

## Quality Indicators Pilot: Next Steps

**Purpose:** For decision

**Author:** Director of Strategy and External Relations

**Approver:** Chief Executive

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### Summary

The SRA, Cilex Regulation and CLC published the joint report in late June. It includes details of seven potential actions for regulators to explore as possible ways to achieve a uniform approach.

### Recommendations

The Council is asked to;

1. comment on the report and actions, and
2. agree that the CLC should undertake further work to explore the actions set out in the report and to achieve as far as possible a uniform approach between CLC, SRA and CILEx Regulation in the consumer interest.

### Relevant Regulatory Objectives

RO1 - protect and promote the public interest

~~RO2 - support the constitutional principle of the rule of law~~

RO3 - improve access to justice

RO4 - protect and promote the interests of consumers

RO5 - promote competition in the provision of legal services

RO6 - encourage an independent, strong, diverse and effective legal profession

RO7 - increase public understanding of the citizen's legal rights and duties

RO8 - promote and maintain adherence to the professional principles

### Financial impact

There may be cost implications to further steps that the CLC wishes to take in future, but none arising directly from the paper today.

### Diversity and inclusion impact

Diversity and Inclusion issues will need to be considered in relation to any further steps that might be implemented following further exploration of the proposed actions in the report.

### Communications requirement

Any further requirements in addition to the current Informed Choice framework for consumer information will need to be communicated effectively to the regulated community to secure compliance and good consumer outcomes. There may also be elements of direct consumer communication.