

## **THE FUTURE OF THE LEGAL SERVICES REGULATORY LANDSCAPE**

The Legal Services Consumer Panel welcomes and supports the Legal Services Board's proposals for the future of legal services regulation as published in its report '**Vision for legislative reform of the regulatory framework for legal services in England and Wales**'.

The LSB's report demonstrates a comprehensive understanding of the difficulties and challenges of the current regulatory framework and, importantly, how these conspire against the interests of consumers.

In August 2016 the Panel responded to the Competition and Markets Authority's interim report into the legal services market, highlighting the need to address the complex and fragmented regulatory framework which contributes to consumer confusion and hinders good consumer outcomes. We emphasised the need for a holistic review of the regulatory framework, alongside the CMA's proposals to empower consumers with information.

The LSB's report has gone some way in setting out clear ideas for the future.

Elisabeth Davies, Consumer Panel Chair said:

*"The current regulatory system is confusing and complicated, now is the time to simplify it. Effective regulation must focus on consumers and providers alike. There needs to be more than just a consumer voice. If they're going to design and enforce rules that benefit users, regulators must know the problems consumers are facing and understand their attitudes and behaviour. Only when regulators get consumer engagement and consultation right will regulation produce the best possible outcomes."*

**-ends-**

**For more information, contact Lola Bello, Consumer Panel Manager, on 020 7271 0077**

### **Notes to editors**

1. The Legal Services Consumer Panel was established under the Legal Services Act 2007 to provide independent advice to the Legal Services Board about the interests of consumers of legal services in England and Wales. We investigate issues that affect consumers and use this information to influence decisions about the regulation of legal services.