

## **Legal Services Consumer Panel Member Recruitment 2025-6**

### **Candidate Information Pack**

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

Dear candidate,

Thank you for your interest in joining the Legal Services Consumer Panel (LSCP) and working with us to ensure that the public interest is at the heart of legal services regulation.

If you've ever sought legal advice, you may have found it challenging to compare providers based on price and quality. You may have been unsure whether the provider was regulated or what steps to take if you were dissatisfied with the service. Or perhaps you're among the one in three people with unmet legal needs each year.

The current legal services market does not serve everyone effectively. The Legal Services Board (LSB) and the LSCP are dedicated to changing this, and to ensuring that everyone with a legal problem receives the help they need.

We want to reshape legal services to better meet society's needs. That's why we've created a sector-wide strategy that places the public and consumers at its core. The LSCP has played a crucial role in developing this strategy and has aligned its work with the objectives of fairer outcomes, stronger confidence, and better services.

The LSB and LSCP collaborate with stakeholders across the sector to listen to citizens and create a legal services environment that is diverse, competitive, and professional. As such, it will be better able to serve the public.

We're looking for three new Members to join the Panel, which brings together expert and lay voices to create a rich source of skills, experience, and perspectives. Panel Members lead key workstreams between meetings and champion its work externally. Only through collaboration can we achieve our vision, so we're looking for someone committed to a hands-on approach.

To ensure the Panel is as representative as possible, we actively encourage applications from all sectors and sections of the community.

Good luck!

**Catherine Brown**  
Interim Chair, Legal Services Board

## About the Legal Services Consumer Panel

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

The Legal Services Consumer Panel was created by the Legal Services Act 2007. The Panel is an independent arm of the Legal Services Board and is made up of eight lay members whose appointments were approved by the Lord Chancellor. As a permanent, discrete champion for consumers we have an essential responsibility to ensure that regulators are able to consider and act on the user perspective.

We provide high quality, evidenced-based advice to the LSB, in order to help them make decisions that are shaped around the needs of users. The Panel has a remit to represent the interests of the many different consumers of legal services, including small businesses and charities. Within this we have committed one of our work strands to prioritising 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 the advice that we publish.

### ***LSCP's Vision***

Our 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.

## 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 individuals who have the skills, experience and values we are seeking. We particularly encourage applications from different underrepresented demographics including disability, ethnicity, heritage, gender, sexuality, religion, socio-economic background and other protected characteristics. We are committed to inclusive working practices.

If you require reasonable adjustments or would like to discuss what adjustments can be made, please contact [talent@wig.co.uk](mailto:talent@wig.co.uk), who would be delighted to discuss how we can support you.

## The Structure of the Legal Services Consumer Panel

LSCP was established under the Legal Services Act 2007.

The Panel is made up of 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.

The LSB was also established under the Legal Services Act 2007. Working with the approved regulators, LSCP and the Office for Legal Complaints (OLC) the LSB is responsible for ensuring that the highest standards of competence, conduct and service in the legal profession are maintained for the benefit of individual consumers and the public generally.

## Responsibilities of the LSCP

The Panel has an advisory role and does not have decision-making responsibilities. The key activities of the Panel 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.
- To respond to relevant consultations as appropriate.
- To 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.
- To provide the LSB and the OLC with feedback from a consumer perspective on the effectiveness of its policies and practices.
- To help the approved regulators develop their own approach to consumer engagement to inform their work.
- To speak out publicly on behalf of consumers as appropriate in order to positively influence outcomes for consumers of legal services; and
- To 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.

## About the Role of an LSCP Board Member

The Consumer Panel meets as a group around five or six times a year. It works differently to trustee boards and some other public bodies. 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 FTEs). The time Panel members contribute in between actual Panel meetings is therefore extremely important and vital to enable us to make full use of the knowledge and experiences of our members.

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

We are seeking the appointment of three Members to the Legal Services Consumer Panel (LSCP). These vacancies have arisen as three Members have come to the end of their respective terms. Prior experience as a Non-Executive Director is not essential for any of the three roles. In your supporting statements, please clearly demonstrate how you meet the following criteria for your chosen vacancy.

## Vacancy 1 - Essential Criteria

Candidates will be expected to demonstrate the following competencies in their supporting statements:

- Professional experience in analysing consumer data, either from a consumer research agency (at board/partner level), from a corporate setting (e.g. Fast-Moving Consumer Goods or Retail Consumer Research) or equivalent.
- Proven commitment to equality, diversity and inclusion.
- The ability to listen and challenge in a constructive manner, providing an objective and independent point of view.
- The ability to work as part of a team, working collaboratively and cooperatively.
- A highly developed ability to take account of different perspectives as part of a collegiate decision-making process and to take responsibility for decisions made.
- Excellent communication and influencing skills.

## Vacancy 1 – Desirable Criteria

- A deep understanding of central government operations would be of interest.
- The ability to balance operational expertise with strategic oversight

## Vacancy 2 - Essential Criteria

Candidates will be expected to demonstrate the following competencies in their supporting statements:

- Strong commercial acumen with the ability to with the ability to constructively challenge people, systems and plans.
- A generalist profile capable of synthesising diverse viewpoints and translating them into actionable strategic insights.
- Ability to think differently and challenge conventional approaches, contributing to dynamic problem-solving on the Panel.
- Proven commitment to equality, diversity and inclusion.
- The ability to listen and challenge in a constructive manner, providing an objective and independent point of view.

- The ability to work as part of a team, working collaboratively and cooperatively.
- A highly developed ability to take account of different perspectives as part of a collegiate decision-making process and to take responsibility for decisions made.
- Excellent communication and influencing skills.

## Vacancy 2 – Desirable Criteria

- Experience in macroeconomics or regulatory environments would be of interest.
- An awareness of AI and how technology is shaping regulation is useful.
- A background that includes a mix of commercial (private sector) operational, and strategic roles is highly desirable.

## Vacancy 3 - Essential Criteria

Candidates will be expected to demonstrate the following competencies in their supporting statements:

- Understanding of, and a deep-seated commitment to, promoting and protecting the interests of consumers and the wider community.
- Frontline experience or a deep comprehension of the needs of vulnerable and marginalised communities who do not have access to the legal system, without pro bono or subsidised support.
- Awareness of deficiencies or changes in the pattern of consumption of legal services.
- Proven commitment to equality, diversity and inclusion.
- The ability to listen and challenge in a constructive manner, providing an objective and independent point of view.
- The ability to work as part of a team, working collaboratively and cooperatively.
- A highly developed ability to take account of different perspectives as part of a collegiate decision-making process and to take responsibility for decisions made.
- Excellent communication and influencing skills.

## 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<sup>1</sup>

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<sup>1</sup> <https://legalservicesboard.org.uk/about-us/approved-regulators>



- an authorised person in relation to an activity which is a reserved legal activity<sup>2</sup>
- 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 WIG using the details included at the end of this pack.

## Additional Information

**Term of office:** Panel members are appointed for a term of three years with the possibility of a second term of office.

**Time Commitment:** The Consumer Panel usually meets six times each year. The time commitment for panel members is estimated at 15 days per annum. Much of this commitment is flexible (i.e reading, commenting and contributing to responses to documents).

**Location:** Meetings will be held on a hybrid basis.

**Remuneration:** An annual fee of £4,500 will be paid for a time commitment of 15 days 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.

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<sup>2</sup> An authorised person is someone who is allowed to carry out the six specific legal services activities. The six reserved legal activities are: the exercise of a right of audience; the conduct of litigation; reserved instrument activities; probate activities; notarial activities; and the administration of oaths. For further information, please see the LSB's [reserved legal activities page](#)

## Provisional Timetable

Dates	Activities
28/07/2025 – 17:00	Application Deadline
26/08/2025	Panel Longlist Meeting
W/C 15 <sup>th</sup> September 2025	Panel Interviews (Virtual) with a potential final stage (w/c 22 <sup>nd</sup> September).
December 2025	Appointment Decided (Pending Ministerial Approval)
01/04/2026	Appointment Start Date

The Selection Panel is as follows:

- Lizzie Peers, Member – Legal Services Board and Chair of the LSCP Selection Panel
- Tom Hayhoe, Chair – Legal Services Consumer Panel
- Lambert Allman – Independent Member

## Application Process

WIG is supporting LSCP with the recruitment process. To apply for this position please provide the following:

- A detailed CV (maximum two sides) setting out your career history, with responsibilities and achievements.
- A Cover Letter (maximum two sides) highlighting your suitability for the role and how you meet the essential criteria in the person specification.
- Details of any perceived or potential conflicts of interest and how you would propose to mitigate them.
- Diversity monitoring form – A hard copy can be downloaded from the vacancy page: <https://www.wig.co.uk/external-vacancies/panel-members-x-3/> and can be submitted alongside your CV and Cover Letter via email to [talent@wig.co.uk](mailto:talent@wig.co.uk). Your data will be stored separately from your application and will at no time be connected to you or your application.
- We are committed to ensuring that all candidates can participate in the application process fairly. Should you require any reasonable adjustments or arrangements, please include this information in your application. Alternatively, please contact [talent@wig.co.uk](mailto:talent@wig.co.uk) for further information on how we can support you throughout the recruitment process.

If you have any questions or would like to arrange a call to discuss the role, please contact Cezanne Ritchie-Hutchinson, Talent Manager at WIG, via email at [talent@wig.co.uk](mailto:talent@wig.co.uk).