

Prices of legal services – findings of the 2017 survey

Robert Cross

5 December 2017

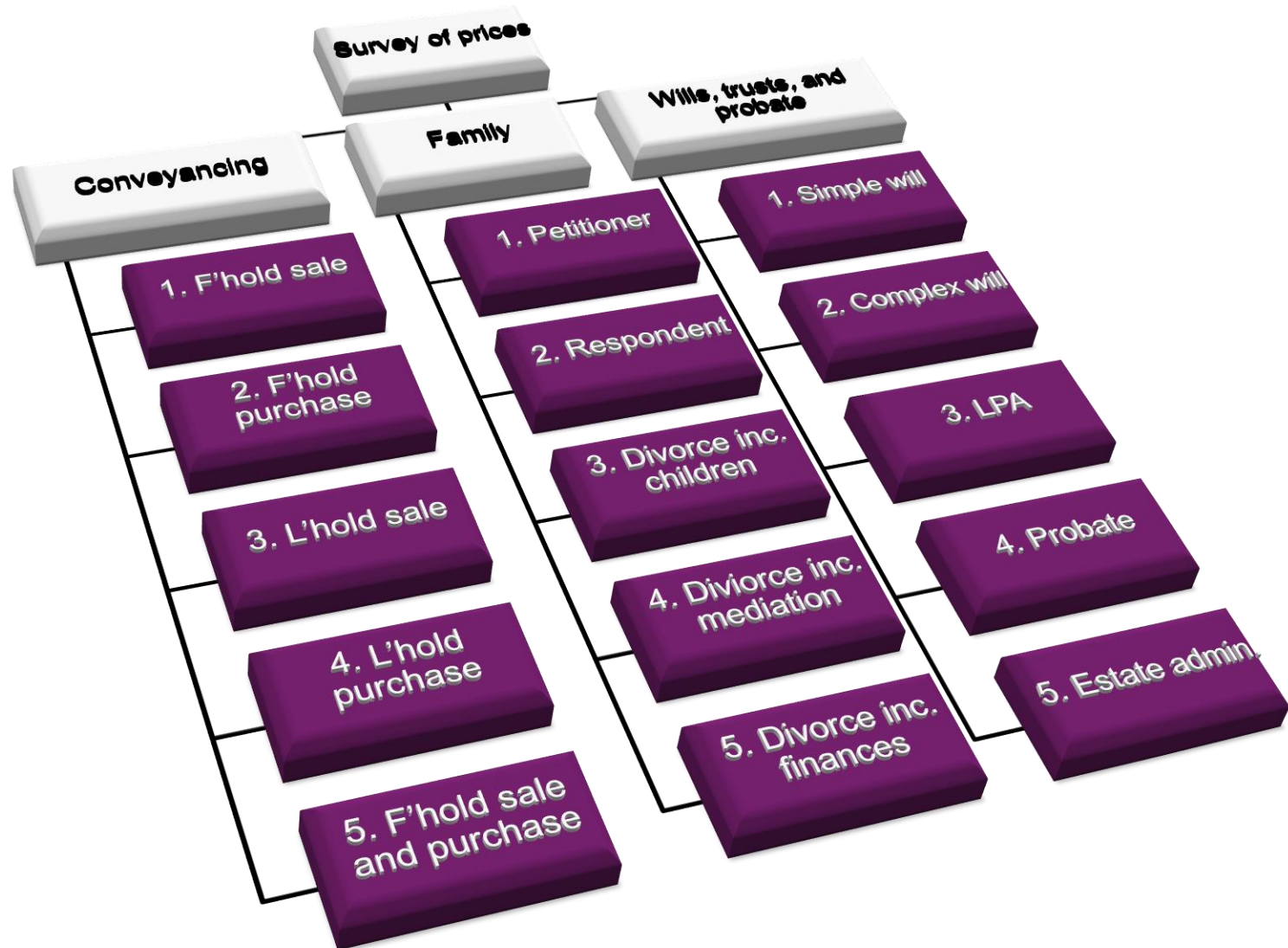
Prices of legal services

1. What we did and why we did it
2. What we found
3. Where to find out more

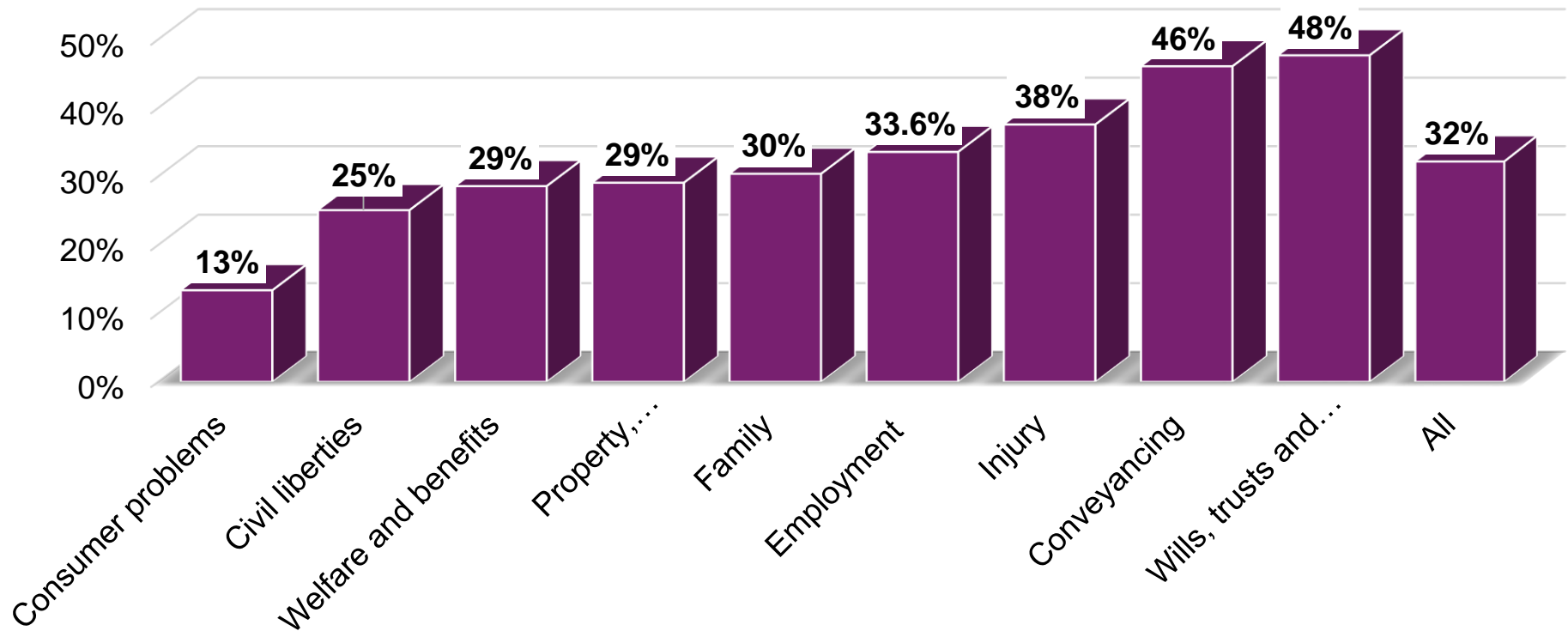
Prices of legal services – why do we care?

1. Improving access to justice
2. Protecting and promoting the interests of consumers
3. Promoting competition in the provision of services

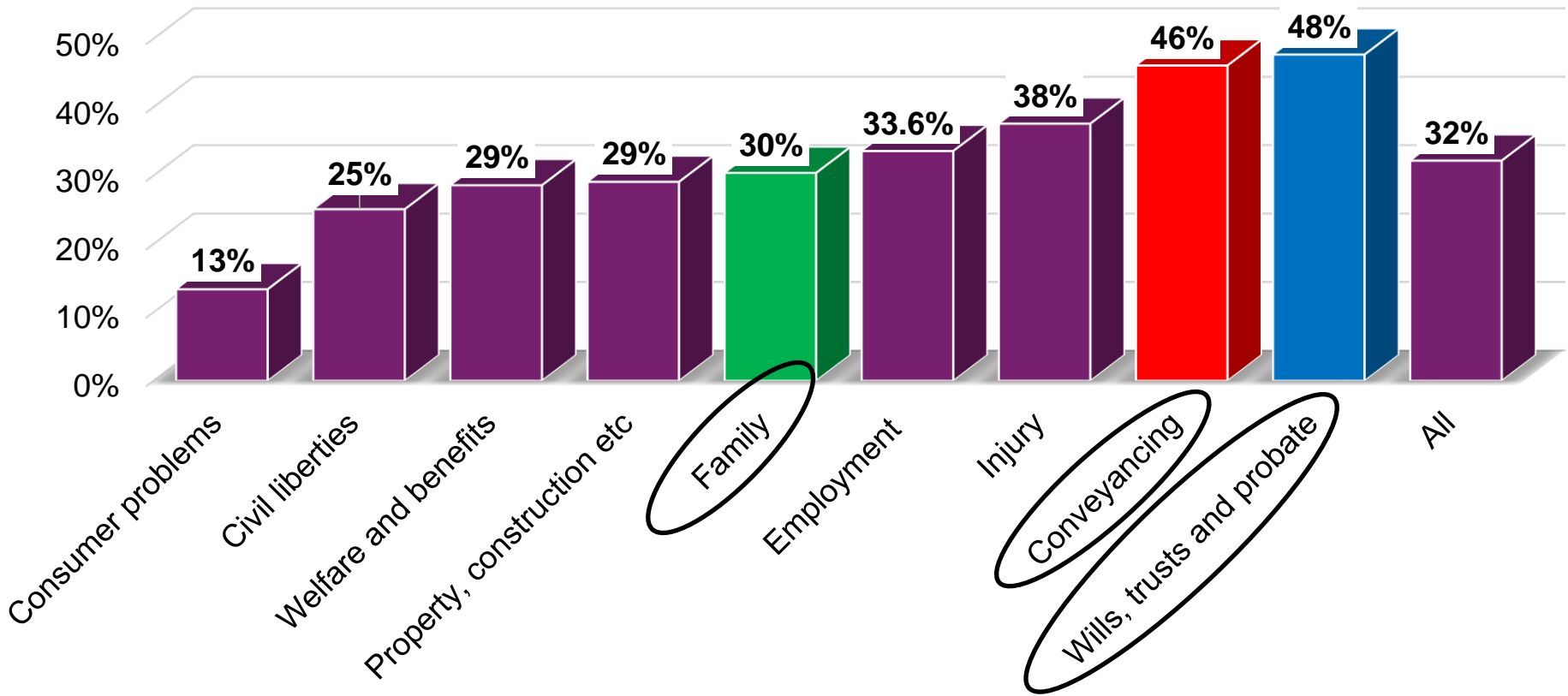
The survey of prices



Why these three areas?



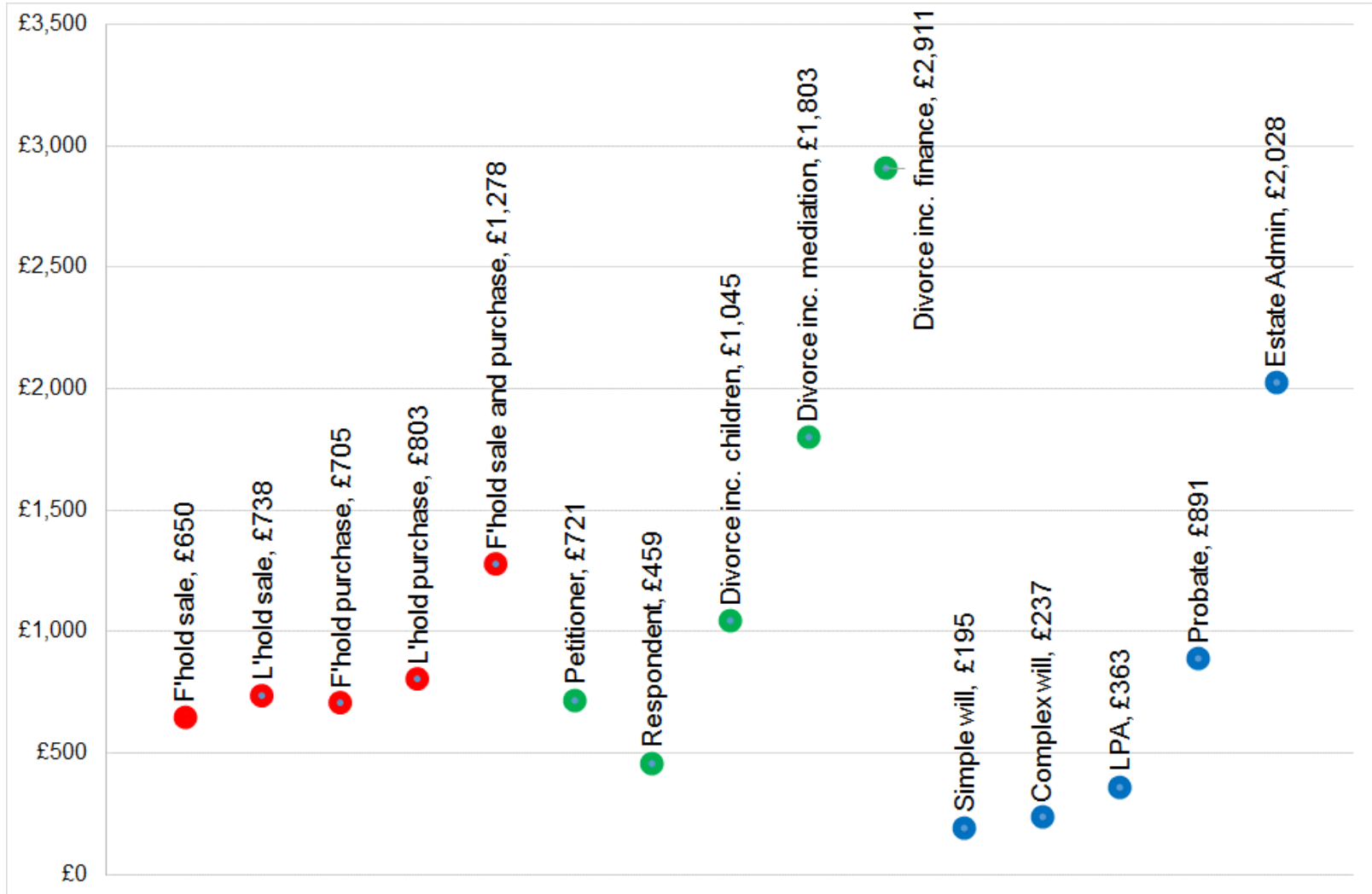
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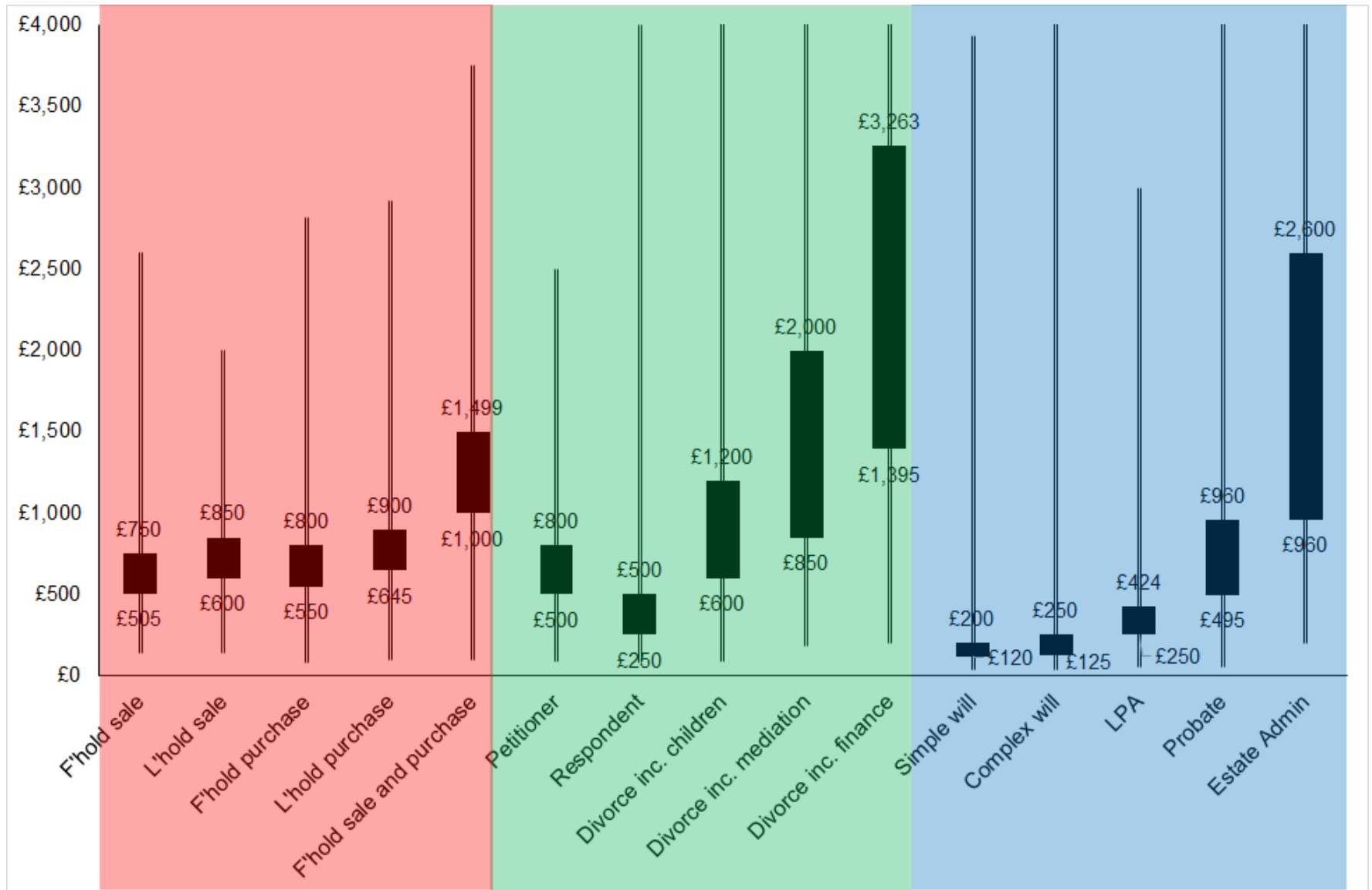
Prices of legal services

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Findings: Average prices



Findings: Price distributions



Findings: Average prices were lower for:

	Con.	Fam.	Wills.
- Fixed fees compared to estimates	X	X	X
- Licensed Conveyancers compared to Solicitors	X		
- Unregulated firms compared to Solicitors			X
- Firms based in the North compared to the rest of E&W	X		
- Firms outside of the South East	X	X	
- Firms located in a rural area compared to towns/cities	X		X
- Firms located in a deprived area	X		
- Firms who provided information on add on options		X	
- Firms who advertised their prices		X	X
- Firms with fewer than 50 employees			X

Findings: Price distributions

Factors captured but not significant

- ABS (13/15)
- Age (12/15)
- Sites (12/15)
- Remote services (15/15)
- Displaying prices (10/15)
- Menu of prices (11/15)
- Service delivery methods (11/15)
- Information provided at point of sign up (8/15)
- Flexible payment options (14/15)
- Freq. of cases costing more (9/15)

Possible factors not captured

- Firm pricing strategy
- ‘Quality’ of service premium:
 - Experience of fee earners
 - Membership of Accred.
- Firm staffing structure/use of IT
- Fee earner utilisation rates

Findings: Price distributions

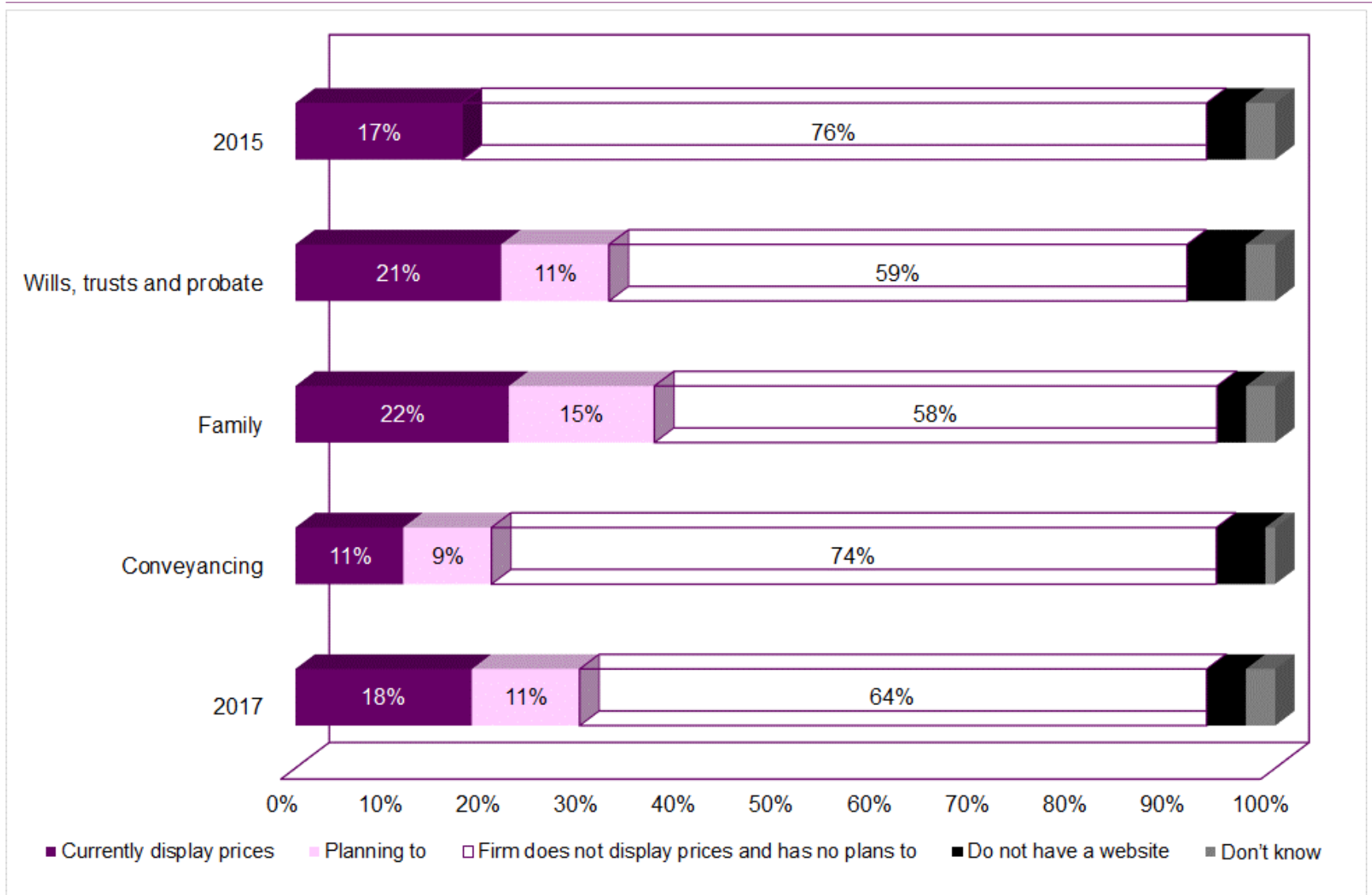
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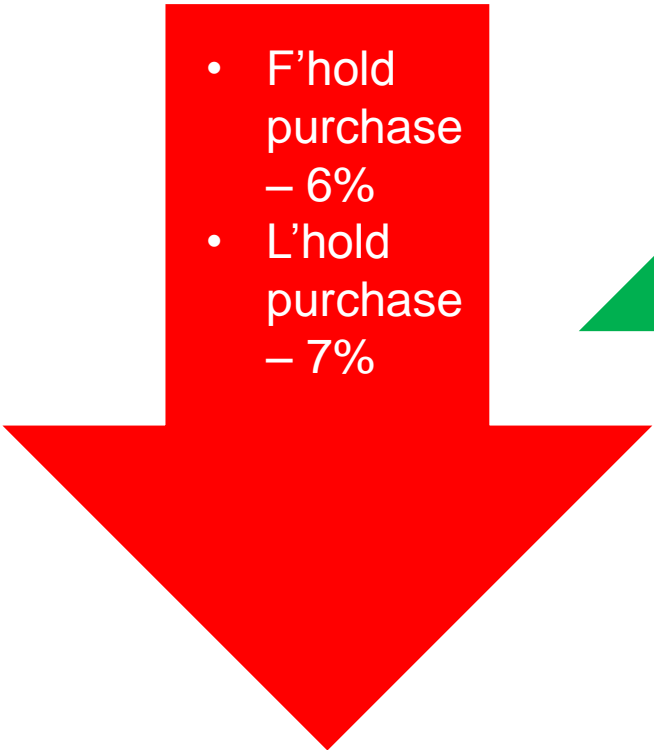
Possible factors not captured

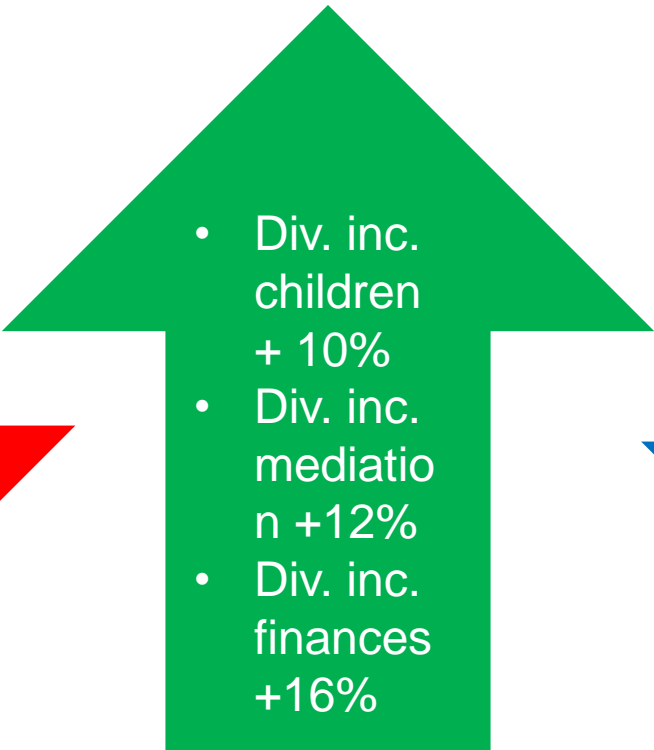
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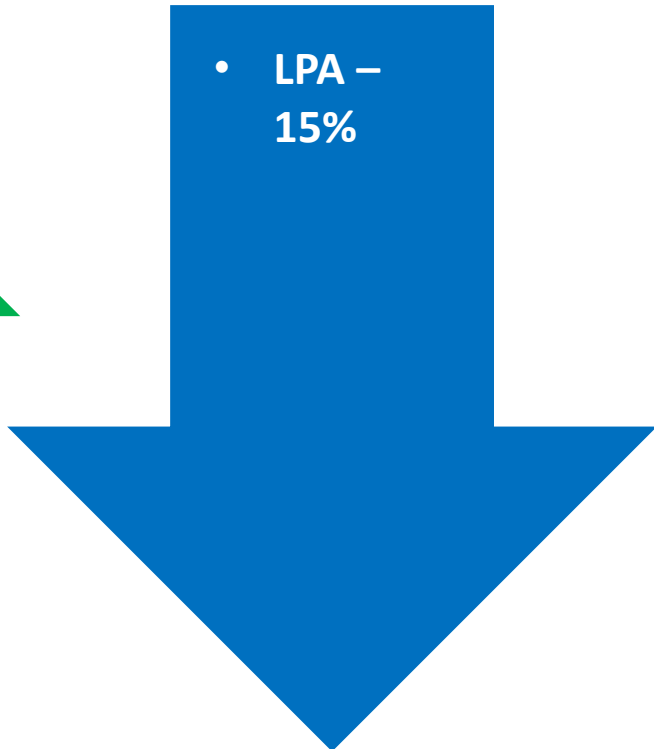
Findings: Price transparency



Findings: Overall price changes

- 
- F'hold purchase – 6%
 - L'hold purchase – 7%

- 
- Div. inc. children + 10%
 - Div. inc. mediation +12%
 - Div. inc. finances +16%

- 
- LPA – 15%

- Comparing 2017 to 2015 adjusted for inflation using CPI

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Find out more

- All information available on the LSB research web pages:
- <https://research.legalserVICESBOARD.org.uk/news/latest-research-17/>
- And for the 2015 survey:
- <https://research.legalserVICESBOARD.org.uk/reports/measuring-the-impacts-of-reform/>

Latest research

Prices of Individual Consumer Legal Services 2017

[Summary](#)

[Infographic – Conveyancing](#)

[Infographic – Family](#)

[Infographic – Wills, trusts, and probate](#)

[Main report](#)

[Annexes](#)

[Data set](#)

www.legalservicesboard.org.uk

<https://research.legalservicesboard.org.uk/>

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