

Response to the Draft Strategy for Legal Services Regulation and draft business plan 2021 – 2022

Countrywide Tax & Trust Corporation Ltd

Q1. We would agree that the three strategic themes identified reflect the broad areas that should be concentrated on by the LSB.

Q2. Focusing on the adoption of technology will drive efficiencies, which will reduce costs across the sector and increase competition to the advantage of the consumer. Technology is the key to solving a number of the challenges faces by the sector. AI and intuitive software can ensure that legal services offered are of a high quality. Technology makes legal advice more accessible, increases transparency, and empowers consumers, and this in turn helps to lower unmet legal need.

Q3. As an organisation, we continue to push forward with a wide range of technological solutions across our range of products and services with the aim of normalising the use of technology. In doing so we encourage the adoption of these methods across the industry, and the improvement of the customer journey for clients.

Q4. No comment

Q5. We are broadly in favour of the proposed workstreams to be focussed on in 2021-2022.

Q6. No comment

Q7. We would agree that now is not the time to carry out a 'root and branch' review given the issues facing the sector in the light of the Covid-19 pandemic, and a 'light touch' review would not be a worthwhile exercise. We would suggest that the appropriate funding was sought to look towards scoping out and carrying out a full and detailed review from 2022 onwards.

Q8. We agree that it is important to take on board the views of the public, not just those of the sector.

Q9. No comment

Q10. No comment