



LEGAL SERVICES
BOARD

SENIOR STAKEHOLDER SUMMIT

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Successes

1

More choice for consumers and a wider range of practising rights and business structures for legal professionals

2

Satisfaction with service, quality and price has grown, while fixed fee deals are increasingly the norm

3

Regulatory reforms have ripened conditions for innovation without causing negative outcomes for consumers

Stuck on repeat

Despite the successes of the last decade, many of the key challenges facing the sector today are the same as those that existed at the inception of the Legal Services Act reforms.

Whether it relates to issues of fairness, public confidence or innovation, where progress is evident, the sector has inched forward rather than made great strides.

The goal: get it right and access to justice and a diverse, flourishing legal services sector reinforce each other

1

Fairness

Tackling unfairness that harms the public and the profession

- Lowering unmet legal need prevalent across large parts of society
- Achieving fairer outcomes for groups experiencing deeper disadvantage
- Dismantling barriers to a diverse and inclusive profession at all levels

Each year, 3.6 million citizens in England and Wales do not have their legal needs met, mainly because they do not get professional help.



2 Confidence

Building public and professional confidence on strong foundations

- Ensuring high quality legal services and strong professional ethics
- Closing gaps in consumer protection
- Reforming underperforming institutions and systems

Unregulated firms already prepare around 130,000 wills a year. Technology is likely to accelerate growth in the unregulated market.



3 Innovation

Enabling consumers to spur responsible innovation

- Empowering consumers to obtain high quality and affordable services
- Fostering innovation that designs services around consumer needs
- Supporting responsible use of technology that commands public trust

3 in 10 consumers shop around, of whom just over half can easily find information on the quality of the services they are looking to purchase.



Opportunities

1

A listening environment: major policy reviews are underway which could create vehicles for change

2

Build on momentum of global impatience with social injustice to tackle unfairness

3

Covid-19 has accelerated innovation; if harnessed well this can put the law into more people's hands