

Informed Choice: Next Steps

Purpose: For agreement

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Approver: Chief Executive

Summary

This paper looks at developments that could lead to changes to the CLC's Informed Choice framework that sets out how regulated entities should provide information to inform consumer choice of legal service providers. Those developments include:

- LSB statement of policy – Empowering Consumers: A statutory statement setting out expectations of the regulators
- LSCP Paper on standardisation of data
- The report (still in draft at this stage) on the Quality Indicators pilot we have worked on with SRA and CLR

Recommendations

The Council is asked to consider the developments and agree the proposed approach.

Relevant Regulatory Objectives

The Informed Choice Agenda supports achievement of several of the Regulatory Objectives:

RO1 - protect and promote the public interest

RO2 - support the constitutional principle of the rule of law

RO4 - protect and promote the interests of consumers

RO5 - promote competition in the provision of legal services

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

RO8 - promote and maintain adherence to the professional principles

Financial impact

There is no immediate financial impact arising from the recommendations in this paper and it is expected that the work on this agenda can be delivered within the proposed budget for 2023 though there will be calls on staff resource and business time from these activities.

Diversity and inclusion impact

The Informed Choice agenda aims to make legal services more accessible to all consumers.

Communications requirements

Initially, the key communications task will be the engagement of other front line regulators to deliver collaboration on this work along the lines that we saw in response to the CMA's remedies that set out the basis for the Informed Choice agenda.

Publication

This report is not for publication as it is a discussion paper. The agreed policy proposals will form the basis of engagement and will be published in due course.