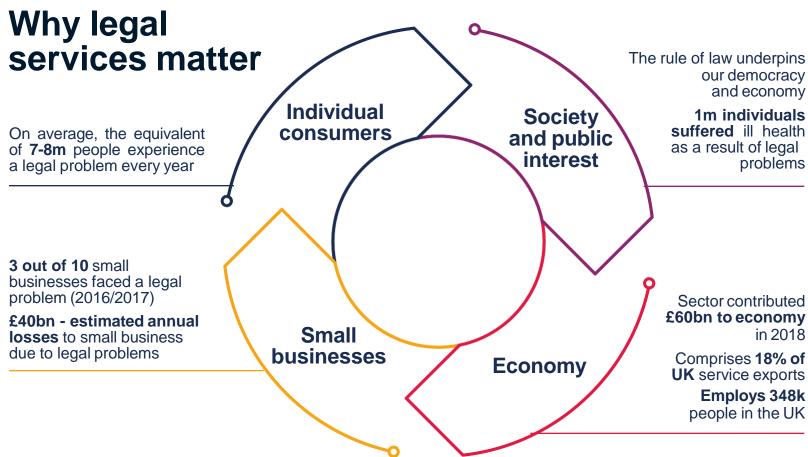


Legal services in Liverpool Challenges and opportunities





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

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





9 Legal

10 Consumer goods & services

Covid-19 dashboard



-23% -1%

11,315

10,196

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?





Thank you

Questions and comments

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