

Sent by email only:

Chair@legalservicesconsumerpanel.org.uk



**LEGAL SERVICES
BOARD**

Legal Services Board
3rd Floor, The Rookery
2 Dyott Street
London
WC1A 1DE

T 020 7271 0050

www.legalservicesboard.org.uk

16 December 2022

Dear Sarah,

Thank you for the advice prepared by the Legal Services Consumer Panel on contextualising information for consumers. Thank you also for presenting at the recent MTCOG meeting on 2 December about this advice and the Panel's recent paper on standardisation. I am formally responding to the advice on contextualisation, and I will share this letter with the other members of the MTCOG group.

When consumers use information on price, quality and service to compare providers, we agree that providing additional contextual information should help their comparisons. We expect that your advice will serve as a useful tool to regulators as they identify measures to improve the provision of contextual information and empower consumers in the legal services market.

From the new year, we will be monitoring regulators' progress against the empowering consumers policy statement primarily through our revised regulatory performance framework. We will include the Panel's advice on contextualisation within the framework as an additional resource in the new [sourcebook](#). Regulators will therefore want to consider the advice when they provide us assurance that they have taken account of our expectations in the policy statement.

We note also a specific recommendation for the LSB, that we should convene and facilitate a dialogue with regulators in other sectors about the use of contextual information, noting it would be useful for regulators to engage as a collective. We gladly accept this recommendation, and will look to set up discussions in the New Year. Your advice helpfully identifies some relevant sectors where we might begin.

Best wishes,

Matthew Hill