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SRA consultation: SRA Equality Framework and Engagement Strategy for 2011/12

Dear Ms Hughes

The Legal Services Consumer Panel is pleased to note the SRA's consultation on its Equality Framework and Engagement Strategy for 2011/12.

The Equality Framework and its Objectives should provide a useful means of assessing the SRA's equality and diversity performance. The proposed Engagement Strategy is a particularly welcome component of the Framework.

The Panel's 2011-12 Work Programme identifies the need for Approved Regulators to do more in terms of consumer engagement. The SRA's proposal to work more closely with a diverse range of groups signals that it is beginning to take steps in this direction. By considering the diversity of both the profession and consumers, the SRA should be able to help solicitors to meet the needs of different user groups.

The Panel looks forward to working with the SRA as its Strategy is implemented, with an initial opportunity arising through our upcoming joint work on the needs of more vulnerable consumers.

Yours sincerely,

A handwritten signature in black ink that reads "Dianne Hayter". The signature is written in a cursive style.

Dr Dianne Hayter
Chair