



Not to be used before 00:01 hours, 10 April 2014

PANEL PUBLISHES NEW WORK PROGRAMME

The Legal Services Consumer Panel today publishes its fifth work programme covering the period 1 April 2014 to 31 March 2015.

Highlights of the forthcoming year will include:

- Producing the third edition of our flagship Consumer Impact Report
- Identifying the strategic risks likely to face consumers in 2020
- Publishing consumer research on online self-help tools, unbundled legal services and expectations of getting redress
- Developing a simple and practical guide for approved regulators to help them take account of consumer vulnerability
- Pursuing recommendations in our forthcoming report on fee-charging McKenzie Friends, as part of a wider work stream on litigants in person

Elisabeth Davies, Chair of the Legal Services Consumer Panel, said:

“The legal services market is changing in response to a perfect storm of economic, technological and policy changes. We are seeing different types of provider and new ways of delivering legal services. Our challenge is to help the regulators identify and respond to these changes through policies that strike the right balance between improving access to justice and enhancing consumer protection.”

“Five years after the legal services reforms began to be implemented, our flagship Consumer Impact Report will take stock of whether consumers are truly benefiting on the ground. At the same time, we will help to future proof regulatory policy by working with the LSB to identify the risks that consumers might face in 2020.”

“The Panel will continue to hold the regulators to account, but we'll also continue to provide practical tools to help them become more consumer-focused organisations. We have been delighted by the enthusiastic take up of our consumer principles tool and will follow this up with a clear and practical guide on consumer vulnerability”.”

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For more information please contact:

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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.
2. The work programme document can be found on our website:
http://www.legalservicesconsumerpanel.org.uk/publications/corporate_documents/index.html
3. A one-page summary of the work programme can be found on our website:
http://www.legalservicesconsumerpanel.org.uk/publications/corporate_documents/index.html