

Not to be used before 00:01 hours, 14 May 2014

New law comparison sites sign up to Consumer Panel's good practice standards

The Legal Services Consumer Panel is pleased to welcome two new websites to our good practice standards. The [Homebuyer Conveyancing](#) website and [Access Solicitor](#) are the latest to have self-assessed as compliant with our standards.

The Panel's standards relate to areas like accessibility, accuracy of information, and use of personal information, making sure comparison sites provide a good service and enabling consumers to make informed choices.

This news follows the commitment by approved regulators to publish a basic set of core regulatory information in a reusable format. This will help choice tools like comparison sites obtain the information they need to enter the market.

Duncan Pattinson, Director of We Help You Too, which manages the [Homebuyer Conveyancing](#) website said:

"In business the only way to stay ahead is to continuously improve. We Help You Too has developed a conveyancing website that encourages client feedback. This provides a customer experience that simplifies what is seen by many to be complicated. The initiative set by the Legal Services Consumer Panel to push for self-regulation is welcome and worthwhile since it is these process standards that are often neglected by many. Promoting best practice and pushing for transparency in legal conveyancing quotes paves the way for consumers to make an informed choice."

Warren Smith, founder and chief executive of [Access Solicitor](#), said:

"Client needs should be at the heart of legal services delivery and comparison websites will become an increasingly important part of that. Access Solicitor is pleased to subscribe to and support the best practice standards of the Consumer Panel as endorsed by the Legal Services Board."

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

"We are very pleased these websites have recognised the value of our standards, which help make sure consumers are treated fairly. Consumers lack confidence

when using legal services so comparison websites in this sector need to pay special attention to building public trust.

“It’s really positive that tangible progress is now being made on opening up access to the professional registers. In time this will allow people choosing lawyers to benefit from the electronic market place as they already do in vast numbers when buying goods and services in other markets.”

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For more information, contact Harriet Gamper, Consumer Panel Associate, on 020 7271 0076.

Notes 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.
2. In 2012 the Legal Services Consumer Panel published a report on comparisons websites in the legal sector and developed a set of good practice standards.
3. The Legal Services Board accepted the recommendations we made in the report, including that the regulators should open up the professional registers to allow greater transparency.
4. In March 2014 the Panel co-hosted a roundtable on access to data with the Legal Services Board. Regulators agreed to release a basic dataset in a reusable format. You can read the letter to regulators from Panel Chair Elisabeth Davies and Legal Services Board Chief Executive Chris Kenny [here](#).
5. The good practice standards can be viewed [here](#).
6. The Legal Services Consumer Panel lists comparison websites that have agreed to follow the good practices set down through the comparison website standards.
7. You can view the list, as well as find more information about comparison websites, [here](#).
8. The two most recent websites to sign up are [Access Solicitor](#) and [Homebuyer Conveyancing](#).
9. Other websites signed up so far: www.contactlaw.co.uk; www.reallymoving.com; www.checkaprofessional.com; www.solicitor.info; www.comparelegalcosts.co.uk