

Regulatory Standards Action Plan – all regulators, May 2017 update

LSB regulatory standards requirement	Actions – all regulators	Review date(s)
Outcomes-focused regulation		
1	<p>High quality, up-to-date and reliable evidence on what legal services consumers need and how they use the services.</p> <p><i>1. LSB has asked all regulators to consider what activities they could undertake to contribute to this requirement</i></p> <p>Action 1 update – Research was conducted jointly by the regulators into the current use of client care letters and how communications can be structured better to ensure that consumers have adequate information to instruct a lawyer. The regulators have jointly and individually reviewed the findings and have applied the recommendations of the research. The research has been used to inform how we regulate such as supervision activities and risk profiling. Some regulators have published guidance to the profession on their websites, or through other outlets, highlighting the recommendations of the research and how client care could be improved. The research has also informed what information consumers prioritise when using a lawyer. This will help all regulators identify what consumers consider as priority areas and in particular guide content for Legal Choices.</p> <p>Action 2 update –Joint work was conducted to engage with organisations representing consumers. This includes attendance by organisations who represent or engage primarily with consumers at meetings of the Regulators’ Forum (eg, LSCP and LeO routinely, Citizens Advice in May). The Engaging Consumer Organisations joint regulator working group (ECO) conducted a mapping exercise to identify organisations that represent vulnerable consumer groups. Regulators have used these organisations to meet with and host roundtables to inform regulatory policy. All regulators will now need to concentrate efforts in engaging consumer organisations in taking forward the CMA recommendations and future work will continue in the implementation plans.</p>	January 2017

		<p>Action 3 update – The Regulators’ Forum has explored how better use could be made of LeO’s complaints data and what that reveals about consumer expectation. LeO has been asked to provide information on how this can be achieved at the Forums. LeO has reported in the Forum that a new case management system will be implemented which could allow for greater analyse of complaints data. The regulators are continuing discussions with the chief ombudsman to recognise further opportunities to work together.</p> <p>Action 4 update – The Regulators’ Forum are assessing the need for further joint research work with consumers following the publication of the CMA’s market study into legal services. The programme board for addressing CMA recommendations will inform priority areas for focus and resource. The Regulators’ Forum will work with the Regulators’ Research Forum to ensure opportunities for further collaboration between the regulators may be identified.</p> <p>Action 5 update – The LSB attended November 2016 Regulators’ Forum to discuss the Forum’s engagement with consumers. The LSB has been invited to attend May 2017 Regulators’ Forum to hear a further update.</p>	
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In light of the Competition and Markets Authority’s (CMA) market study into the supply of legal services in England and Wales, the regulators are prioritising the development of action plans in response to the CMA’s recommendations. The plans may include themes and actions outlined previously in the joint regulatory standards action plan and lead to collaborative, but potentially different, actions. As a result, we are proposing not to report further on actions in the joint regulatory standards action plan through the Regulators’ Forum but to report on new actions and measures to be stated in our respective action plans in response to the CMA’s study.