

A man with dark hair and glasses, wearing a black suit jacket over a pink shirt, is seated at a table and looking down at a document. To his left, the back of a woman's head and shoulders are visible; she has dark hair and is wearing a gold hoop earring. The background consists of large windows with horizontal blinds. A blue circular graphic is in the top right corner, and a green circular graphic is in the bottom left corner.

LEGAL
SERVICES
**CONSUMER
PANEL**

**CHAIR
CANDIDATE PACK
2023**

Introduction from the Chair of the Legal Services Board (LSB)

Dear Candidate,

Thank you for your interest in finding out how to apply to be the next Chair of the Legal Services Consumer Panel (LSCP) and working with us to ensure the public interest is at the heart of legal services regulation.

The Panel's current Chair, Sarah Chambers, will stand down at the end of April 2024, having served two terms of office since her appointment in May 2018.

This is an important time to be joining the Panel. The legal services market is continuing to evolve in response to the economic, technological and policy changes accelerated by Covid-19. The cost of living crisis is also increasing the need for legal advice in some parts of society. The Panel is focused on ensuring regulators respond to societal needs through policies that strike the right balance between improving access to justice and enhancing consumer protection. We want to make sure that the legal services market works better for everyone.

We are looking for an individual who brings a rich blend of skills, experience and opinions and an absolute commitment to the consumer voice. Your role will be to lead the Panel members, and the Panel's small secretariat team, on key work streams in between meetings, and to champion its work externally. This commitment to a 'hands on' working ethos is vital.

If these are the issues that interest you, and if this is the approach and working style that appeals, then I hope you will consider applying to join our Consumer Panel.

I look forward to reading your application and thank you for your interest in our work.



Alan Kershaw,
Chair LSB

About the Legal Service Consumer Panel

The Legal Services Consumer Panel (LSCP, 'the Panel') exists to represent the interest of consumers in the regulation of legal services.

The Panel was established by the Legal Services Board (LSB), the independent body responsible for overseeing the regulation of legal services in England and Wales, under the Legal Services Act 2007. As a permanent, discrete champion for consumers we have an essential responsibility to ensure that regulators pay full attention to the user perspective.

The Panel provides high quality, evidence-based advice to the LSB, in order to help them make decisions that are shaped around the needs of users. It has a remit to represent the interests of the many different consumers of legal services, including small businesses and charities. Within this it has committed to prioritise the needs of more vulnerable groups of consumers. The Panel has legal powers to publish its advice and the LSB has a legal duty to explain its reasons when it disagrees with such advice.

LSCP's Vision

The vision is for a market where everyone can access high quality and affordable legal services that meet their needs:

- A competitive legal services market where consumers are empowered and have easy access to high quality legal advice at a fair price;
- All consumers have an equal access to legal services regardless of their personal circumstances;
- Regulatory bodies have processes enabling them to take decisions which are in the consumer interest;
- Consumers receive legal advice from a diverse and competent workforce;
- Consumer complaints are resolved fairly, quickly and cost-effectively.

A woman with long brown hair and a man with short grey hair are looking at a laptop screen. The image is overlaid with a semi-transparent pink rectangle containing text.

Commitment to Diversity and Inclusion

LSCP is committed to increasing diversity and inclusion within the Panel as well as using its voice and platform to help make legal services more inclusive. This means reflecting critically on issues of diversity and inclusion within all that LSCP does, identifying and taking appropriate actions to reduce inequality.

We welcome applications from anyone regardless of disability, ethnicity, heritage, gender, sexuality, religion, socio-economic background and other differences. We are committed to inclusive working practices. During the recruitment process we will:

- Make any reasonable adjustments - for example ensuring we have sign language interpreters organised in advance if you'd like them.
- Provide this document in a Word document format which is screen reader accessible, readily available to download.

If there is anything you're concerned about or think we could provide, please let us know.

The Structure of the Legal Service Consumer Panel

The Panel comprises eight lay members, including a Chair, with varied experience and expertise that currently covers: charitable, private and public sectors, advice provision, economics, trading standards and government.

Appointments to the Panel are made by the LSB and approved by the Lord Chancellor.

Working with the approved regulators, LSCP and the Office for Legal Complaints (OLC) the LSB is responsible for ensuring high standards of competence, conduct and service in the legal profession are maintained for the benefit of users and the public as a whole.

Responsibilities of the LSCP

The Panel has an advisory role. Its key activities are to:

- help the LSB and the OLC to understand fully, and take account of, the interests of consumers in its policy development and decisions;
- respond to relevant consultations as appropriate;
- carry out and commission research, as agreed with the LSB, and gather other intelligence and evidence to understand the consumer experience of the legal services market;
- provide the LSB and the OLC with feedback from a consumer perspective on the effectiveness of their policies and practices;
- help the approved regulators develop their own approach to consumer engagement to inform their work;
- speak out publicly on behalf of consumers as appropriate in order to positively influence outcomes for consumers of legal services; and
- maintain an overview of developments in the legal services market, and related developments affecting consumers in other markets, in order to best deliver the activities listed above.

The Consumer Panel meets around five or six times a year. Members are not asked to act either as trustees or as traditional public sector non-executive directors but to contribute directly their experience, knowledge and understanding of the needs and experiences of both individual and small business consumers of legal services.

Each Panel member takes a leadership role on specific areas of the work programme, working closely with secretariat colleagues (2 FTE's). The time Panel members contribute in between actual Panel meetings is therefore extremely important and vital to enable us to make full use of their knowledge and experiences.

As well as advising the LSB, the Panel also seeks to influence the Legal Ombudsman, the regulators and representative bodies and Government where appropriate.

About the Role of LSCP Chair

The role of the Chair is to provide leadership in overseeing the delivery of high quality advice to the LSB regarding consumer experience of the legal services market.

The Chair will provide highly visible leadership and carefully manage a range of stakeholders to ensure the interests of consumers are advocated for in the legal regulation landscape.

This is a hands-on role with the Chair expected to be more operationally involved than in a 'traditional' chair role.

Key responsibilities include:

- chairing panel meetings;
- supporting panel members in the delivery of their duties;
- developing and maintaining constructive relationships with the Ministry of Justice, government ministers, Legal Services Board, Office of Legal Complaints, legal regulators and other stakeholders;
- leading the development of the panel's strategy evaluating factors which are relevant to the LSCP's activity;
- ensuring effective performance of the Panel against its responsibilities.



Person Specification

Core Competencies

- experience of leadership in an organisation of a similar size and influence;
- significant achievement in, and relevant experience of, consumer issues;
- the ability to work constructively and collaboratively with the LSB while maintaining the Panel's independence;
- the ability to contribute effectively to the Panel, in a manner that establishes and maintains the independence and authority of the role of Chair;
- the ability to utilise available evidence and draw conclusions from research and market data;
- a demonstrable ability to inspire and command the confidence of a range of stakeholders and other interested parties;
- the ability to identify creative and innovative solutions to complex problems;
- a proven commitment to equality, diversity and inclusion.

Desirable Criteria

- some knowledge of the Law and/or the legal services market;
- experience in regulation.

Ineligibility

The Legal Services Act 2007 does specify some circumstances in which a candidate is not allowed to serve as a member of the Consumer Panel. This includes anyone who is:

- a member of the Legal Services Board or its staff;
- a member of the Office for Legal Complaints, an Ombudsman appointed by it or a member of its staff;
- a member of the governing body, or of the staff, of an approved regulator
- an authorised person in relation to an activity which is a reserved legal activity
- a person authorised, by a person designated under section 5(1) of the Compensation Act 2006 (c.29), to provide services which are regulated claims management services (within the meaning of that Act);
- an Advocate of Scotland;
- a solicitor in Scotland;
- a member of the Bar in Northern Ireland; or
- a solicitor of the Court of Judicature of Northern Ireland.

Further advice about eligibility can be given by contacting Inclusive Boards using the details included at the end of this pack.

Additional Information

Term of Office

The Chair is appointed for a term of three years with the possibility of a second term of up to three years.

Time Commitment

The Consumer Panel usually meets six times a year. The time commitment for the Chair is estimated at 30 days a year.

Location

Meetings will be held online or at the Legal Services Board's offices at [The Rookery, 2 Dyott Street, London WC2A 1DE](#).

Remuneration

The Chair will receive £15,000 a year. Remuneration is taxable under Schedule E and subject to Class I National Insurance contributions. It is not pensionable. Those appointed will be eligible for travel and subsistence costs necessarily incurred on Consumer Panel business at rates set centrally by the LSB.

Conflicts of Interest

All candidates will be asked to disclose any actual, potential or perceived conflict of interest, and these will be discussed with the candidate to establish whether and what action is needed to avoid a conflict or the perception of a conflict.

Standards in Public Life

Each Board member must ensure that during the period of their tenure they are committed to and conduct themselves in accordance with the seven principles of public life.

How to Apply

The recruitment process is being undertaken by Inclusive Boards on behalf of LSB and LSCP. If you wish to apply for this position, please supply the following by [23.59 16/07/2023/07/2023](#).

- A detailed CV setting out your career history, with responsibilities and achievements.
- A covering letter (maximum 2 sides) highlighting your suitability for the role and how you meet the person specification. Please note that the covering letter is an important part of your application and will be assessed as part of it.
- Details of two professional referees together with a brief statement of their relationship to you and over what period of time they have known you. Referees will not be contacted without your prior consent.

If you have any questions or would like to arrange a call to discuss the role please email LSCP@inclusiveboards.co.uk or call [0207 267 8369](tel:02072678369).

Please visit www.inclusiveboards.co.uk/opportunities to apply online or send your CV and cover letter to LSCP@inclusiveboards.co.uk.

The selection panel is as follows:

- Alan Kershaw - LSB Chair
- Gary Kildare - LSB Board Member
- Paula McDonald - Independent Member

Timeline:

- Deadline for applications: 16/07/2023
- Interviews: 08/09/2023
- Offers of appointment: October 2023 (pending Lord Chancellor approval)
- Candidate takes up post 01/05/2024

Please note, Inclusive Boards are also currently supporting LSB and LSCP to recruit Board Members for LSCP. If you're interested in these positions please get in touch using the details above.

INCLUSIVE BOARDS

About Us

Inclusive Boards is the UK's leading board diversity practice. We have worked alongside over 300 organisations to provide support with Board recruitment, development and governance reviews. We strive to be at the forefront of equity and diversity, and believe that everyone should be represented at Board level. Additionally, we also provide bespoke training sessions on a variety of subjects including personal branding, inclusive recruitment practices and board structures and governance as well as delivering leadership development programmes for underrepresented leaders across a range of sectors.

Contact us today

Improve diversity on your Board, please don't hesitate to contact us via hello@inclusiveboards.co.uk.

To join a Board, sign up to become a candidate via our website and be notified of the latest opportunities as and when they become available.



www.inclusiveboards.co.uk



[@InclusiveBoards](https://twitter.com/InclusiveBoards)



<https://linkedin.com/company/inclusive-boards>

