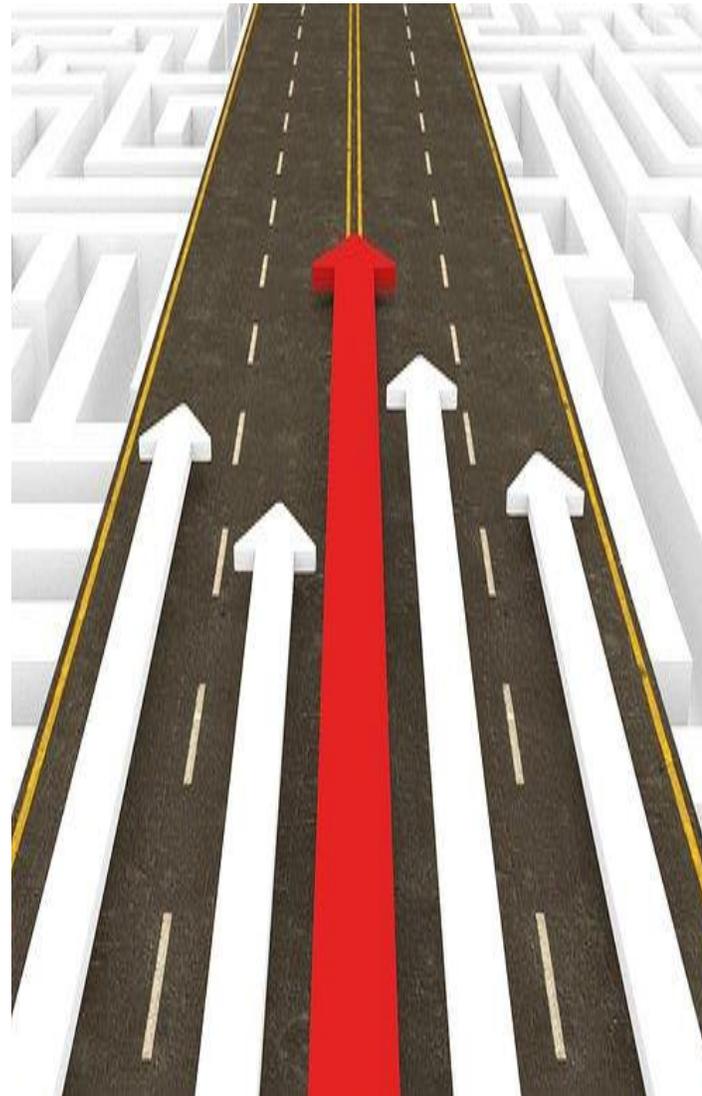

Strategy 2024 to 2027



September 2023

Costs Lawyer Standards Board

CLSB
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Our mission

What we do

“The CLSB provides effective, proportionate regulation of Costs Lawyers in a dynamic way that promotes consumer choice and understanding, and engenders justified public trust.”

The CLSB regulates Costs Lawyers in England and Wales under the regulatory framework set out in the [Legal Services Act 2007](#). Costs Lawyers are experts on the subject of legal costs, providing highly specialist advice in a niche area of law. Unlike lay costs advisers, Costs Lawyers enjoy the privilege of carrying out reserved legal activities, such as conducting litigation and exercising a right of audience. Costs law and practice has been the subject of significant reform over the past decade and Costs Lawyers continue to play a vital role in helping their clients to navigate an ever-changing environment.

The CLSB aims to regulate in a way that builds public trust in the Costs Lawyer profession and fosters understanding of what Costs Lawyers do. We hold Costs Lawyers to a high standard of professional behaviour while seeking to promote competition, innovation and choice in the market for costs advice. To achieve this, we focus on ensuring that Costs Lawyers act in accordance with fundamental principles of professional conduct that can be applied to different types of services and business models.

The CLSB is the smallest of the legal regulators and we are funded entirely by the Costs Lawyers we regulate. It is therefore essential that we put our funds to work in an efficient and impactful way, identifying key areas of risk within the profession and targeting these to achieve the best possible outcomes for Costs Lawyers’ clients and the wider public. We aim to behave as a dynamic and modern regulator, harnessing technology and creative solutions to deliver a highly responsive service.

Our vision

Our aspiration over the next four years

“The CLSB will leverage its past successes in order to tackle key structural and cultural issues facing the costs law market, growing the positive impact of regulation for everyone with a stake in the professionalism of legal costs advisers.”

Strategic goals that will help us realise this vision

- We will nurture the positive working relationships created under our previous strategy and begin to look outside the legal services sector for inspiration and learnings, seeking collaboration where this furthers our mission.
- We will be perceived as an expert on the market that we regulate, proactively adding value for Costs Lawyers, their businesses, their clients and the wider justice system, and we will effectively communicate that value to those in the costs community who decide each year whether or not to opt-in to regulation.
- We will begin to raise standards in the part of the costs law market that is currently outside the scope of regulation, by finding non-legislative levers to encourage professionalism and by communicating the benefits of regulation to the people who make purchasing decisions about costs advisory services.
- We will continue to create, evaluate and improve a regulatory model that is uniquely suited to the unusual characteristics of the costs law market, finding inventive ways to tackle the challenges presented by the legislative environment in which we operate.
- We will build long-term organisational robustness and resilience to guard against external risks and shocks, and we will promote the same resilience within the Costs Lawyer profession.

Indicators of success

Signs that we have achieved, or are moving toward, our vision

- Stakeholders proactively seek us out as an expert source of data, advice or solutions on issues relating to the costs law market.
- Clients, including professional and intermediary clients, better understand the difference between instructing a Costs Lawyer and an unregulated costs adviser.
- There is increased recognition of the CLSB's brand and what it stands for.
- We effectively regulate the provision of costs services to individual lay clients (business-to-consumer transactions) in a way that does not disproportionately burden those Costs Lawyers who only provide services to professional or intermediary clients (business-to-business transactions).
- Costs Lawyers have the tools to recognise and assess risks to their business and their clients, and to adapt successfully in a changing market.
- The Costs Lawyer profession attracts a growing number of new entrants from a diverse range of backgrounds and prior professional experience.
- We maintain a positive performance assessment from the Legal Services Board, engaging openly and proactively with feedback and areas for improvement.

Our Business Plans for 2024 to 2027 will set out our annual priorities for achieving our vision and associated strategic goals by the end of 2027.