

Legal services market study

Update on case studies

In our Statement of Scope we invited parties to comment on our proposed case studies – will-writing and probate services, employment law services and commercial law services. Respondents welcomed our proposed case studies and broadly supported the scope of the commercial law services study. Some responses identified possible additional areas of interest, including: immigration services, conveyancing services, family law services and intellectual property law services. After careful consideration, we have decided to retain the proposed case studies because, in our view, they provide insight into a range of key issues and cover areas where we can make a useful contribution to existing research. We will, however, consider the issues raised by respondents in our broader market study findings to support our work on the three themes that we have identified. We welcome any evidence or research about these other areas. Moreover, our consumer survey will cover a range of issues relating to the consumer’s purchasing journey across different areas of law and so is likely to provide useful insight beyond our case study areas.