



**For immediate release, 5 July 2012**

## **TRIENNIAL REVIEW: KEEPING CONSUMERS AT THE HEART OF LEGAL REFORMS**

The Legal Services Consumer Panel welcomed the publication of the Triennial Review today.

The Review recognises that the driving purpose of the legal services reforms must be to put consumers first; the previous arrangements neither protected nor engaged consumers sufficiently. Last year, the Legal Services Consumer Panel developed a tool – the [Consumer Impact Report](#) – to measure the impact of the reforms on outcomes for consumers. Our report found evidence of some positive changes for consumers, but that many existing problems had persisted in the four years since the Legal Services Act. The main theme was a stark imbalance of power between consumers and lawyers. Our evidence showed there was little shopping around, restricted choice, a lack of knowledge about lawyers and a lack of public confidence either that their consumer rights would be protected when using legal services or to complain if things went wrong.

During the last twelve months policy change has continued at a fierce pace and this is set to continue. The unique role of the Panel will be more important than ever. We have already set out our [Work Programme](#) for 2012-13, which we have discussed and shared with the Approved Regulators and other stakeholders. Our second Consumer Impact Report will be published in July.

**Elisabeth Davies**, Chair of the Legal Services Consumer Panel, said:

*"We welcome the publication of the Triennial Review. As a permanent, discrete champion for consumers, the Panel has an important responsibility for putting consumers at the heart of regulation and this is set to continue".*

*"We look forward to reflecting on any learning from the Review and to building on what we have already achieved, maximizing our impact on behalf of the consumer and ensuring they can access high quality and affordable legal services which meet their needs".*

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**For more information please contact:**

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**Note to editors**

1. The [Legal Services Consumer Panel](#) was established under the Legal Services Act 2007 to provide independent advice to the Legal Services Board about the interests of consumers of legal services in England and Wales. We investigate issues that affect consumers and use this information to influence decisions about the regulation of legal services.