

Andy Slaughter MP
Chair of the Justice Select Committee
House of Commons
London
SW1A 0AA

MoJ ref: Sub 135827

13 July 2026

Dear Andy,

PUBLIC BODIES REVIEW OF THE LEGAL SERVICES BOARD

I am writing to inform the Committee that the Government's review of the Legal Services Board (LSB) as a public body has now concluded, and that the findings have been published on GOV.UK - [Independent Public Bodies Review of Legal Services Board](#).

This review was led independently by Richard Lloyd and considered a number of areas, including:

- The LSB's strategic clarity, including how objectives are prioritised and its relations with the approved regulators.
- The LSB's statutory remit (focussing on the LSB's role as a public body, and its interpretation of its statutory responsibilities).
- Governance and accountability arrangements.
- The LSB's organisational capability.

The review did not consider whether the LSB should continue to exist, nor did it seek to review the institutional framework established by the Legal Services Act 2007. Rather, its focus was on how the LSB can operate as effectively as possible within the existing statutory framework.

Richard Lloyd's report acknowledges that a series of serious regulatory failures have occurred across the system and that these have had adverse consequences for consumers. The conclusions of the report are stark. It sets out that the LSB has, in some respects, lost its way and must take steps to refocus on consumer protection and strategic oversight. His report argues that this moment must be embraced as an opportunity for a reset, meaningful improvement, and renewed focus. The report makes a series of practical recommendations intended to support the strength and resilience of the sector, provide greater clarity of regulatory priorities, and ensure that oversight and assurance arrangements are proportionate, risk-based and focused on outcomes, while fully respecting the LSB's operational independence. In doing so, the report also highlights opportunities to enhance the effectiveness of the LSB's oversight of legal services regulation through closer collaboration between the LSB, the MoJ, and frontline regulators.

We recognise in the report's recommendations, which I have discussed with Richard Lloyd, a proactive role for the MoJ as the sponsoring department to provide clear and robust oversight of the legal services framework whilst respecting the LSB's independence. There are already indications of progress at the LSB under its newly appointed leadership, including organisational changes that are aligned with the direction of the review's recommendations. Going forward we will work with the LSB leadership to ensure their role is effective and that the LSA regime is delivering for consumers of legal services across the country.

The report also emphasises the importance of rebuilding confidence in the LSB by placing consumer protection at the centre of its approach, including through a greater emphasis on access to justice, redress, underserved consumers, future risks such as technology and AI, and clearer professional accountability.

It is clear that prompt action is needed and I will work with my officials, and the LSB, to consider the review's findings carefully. The Government will set out its response, outlining which recommendations have been accepted, in due course.

A handwritten signature in black ink, reading "Sarah Sackman". The signature is fluid and cursive, with the first name "Sarah" and the last name "Sackman" clearly distinguishable.

SARAH SACKMAN KC MP
Minister Of State