



LEGAL SERVICES
BOARD

East of England Board engagement event

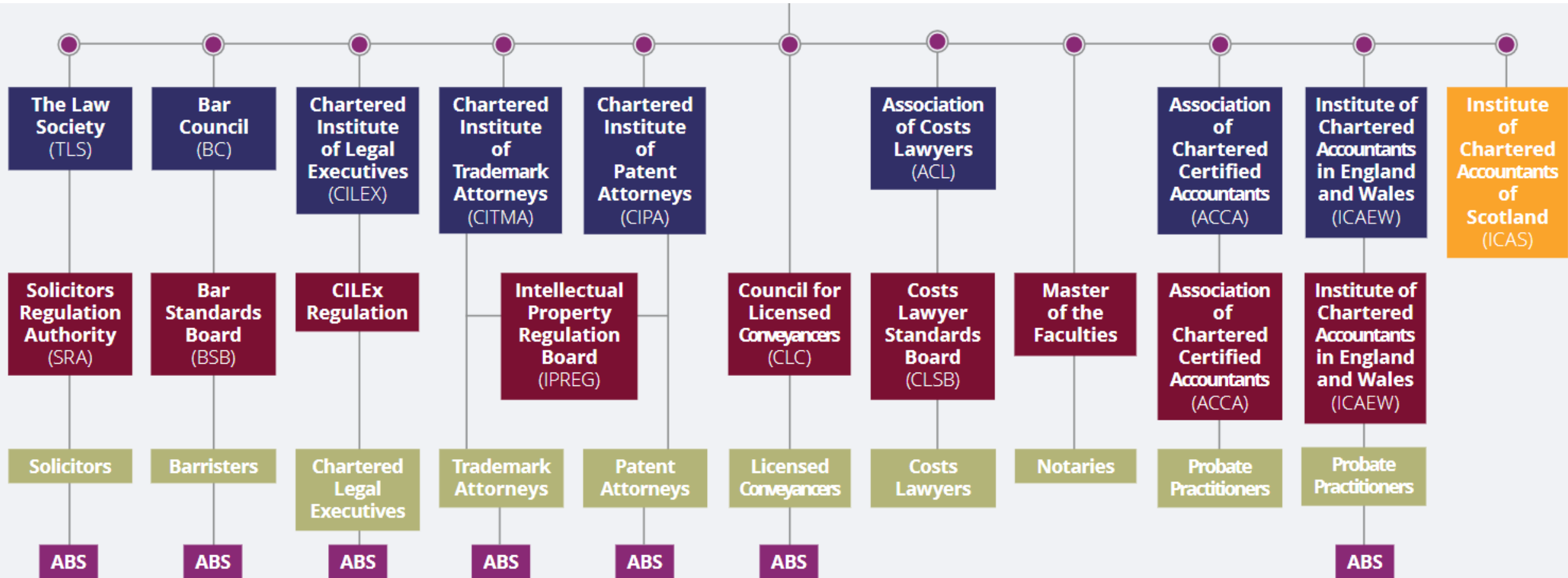
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Regulatory Policy Manager

29 November 2021

Legal Services Board



Regulators map



KEY

■ Representative body ■ Regulatory body ■ Regulatory body (not active) ■ Profession ■ Alternative Business Structures

Reshaping legal services



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**Reshaping
legal services
to better
meet society's
needs**

Fairer outcomes

- Lowering unmet legal need across large parts of society
- Achieving fairer outcomes for people experiencing greater disadvantage
- Dismantling barriers to a diverse and inclusive profession at all levels

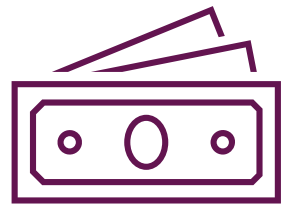
Stronger confidence

- Ensuring high quality legal services and strong professional ethics
- Closing gaps in consumer protection
- Reforming the justice system and redrawing the regulatory landscape

Better services

- Empowering consumers to obtain high quality and affordable services
- Fostering innovation that designs services around consumer needs
- Supporting responsible use of technology that commands public trust

Empowering consumers



Open consultation on empowering consumers – we expect regulators to put in place measures to help ensure:

1. Consumers have the knowledge and capability to recognise when their problem is a legal issue and know how to get legal assistance
2. This includes having access to information on providers services, price, quality, regulatory status and access to resolution of complaints to inform choice.



Ongoing competence

Work aimed at understanding if legal regulators have the right frameworks in place to ensure legal professionals remain competent throughout their careers.

Milestones:

- Call for evidence in 2020
- Published a report on key themes and emerging conclusions Feb 2021
- Research with LSB's Public Panel testing consumer confidence
- Upcoming consultation on policy proposals Dec 2021

"I am surprised that some form of competence framework doesn't already exist for all of the regulators and even more so that it's not compulsory." Panellist (Male, 35-54, South of England)

Mapping the unregulated sector



We are conducting research to better understand and to map the unregulated sector – no work in this area for over a decade



We want to understand:

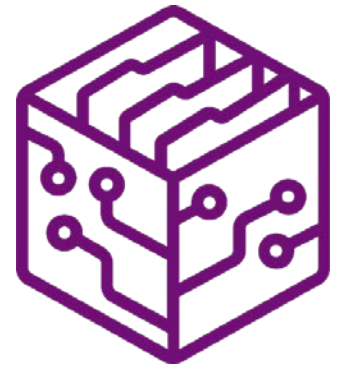
- the size of the market
- The benefits or challenges to consumers



We want to close gaps in the regulatory framework that deny consumers access to redress when using unregulated providers.

Other LSB projects

- Technology and innovation – to increase access to justice and better services
- Diversity and inclusion – to encourage an independent, strong, diverse and effective legal profession
- Professional indemnity insurance – to assess current challenges within the market and prevent consumer detriment
- Curating the strategy – oversight of progress towards the nine challenges and focus on collaboration across the sector





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Thank you

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