

**For immediate release, 30 May 2013**

## **SURVEY: IT PAYS TO SHOP AROUND FOR LEGAL SERVICES**

Only a minority of consumers shop around, but those who do are more satisfied with the service they receive and consider they get better value for money – according to new research released today by the Legal Services Consumer Panel.

The second of four briefing notes summarising the results of its new tracker survey reveals that levels of shopping around have remained at 2012 levels. Only a little over half of those who did shop around found this process easy. And tools aiding this process, such as comparison websites, remain largely unused by consumers.

- 22% of consumers shopped around for their provider – the same as in 2012
- 65% of consumers who shopped around for their provider were satisfied with value for money compared with 56% who did not
- 89% of consumers who shopped around for their provider were satisfied with the customer service they received compared with 79% who did not
- Just 55% of consumers who shopped around said they found this easy
- Choice tools are still little used by consumers – 1% used a price comparison website, 2% a customer feedback website and 4% an accreditation scheme

The survey coincides with the Legal Services Board’s decision to accept the Panel’s recommendations in its report on what regulators can do to empower consumers. The LSB is writing to the approved regulators setting out a range of areas where action is needed to enable consumers to drive competition in the market.

Elisabeth Davies, Chair of the Legal Services Consumer Panel, said:

*“Our research shows that it pays consumers to shop around, but not enough people are doing so. Legal services reforms have brought in a wider choice of providers, but this will make little difference unless consumers have the tools and confidence to search the market and vote with their feet.*”

*“It’s difficult for consumers to choose and use legal services, but there’s much that regulators can do to make things easier. This area is crying out for a clear strategy and leadership, but no-one has yet to really grasp the nettle. We’re pleased the LSB has accepted our report’s recommendations and will work with them, the regulators and others to make real progress on this agenda.”*

**-ends-**

**For more information, contact Steve Brooker, Consumer Panel Manager, on 020 7271 0077.**

### **Notes to editors**

1. The Legal Services Consumer Panel was established under the Legal Services Act 2007 to provide independent advice to the Legal Services Board about the interests of consumers of legal services in England and Wales. We investigate issues that affect consumers and use this information to influence decisions about the regulation of legal services.
2. The briefing note released today can be found here [http://www.legalservicesconsumerpanel.org.uk/publications/research\\_and\\_reports/index.html](http://www.legalservicesconsumerpanel.org.uk/publications/research_and_reports/index.html)
3. The Legal Services Board's response to the Panel's advice and their letter to the approved regulators can be found here <http://www.legalservicesconsumerpanel.org.uk/ourwork/choosingandusinglegalservices.html>
4. The Panel's first briefing note was on the use and funding of legal services and can be found here [http://www.legalservicesconsumerpanel.org.uk/publications/research\\_and\\_reports/index.html](http://www.legalservicesconsumerpanel.org.uk/publications/research_and_reports/index.html)
5. The other two briefing notes – on satisfaction with legal services and public confidence in the market – will be released over the next few weeks. The raw survey data will be released alongside the fourth briefing note.