

IDENTIFYING PRIORITY AREAS OF LAW

CALL FOR EVIDENCE

Investigation scope

Each year, the Legal Services Board (LSB) asks the Legal Services Consumer Panel (the Panel) to provide it with advice on an area or topic which subsequently influences the LSB's work plan and or outputs. This year the LSB has asked the Panel to identify priority areas of law for future focus. Our advice will inform one of the LSB's strategy outcomes; ensuring that legal services meet consumer needs more effectively – tackling 'unmet legal needs'. The Panel's advice will inform the LSB's own analysis and considerations of 'unmet legal need'; consequently, how this problem should be tackled. The Panel's task is to present the LSB with evidence highlighting why particular areas of law are a priority, drawing on various sources of information and evidence.

Evidence required

We want to hear from anyone who, in their day to day business or role, recognises high or soon to be high areas of consumer detriment.

Responses to this call for evidence will form an important part of the Panel's evidence base. The Panel would welcome views and evidence on the following questions:

- Can you identify or recognise areas of law where consumers are most at risk of detriment in your area of expertise?
- Are these areas aggravated by issues relating to affordability, accessibility, or information deficiencies?
- Are there areas of law which should be prioritised based on consumer characteristics? (For example, in immigration services consumers are more likely to speak English as a second language, and be more vulnerable).
- What evidence do you have to support the areas identified above?

Information on the size and characteristics of the market is also welcome.

How to provide input

The Panel would welcome input from members of the public, advice bodies, legal businesses, regulators and representatives alike. The deadline for evidence is **5pm, 29 January 2016**.

If you are providing a written submission, we would prefer to receive this electronically (in Microsoft Word format), but hard copy responses by post or fax are also welcome. Submissions or other comments should be sent to:

Email: contact@legalservicesconsumerpanel.org.uk

Post: Legal Services Consumer Panel
3rd Floor, One Kemble Street
London WC2B 4AN

Phone: 020 7271 0076

Fax: 020 7271 0051

The Panel will publish responses to this call for evidence on its website as they are received. **Please state if you would prefer your response to remain confidential**, although bear in mind that the Panel may be required to publish any response in full or in part following a request under the Freedom of Information Act.