



Sent by email:

[\[Insert email address\]](#)

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

T 0207 271 0070

www.legalservicesboard.org.uk

22 August 2023

Dear XXXXXX,

‘Regulatory Information Service’ – Next Steps

I am writing to you to about the work on the ‘Regulatory Information Service’ that we have been leading with input from regulators and the Legal Services Consumer Panel (LSCP). A key component of this work has been to commission PA Consulting to identify the options for bringing together regulatory information in an accessible way.

Our Board discussed the report completed by PA Consulting at its July meeting and we concluded that it offers a clear and achievable way forward for making regulatory information more accessible to consumers. This relies on legal regulators committing to the development and implementation of a ‘Regulatory Information Service’, and in continuing to work together to realise that ambition.

While there may be alternative views on the best means of achieving better access to regulatory information, I believe the time has come for us all to get behind this important recommendation of the CMA and finish the job. It is central to our collective credibility that when the CMA looks at our sector it does not need to lament a third time.

At the LSB we are committed to doing what is necessary to ensure we make progress. I am sure I can rely on you all to send your teams to the table with a view to resolving issues as opposed to allowing them to become excuses for further delay.

To ensure that we maintain pace on this important piece of work, LSB colleagues will be in touch with relevant colleagues in your organisation on the specific next steps for progressing this work.

Yours sincerely,

A handwritten signature in black ink that reads "Alan Kershaw". The signature is written in a cursive style and is underlined with a single horizontal stroke.

Alan Kershaw
Chair