



Costs Lawyer Standards Board (CLSB) Regulatory standards action plan progress

In June 2016 we published action plans that we had agreed with regulators, to address areas for improvement identified through our 2015/16 regulatory standards project. This report records progress made by the CLSB against its [action plan](#), based on information provided at the end of March 2017.

We will monitor progress against the ongoing actions noted below under our new regulatory performance assessment process, which we anticipate will commence in 2018/19.

Overview

The CLSB has made considerable progress against its action plan. In particular, it has developed and implemented a wide range of new policies and procedures to support a more evidence and risk-based approach. It is important that this new framework is properly embedded and feeds into improvements in performance. For example, as new evidence is gathered the CLSB will need to be able to demonstrate that it is assessing and using this evidence to inform its approach.

Notable progress

- Developed a new client survey to support improved understanding of consumers.
- Introduced a formal regulatory return to improve understanding of the profession.
- Revised its guidance on client care letters, to reflect the findings of jointly commissioned consumer research.
- Removed references to “protecting the status and interests of Costs Lawyers” from its business plan.
- Worked with an experienced risk manager to develop policies and registers to support risk-based approach to regulation (and the management of business risks).
- Developed and published a Supervision Policy to complement the new risk framework.
- Publishing information on its regulatory costs.

Ongoing actions

- It is important that the additional evidence that the CLSB will generate, as a result of the above improvements, does inform the CLSB’s future work. For example, its new Supervision Policy primarily articulates its previous monitoring activities by reference to its new risk framework. As evidence is gathered from regulatory returns, client surveys and from the operation of supervision, the CLSB should consider what improvements could be made to its approach and whether more targeted supervision activities are required.
- There remains scope for CLSB to publish more of its Board papers and supporting material.

All regulator actions

There has been some positive progress on the all regulator actions, including:

- Jointly commissioned research into client care letters, which identified a number of recommendations for improving client engagement
- Progress on processes for information sharing between regulators
- Establishment of a cross-regulator risk forum.

Progress on other all regulator actions has been slower than we had originally anticipated. However, we recognise that collaborative working across the regulators has focussed on responding to the recommendations in the CMA's market study, which was published after the action plans were agreed.