

Michelle Jacobs  
Legal Services Board,  
7th Floor,  
Victoria House,  
Southampton Row,  
London  
WC1B 4AD

4<sup>th</sup> March 2013

Dear Ms Jacobs,

### **LSB Draft Business Plan 2103/2014**

BSI (British Standards Institution) has read with interest the LSB consultation on its Business Plan 2013/2014.

With regard to the equality objective 2, "Ensure our decisions take account of all relevant equality and diversity information", in particular the bullet "reviewing and developing our consumer toolkit", we would like to reiterate our view that BS 18477:2010 inclusive service provision should be part of the toolkit in order to identify and respond to consumer vulnerability. We note that the Legal Services Consumer Panel has supported this standard.

We have also noted that the consultation mentions work on comparison websites. BSI is currently exploring the potential need and feasibility for developing standards for online price comparison websites following research by consumer organizations relating to levels of trust, transparency and consumer confidence.

#### **Background on BSI**

BSI is the UK's National Standards Body, incorporated by Royal Charter and responsible independently for preparing British Standards and related publications. BSI has 111 years of experience in serving the interest of a wide range of stakeholders including government, business and society.

BSI presents the UK view on standards in Europe (to CEN and CENELEC) and internationally (to ISO and IEC). BSI has a globally recognized reputation for independence, integrity and innovation ensuring standards are useful, relevant and authoritative.

A BSI (as well as CEN/CENELEC, ISO/IEC) standard is a document defining best practice, established by consensus. Each standard is kept current through a process of maintenance and reviewed whereby it is updated, revised or withdrawn as necessary.

Standards are designed to set out clear and unambiguous provisions and objectives. Although standards are voluntary and separate from legal and regulatory systems, they can be used to support or complement legislation.

Standards are developed when there is a defined market need through consultation with stakeholders and a rigorous development process. National committee members represent their communities in order to develop standards and related documents. They include representatives from a range of bodies, including government, business, consumers, academic institutions, social interests, regulators and trade unions.

I would be pleased to discuss the BSI response contained in this letter should you so wish.

Yours sincerely,



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