

Annex A – Mapping of the CMA’s recommendations to the regulatory objectives and the LSB’s strategy for the sector

The regulatory objectives

We consider that our work to implement the CMA recommendations will particularly support the highlighted objectives:

Protecting and promoting the public interest	Supporting the constitutional principle of the rule of law	Improving access to justice	Protecting and promoting the interests of consumers
Promoting competition in the provision of services	Encouraging an independent, strong, diverse and effective legal profession	Increasing public understanding of the citizen's legal rights and duties	Promoting and maintaining adherence to the professional principles

CMA recommendations

We consider that work to implement each of the CMA’s recommendations set out below will help to address the challenges we have identified in our strategy for the sector. The numbers against each challenge in the grid overleaf correspond to the numbered recommendations below.

Recommendations on transparency

1. Ensure that there are high levels of compliance with the minimum standard of transparency across the legal services sector
2. Improve the clarity, comparability and prominence of disclosures on providers' websites in relation to price, service, redress and regulatory status
3. Improve the provision of information on quality of legal services providers to consumers
4. Develop initiatives to help consumers engage actively with information on price, service and quality
5. Develop an ongoing programme of consumer research and testing to determine the information on price, service and quality that is most useful for consumers

Recommendations on regulation

6. MoJ should undertake the review of the current framework for legal services, as recommended in the Market Study
7. MoJ should create, or empower the creation of, a mandatory public register for unauthorised providers
8. LSB should carry out a review of the reserved activities
9. LSB should evaluate the impact of the revised IGRs before deciding on further action
10. LSB should explore further conducting a market review of PII

The strategy for the sector

GOLDEN THREAD	Reshaping legal services to better meet society's needs		
STRATEGIC THEMES	Fairer outcomes	Stronger confidence	Better services
CHALLENGES	Lowering unmet legal need across large parts of society ① ② ③ ④ ⑤ ⑦ ⑧	Ensuring high quality legal services and strong professional ethics ② ③ ④ ⑧ ⑩	Empowering consumers to obtain high quality and affordable services ① ② ③ ④ ⑤ ⑦ ⑧
	Achieving fairer outcomes for people experiencing greater disadvantage ① ② ③ ④ ⑤ ⑦ ⑧	Closing gaps in consumer protection ① ⑥ ⑦ ⑧ ⑩	Fostering innovation that designs services around consumer needs ③ ④
	Dismantling barriers to a diverse and inclusive profession at all levels ⑩	Reforming the justice system and redrawing the regulatory landscape ⑥ ⑦ ⑧ ⑨ ⑩	Supporting responsible use of technology that commands public trust ③ ④