunal

Files opened by type

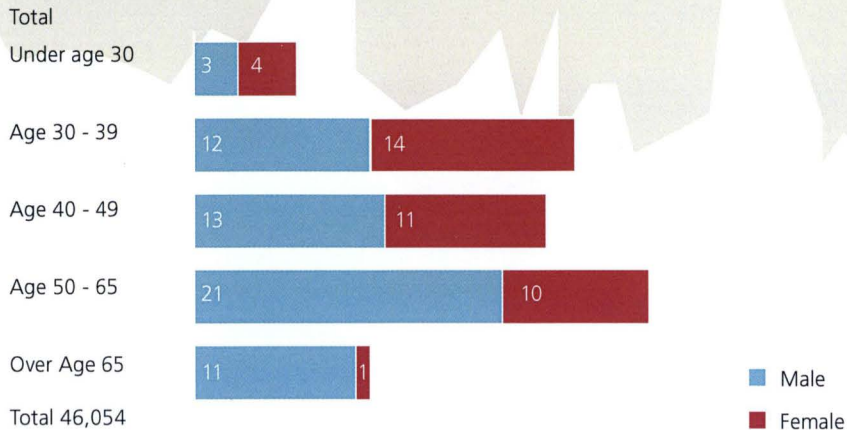


Files closed by type



Membership Statistics

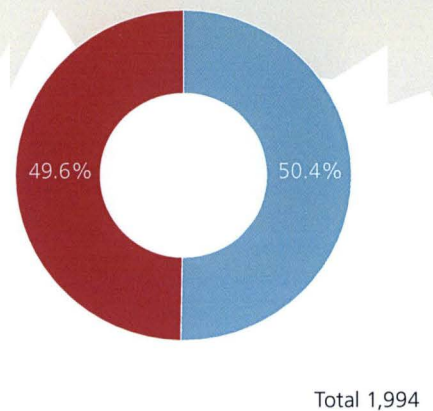
Lawyers by age and gender (%)*



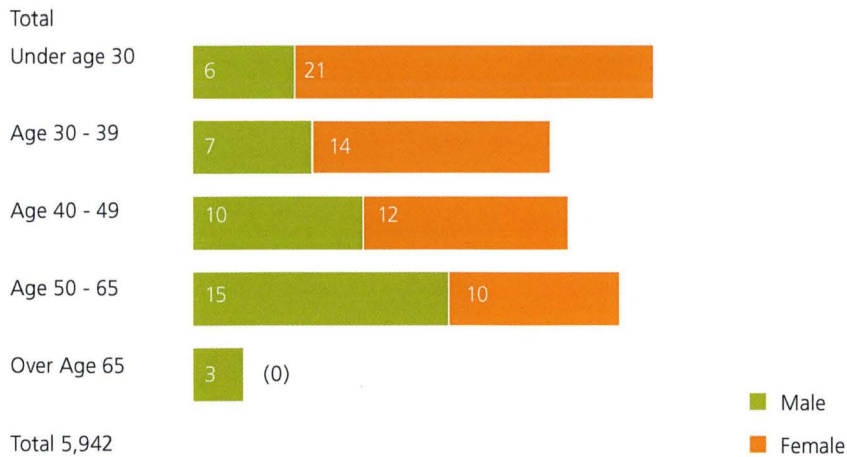
*Percentages may not add up to 100 due to rounding.

Licensing Statistics

Lawyers called to the Bar in 2013



Paralegals by age and gender (%)*



*Percentages may not add up to 100 due to rounding.

Paralegals issued a licence in 2013

