



Ministry
of Justice

The Right Honourable
Robert Buckland QC MP
Lord Chancellor & Secretary of
State for Justice

Dr Helen Phillips
Chair
Legal Services Board
The Rookery (3rd floor)
2 Dyott Street
London WC1A 1DE

MoJ ref: 84321

22 December 2020

Dear Helen,

LSB STATE OF LEGAL SERVICES 2020 REPORT

Following our meeting on 26 November, I wanted to take this opportunity to write to thank the Legal Services Board for your work in putting together such a thorough and detailed analysis of the legal services sector in the 10 years since the Legal Services Act 2007 came into force.

Your report makes clear that despite the real achievements of the last 10 years, there remain critical challenges for the sector to address. I am very interested in your analysis of what these challenges are, including your focus on tackling unfairness, and your thoughts about how to build public confidence. I also noted the comments that technology is fast changing how legal services are delivered – this has of course also been the case in our courts, particularly in this year. There are a number of interesting and positive ideas put forward, which I am sure deserve careful consideration.

I hope that this report will stimulate many stakeholders within the legal services sector to come forward to debate and work together on potential solutions. I will look forward to hearing more about this in the months to come.

With all good wishes

RT HON ROBERT BUCKLAND QC MP
