

## LSB progress report

### CILEx Regulation

***Date action plan was published:*** 29 June 2017

The action plan is published [here](#).

The LSB sufficiency assessment of action plan is published [here](#).

***Progress Update:*** 16 October 2018

The action plan set out a number of commitments from CILEx Regulation. This update reviews its progress in delivering on these commitments. Where possible the information below has been drawn from the following four key documents:

- CILEx Regulation policy [consultation](#) document 'Consultation: on information we propose to require our regulated firms to publish to deliver transparency information for consumers in the legal services market'.
- CILEx Regulation rules change [consultation](#) document 'Consultation: on the proposed rules setting out the information we require our regulated firms to publish to deliver transparency information for consumers in the legal services market'.
- [Guidance](#) for providers on feedback platforms: Risk Management: Online Reviews and Endorsements.
- CILEx Regulation [rules change application](#) to the LSB.

CILEx Regulation has had an opportunity to update the LSB on its progress on any commitments in the action plan not covered by the publications above.

The commitments related to four different high-level outcomes relating to market transparency which LSB asked all frontline regulators to focus on in their action plans. This note sets out the status of each commitment under each outcome:

- 1) Action to deliver a step change in standards of transparency to help consumers (i) to understand the price and service they will receive, what redress is available and the regulatory status of their provider and (ii) to compare providers.
  - **Completed:** CILEx Regulation published a consultation 'Consultation: on information we propose to require our regulated firms to publish to deliver transparency information for consumers in the legal services market' in September 2017.
  - **Completed:** The CILEx Regulation action plan stated that the development of transparency provisions for regulated firms would

be informed by consumer testing. There are references to this research in the rules consultation.

- **Completed:** The CILEx Regulation action plan proposed to work with SRA and CLC on a quote generator for conveyancing. After discussions the decision was made not to develop such a tool. However, the regulators' respective rules aim to ensure consistency on the elements that make up the price quoted to consumers, e.g. treatment of disbursements. Also, the three regulators have developed price estimate templates which can form the basis of a quote generator.
- **In progress:** The rules change consultation included a draft rule that firms must display a CILEx Regulation Logo. This will come into force from January 2019.

New significant developments not included in action plan.

- **In progress:** The CILEx Regulation action plan proposed to develop guidance on transparency. However, after the consultation CILEx Regulation decided to produce rules. Therefore CILEx Regulation published a consultation "Consultation: on the proposed rules setting out the information we require our regulated firms to publish to deliver transparency information for consumers in the legal services market" in June 2018. It submitted a rules change application to the LSB on 08 October 2018. Subject to LSB approval the rules and accompanying guidance will come into force from January 2019.
- 2) Promotion of the use of independent feedback platforms to help consumers to understand the quality of the services offered by competing providers.
- **Completed:** CILEx Regulation has published guidance on dealing with feedback platforms.
- 3) Facilitation of the development of a dynamic intermediary market through making data more accessible to comparison tools and other intermediaries.
- **In progress:** At the time of the publication of the action plan CILEx Regulation already published data on firms and individuals (who had opted-in to publication) in a readily reusable format. The action plan committed to keep this under review.
  - **Completed:** The action plan proposed to consult on publishing enforcement information. CILEx Regulation's Board, having consulted on Enforcement Function's Publication Policy as part of the broader transparency consultation, approved no change to the current policy on the basis of the consultation responses and legal advice.

- 4) Making better information available to assist consumers when they are identifying their legal needs and the types of legal services providers (both regulated and unregulated) who can help them.
- **In progress:** The legal regulators are working together to deliver a three-year plan to enhance the Legal Choices website and social media channels. The Legal Choices Governance Board and Steering Group are continuing to lead the work, informed by the Advisory Panel which includes 17 organisations from the consumer and not-for-profit sectors. The suppliers that have been appointed to deliver the plan's market research and digital design components delivered a two day 'ideation' workshop in June 2018, which is informing a detailed redesign and relaunch strategy for the website. This will be discussed with the legal regulators in the autumn. In the meantime the regulators are continuing with their schedule of new content for members of the public that focuses on priority areas of law, as well as topical articles, which is promoted by using the website's social media channels. So far in 2018 new articles have focused on holiday sickness claims, immigration work (connected to Windrush), cycling laws and divorce processes.
  - **In progress:** The regulators have taken some steps to assess the feasibility of a joint register, in particular working on a taxonomy of the data to be included in the register. Work to explore the feasibility of a single digital register is ongoing. As an interim step, regulators are working on opportunities to provide a better access point to the legal regulators' respective registers of regulated entities and individuals through the Legal Choices website.