

Summary of the BSB's compliance with both the general and specific LSB Empowering consumers expectations

Paragraph number	Wording of specific expectation	Does the specific expectation also help deliver general outcome expectations and / or principles (if so, which ones)?	BSB Regulatory arrangements which help deliver the outcome / specific objective (if appropriate)	"Other appropriate activities" which help BSB deliver the outcome / specific objective	Possible next steps, intended to continue the pursuit of outcomes, and build on specific expectations.	Overall, does the BSB comply with both the general and specific expectations?
Public Legal Education						
14	Regulators are expected to put in place an effective programme of activity to support the regulatory objective of increasing public understanding of the citizen's legal rights and duties. This should be with a particular focus on public legal education that supports people to understand where they have a legal problem and how to access the professional help they need to resolve it.	<p>General expectation: 11 (a) (i) - pursue outcomes where consumers have the knowledge and capability to recognise when their problem is a legal issue and know how to get legal assistance where necessary.</p> <p>Principle: 12 (a) regulators should pursue the outcomes with particular reference to individual consumers.</p> <p>12 (c). Consider the needs of consumers, including those consumers in vulnerable circumstances.</p>		<p><u>We commissioned consumer research in 2021, part of which tested consumers' understanding of their ability to understand legal issues.</u></p> <p><u>Our PLE Enabling strategy has been in place since 2022, which facilitates the production of BSB and PLE partner produced PLE advice.</u></p> <p><u>We have funded and collaborated in a number of projects with Law for Life, Citizens Advice, and Refugee Action, and we continue to help fund Support through Court.</u></p>	<p><u>To help us better understand consumers' ability to recognise that a problem is legal and subsequently engage in the market for legal services, we will shortly commission the first of a survey of barristers' clients that we will be undertake every two years. The survey will ask questions about searching for, choosing and using a barrister. Questions will largely be based off those used in the legal needs survey, and the client survey we commissioned in 2022 as part of the transparency evaluation.</u></p> <p><u>As part of our work to understand the needs of vulnerable consumers, the BSB, CILEx Regulation, and the ICAEW are currently undertaking collaborative research into digitally excluded consumers and their experiences and barriers when using legal services.</u></p>	Yes
15	Regulators are expected to make meaningful contributions to cross-sector initiatives, such as Legal Choices, that are subject to appropriate mechanisms to ensure they are effective. Regulators should be able to demonstrate suitable investment, reach and impact of such initiatives following evaluation.	<p>General expectation: 11 (a) (ii) - pursue outcomes where consumers have the knowledge and capability to engage effectively with the legal services market.</p> <p>11. c. Have appropriate mechanisms in place to evaluate and report on the effectiveness of the steps they have taken in pursuit of these outcomes and make changes where these have not been met.</p> <p>Principle: 12 (d). Collaboration between regulators is encouraged.</p>		<p>We formally rejoined Legal Choices in September 2023, and now play an active part in Legal Choice's development, including its Regulatory Information Service (RIS). The number of visitors to Legal Choice has risen from 130,000 in the 12-month period ending 31 October 2018, to more than 1.1 million in the 12 month-period ending 31 August 2024. On average, 60% of users rate Legal Choice's pages as useful.</p> <p>We have recently increased our spending on PLE.</p> <p>The BSB has also chaired the PLE MTCOG Group and undertaken bilateral PLE evaluation work.</p>	We will continue to play an active role in the development of Legal Choices and RIS.	

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Information about price						
16	Regulators are expected to put in place regulatory arrangements and undertake other appropriate activities to ensure the provision of useful information that best enables effective consumer choice about the price, or potential price, of the services offered by providers.	General expectation: 11 (a) (iii) - pursue outcomes where consumers can access...as a minimum...useful information.... about a provider's...price...		<u>We have produced transparency guidance for the Bar, and recently modified them in light of feedback.</u> <u>We have repeatedly audited the Bar's compliance with our rules and have published our findings, most recently in July 2022. We have followed up with transgressors. Our supervisory activities now focus on continued engagement with the Bar regarding compliance.</u>	We are considering making further changes to our mandatory transparency guidance, to clarify what amounts making information "sufficiently accessible and prominent on your website". This change would codify advice already offered to use plain English language, such as "fees information", "costs information" or "how to instruct us". We note the recent CILEx Regulation proposals in relation to this topic.	Yes
17	In assessing what information about price is useful and best enables effective consumer choice, regulators are expected to consider such factors as:	b. Ensure compliance by those they regulate with the regulatory arrangements they put in place to pursue these outcomes, including through effective measures to address non-compliance;		<u>In July 2022, we additionally published an evaluation report, examining the impact of our transparency rules on consumers.</u>		
a.	The pricing/charging model;	c. Have appropriate mechanisms in place to evaluate and report on the effectiveness of the steps they have taken in pursuit of these outcomes and make changes where these have not been met. Principle: 12 (a) regulators should pursue the outcomes with particular reference to individual consumers.	rC159.2 (publication duty on "each website of self-employed barristers, chambers and BSB entities") "in a sufficiently accessible and prominent place" ... "state their most commonly used pricing models for legal services, such as fixed fee or hourly rate. Where different models are typically used for different legal services, this must be explained." Also, equivalent rC166 duty on websites operated by public access barristers, chambers and entities.	We have actively considered the activities undertaken by our fellow approved regulators (notably the IPReg, the CLSB and CILEx Regulation), and follow-on consultation responses made by the LSCP and others, regarding their recent price transparency regime updates.	Handbook rule rC159.1 states that "quotations must be provided within a reasonable time period." What amounts to a reasonable time period is set out transparency standards guidance, which states that "A 'reasonable time period' will normally mean within 14 days, although depending on consumer need/urgency quotations may need to be provided sooner. Taking note of findings published in the various LSPC "Tracker Survey Report on how consumers choose legal services" - which indicates that this was one of the biggest challenges for consumers in terms of obtaining price information from barristers - we are currently considering whether to shorten this guidance provision. Ahead of bringing forward proposals via a planned "Empowering consumers" consultation, we have commissioned additional consumer research, part of which includes an exploration of consumers' expectations of their preferred maximum timeframe for receiving pricing quotes.	
b.	Hourly fees (where charged) by grade of staff;	12 (b). Regulators regulate different professions within the legal sector and, as a consequence, may adopt different approaches to meeting the general and specific expectations.	rC166 Self-employed barristers undertaking public access work and/or their chambers, and BSB entities supplying legal services directly to the public, are required by the Bar Standards Board's price transparency policy statement to provide price information in relation to certain legal services in certain circumstances. In relation to those legal services and in those circumstances, each website of self-employed barristers undertaking public access work and/or their chambers, and BSB entities supplying legal services directly to the public, must in a sufficiently accessible and prominent place:	<u>We have carried out our DCT market study (initially ran as a pilot), which explores the role of DCTs in promoting price transparency.</u>		
c.	Indicative fixed fees, factors that may affect these and the circumstances where additional fees may be charged (where offered);	12 (c) (i). Consider the needs of consumers, including those consumers in vulnerable circumstances.	.1 state their pricing model(s), such as fixed fee or hourly rate; .2 state their indicative fees and the circumstances in which they may vary. For example, a fixed fee and the circumstances in which additional fees may be charged, or an hourly rate by seniority of barrister;	<u>We encouraged barristers to sign up to price comparison (and other DCT services) as part of the DCT pilot.</u>		
d.	Typical ranges of costs for different stages of cases (where appropriate);		.3 state whether their fees include VAT (where applicable); and .4 state likely additional costs, what they cover and either the cost or, if this can only be estimated, the typical range of costs.	We have completed a literature review of key policy statements and evidence sources, including that produced by the CMA, LSB, LSCP, LEO, and the SRA. This literature was shared with the 9 May 2024 Access Programme Board. The evidence evaluated in this report has informed our policy development thinking regarding our price transparency next steps.		
e.	The scale of likely disbursements (e.g. searches, court fees); and	12 (e). Testing proposed measures with consumers is encouraged.				
f.	Other key factors that determine price (including disbursements).					

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	Information about quality					
18	Regulators are expected to put in place regulatory arrangements and undertake other appropriate activities to ensure the provision of useful information that best enables effective consumer choice on the quality of legal services providers to consumers. Such information should include as a minimum:	General expectation: 11 (a) (ii). - pursue outcomes where consumers have the knowledge and capability to engage effectively with the legal services market.		<u>We have repeatedly audited the Bar's compliance with our rules and have published our findings, most recently in July 2022. We have followed up with transgressors. Our supervisory activities now focus on continued engagement with the Bar regarding compliance.</u>		Yes
a.	Providers' disciplinary and enforcement records, including any sanctions; and	11 (a) (iii). - pursue outcomes where consumers can access...as a minimum...useful information.... about a provider's... quality. 11 (b). Ensure compliance by those they regulate with the regulatory arrangements they put in place to pursue these outcomes, including through effective measures to address non-compliance; 11 (c). Have appropriate mechanisms in place to evaluate and report on the effectiveness of the steps they have taken in pursuit of these outcomes and make changes where these have not been met.	rE294 The Bar Standards Board shall keep a record of those who are subject to suspension or disqualification orders or conditions imposed on their authorisation made under the procedures in this Handbook and shall publish details of any interim suspension, interim disqualification or interim conditions on its website and in such of its registers as it considers appropriate, for as long as they remain in effect.	<u>Barristers' disciplinary and enforcement records, including sanctions issued, is freely available on the BSB's Barristers' Register, and also searchable (by Barrister name) by a separate section of the website. The BSB additionally makes this data available on the "Can you trust your legal adviser?" section of the Legal Choices website.</u>	We have created a new project to take forward our work relating to the LSB's new requirements on first-tier complaints. These new requirement will require publication of performance data on how legal service providers are handling complaints. The requirements and policy options for implementation are currently being scoped and analysed.	
b.	Published decisions made by the Legal Ombudsman on complaints about providers.	Principle: 12 (a) regulators should pursue the outcomes with particular reference to individual consumers. 12 (e). Testing proposed measures with consumers is encouraged.	See below a summary of our regulatory arrangements aimed at barristers, chambers and BSB entities regarding how consumers should be made aware of published decisions by the Legal Ombudsman regarding providers.	<u>We provide a link from the "search a barrister's record" section of the BSB website to the decisions data section of the LeO website.</u>	We are currently evaluating the feasibility of publishing Legal Ombudsman complaints data for barristers directly on our Barristers' Register, alongside their specific Register entry. We will imminently explore consumer preferences regarding publication options via testing as part of a wider piece of consumer research. We are also assisting the LSB with the development of the Regulatory Information Service (RIS) element of the Legal Choices website, which aims to include this information on its service.	
19	In considering what further information about quality is useful, the LSB expects regulators to have regard to:	General expectation: 11 (a) (ii). - pursue outcomes where consumers have the knowledge and capability to engage effectively with the legal services market.		Recent activities undertaken, intended to inform our thinking on this issue, include: Repeated engagement with the SRA / CLC and CILEX regulation regarding their DCT / quality indicators study. Undertaking a wider literature review of prior research into the availability and viability of various quality indicators on DCT and Review sites serving the legal profession, and also profession / consumer experiences and preferences relating to quality indicators. Our own original research and engagement with DCTs and review sites regarding the availability and viability of specific quality indicators relating to the Bar. We have also researched barrister preferences and participation in those quality indicators. Evaluation of existing regulatory data captured by the BSB, with the aim of increasing publication of data deemed to be a quality indicators. And in light of this, engagement with the LSB about making additional quality-related regulatory data available via Legal Choices / RIS.		Yes
a.	Information about	11 (a) (iii). - pursue outcomes where consumers can access...as a minimum...useful information.... about a provider's... quality.			We shall shortly commence research into consumer preferences regarding quality indicators as part of the consumer research study indicated above.	
i.	The quality of legal services provided;	11 (c). Have appropriate mechanisms in place to evaluate and report on the effectiveness of the steps they have taken in pursuit of these outcomes and make changes where these have not been met.			We plan to consult on specific proposals to make additional BSB regulatory data available to consumers and others, where we regard this data as potentially useful quality indicators. Our final proposals will be informed by a mixture of prior research, and also our new consumer research.	
ii.	The quality of customer service; and					
iii.	Outcomes of work done.					
b.	The following types of information, as appropriate for the particular market:	Principle: 12 (a) regulators should pursue the outcomes with particular reference to individual consumers.				
i.	Quantitative data on a provider's performance (for example complaints data, success rates, error rates); and	12 (d). Collaboration between regulators is encouraged.				
ii.	Customer feedback, ratings and reviews, in particular those that comment on the aspects of quality set out in paragraph 19a.	12 (e). Testing proposed measures with consumers is encouraged.				

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Information about service, redress and regulation						
20	Regulators are expected to put in place regulatory arrangements and undertake other appropriate activities to ensure the provision of useful information that best enables effective consumer choice, including:					
a.	Contact information;		rC159 - Each website of self-employed barristers, chambers and BSB entities must, in a sufficiently accessible and prominent place: .1 state that professional, licensed access and/or lay clients (as appropriate) may contact the barrister, chambers or BSB entity to obtain a BSB quotation for legal services and provide contact details.	<u>Both our Barristers' Register and Entities Register include providers' contact information (where authorised for publication by providers) and details of providers' regulatory status and registrations.</u>		
b.	A description of the services that the provider offers, including areas of practice;		rC159.3 requires that each website of self-employed barristers, chambers and BSB entities should (in a sufficiently accessible and prominent place) "state the areas of law in which they most commonly provide legal services, and state and describe the legal services which they most commonly provide, in a way which enables clients to sufficiently understand the expertise of the barrister, chambers or BSB entity."	<u>Our Barristers' Register includes barristers' designated areas of practice.</u>		
c.	The mix of staff that deliver the services;	General expectation: 11 (a) (ii). - pursue outcomes where consumers have the knowledge and capability to engage effectively with the legal services market. 11 (a) (iii). - pursue outcomes where consumers can access, as a minimum, useful information about a provider's services... regulatory status and access to resolution of complaints that enables them to make an informed choice as to the provider most suited to meet their needs. 11 (b). Ensure compliance by those they regulate with the regulatory arrangements they put in place to pursue these outcomes, including through effective measures to address non-compliance;	rC166 Self-employed barristers undertaking public access work and/or their chambers, and BSB entities supplying legal services directly to the public, are required by the Bar Standards Board's price transparency policy statement to provide price information in relation to certain legal services in certain circumstances. In relation to those legal services and in those circumstances, each website of self-employed barristers undertaking public access work and/or their chambers, and BSB entities supplying legal services directly to the public, must in a sufficiently accessible and prominent place:.... .2 state their indicative fees and the circumstances in which they may vary. For example, a fixed fee and the circumstances in which additional fees may be charged, or an hourly rate by seniority of barrister;	<u>We have produced transparency guidance for the Bar, and recently modified them in light of feedback.</u>	Our future Barristers' Register / RIS / Legal Choices development work will further enhance the amount of useful information available to consumers. Data types under consideration includes the future enhanced publication of contact information (Empowering consumers paragraph 20 (a) providers regulatory status and registration details (paragraph 20 (f). Our development work regarding making LeO decisions available on our Barristers' Register would, if implemented, provide consumers with another route to obtaining useful information regarding access to the Legal Ombudsman (paragraph 20 (g)).	
d.	Key (and discrete) stages of services;	11 (c). Have appropriate mechanisms in place to evaluate and report on the effectiveness of the steps they have taken in pursuit of these outcomes and make changes where these have not been met. Principle: 12 (a) regulators should pursue the outcomes with particular reference to individual consumers. 12 (b). Regulators regulate different professions within the legal sector and, as a consequence, may adopt different approaches to meeting the general and specific expectations.	rC168 Self-employed barristers undertaking public access work and/or their chambers, and BSB entities supplying legal services directly to the public, are required by the Bar Standards Board's price transparency policy statement to provide service information in relation to certain legal services in certain circumstances. In relation to those legal services and in those circumstances, each website of self-employed barristers undertaking public access work and/or their chambers, and BSB entities supplying legal services directly to the public, must in a sufficiently accessible and prominent place: .1 state and describe the legal services, including a concise statement of the key stages, in a way which enables clients to sufficiently understand the service of the sole practitioner, barristers in chambers or BSB entity; and .2 provide an indicative timescale for the key stages of the legal service.	<u>We have repeatedly audited the Bar's compliance with our rules and have published our findings, most recently in July 2022. We have followed up with transgressors. Our approach to the supervision of our transparency regime has now switched from large-scale spot checks to ongoing testing. This testing occurs whenever we engage with chambers, BSB entities or sole practitioners in the ordinary course of our supervision work.</u>	To help us better understand consumers' understanding of the regulation of barristers and their preference regarding quality indicators, we shall shortly commission a qualitative client research project. This research will explore clients' experiences of using barristers' services.	
e.	Indicative timescales of completing services and factors affecting these;	12 (d). Collaboration between regulators is encouraged.	rC159.4 requires that each website of self-employed barristers, chambers and BSB entities should (in a sufficiently accessible and prominent place) "provide information about the factors which might influence the timescales of their most commonly provided legal services."	<u>In July 2022, we additionally published an evaluation report, examining the impact of our transparency rules on consumers.</u>	Our biennial consumer survey will include questions about awareness of regulators status, complaints procedures and other indicators related to our transparency rules.	
f.	The provider's regulatory status, registration details; and		rC103 includes various provisions for the mandatory disclosure of a providers' regulatory status. These include on each website homepages of self-employed barristers, chambers and BSB entities (rC103.1) and the in emails and letterheads of self-employed barristers and BSB entities, their managers and employee (rC103.d).	<u>We make our regulatory data available to download on an open data basis to facilitate the development of DCTs and review services that provide information to consumers about barristers.</u>		
g.	The provider's complaints process and access to the Legal Ombudsman.		rC99.1 mandates barristers to write to clients eligible to complain to the Legal Ombudsman of their right to do so, when instructed "or, if that is if not practicable, at the next appropriate opportunity." rC103.2a mandates each website operated by self employed barristers, chambers and entities to display (if a sufficiently prominent place) "information about their complaints procedure, any right to complain to the Legal Ombudsman, how to complain to the Legal Ombudsman and any time limits for making a complaint" and (b) a link to the decision data on the Legal Ombudsman's website.	<u>We provide a link from the "search a barrister's record" section of the BSB website to the decisions data section of the LeO website.</u>		

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How information is made available to consumers						
21	Where information set out at paragraphs 16 to 20 is made available, this should relate to regulated entities and/or regulated individuals as appropriate.		In relation to the publication of price information, sole practitioners undertaken public access work must (Handbook rule rC167) display price information in relation to them as an individual barrister and BSB entities must provide price information as entities. However, chambers may provide price information either in relation to individual barristers or average fees for barristers across the chambers. See above and below for additional regulatory arrangements that relate to transparency, and whether these regulatory requirements relate to regulated entities or individuals.	<u>In relation to information about quality, provider disciplinary and enforcement records are published on the Barristers' Register by reference to individual barristers. Decisions are also communicated via the BSB website.</u>	We are exploring the viability of publishing a list of chambers, alongside their contact details, to help consumers get a snapshot of the chambers that exist. The list would complement our existing Barristers' Register and Entities Register. For other examples of activities directed as regulated entities and / or regulated individuals, see above and below.	Yes
22	Regulators are expected to take steps to ensure that their regulatory arrangements and activities result in the provision of information by providers that is:					
a.	Clear and prominent;	General expectation: 11 (a) (ii) - pursue outcomes where consumers have the knowledge and capability to engage effectively with the legal services market. 11 (a) (iii) - pursue outcomes where consumers can access, as a minimum, useful information about a provider's services, price, quality, regulatory status and access to resolution of complaints that enables them to make an informed choice as to the provider most suited to meet their needs.	Repeatedly-stated BSB Handbook obligation to publish information on the website of self-employed barrister, chambers, BSB entity in a "a sufficiently accessible and prominent place." Specific words used in relation to complaints information and Barristers' Register link (rC103.2); information about receiving quotations, pricing models, areas of law etc (rC159); public access guidance to lay clients (rC164, rC166, rC168).	<u>We have produced transparency guidance for the Bar, and recently modified them in light of feedback.</u> <u>We have repeatedly audited the Bar's compliance with these rules, and followed up with transgressors.</u>	We are considering making further changes to our mandatory transparency guidance, to clarify what amounts making information "sufficiently accessible and prominent on your website". This change would codify advice already offered to use plain English language, such as "fees information", "costs information" or "how to instruct us". We note the recent CILEX Regulation proposals in relation to this topic.	
b.	Comprehensible, including through the provision of appropriate contextual information;	11 (b) - ensure compliance by those they regulate with the regulatory arrangements they put in place to pursue these outcomes, including through effective measures to address non-compliance; 11 (c) - have appropriate mechanisms in place to evaluate and report on the effectiveness of the steps they have taken in pursuit of these outcomes and make changes where these have not been met.	rC125 Having accepted public access instructions, you must forthwith notify your public access client in writing, and in clear and readily understandable terms rC159 Each website of self-employed barristers, chambers and BSB entities must, in a sufficiently accessible and prominent place: .1 state that professional, licensed access and/or lay clients (as appropriate) may contact the barrister, chambers or BSB entity to obtain a quotation for legal services and provide contact details. Quotations must be provided if sufficient information has been provided by the client, and the barrister, barristers in chambers or BSB entity would be willing to provide the legal services. Quotations must be provided within a reasonable time period, and in clear and readily understandable terms;	<u>We closely monitor reports, notably those produced by the LSCP, to evaluate whether information provided by the Bar to consumers is comprehensible, and allows for easy comparison between providers.</u>	Subject to public consultation and an equality impact assessment, we are considering making information available that relates the length of time a barrister has held a practising certificate, in addition to providing information regarding their date of call. This would provide additional contextual information regarding their years' of experience (which is often deemed to be a quality indicator). Academic literature describes this concept as "authorisation duration". We plan to test consumers' comprehension of this concept as part of our imminent consumer research project, indicated above.	Yes
c.	Accurate and up-to-date; and	12 (d). Testing proposed measures with consumers is encouraged.	rC160 All self-employed barristers, chambers and BSB entities must review their website content at least annually to ensure that it is accurate and complies with the transparency requirements referred to in Rules C103, C159 and where applicable, Rules C164 – C168.		See paragraph 24 (below) regarding our ongoing feasibility API work.	
d.	Easy to compare to information made available by other providers.			We have published templates and best practice guidelines on the transparency rules section of our website. These templates and best practice guideline indicates how compliance with our transparency rules might be achieved, using a standardised – and easy comparable – format. In addition to hosting our own Barristers' Register, we make our Barristers' Register data available on an open data basis to DCTs and review services, with the intention of facilitating the easy comparison of barristers by consumers.	We are currently exploring whether we can make additional data (specified above) available to DCTs and review services, with the intention of further supporting the easy comparison of barristers' services.	

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23	Regulators are expected to take steps to ensure that the following information about the providers they regulate is available in at least one single location online. This may include the regulator's own register of regulated providers:	<p>General expectation: 11 (a) (ii) - pursue outcomes where consumers have the knowledge and capability to engage effectively with the legal services market.</p> <p>11 (a) (iii) - pursue outcomes where consumers can access, as a minimum, useful information about a provider's services, price, quality, regulatory status and access to resolution of complaints that enables them to make an informed choice as to the provider most suited to meet their needs.</p> <p>11 (c) - have appropriate mechanisms in place to evaluate and report on the effectiveness of the steps they have taken in pursuit of these outcomes and make changes where these have not been met.</p> <p>Principle: 12 (a) regulators should pursue the outcomes with particular reference to individual consumers.</p> <p>12 (e). Testing proposed measures with consumers is encouraged.</p>		We are participating in the development of RIS / Legal Choices, where much of this information specified below is likely to be replicated.		Yes
a.	Contact information;			<u>Directly included on the Barristers' Register.</u>	Potential enhancements to Barristers' Register to include enhanced contact information are under active consideration, ahead of a planned "Empowering consumers" consultation.	
b.	A description of the services that the provider offers, including areas of practice;			<u>Directly included on the Barristers' Register.</u>	Enhancements to the CSV version of Barristers' Register, which would see the additional inclusion of barristers' practice areas, are due to be delivered in Q4 2024.	
c.	The provider's regulatory status and registration details;			<u>Directly included on the Barristers' Register.</u> <u>As part of our commitment to open data, and to facilitate the development of DCTs and review services, we are in the process of enhancing the regulatory data we make available on the downloadable version of our Barristers' Register. The downloadable register will shortly include areas of practice, Inn of Court details, rights of audience information, conduct of litigation authorisation details, rights of audience details, and information on other entitlements that the authorised person holds – such as administration of oaths, immigration work, and probate activities.</u>	Potential enhancements to Barristers Register to also include further regulatory status details - i.e. CPD status and years of practise are under active consideration. If agreed, and subject to consumer testing, this idea is likely to form part of our planned "Empowering consumers" consultation.	
d.	The provider's disciplinary and enforcement records, including any sanctions; and			<u>Directly included on the Barristers' Register.</u>		
e.	Published decisions made by the Legal Ombudsman on complaints about the provider.			<u>We provide a link from the "search a barrister's record" section of the BSB website to the decisions data section of the LeO website</u>	Potential enhancements to Barristers' Register to also include published Legal Ombudsman decisions are under active consideration, subject to consumer testing, LeO engagement and public consultation.	
24	Regulators are expected to consider how to facilitate the use of tools that could provide useful and comparable information to consumers, such as digital comparison tools, review websites or a centralised database of regulatory information. Regulators should consider the following activities:	<p>General expectation: 11 (a) (ii) - pursue outcomes where consumers have the knowledge and capability to engage effectively with the legal services market.</p> <p>11 (a) (iii) - pursue outcomes where consumers can access, as a minimum, useful information about a provider's services, price, quality, regulatory status and access to resolution of complaints that enables them to make an informed choice as to the provider most suited to meet their needs.</p> <p>Principle: 12 (a) regulators should pursue the outcomes with particular reference to individual consumers.</p> <p>12 (c) (i). Consider the needs of consumers, including those consumers in vulnerable circumstances (for example where consumers are digitally excluded and do not have access to information online).</p>			<u>We are exploring the viability of publishing a list of chambers, alongside their contact details, to help DCTs and review websites develop their services.</u>	Yes
a.	Ensuring consumers are made aware of such tools;			<u>Our DCT market study (initially ran as a pilot) has sought to clarify the nature of the DCT and review services market for barristers - focusing on both the availability of such services and barristers' participation of them. It will also, via original consumer research, seek to establish consumers' awareness of such services, and their perspectives and usage of them. We recently concluded the Bar-focused element of this research, which sought to better understand the Bar's usage and attitudes towards DCTs and review services.</u>	<u>Some of our future activities are partially dependent the findings of our DCT market study and future RIS / Legal Choices development work. One issue we are exploring is the manner in which we make data available on an open data basis - for example, whether we should also make our regulatory data available in a constantly-updated API feed, in addition to our existing open data formats (CSV file).</u>	
b.	Embedding trust among consumers and providers in such tools; and			<u>Our engagement with DCTs and review services as part of this study is directly informing our work (discussed above) which seeks to increase the amount of our regulatory data that we make available on an open data basis.</u>	<u>Two recently-agreed research projects are seeking to explore the role of intermediaries and other stakeholders (such as solicitors) in providing consumers with useful and comparable information about the Bar. This research goes beyond the specific types of providers identified in Empowering consumers paragraph 24. Additionally, the BSB, CILEx Regulation, and the ICAEW are collaborating in joint research into digital exclusion. This research forms part of our work to understand the needs of vulnerable consumers.</u>	
c.	Making relevant information freely available to third parties on an open data basis.					