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PANEL PUBLISHES NEW STRATEGY

The Legal Services Consumer Panel (Panel) publishes today its strategy covering the period 1 April 2021 to 31 March 2024.

For the first time since its establishment, the Panel has decided to align its strategic objectives with those of the Legal Services Board (LSB).

The LSB has set a strategy for the whole sector which the Panel is pleased to support. We recognise that delivering good consumer outcomes is dependent on regulators working together, towards a common goal.

Moreover, the aftermath of Covid-19 will require innovative ways of working collaboratively and in partnership with stakeholders, in and outside of legal services regulation. Therefore, over the next three years the Panel will mirror the LSB's objectives in ensuring that regulation *delivers fairer outcomes, stronger confidence, and better services* to consumers.

In pursuit of these long-term goals, over the forthcoming year we will focus on:

- Producing the 10th edition of the Panel's annual survey of consumers (Tracker Survey)
- Promoting a coordinated sector response to meet the issues exacerbated by Covid-19
- Proposing a regulatory response to the problem of advice deserts
- Encouraging the regulators to develop and entrench a more consumer-focused approach to regulation
- Continuing to champion transparency
- Exploring with regulators the need for clear metrics for evaluating and monitoring regulatory policies

Sarah Chambers, Chair of the Legal Services Consumer Panel, said:

"The legal services market is set to change in response to a perfect storm of economic, technological and policy changes accelerated by Covid-19. Our challenge is to help

the regulators identify and respond to these changes in an agile manner and through policies that strike the right balance between improving access to justice and enhancing consumer protection.

Regulators must respond to the new challenges and opportunities that will emerge over the next few years. We will continue to be active in helping them to identify the risks that consumers might face post Covid-19 by bringing a wide network of organisations together to find solutions and mitigate against potential risks.

The Panel will continue to hold the regulators to account, but we will also strive to provide practical tools to help them become more consumer-focused organisations.”

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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 Strategy and work programme document can be found on our website here