

Sent by email only to consultation@clc-uk.org



29 June 2018

Dear Sir/Madam

Implementation of CMA transparency recommendations

The Legal Services Consumer Panel (the Panel) welcomes the opportunity to respond to the Council for Licensed Conveyancers (CLC) consultation on its rule change to implement the Competition & Markets Authority's transparency remedies.

The Panel is pleased that the CLC has decided to amend its rule book to explicitly require CLC Practices to publish pricing information. Evidence from our annual tracker survey shows that price is the most important choice factor for those choosing conveyancers, compared with other service areas¹. Therefore, the CLC's approach sends a strong and positive message to providers to be transparent about this key choice factor.

We are also pleased that the CLC will now require CLC Practices to provide consumers with service information. We agree that service information is an important adjunct to price transparency. However, we are disappointed that the CLC has decided not to make information about 'staff mix and their qualification' mandatory. In addition, we understand that it will not be obligatory for CLC Practices to provide information about their areas of expertise or focus. We believe this is a missed opportunity because areas of expertise and staff mix can contribute directly to improved decision making. Again, evidence from our annual tracker survey shows that specialism comes third, behind reputation and price, as a choice factor for consumers. We hope the CLC keeps these omissions under review, and alludes to their importance in any supplementary guidance document.

Overall, the Panel is pleased with this phase of the CLC's implementation plan. We hope that as these rules become embedded, the CLC will evaluate their impact. We also hope that the CLC will continue to consider a subsequent phase, one which

¹ 82% of conveyancing consumers rate price as an important factor in choice, compared to 64% of those choosing a probate provider for example. Legal Services Consumer Panel, Tracker Survey 2018 (unpublished).

introduces a deeper level of transparency and access to quality measures or indicators.

Sarah Chambers

A handwritten signature in black ink that reads "S Chambers". The signature is written in a cursive, flowing style.

Chair

Legal Services Consumer Panel