

## LSB progress report

### Institute of Chartered Accountants in England and Wales (ICAEW)

**Date action plan was published:** 09 February 2018

The action plan is published [here](#).

The LSB sufficiency assessment of action plan is published [here](#).

**Progress Update:** 16 October 2018

The action plan set out a number of commitments from ICAEW. This update reviews its progress in delivering on these commitments. Where possible the information below has been drawn from the following key document:

- ICAEW [consultation](#) document 'ICAEW Consultation – CMA Action Plan'

ICAEW has had an opportunity to update the LSB on its progress on any commitments in the action plan not covered by the publications above.

The commitments related to four different high-level outcomes relating to market transparency which LSB asked all frontline regulators to focus on in their action plans. This note sets out the status of each commitment under each outcome:

- 1) Action to deliver a step change in standards of transparency to help consumers (i) to understand the price and service they will receive, what redress is available and the regulatory status of their provider and (ii) to compare providers
  - **Completed:** ICAEW published a consultation 'ICAEW Consultation – CMA Action Plan' in July 2018.
  - **Completed:** The ICAEW action plan included a commitment to research existing levels of transparency. The consultation document includes the results of this research.
  - **Completed:** The ICAEW action plan included a commitment to create a dedicated consumer page on its website. This has been created.
  - **In progress:** The consultation document set out that ICAEW has produced a probate logo for accredited firms to use and is consulting on whether firms should use it.
  - **In progress:** The consultation document set out that ICAEW is in the process of updating its guidance on client care letters.

**In progress:** The consultation document sets out that ICAEW will develop guidance on pricing once the consultation is complete. ICAEW has informed us that it expects to issue the guidance for consultation later this autumn with a view to formal adoption from January 2019.

New significant developments not included in action plan.

- **In progress:** In addition to the actions included in ICAEW's action plan, ICAEW has informed us that it is developing a marketing guide to would be Probate Practitioners that encourages clear pricing and transparency. This booklet is due to be issued in late October 2018.
  - **In progress:** ICAEW has also informed us that it is developing an online community for probate practitioners to help develop best practice. This community is expected to go live in November 2018.
- 2) Promotion of the use of independent feedback platforms to help consumers to understand the quality of the services offered by competing providers
- ICAEW's consultation document set out that it is considering taking action in relation to feedback platforms.
- 3) Facilitation of the development of a dynamic intermediary market through making data more accessible to comparison tools and other intermediaries.
- **In progress:** The ICAEW action plan set out that it would be liaising with the Legal Ombudsman regarding acquiring data on the second-tier complaints made about probate firms with a view to publishing data on the consumer area of ICAEW's legal services website on complaints and disciplinary actions against ICAEW's regulated probate firms. ICAEW has informed us is that in 4 years there have been no ICAEW complaints with a regulatory outcome from the Legal Ombudsman. As such there is no data available for publication on the consumer area of ICAEW's website.
- 4) Making better information available to assist consumers when they are identifying their legal needs and the types of legal services providers (both regulated and unregulated) who can help them.
- **In progress:** The legal regulators are working together to deliver a three-year plan to enhance the Legal Choices website and social media channels. The Legal Choices Governance Board and Steering Group are continuing to lead the work, informed by the Advisory Panel which includes 17 organisations from the consumer and not-for-profit sectors. The suppliers that have been appointed to deliver the plan's market research and digital design components delivered a two day 'ideation' workshop in June 2018, which is

informing a detailed redesign and relaunch strategy for the website. This will be discussed with the legal regulators in the autumn. In the meantime the regulators are continuing with their schedule of new content for members of the public that focuses on priority areas of law, as well as topical articles, which is promoted by using the website's social media channels. So far in 2018 new articles have focused on holiday sickness claims, immigration work (connected to Windrush), cycling laws and divorce processes.

- **In progress:** The regulators have taken some steps to assess the feasibility of a joint register, in particular working on a taxonomy of the data to be included in the register. Work to explore the feasibility of a single digital register is ongoing. As an interim step, regulators are working on opportunities to provide a better access point to the legal regulators' respective registers of regulated entities and individuals through the Legal Choices website.