



Legal Services Board  
The Rookery  
2 Dyott Street  
London WC1A 1DE

[www.legalservicesboard.org.uk](http://www.legalservicesboard.org.uk)

FoI request (Ref: 20200820-01)

Thank you for your request for information about the Legal Services Board's information held on the following:

- 1. What inspections activities does the Legal Services Board perform?*
- 2. How many inspections (of each type if possible) were performed in 2019/20?*
- 3. How many inspectors do you employ, and what was the annual cost of these inspectors in 2019/20?*
- 4. Do you use third parties to perform these inspections? If so, who did you use, and what was the annual spend in 2019/20?*
- 5. What information management system, if any, do you use to manage the inspections, and what was the annual spend on this in 2019/20*

It will assist my response if I briefly set out the role of the LSB. We were created by the Legal Services Act 2007 as an independent body to oversee the regulation of legal services in England and Wales.

The LSB does not carry out inspections of legal service regulators and therefore no inspectors are employed. Inspections of regulated entities are the responsibility of the legal service regulators covered by [The Legal Services Act 2007](#). Information on the approved regulators can be found on the LSB [website](#).

The LSB oversight of legal service regulators is carried out through the [Regulatory performance framework process](#). Through this framework we determine whether the regulator has met the minimum expected standard of performance across the five regulatory performance standards:

- Regulatory Approach
- Authorisation
- Supervision

- Enforcement
- Well-led: Governance and Leadership

The regulatory performance assessment process explains the different ways in which we carry out our oversight role.

If you are dissatisfied with this response to your request for information, you have the right to ask for an internal review / to submit a complaint (see [LSB's Freedom of information – Complaints procedure](#)).

If you are dissatisfied with the outcome of your complaint, you may refer the matter to the Information Commissioner for a decision. Please be aware that the Commissioner will be unlikely to make a decision until you have been through our internal complaints procedure first. You can write to the Commissioner at:

FOI/EIR Complaints Resolution  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

The reference for your request, which should be quoted in all correspondence, is: 20200820-01.

Yours sincerely