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Our promise

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Which? aims to help you choose the best goods and services – and avoid the worst. We're entirely independent – we take no ads, no freebies and everything we test is paid for at full price. Since

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Halving your water consumption can be relatively simple. Try our water-saving challenge – and see how much you can save **PAGE 34**



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Falconer's start

We welcome the draft Legal Services Bill that the Lord Chancellor, Lord Falconer, launched in our London office in May. But a bill such as this has far to travel before it becomes law.

Legislation concerning the legal industry is always the trickiest to manoeuvre through Parliament – not surprisingly, as many MPs and peers are lawyers by profession.

We hope, therefore, that those lawyers in particular do not underestimate consumers' concerns about negligence, high costs and delays and unprofessional behaviour among some of their colleagues. Confidence in the system is at rock bottom – as you have told us, with stories of how lawyers use intimidation and improper tactics to stifle criticism.

And the current grievance procedures have been woefully lacking – giving rise to the belief that lawyers merely want to look after lawyers.

We believe the profession has nothing to fear from all that Lord Falconer is proposing – independent regulation, a new complaints procedure and letting new organisations provide legal advice and products will all be huge improvements.

Better regulation and redress in any field leads to consumer confidence and increasing business. The law is no different and lawyers will themselves benefit.

So we will scrutinise all that happens to this bill. And if it is wrong we will fight it on your behalf. Consumers need a just legal profession, and the Legal Services Act – when it arrives – will give us that.

Water: we're all responsible

It is the easy solution to blame the water companies for our current shortages – but they are only part of the problem. As a society we're using too much of the stuff and we have to use less. We propose some solutions on p34. Let's all follow them.

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Printing Charterhouse Print Management

THIS ISSUE IN NUMBERS

5,000

The number of photos we took for our test of 20 small photo printers. The table on p63 shows which gave good results and which didn't.

683

The number of hours we spent checking how easy our 21 home-cinema systems were to set up and use. See the results in our report on p44.

1,000

The number of times a robot arm pushed on the frames of the travel cots in our report on p64 to try to shake the base loose. All 11 cots survived.