



LEGAL SERVICES
BOARD

Legal services in Liverpool Challenges and opportunities

Matthew Hill Chief Executive, Legal Services Board

19 October 2020

Why legal services matter

On average, the equivalent of **7-8m** people experience a legal problem every year

Individual consumers

The rule of law underpins our democracy and economy

1m individuals suffered ill health as a result of legal problems

Society and public interest

3 out of 10 small businesses faced a legal problem (2016/2017)

£40bn - estimated annual losses to small business due to legal problems

Small businesses

Sector contributed **£60bn to economy** in 2018

Comprises **18% of UK** service exports

Employs 348k people in the UK

Economy

1

Fairness

Tackling unfairness that harms the public and the profession

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

Each year, 3.6 million citizens in England and Wales do not have their legal needs met, mainly because they do not get professional help.



2

Confidence

Building public and professional confidence on strong foundations

- Ensuring high quality legal services and strong professional ethics
- Closing gaps in consumer protection
- Reforming underperforming institutions and systems

Unregulated firms already prepare around 130,000 wills a year. Technology is likely to accelerate growth in the unregulated market.



3 Innovation

Enabling consumers to spur responsible innovation

- 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

3 in 10 consumers shop around, of whom just over half can easily find information on the quality of the services they are looking to purchase.



Opportunities

1

A listening environment: major policy reviews are underway which could create vehicles for change

2

Build on momentum of global impatience with social injustice to tackle unfairness

3

Covid-19 has accelerated innovation; if harnessed well this can put the law into more people's hands



Covid-19 dashboard

Impact of Covid 19 on the legal services market in England and Wales

Summary

Consumer issues

Housing

Employment...

Family

Injury

Crime

Civil liberties

Wills and trusts...

Courts, providers

* Shaded buttons are in development

Starts to Universal Credit:

239.5K



+29% incr compared to July '19

No. of injury claims:

38.5K



-40% decr compared to August '19

No. of employment issues taken to Citizens Advice

29.0K



+41% incr compared to August '19

No. of deaths registered:

40.7K



-3% decr compared to July '19

No. of outstanding court cases (Crown courts)

44.5K



+29% incr compared to July '19

Top issues taken to Citizens Advice Bureau

Rank	Issue type	Cases August '20	Difference from Aug '19
1	Benefits & tax credits	61,294	-29%
2	Benefits Universal Credit	57,411	0%
3	Debt	41,905	-44%
4	Employment	29,004	41%
5	Housing	26,989	-4%
6	Other	15,640	-15%
7	Financial services & capability	15,582	-18%
8	Relationships & family	14,559	-16%
9	Legal	11,315	-23%
10	Consumer goods & services	10,196	-1%

Your views

We want to hear from you –

What does legal services look like for Liverpool and the North West?

What future challenges and opportunities are you facing?





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Thank you

Questions and comments

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