

**REPORT TO:** CILEx REGULATION BOARD  
**FOR:** DECISION  
**DATE:** 8 FEBRUARY 2017  
**REPORT TITLE:** CONSUMER ENGAGEMENT STRATEGY 2017  
**SUBMITTED BY:** Sue Chandler, Consumer Engagement and Policy

**PURPOSE OF REPORT:**

- 1 To propose the organisation's updated Consumer Strategy for 2017 for approval.

**BACKGROUND:**

- 2 The Q4 update on delivery of the 2016 Consumer Strategy is attached at Appendix 3.

**ANALYSIS AND FINDINGS:**

- 3 The Strategy has been refreshed and refocused for 2017 and incorporates work anticipated to deliver the recommendations in the CMA report on the legal services market. The proposed 2017 Strategy is attached at Appendix 1. Delivery against the action plan attached at Appendix 2 will continue to be reported.

**RECOMMENDATION:**

That the Board adopts the updated Consumer Strategy for 2017.

**APPENDICES:**

Appendix 1: Consumer Strategy 2017 DRAFT  
Appendix 2: Consumer Action Plan 2017  
Appendix 3: Q4 update on 2016 Consumer Strategy Plan