

Our strategic objectives mapped against *Legal Services Board strategic outcomes*

Stronger Confidence

Standards Objectives

Embed a culture of continuous improvement at CRL to develop and enhance an innovative approach to service in legal services regulation. Enable the use of technology to improve legal services delivery and to improve the way we deal with internal processes.

Develop an enhanced approach to individual supervision to assure ongoing competence of our regulated community, in partnership with other regulators.

Consumer Objective

Increase understanding of consumer protections available in the legal services landscape, identifying gaps and the potential for consumer detriment.

Fairer Outcomes

Equality & Diversity Objectives

Improve the ability of aspiring lawyers to enter and progress in the profession based on merit and regardless of their background or diverse characteristics in partnership with CILEX and with other regulators and stakeholders, focusing on areas where we can make a difference.

Use data effectively to set goals to measure impact, chart progress and evaluate the effectiveness of equality actions to enable us to understand the outcomes for consumers and the regulated community.

Identify and work to resolve barriers faced by consumers from diverse backgrounds to improve access to legal services, leading the collaboration across stakeholders where appropriate.

Better Services

Standards Objective

Undertake a review of the regulatory model, starting with entity regulation, to ascertain the value to the public interest and plausibility of developing alternative options in order to increase access, and develop value, for a diverse regulated community and consumers.

Consumer Objectives

Improve the information available to consumers, empowering them to choose good legal representation, facilitating fair and equal access to legal services. We will do this through working collaboratively with stakeholders across the sector, including the regulated community and consumers, whilst making best use of resources: Legal Choices, Single Digital register, Quality Indicators.

Contribute to the development of new technologies and other innovations which can transform delivery of legal services to the consumer and enhance our understanding of the impact technology may have on the consumer.