



The
Specialist
Property
Law
Regulator

Helping consumers choose their lawyer

Two: Service

Background



- Competition and Markets Authority
 - 2016 Legal Services Market Study
 - 2017 Digital Comparison Tools Market Study
- Recommendations to improve information that supports consumer choice

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Strands



1. Quality of service - Webinar available to view on clc-uk.org
- 2. Features of service - today**
3. Price of service – Webinar, Wednesday 8th November
4. Making information accessible and comparable – Webinar, Wednesday 22nd November

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Service information



- What the service is
- Who delivers it
- How it is delivered

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What the service is



- Conveyancing? Probate?
- Typical value, type, location of property
- Typical value/complexity of estate

Poll 1

Do you agree that we can leave it to the market to ensure this information is provided?

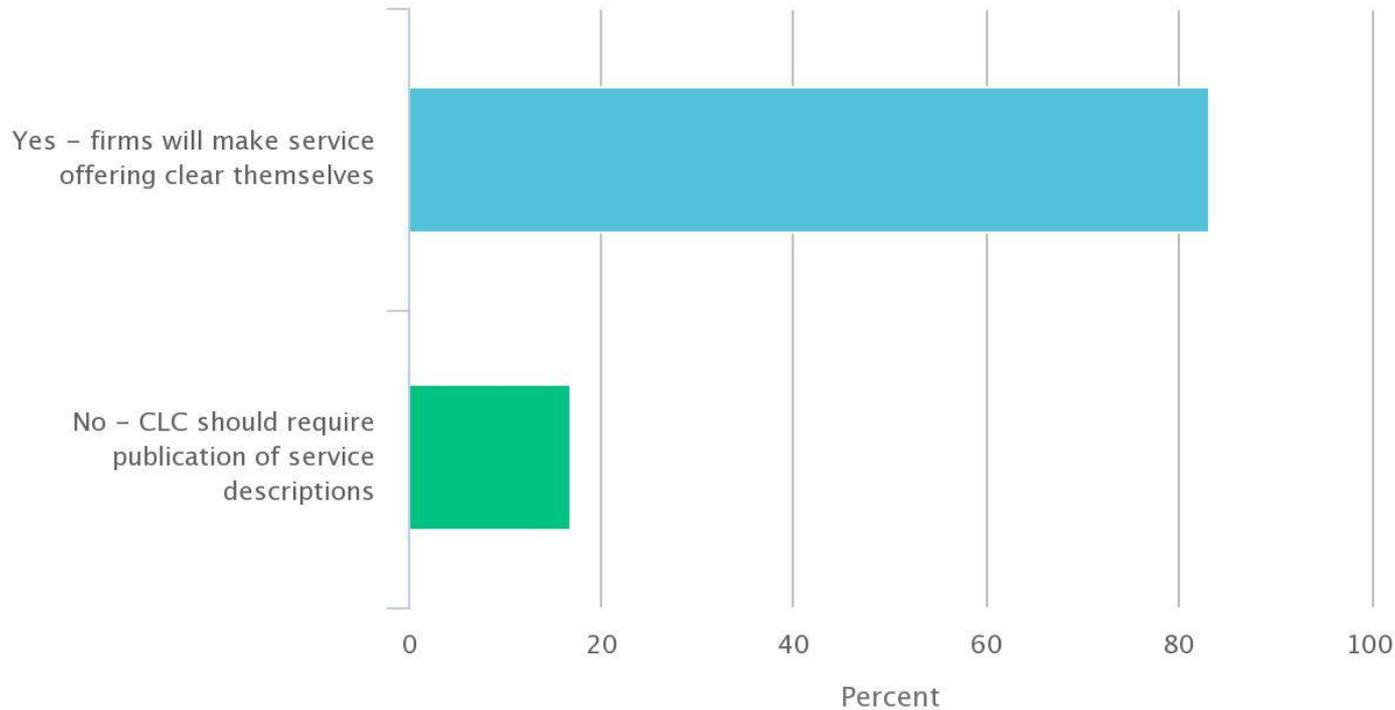
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Poll 1 results



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Will the market ensure that service type information is provided to consumers?



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Who delivers the service



- Mix of staff in a firm – qualified, non-qualified, experience, specialist expertise
- What can be communicated and when?

Poll 2

Should firms provide general information about the mix of staff when consumers are shopping around?

Poll 3

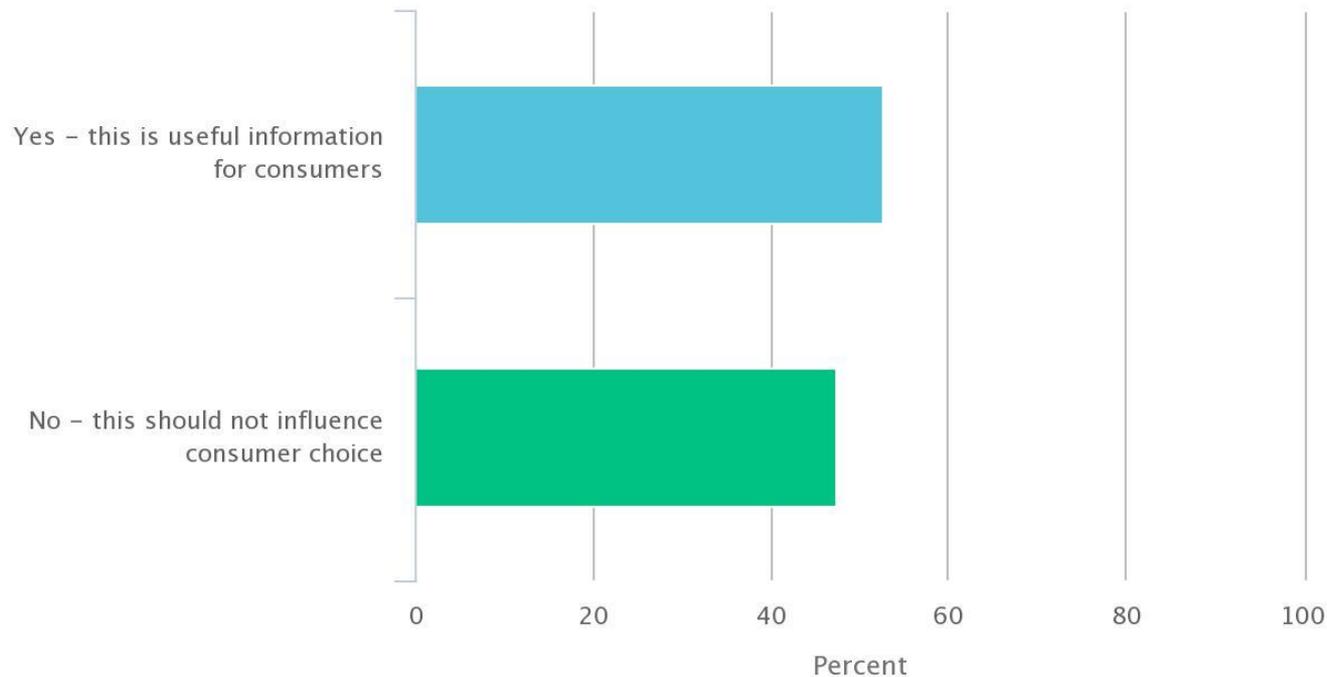
Full details of the individuals who will actually deliver the service should be shared when instructions are confirmed

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Poll 2 results



Firms should describe the mix of staff delivering services to help consumers shopping around

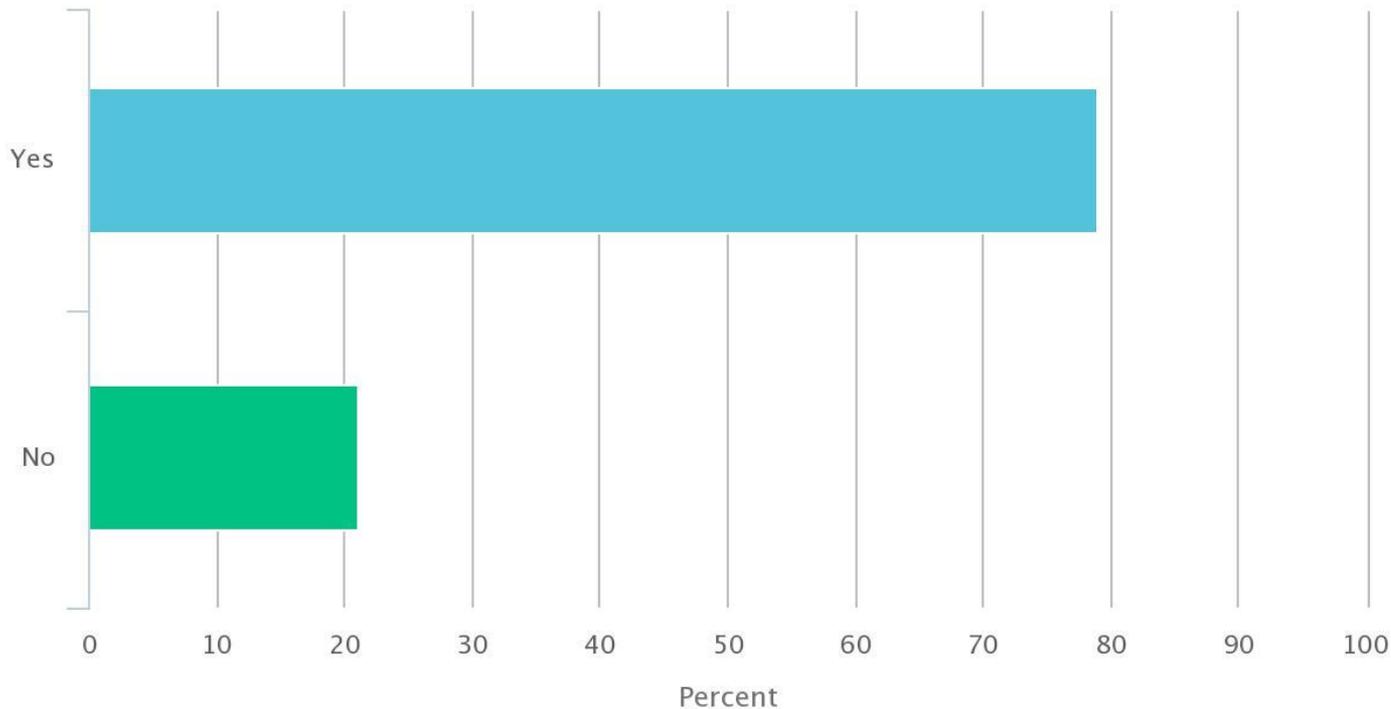


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Poll 3 results



Letters of instruction should provide full details of the team dealing with the matter



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How the service is delivered



- Opening hours
- Face to face meetings
- Email/phone
- Web portal

Poll 4

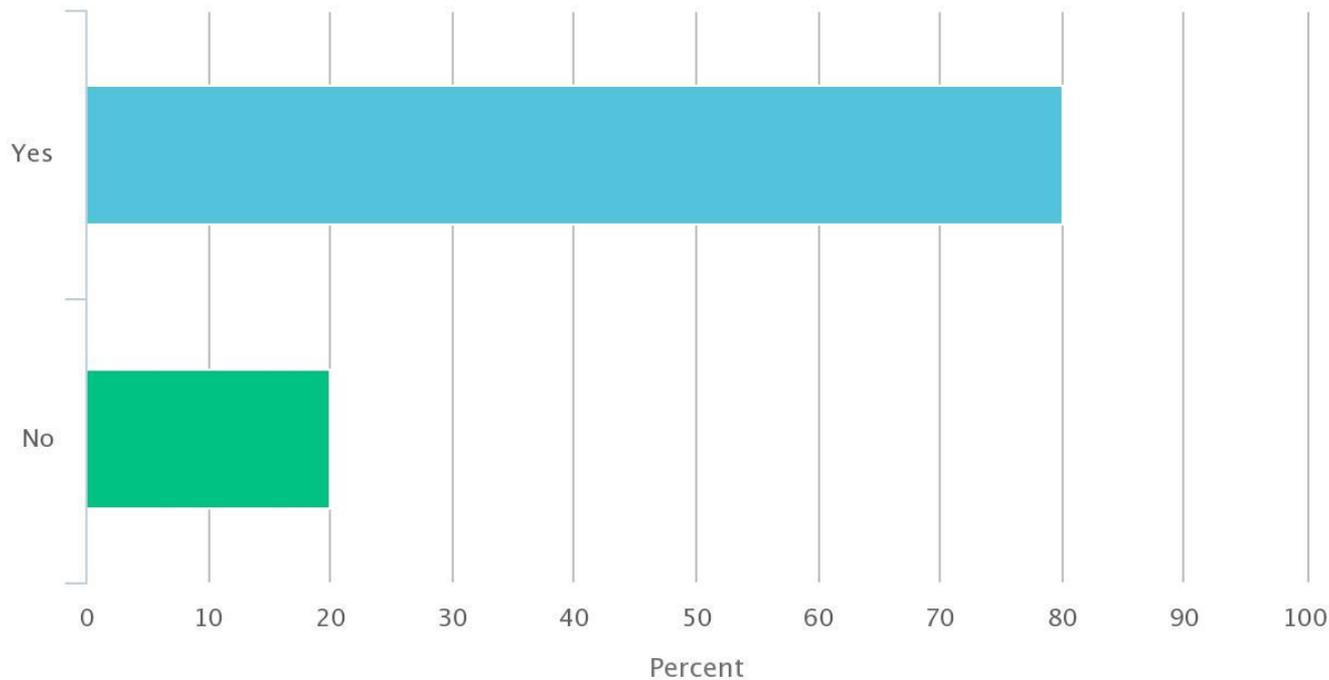
Can we leave it to the market to ensure this information is provided?

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Poll 4 results



Can we leave it to the market to ensure that information is made available about HOW services are provided



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What Twitter said



Would information on typical home sale or purchase price handled by a firm help consumers choose their conveyancer? [#choosingyourlawyer](#)

- 24% - Yes, on their website
- 13% - Yes, on comparison sites
- 34% - Yes, both the above
- 29% - No, wouldn't help me

(240 votes over w/e 28/29 October)

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Next steps



- Two more webinars
 - Price – 8th November
 - Channels – 22nd November
- Consultation open until 29th December
- Please take time to respond

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