

REPORT TO: CILEx REGULATION BOARD
FOR: DISCUSSION
DATE: 18 JULY 2017
REPORT TITLE: CMA LEGAL SERVICES MARKET STUDY
RECOMMENDATIONS
SUBMITTED BY: Jill Durham, Director of Policy and Enforcement

PURPOSE OF REPORT:

- 1 To update the Board on delivery of the CMA recommendations.

BACKGROUND:

- 2 The Board considered a draft Action Plan ahead of the 30 June timeline for regulators to submit plans to the LSB for assessment. The draft was approved subject to any further changes under Chair's delegation prior to publication.

ANALYSIS AND FINDINGS:

Action Plan

- 3 The published version is attached at Appendix 1¹ in the template requested by the LSB. In the run up to the publication date regulators shared successive drafts of their plans in a joint effort to work towards consistency of approach in the interests of consumers.
- 4 As a result of this, and informal feedback from the LSB and CMA ahead of the LSB sufficiency assessment, we clarified the approach set out in our plan to the roll out of guidance and regulatory requirements on price and service transparency. An oral update will be given.
- 5 All regulators' plans are now published on the LSB website². The LSB will assess the sufficiency of each regulator's plan '*over the summer*' and monitor delivery. The ratings scale for assessment is as follows:
 - Sufficient;
 - Insufficient: limited areas of concern;
 - Insufficient: significant areas of concern.

¹ [CILEx-Regulation-publishes-its-action-plan-to-deliver-greater-market-transparency](#)

²

http://www.legalservicesboard.org.uk/news_publications/LSB_News/PDF/2017/2017_0629_LSB_Welcomes_Regulators_Action_Plans_To_Deliver_Greater_Market_Transparency.html

- 6 Progress against the plan will be reported to the Board quarterly in a trackable format alongside the Business Plan .

Collaboration with other regulators:

- 7 We are working with other regulators collectively through the Regulators' Forum and the Remedies Programme Implementation Group to keep the roll out of transparency in step. We are also working bilaterally with specific regulators where issues are common to both or in the case with the SRA, where regulated individuals are delivering relevant services in firms regulated by them.

Collaboration with CILEx:

- 8 We have engaged with CILEx to brief them on our plans to deliver the recommendations and particularly the proposal at Action 11 in the plan to achieve this, ideally through use of their member communication channels (including branch network, social media outlets, CILEx Journal and special interest groups). We have invited CILEx to work alongside us in developing a communication and member engagement plan to complement ours.
- 9 CMA kindly offered through the Remedies Group to liaise with CILEx about delivery of the CMA's expectations of the representative bodies. We met with CILEx colleagues and the CMA on 28 June to review respective engagement roles.

Legal Choices development:

- 10 An updated version of the Legal Choices three-year development plan (Appendix 2) is available in [CRL Board](#) Sharepoint together with details of the proposed extension of the Editorial Board to develop an Advisory Panel – Actions 18 and 19 of the plan refer. An oral update will be given about the budgetary implications of this for us.

RECOMMENDATION:

- To note the final published Action Plan

APPENDICES:

Appendix 1: CMA Action Plan final

Appendix 2: Draft Legal Choices Development Plan (in Sharepoint)

Appendix 3: Note on Legal Choices Virtual Advisory Panel (in Sharepoint)