

BAR STANDARDS BOARD

REGULATING BARRISTERS

Matthew Hill
Chief Executive
Legal Services Board

By email

31 August 2023

Dear Matthew

BAR STANDARDS BOARD: ASSURANCE OF PROGRESS

I have previously written to the LSB with an update following our July Board meeting on progress against our agreed transformational change action plan. I am writing now with an update, as previously agreed, to provide assurance ahead of your September Board meeting. Little has changed since I last wrote, however our Senior Leadership Team has since seen the August updates and is satisfied that we continue to make progress, with everything on track. This will be reported to our Performance and Strategic Planning Committee and Board in due course.

To reiterate, we have made substantial progress over the last few months:

- we have commissioned Fieldfisher to undertake an independent end-to-end review of our enforcement process after an open competition: workshops and other evidence gathering have begun;
- the Board has endorsed, for piloting this year, a balanced scorecard to provide a more rounded perspective on the quality, timeliness, productivity and responsiveness of our operational work;
- we completed our roundtables on the role of chambers and will be consulting on the way forward in the early Autumn;
- the Board discussed reforms of our regulatory Risk Framework at its off-site in July and endorsed the direction of travel;
- we have opened discussions with our partners to re-join *Legal Choices* consistent with the Board's decision in May and expect to do so from September. Meanwhile, we are continuing to work with a number of third sector organisations to which consumers in vulnerable circumstances turn for advice on legal matters and to encourage our fellow legal regulators to do so;
- we have completed our work on updating guidance on the scope of regulatory interest in conduct in non-professional life and in social media usage; and
- we have agreed plans to revise the Handbook and Code of Conduct over the next two years both to implement important reforms, including to our *Equality Rules*, and to improve navigability and intelligibility for both barristers and consumers.

I trust this update will be helpful to your Board.



MARK NEALE
DIRECTOR GENERAL