



LEGAL SERVICES  
**BOARD**

# **SLC conference 2022**

## **LSB update: *Reshaping Legal Services & Ongoing competence***

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Matthew Hill, CEO

# Agenda

- **Update on Reshaping Legal Services strategy for the sector**
- **Quick reprise of Ongoing Competence**
- **Questions**

# Reshaping Legal Services



# Stakeholder engagement

Various stakeholders have shared stories on the microsite about progress against the strategy, as well as signing up to attend the inaugural annual conference.



# Reshaping Legal Services microsite



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CONSUMER EMPOWERMENT

**Vlog: Introducing the Legal Services Consumer Panel and its role in improving legal services for all**

By Sarah Chambers | 22 July 2022

ACCESS TO JUSTICE

**ACSO's recommendations for the legal services sector to help vulnerable consumers access justice**

By Cara Elliott, Association of Consumer Support Organisations | 25 April 2022

LAWTECH

**LawtechUK: Seizing the data opportunity – The Legal Data Vision**

By Felix Brown, LawtechUK | 26 April 2022

DIVERSITY

**The Law Society: Creating a modern, diverse & inclusive profession**

By Sally Brett, The Law Society | 9 May 2022



Home About the strategy Blogs from the sector



Share your story



A SECTOR WIDE STRATEGY

## Reshaping Legal Services to better meet society's needs

Learn about the strategy

ACCESS TO JUSTICE

**The role of Queen Mary University of London's Legal Advice Centre in improving access to legal services**

By Matthew Evans | 22 July 2022

DIVERSITY

**Kingsley Napley: Championing diversity in the legal profession**

By Shannett Thompson, Kingsley Napley | 3 May 2022

CONSUMER EMPOWERMENT

**Legal Utopia: the role of technology in Public Legal Education**

By Paresh Kathrani | 1 July 2022

DIVERSITY

**Council for Licensed Conveyancers – creating a more diverse profession through a better Equality Code**

By Stephen Ward | 22 July 2022

# What about the LSB?

Theme	Challenge	LSB priorities 2021 2024	Progress
Fairer Outcomes	Lowering unmet legal need across large parts of society	Legal needs research/ legal support strategy for small businesses, kick off next phase of individual legal needs survey	✓
	Achieving fairer outcomes for those experiencing greater disadvantage	Vulnerable consumers research	✓
	Dismantling barriers to a diverse and inclusive profession at all levels	EDI work programme, joint statement on disciplinary activity, research into lived experience of legal professional	Ongoing
Stronger Confidence	Ensuring high quality legal services and strong professional ethics	Ongoing competence statement of policy, launched programme on professional ethics and rule of law	✓
	Closing gaps in consumer protection	Better understanding of unregulated sector, pursue a single digital register	Ongoing
	Reforming justice system and redrawing the regulatory landscape	Strengthen regulatory performance framework; overhaul PCF and stat decisions rules; LeO rule changes	Ongoing
Better Services	Empowering consumers to obtain high quality and affordable services	Statement of policy on consumer empowerment + implementation Review of first tier complaints	✓
	Fostering innovation that designs services around consumer needs	Fostering innovation within regulatory performance framework; innovation research; practice principles for regulatory sandboxes	Ongoing
	Supporting responsible use of tech that commands public trust	Research on social acceptability of technology	✓

# Shifting the dial case study: Small Business Legal Needs



- How does the small business legal needs research and support strategy support the challenge to lower unmet legal need?



- What work did we undertake?



- What was the response?

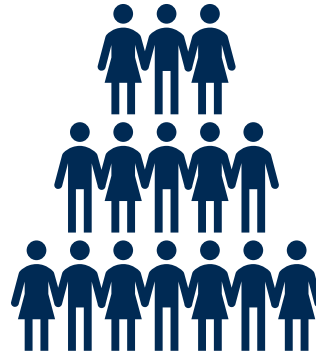


- **And most importantly, how are we continuing to maintain momentum?**

# Shifting the dial case study: Joint statement on counter-inclusive misconduct

**Agreement to a  
common set of  
principles to tackle  
counter-inclusive  
practices**

**Directly speaks to  
the regulatory objective to  
encourage an independent,  
strong, diverse and  
effective legal profession**



**Dismantling barriers to  
a diverse and inclusive  
profession at all levels**

**Good example of  
collaboration  
between regulators  
and tribunals**



# Some new themes/issues arising:

- **Work on sanctions – Ukraine war, Economic Crime Bill**
- **Growing focus on professional ethics and rule of law**
- **Climate change/sustainability**
- **Investigation into CILEX and CRL**

## **4 central ideas:**

- 1. Regulators have a key role to play in competence**
- 2. Regulators invited to make “population” level assessments of competence, use data, support professions in addressing gaps**
- 3. Regulators need to work out how to mitigate erosion of individual competence over time**
- 4. Remediation of competence – eg training – needs to be available in disciplinary processes**

**All embedded in statutory policy statement – went live before the summer, in discussion with regulators about implementation**

# Questions

**Matthew Hill**

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