

Research Specification: Prices of legal services 2017 - Fieldwork

Purpose

1. The Legal Services Board (LSB) is seeking to understand how prices of legal services change over time by updating the 2015-16 survey of Prices of Individual Consumer Legal Services¹. The purpose of this research is to undertake a representative survey that enables robust comparisons with the 2015-16 work to assess levels of change.

Background

2. The LSB has been set up to reform and modernise the legal services market in the interests of consumers, enhancing quality, ensuring value for money and improving access to justice across England and Wales. The LSB seeks to achieve this through pursuing its regulatory objectives² and providing regulatory oversight for the nine approved frontline regulators³. All approved regulators share these regulatory objectives. The LSB undertakes annual assessments to evaluate whether these regulatory objectives are being delivered, and more specifically whether the outcomes associated with these regulatory objectives can be seen.
3. We are committed to the ongoing evaluation of the impacts of the regulatory reforms, and other drivers for change in the market. Other projects look at changes in consumer behaviour, and we undertake periodic reviews of changes in supply. We recognise that understanding changes in prices over time is one of the key measures of the impacts of regulatory reforms designed to promote competition. Changes in prices of legal services over time can be an indicator of changes in competition between providers, and affordability and access to justice for consumers. The results of the 2015-16 survey had a high public profile and have shaped the Competition and Markets Authority's interim report for its ongoing legal services market study.

Aims and objectives

4. The main aim of this research is to rerun the 2015-16 survey of Prices of Individual Consumer Legal Services. **We only wish to commission the fieldwork for this study, i.e. no survey design, data analysis or report writing is required.**
5. A copy of the survey is included in Annex B. Changes to the 2015-16 survey are highlighted. The average interview time in 2015-16 was 15 minutes. We estimate that the average interview time with the additional questions will be approximately 18-19 minutes.

¹ <https://research.legalservicesboard.org.uk/wp-content/media/Prices-of-Individual-Consumer-Legal-Services.pdf>

² http://www.opsi.gov.uk/acts/acts2007/ukpga_20070029_en_2#pt1

³ The Law Society, General Council of the Bar, Council for Licensed Conveyancers, The Institute of Legal Executives, The Chartered Institute of Patent Attorneys, The Institute of Trade Mark Attorneys, Association of Law Costs Draftsmen, Master of the Faculties, Association of Certified and Chartered Accountants, Institute of Chartered Accountants of Scotland.

Issues and scope

6. The main issue to consider is how to ensure comparability with 2015 survey. We expect the survey to be carried out by CATI (Computer-assisted telephone interviewing). The successful company will use the survey developed in the previous research with some small changes. Working with the LSB, the researchers will need to ensure that the survey will achieve robust results with a sufficient sample for statistical analysis. For the avoidance of doubt, we will not be able to make available the sample from the 2015-16 survey or assist in recruiting a new sample and therefore expect the successful company to purchase the sample. The 2015-16 sample was sourced mainly from Experian using SIC 2007 Codes 69.1 Legal activities, 69.10/2 Solicitors and 69.10/9 Activities of patent and copyright agents & other legal activities not elsewhere classified. Achieving the sample is thus a key risk for the project and tenders should specifically address how a sufficient sample will be achieved.

7. Our aim is to achieve at least the same sample size as in the 2015-16 survey in all 15 scenarios. We want the sample to meet minimum numbers of licensed conveyancers, ABS, will writers. We would also like the sample achieved to be roughly comparable to the 2015-16 survey in terms of firm sizes and regions - in particular Wales. The table below summarises our minimum requirements for samples and quotas

No.	Scenario	Target sample	Sample achieved 2015-16	Sample breakdown/Notes
Conveyancing				
1.	Sale (Freehold)	500	506	QUOTA: Minimum 45 licensed conveyancers. Minimum 40 ABS. APPROXIMATE: Firm size (employee number): '0-9' – 195 '10-49' – 195 '50+' – 110 Wales: 30
2.	Sale (Leasehold)	500	506	
3.	Purchase (Freehold)	500	501	
4.	Purchase (Leasehold)	500	500	
5.	Sale & Purchase (Freehold)	500	502	
Divorce				
1.	Uncontested (Petitioner)	500	501	Solicitors firms are the dominant provider. QUOTA: Minimum 40 ABS. APPROXIMATE: Firm size (employee number): '0-9' – 195 '10-49' – 195 '50+' – 110 Wales: 30
2.	Uncontested (Respondent)	500	497	
3.	Uncontested - Children	500	495	
4.	Complex - Children	500	485	
5.	Complex - Assets	500	486	

Will-writing, probate and estate administration				
1.	Individual will (standard)	500	485	QUOTA: Minimum 65 Will writers Minimum 40 ABS.
2.	Individual will (complex)	500	482	
3.	Lasting power of attorney	500	459	APPROXIMATE: Firm size (employee number): '0-9' – 250 '10-49' – 170 '50+' – 80 Wales: 35
4.	Grant of probate	500	423	QUOTA: Minimum 40 ABS. APPROXIMATE: Firm size (employee number): '0-9' – 250 '10-49' – 170 '50+' – 80 Wales: 35
5.	Estate administration	500	423	

8. The output of this research will be a dataset (with no report) in MS Excel and SPSS format that can be used by the LSB. The successful company would be expected to work with the LSB research analyst to deal with any problems with the dataset and ensure it is fit for purpose and accurately labelled.

Tender Evaluation Criteria

9. All projects commissioned by the LSB are subject to our standard terms of contract. Tenders will be evaluated on best value for money and will be assessed on the basis of:
- a) Overall cost. Please include appropriate breakdowns.
 - b) The extent to which tenders are clearly written and meet the specified objectives, present a sound methodology, ensure robust comparability with the 2015 survey, identifying any potential problems, and proposing suitable solutions
 - c) Address outputs and ensure these are in line with requirements and the required timing of the project
 - d) Proposed team composition, expertise and management and the organisation's diversity policy

Deliverables

Output

10. The output for this research should be Excel and SPSS data files of the anonymised results of the survey, suitable for analysis. The LSB will retain ownership of the data which will be delivered in a publishable format.

Project plan

11. Tenders should include a project plan and time schedule for the work that identifies the main tasks and key milestones that will be used to monitor progress. The plan should be accompanied by a resource profile, giving a breakdown of the resources in person days allocated to each task. We would also expect the tenders to include a clear analysis of the potential risks and how they propose to mitigate them during the project.

Duration

12. We would expect fieldwork to begin in early January 2017, following a small pilot of the survey to test running time.
13. The final dataset must be submitted by 10th March

Legal Services Board Contact Details

Tenders with any queries relating to the research specification should contact: Meera Amin on 020 7271 0044/meera.amin@legalservicesboard.org.uk or Robert Cross on 020 7271 0091/robert.cross@legalservicesboard.org.uk

Tenders must be submitted by 5pm on Friday 9th December 2016 to Chidinma Alufuo (chidinma.alufuo@legalservicesboard.org.uk)

Interviews with shortlisted consultants will take place in the week commencing January 2nd 2017

Annex B

This annex is taken from the Prices of Individual Consumer Legal Services 2015-16. It shows the questionnaire used in the 2015-16 survey and highlights any areas where changes have been made.

Legal Services Board Understanding Changes in Prices of Legal Services 2017

SURVEY INTRODUCTION

INSERT TIME MARKER

ASK ALL

Could I please speak to a member of the team with responsibility for dealing with new clients and who is able to provide information on prices and fees to customers?

Good morning/afternoon, my name is ... and I am calling from 'RESEARCH COMPANY NAME', an independent market research agency. We have been commissioned by the Legal Services Board (LSB) to conduct an evaluation of the prices that are currently paid for key legal services.

The aggregated results from this study will be included in a report that will be available later this year from the Legal Services Board. As a thank you for your time we will email you a direct link to the report once it is published, the email will also show how your price compares to the average price given across all survey participants.

ADD AS NECESSARY

The LSB is the independent body responsible for overseeing the regulation of lawyers in England and Wales. Understanding the prices that individual consumers pay for commonly used legal services and how these prices change over time helps the LSB evaluate how the legal market changes over time and supports wider work which aims to increase access to justice for consumers.

The research will take around 15 minutes, depending on your answers. Is it convenient to speak to you now or would you prefer to make an appointment for another time?

ADD IF NECESSARY

- **The research is being conducted under the Code of Practice of the Market Research Society, which means that all of the answers you give are strictly confidential and anonymous. Participation in this survey is voluntary.**
- **Your organisation was selected at random from a list of UK businesses held by a commercial list broker (Experian)**
- **If you wish to check that 'RESEARCH COMPANY NAME' is a bona fide market research agency, you can contact the Market Research Society on 0500 396999, or call 'CONTACT NAME' at 'RESEARCH COMPANY NAME' on 'RESEARCH COMPANY PHONE NUMBER' or Meera Amin at the Legal Services Board on 020 7271 0044**
- **There is also a notice regarding the research on the LSB news page, if you would like the web address it's www.legalservicesboard.org.uk/news_publications/index.htm**

OFFER EMAIL REASSURANCE IF NECESSARY

SECTION A – BUSINESS PROFILE

INSERT TIME MARKER

ASK ALL

A1 Can I just confirm that you are one of the people best qualified to talk about the prices that your firm charges for key legal services?

INTERVIEWER NOTE: REFERRALS CAN BE TAKEN TO ANYONE IN THE FIRM THAT THE CONTACT FEELS IS BEST PLACED TO ANSWER QUESTIONS ON THE AREAS OUTLINED.

- Yes.....1
- No – taken referral and being transferred2
- No – taken referral and arranged call back3
- No – refused referral.....4 - CLOSE

I'd now like to start by asking you some questions about the background to your business.

ASK ALL

A2 – Firstly, which of the following legal services does your firm currently provide?

READ OUT. CODE ALL THAT APPLY. RANDOMISE CODES 1-5.

- Residential conveyancing1
- Divorce2
- Lasting power of attorney.....3
- Probate.....4
- Estate administration.....5
- Wills.....6
- (None of the above)7 – CLOSE
- (Don't know)8 – CLOSE
- (Refused).....9 – CLOSE

ASK ALL

A3 And which of these legal service areas are you personally familiar with and able to provide prices for? READ OUT. DISPLAY ONLY THOSE MENTIONED AT A2.

- Residential conveyancing 1
- Divorce 2
- Lasting power of attorney..... 3
- Probate..... 4
- Estate administration 5
- Wills..... 6
- (None of the above) 7 – ASK FOR REFERRAL ELSEWHERE IN FIRM

CATI NOTE:

IF A3=3, 4, 5 AND 6 – THEN ASSIGN TO GROUP 3, REMAINDER TO BE RANDOMLY ASSIGN TO GROUPS 1-3 (EACH RESPONDENT TO BE ASKED ABOUT ONE LEGAL AREA).

- GROUP 1 (CONVEYANCING) IF A3=1- ASKED SECTIONS A, B, E & F
- GROUP 2 (DIVORCE) IF A3=2 - ASKED SECTIONS A, C, E & F
- GROUP 3 (LASTING POWER OF ATTORNEY, PROBATE & WILLS) IF A3=3-6 - ASKED SECTIONS A, D, E & F

ASK ALL

A4 What does your firm mainly operate as...?

AS NECESSARY: For example, are you a solicitors, notaries firm, licensed conveyancers, etc.?

PROBE AS NECESSARY – DO NOT NEED TO READ OUT THE FULL LIST - SINGLE CODE

Solicitors firm (including sole practitioner).....	1
Barristers Chambers.....	2
Notaries firm.....	3
Licensed conveyancers firm	4
Will writing firm	5
Costs Lawyers firm.....	6
Unregulated legal services provider.....	7
Accountancy firm	8
Other (Please Specify)	95

ASK UNLESS SOLICITORS OR BARRISTERS AT A4 (CODES 1-2)

A5 Are you governed by any regulatory bodies or boards?

PROBE AS PER PRECODES - SINGLE CODE PREFERRED BUT MULTI ALLOWED

Council for Licensed Conveyancers	1
Intellectual Property Regulation Board	2
CILEx Regulation	3
Costs Lawyer Standards Board.....	4
Bar Standards Board.....	5
Solicitors Regulation Authority.....	6
Faculty Office	7
Institute of Chartered Accountants in England and Wales	8
Or, None of these	9
(Don't know)	95

ASK IF A5=1, 2, 6 OR 8 OR A4=1 OR 2

A10 Are you licensed as an alternative business structure?

Yes.....	1
No	2
(Don't know)	3

ASK ALL

A11 Does your firm operate from...?

READ OUT. SINGLE CODE

A single site	1
Multi-sites – based just in your region.....	2
Multi-sites – national	3
Multi-sites – international.....	4
A wider network of firms in England and Wales.....	5
A wider network of firms outside of England and Wales ..	6
(Other (Specify)).....	7
(Don't know)	8
(Refused)	9

ASK ALL

A12 And is <IF CODE 1 AT A9 your firm/IF NOT CODES 2-9 AT A9 the office where you are based> located in...?

READ OUT. SINGLE CODE

A village or rural area	1
A town	2
Or a city	3
(Other (Specify))	4
(Don't know)	5
(Refused)	6

ASK ALL

A13 How long ago was your firm first established? READ OUT AS NECESSARY. SINGLE CODE.

AS NECESSARY: **This means when the business started trading**

Within the last year	1
Over 1, up to 2 years ago	2
Over 2, up to 3 years ago	3
Over 3, up to 4 years ago	4
Over 4, up to 5 years ago	5
Over 5, up to 10 years ago	6
Over 10, up to 20 years ago	7
Over 20 years ago	8
(Not yet trading)	9
(Don't know)	10
(Refused)	11

ASK ALL

A14 And how many people are currently employed by your firm?

AS NECESSARY:

- **Please include both full and part-time staff**
- **Please do NOT include contractors or temporary staff**

Write in number (0+):

(Don't know) – PROMPT WITH RANGES

(Refused)

IF DON'T KNOW EMPLOYESS (A12=DK)

A15 If you had to estimate, approximately how many people are employed by your firm? READ OUT AS NECESSARY

No employees.....	1
1-4	2
5-9.....	3
10-19.....	4
20-49.....	5
50-99.....	6
100-199.....	7
200-249.....	8
250-499.....	9
500-999.....	10
1,000 or more.....	13
(Don't know).....	11

SECTION B – CONVEYANCING

INSERT TIME MARKER

READ OUT TO ALL GROUP 1

I'd now like to run through five scenarios with you in the area of conveyancing. For each scenario, I will provide a list of relevant information before asking you to provide an estimated cost. For each scenario we are simply asking you to provide your best estimate of the likely cost your firm would charge for the service.

We'll ask about any conditions you place on these estimated costs later in the questionnaire.

CATI – TO INCLUDE OPTION HERE TO EMAIL SCENARIOS KEEPING RESPONDENT ON THE PHONE. IDEALLY RUN THROUGH FIRST SCENARIO BEFORE EMAILING. RECORD ON CATI WHETHER EMAIL OF SCENARIOS WAS REQUIRED

SCENARIO B1

READ OUT TO ALL GROUP 1

RB1 - So firstly can I just ask whether you would provide conveyancing services remotely, by which I mean you would not need any face to face contact with the client, or do you only provide conveyancing services to local clients?

- Yes - would provide this service remotely 1
No - only provide this service to local clients 2
(Don't know) 3

The first scenario is '[a sale only of a freehold property.](#)'

I would like you to think about...

- A new client who lives <IF CODE 2-3 AT RB1 locally IF CODE 1 in Sutton Coldfield, Birmingham>, and who is an individual seller
- The sale value is **£217,000**
- The current mortgage will be repaid on sale, is 80% of sale value, and the lender is a major residential property lender
- The property is **freehold**

INTERVIEWER TO ADVISE AS NECESSARY:

Please include the following in the estimation:

- Fees for standard service, including:
 - Any firm administrative charges (e.g. postage, photocopying and telephone calls)
 - Liaising with the lender
 - Attendance at completion and to any relevant document lodgement and payment of charges
 - The property has **no new extensions**
 - The property is **on a residential road** (not on a private track)
 - The property is **registered with the Land Registry**

Please also assume that:

- There are **no** restrictive covenants or other caveats or other complications
- Please **exclude** any bank transfer fees or other disbursements
- Please also **exclude** VAT

INTERVIEWER NOTE: INTERVIEWER ONLY TO OFFER AN EMAIL WITH THE SCENARIOS IF FEEL RESPONDENT IS UNCLEAR - AS NECESSARY
Would you like me to send you an email with the scenarios on?

- Yes (take email address) 1
- No..... 2

ASK ALL GROUP 1

B1A So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) 1
- Fixed fee..... 2
- Fixed percentage of sale value 3
- Hourly rate 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (B1A=1, OR 2 OR 5 OR 7)

B1B And what would your <IF CODES 1 OR 5 OR 7 AT B1A total estimated cost/IF CODE 2 ONLY AT B1A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B1A=3)

B1C And what would your fixed percentage be for this service?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

- Write in percentage (0%+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B1A =3)

B1D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM B1C>% of the sale value of £217,000. Is that correct?

- Yes - correct 1
- No – not correct (SPECIFY DETAILS) 2

IF CHARGE AN HOURLY RATE (B1A =4)

B1E IF CODE 4 ONLY AT B1A

What is the hourly rate you would charge for this scenario?

IF CODE 4 AND (2 OR 3) AT B1A

So in addition to the <IF CODE 2 AT B1A fixed fee/IF CODE 3 AT B1A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THEIR TIME PER HOUR

Write in number (£0+):
(Don't know) - CLOSE
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (B1A=4)

B1F **And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT B1A providing the hourly rate element of> the specified scenario?**

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours:
(Don't know) - CLOSE
(Refused) – CLOSE

NEW QUESTION

ASK ALL GROUP 1

B1G **And does your firm display their prices on their website for this type of scenario?**

- Yes 1
- No..... 2
- (Do not have a website) 3
- (Don't know) 4

SCENARIO B4

ASK ALL GROUP 1

RB4 - The next scenario is 'also a sale only but this time of a leasehold property'.

I would like you to think about...

- **New client who lives <IF CODE 2-3 AT RB1 locally IF CODE 1 in Sutton Coldfield, Birmingham>, the property is being sold by 2 sellers, selling as joint tenants**
- **The sale value is £217,000.**
- **The existing mortgage will be fully repaid at sale but to be formally discharged at completion**
- **The property is leasehold and no complications are expected**

INTERVIEWER TO ADVISE AS NECESSARY:

Please include the following in the estimation:

- **Fees for standard service, including:**
 - **Any firm administrative charges (e.g. postage, photocopying and telephone calls)**
 - **Liaising with the lender and the purchaser's solicitor**
 - **Attendance at completion and registration of documents with the Land Registry**
 - **The property has no new extensions**
 - **The property is on a residential road (not on a private track)**
 - **The property is registered with the Land Registry**

Please also assume that:

- **There are no restrictive covenants or other caveats or other complications**
- **Please exclude any bank transfer fees or other disbursements**
- **Please also exclude VAT**

ASK ALL GROUP 1

B4A So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

Estimate of the total cost (i.e. a base level cost)	1
Fixed fee.....	2
Fixed percentage of sale value	3
Hourly rate.....	4
(Other (SPECIFY)).....	5
(Do not offer this service).....	6 – SKIP TO NEXT SCENARIO
(Don't know)	7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (B4A=1, OR 2 OR 5 OR 7)

B4B And what would your <IF CODES 1 OR 5 OR 7 AT B4A total estimated cost/IF CODE 2 ONLY AT B4A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

Write in number (£0+):
(Don't know) - CLOSE
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B4A=3)

B4C And what would your fixed percentage be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

Write in percentage (0%+):
(Don't know) - CLOSE
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B4A=3)

B4D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM B4C>% of the sale value of £217,000. Is that correct?

Yes - correct 1
No – not correct (SPECIFY DETAILS) 2

IF CHARGE AN HOURLY RATE (B4A=4)

B4E – IF CODE 4 ONLY AT B4A

What is the hourly rate you would charge for this scenario?

IF CODE 4 AND (2 OR 3) AT B4A

So in addition to the <IF CODE 2 AT B4A fixed fee/IF CODE 3 AT B4A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined

IF B1E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was <CATI TO INSERT FROM B1E> Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):
(Don't know) - CLOSE
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (B4A=4)

B4F And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT B4A providing the hourly rate element of> the specified scenario?

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours:

(Don't know) - CLOSE

(Refused) – CLOSE

NEW QUESTION

ASK ALL GROUP 1

B4G And does your firm display their prices on their website for this type of scenario?

- Yes 1
- No..... 2
- (Do not have a website) 3
- (Don't know) 4

SCENARIO B2

READ OUT TO ALL GROUP 1

RB2 - The next scenario is 'a purchase only of a freehold property'. This scenario is very similar to the first but this time for a purchase, with a new mortgage of 70% of the property value.

So again please think about...

- A new client who lives IF CODE 2-3 AT RB1 locally IF CODE 1 in Sutton Coldfield, Birmingham>, and who is an individual seller
- The purchase value is £217,000
- There is a new mortgage for the property, being 70% of the purchase value, and the lender is a major residential property lender
- It is freehold

INTERVIEWER TO ADVISE AS NECESSARY:

Please include the following in the estimation:

- Fees for standard service, including:
 - Any firm administrative charges (e.g. postage, photocopying and telephone calls)
 - Liaising with the lender
 - Conducting standard searches of the Land Register (and any other reasonably necessary local searches)
 - Attendance at completion, registration of documents with the Land Registry, and payment of stamp duty and land tax
 - The property has no new extensions
 - The property is on a residential road (not on a private track)
 - The property is registered with the Land Registry.

Please also assume that:

- No complex environmental searches are required
- There are no restrictive covenants or other caveats or other complications
- Please exclude any bank transfer fees or other disbursements such as land registry or local search fees and stamp duty
- Please also exclude VAT

ASK ALL GROUP 1

B2A So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

Estimate of the total cost (i.e. a base level cost)	1	
Fixed fee.....	2	
Fixed percentage of purchase value	3	
Hourly rate	4	
(Other (SPECIFY)).....	5	
(Do not offer this service).....	6	– SKIP TO NEXT SCENARIO
(Don't know)	7	

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (B2A=1, OR 2 OR 5 OR 7)

B2B And what would your <IF CODES 1 OR 5 OR 7 AT B2A total estimated cost/IF CODE 2 ONLY AT B2A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

Write in number (£0+):
(Don't know) - CLOSE
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B2A=3)

B2C And what would your fixed percentage be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

Write in percentage (0%+):
(Don't know) - CLOSE
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B2A=3)

B2D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM B2C>% of the purchase value of **£217,000**. Is that correct?

Yes - correct 1
No – not correct (SPECIFY DETAILS) 2

IF CHARGE AN HOURLY RATE (B2A=4)

B2E IF CODE 4 ONLY AT B2A

What is the hourly rate you would charge for this scenario?

IF CODE 4 AND (2 OR 3) AT B2A

So in addition to the <IF CODE 2 AT B2A fixed fee/IF CODE 3 AT B2A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined

IF B4E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was <CATI TO INSERT FROM B4E> Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):
(Don't know) - CLOSE
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (B2A=4)

B2F And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT B2A providing the hourly rate element of> the specified scenario?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours:

(Don't know) - CLOSE

(Refused) – CLOSE

NEW QUESTION

ASK ALL GROUP 1

B2G And does your firm display their prices on their website for this type of scenario?

- Yes 1
- No..... 2
- (Do not have a website) 3
- (Don't know) 4

SCENARIO B5

READ OUT TO ALL GROUP 1

RB5 - This next scenario is 'again a purchase only but this time of a leasehold property'.

This time please think about...

- **New client who lives IF CODE 2-3 AT RB1 locally IF CODE 1 in Sutton Coldfield, Birmingham>**,
- **the property is being bought by 2 buyers, buying as joint tenants**
- **The purchase value is £217,000**
- **There will be a new mortgage for the property, being 70% of the purchase value, and the lender is a major residential property lender**
- **It is leasehold**

INTERVIEWER TO ADVISE AS NECESSARY:

Please include the following in the estimation:

- **Fees for standard service, including:**
 - **Any firm administrative charges (e.g. postage, photocopying and telephone calls)**
 - **Liaising with the lender**
 - **Conducting standard searches of the Land Register (and any other reasonably necessary local searches)**
 - **Attendance at completion, registration of documents with the Land Registry, and dealing with the payment of stamp duty and land tax**
 - **The property has no new extensions**
 - **The property is on a residential road (not on a private track)**
 - **The property is registered with the Land Registry**

Please also assume that:

- **No complex environmental searches are required**
- **There are no restrictive covenants or other caveats or other complications**
- **Please exclude any bank transfer fees or other disbursements such as land registry or local search fees and stamp duty**
- **Please also exclude VAT**

ASK ALL GROUP 1

B5A So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) 1
- Fixed fee..... 2
- Fixed percentage of purchase value 3
- Hourly rate 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (B5A=1, OR 2 OR 5 OR 7)

B5B And what would your <IF CODES 1 OR 5 OR 7 AT B5A total estimated cost/IF CODE 2 ONLY AT B5A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B5A=3)

B5C – And what would your fixed percentage be for this service?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

- Write in percentage (0%+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B5A=3)

B5D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM B5C>% of the purchase value of £217,000. Is that correct?

- Yes - correct 1
- No – not correct (SPECIFY DETAILS) 2

IF CHARGE AN HOURLY RATE (B5A=4)

B5E – IF CODE 4 ONLY AT B5A

What is the hourly rate you would charge for this scenario?

IF CODE 4 AND (2 OR 3) AT B5A

So in addition to the <IF CODE 2 AT B5A fixed fee/IF CODE 3 AT B5A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined

IF B2E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM B2E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):
(Don't know) - CLOSE
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (B5A=4)

B5F And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT B5A providing the hourly rate element of> the specified scenario?

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours:
(Don't know) - CLOSE
(Refused) – CLOSE

NEW QUESTION

ASK ALL GROUP 1

B5G And does your firm display their prices on their website for this type of scenario?

- Yes 1
- No..... 2
- (Do not have a website)..... 3
- (Don't know) 4

SCENARIO B3

READ OUT TO ALL GROUP 1

RB3 - The final scenario is for 'a sale and purchase of freehold properties'.

I would like you to think about...

- New client who lives IF CODE 2-3 AT RB1 locally IF CODE 1 in Sutton Coldfield, Birmingham>
- The properties are being bought and sold by the same 2 people, as joint tenants
- The sale value is £217,000
- And the purchase value is the same at £217,000
- The transactions are linked, so the client must sell in order to buy
- There is a mortgage to be discharged and there is also a new mortgage for the purchase property for 70% of the purchase value, the lender is a major residential property lender.
- Both properties are freehold

INTERVIEWER TO ADVISE AS NECESSARY:

Please include the following in the estimation:

- Fees for standard service, including:
 - Any firm administrative charges (e.g. postage, photocopying and telephone calls)
 - Liaising with the lender
 - Conducting standard searches of the Land Register (and any other reasonably necessary local searches)
 - Attendance at settlement, registration of documents with the Land Registry, and dealing with the payment of stamp duty and land tax
 - Neither properties have new extensions
 - Both properties are on a residential road (not a private track)
 - Both properties are registered with the Land Registry

Please also assume that:

- No complex environmental searches are required
- There are no restrictive covenants or other caveats or other complications
- Please exclude any bank transfer fees or other disbursements such as land registry or local search fees and stamp duty
- Please also exclude VAT

ASK ALL GROUP 1

B3A So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) 1
- Fixed fee..... 2
- Fixed percentage of combined purchase & sale value 3
- Hourly rate 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (B3A=1, OR 2 OR 5 OR 7)

B3B And what would your <IF CODES 1 OR 5 OR 7 AT B3A total estimated cost/IF CODE 2 ONLY AT B3A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B3A=3)

B3C And what would your fixed percentage be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

- Write in percentage (0%+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B3A=3)

B3D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM B3C>% of the total estate value of £434,000. Is that correct?

- Yes - correct 1
- No – not correct (SPECIFY DETAILS) 2

IF CHARGE AN HOURLY RATE (B3A=4)

B3E – IF CODE 4 ONLY AT B3A

What is the hourly rate you would charge for this scenario?

IF CODE 4 AND (2 OR 3) AT B3A

So in addition to the <IF CODE 2 AT B3A fixed fee/IF CODE 3 AT B3A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined

IF B5E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM B5E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):
(Don't know) - CLOSE
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (B3A=4)

B3F And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT B3A providing the hourly rate element of> the specified scenario?

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours:
(Don't know) - CLOSE
(Refused) – CLOSE

NEW QUESTION

ASK ALL GROUP 1

B3G And does your firm display their prices on their website for this type of scenario?

- Yes 1
- No..... 2
- (Do not have a website)..... 3
- (Don't know) 4

B - CONVEYANCING PRICES

ASK GROUP 1

B7 Do you offer 'no completion, no fee' options?

PROBE AS PER PRE-CODES. SINGLE CODE.

- Yes, no completion, no fee is our standard offer 1
- Yes, no completion, no fee is an option 2
- No we do not offer no completion, no fee..... 3
- (Don't know) 4

ASK GROUP 1

B8 Are there conditions on any of the prices that you have provided?

AS NECESSARY: **So an example may be that the first 4 hours are included in the fixed fee, but after that time is charged at an hourly rate**

- No conditions 1
- There are conditions 2
- (Dont know) 3

ASK IF CONDITIONS AT B8

B9 What types of conditions do you typically apply to conveyancing prices?

INTERVIEWER TO CAPTURE AS MUCH DETAIL AS POSSIBLE

.....
.....

NEW QUESTION

ASK ALL GROUP 1

B10 Is your firm or any of its staff a member of any of the following trade associations or accreditation schemes?

READ OUT – MULTI ALLOWED

- Professional Paralegal Register..... 1
- The Law Society Conveyancing Quality Scheme (CQS)..... 2
- The Society of Licensed Conveyancers..... 3
- (Other (Please Specify)) 4
- None of these 5
- (Don't know) 6

SECTION C – DIVORCE

INSERT TIME MARKER

READ OUT TO ALL GROUP 2

I'd now like to run through five scenarios with you in the area of divorce. For each scenario, I will provide a list of relevant information before asking you to provide an estimated cost. For each scenario we are simply asking you to provide your best estimate of the likely cost your firm would usually charge for the service.

We'll ask about any conditions you place on these estimated costs later in the questionnaire.

CATI – TO INCLUDE OPTION HERE TO EMAIL SCENARIOS KEEPING RESPONDENT ON THE PHONE. IDEALLY RUN THROUGH FIRST SCENARIO BEFORE EMAILING. RECORD ON CATI WHETHER EMAIL OF SCENARIOS WAS REQUIRED

SCENARIO C1

ASK ALL GROUP 2

The first scenario is 'an uncontested divorce requiring a full legal service'. I would like you to think about...

- A new client
- She is 42 years old, married in 2006 (11 years ago) at the age of 31
- She is filing for divorce from her husband on the grounds of unreasonable behaviour
- The divorce is amicable
- They do not have any children
- To simplify the scenario please assume that there are no assets to split
- She would like you to handle the entire divorce for her, so services to include:
 - General advice
 - Filling out the petition for divorce
 - Affidavit

INTERVIEWER TO ADVISE AS NECESSARY:

Please assume that:

- There has been no domestic violence
- Legal services can be provided either face to face or remotely

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

RC1 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely 1
- No - only provide this service to local clients..... 2
- (Don't know) 3

INTERVIEWER NOTE: INTERVIEWER ONLY TO OFFER AN EMAIL WITH THE SCENARIOS IF FEEL RESPONDENT IS UNCLEAR - AS NECESSARY

Would you like me to send you an email with the scenarios on?

- Yes (take email address) 1
- No..... 2

READ OUT:

So please think about a client who lives IF CODE 2-3 AT RC1 locally IF CODE 1 in Sutton Coldfield, Birmingham>.

ASK ALL GROUP 2

C1A – So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-3 ONLY – CODES 1, 4-6 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) 1
- Fixed fee..... 2
- Hourly rate..... 3
- (Other (SPECIFY))..... 4
- (Do not offer this service)..... 5 – SKIP TO NEXT SCENARIO
- (Don't know) 6

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (C1A=1, OR 2 OR 4 OR 6)

C1B – And what would your <IF CODES 1 OR 4 OR 6 AT C1A total estimated cost/IF CODE 2 ONLY AT C1A total fixed fee/IF CODE 2 AND 3 fixed fee element cost> be for this service?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE AN HOURLY RATE (C1A=3)

C1E – IF CODE 3 ONLY AT C1A

What is the hourly rate you would charge for this scenario?

IF CODE 3 AND 2 AT C1A

So in addition to the <IF CODE 2 AT C1A fixed fee>, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY **We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) – CLOSE

IF CHARGE AN HOURLY RATE (C1A=3)

C1F And how many hours would you expect to spend on <IF CODE 3 AND 2 AT C1A providing the hourly rate element of> the specified scenario?

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):

(Don't know) - CLOSE

(Refused) – CLOSE

NEW QUESTION

ASK ALL GROUP 2

C1G And does your firm display their prices on their website for this type of scenario?

- Yes 1
- No..... 2
- (Do not have a website) 3
- (Don't know) 4

SCENARIO C2

ASK ALL GROUP 2

The next scenario is again '[an uncontested divorce this time responding to a petition for divorce](#)'. I would like you to think about...

- A new client
- He is 40 years old, married in 2011 (6 years ago) at the age of 34
- His wife has filed for divorce from him on the grounds of unreasonable behaviour
- The divorce is amicable
- They do not have any children
- To simplify the scenario please assume that there are no assets to split
- He would like you to handle the entire divorce for him, so services to include:
 - General advice
 - Responding to the petition for divorce

INTERVIEWER TO ADVISE AS NECESSARY:

Please assume that:

- There has been no domestic violence
- Legal services can be provided either face to face or remotely

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

RC2 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely 1
No - only provide this service to local clients..... 2
(Don't know) 3

READ OUT:

So please think about a client who lives IF CODE 2-3 AT RC2 locally IF CODE 1 in Sutton Coldfield, Birmingham>.

ASK ALL GROUP 2

C2A – So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-3 ONLY – CODES 1, 4-6 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) 1
Fixed fee..... 2
Hourly rate 3
(Other (SPECIFY))..... 4
(Do not offer this service)..... 5 – SKIP TO NEXT SCENARIO
(Don't know) 6

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (C2A=1, OR 2 OR 4 OR 6)

C2B – And what would your <IF CODES 1 OR 4 OR 6 AT C2A total estimated cost/IF CODE 2 ONLY AT C2A total fixed fee/IF CODE 2 AND 3 fixed fee element cost> be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

Write in number (£0+):
(Don't know) - CLOSE
(Refused) - CLOSE

IF CHARGE AN HOURLY RATE (C2A=3)

C2E – IF CODE 3 ONLY AT C2A

What is the hourly rate you would charge for this scenario?

IF CODE 3 AND 2 AT C2A

So in addition to the fixed fee, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined

IF C1E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM C1E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THEIR TIME PER HOUR

Write in number (£0+):
(Don't know) - CLOSE
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (C2A=3)

C2F And how many hours would you expect to spend on <IF CODE 3 AND 2 AT C2A providing the hourly rate element of> the specified scenario?

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):
(Don't know) - CLOSE
(Refused) – CLOSE

NEW QUESTION

ASK ALL GROUP 2

C2G And does your firm display their prices on their website for this type of scenario?

- Yes 1
- No..... 2
- (Do not have a website)..... 3
- (Don't know) 4

SCENARIO C3

ASK ALL GROUP 2

The next scenario is again 'an uncontested divorce but this time requiring arrangements for dependent children'. I would like you to think about...

- A new client
- She is 40 years old, married in 2011 (6 years ago) at the age of 34
- She is filing for divorce from her husband on the grounds of unreasonable behaviour
- The divorce is amicable
- To simplify the scenario please assume that there are no assets to split
- They have two children – aged 5 and 3
- They have agreement on childcare arrangements which are joint residency with shared parenting arrangements
- She would like you to handle the entire divorce for her, so services to include:
 - General advice
 - Filling out the petition for divorce
 - Agreeing arrangements for the children Statement of Arrangements (for the children)
 - Affidavit

INTERVIEWER TO ADVISE AS NECESSARY:

Please assume that:

- There has been no domestic violence
- Both parents are fit to provide a joint residency for the children.
- Legal services can be provided either face to face or remotely

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

RC3 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely 1
- No - only provide this service to local clients..... 2
- (Don't know) 3

READ OUT:

So please think about a client who lives IF CODE 2-3 AT RC3 locally IF CODE 1 in Sutton Coldfield, Birmingham>.

ASK ALL GROUP 2

C3A – So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-3 ONLY – CODES 1, 4-6 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) 1
- Fixed fee..... 2
- Hourly rate 3
- (Other (SPECIFY))..... 4
- (Do not offer this service)..... 5 – SKIP TO NEXT SCENARIO
- (Don't know) 6

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (C3A=1, OR 2 OR 4 OR 6)

C3B – And what would your <IF CODES 1 OR 4 OR 6 AT C3A total estimated cost/IF CODE 2 ONLY AT C3A total fixed fee/IF CODE 2 AND 3 fixed fee element cost> be for this service?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE AN HOURLY RATE (C3A=3)

C3E – IF CODE 3 ONLY AT C3A

What is the hourly rate you would charge for this scenario?

IF CODE 3 AND 2 AT C3A

So in addition to the fixed fee, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY **We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

IF C2E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM C2E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) – CLOSE

IF CHARGE AN HOURLY RATE (C3A=3)

C3F And how many hours would you expect to spend on <IF CODE 3 AND 2 AT C3A providing the hourly rate element of> the specified scenario?

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):

(Don't know) - CLOSE

(Refused) – CLOSE

NEW QUESTION

ASK ALL GROUP 2

C3G And does your firm display their prices on their website for this type of scenario?

- Yes 1
- No..... 2
- (Do not have a website) 3
- (Don't know) 4

SCENARIO C4

ASK ALL GROUP 2

The next scenario is '[a more complex divorce requiring mediation and advisory services](#)'. I would like you to think about...

- A new client
- She is 37 years old, married in 2011 (6 years ago) at the age of 31
- She is filing for divorce from her husband on the grounds of unreasonable behaviour
- To simplify the scenario please assume that there are no assets to split
- They have two children – aged 5 and 3
- No agreement has been reached on childcare arrangements
 - Client is seeking full residency of the children
 - Client is also seeking financial maintenance payments
- She would like you to handle the entire divorce for her, so services to include:
 - General advice
 - Filling out the petition for divorce
 - ⊖ Agreeing arrangements for the children
 - Affidavit
 - Mediation Information Assessment (MIA) provided by you
- Please assume she attends 5 mediation sessions but please do not include the cost of these mediation sessions in your cost
- Please assume that mediation provided is successful after the fifth session and the case does not go to court

INTERVIEWER TO ADVISE AS NECESSARY:

Please assume that:

- The case is not urgent – i.e. no kidnapping or violence
- There has been no domestic violence
- Both parents remain in the local area near to the children's school and friends and have enough room for the children
- Mother works part-time (salary of £25,000)
- Father works full time (salary of £37,500)
- Legal aid is not available for mediation

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

RC4 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely 1
No - only provide this service to local clients..... 2
(Don't know) 3

READ OUT:

So please think about a client who lives IF CODE 2-3 AT RC4 locally IF CODE 1 in Sutton Coldfield, Birmingham>.

ASK ALL GROUP 2

C4A – So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-3 ONLY – CODES 1, 4-6 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) 1
- Fixed fee..... 2
- Hourly rate 3
- (Other (SPECIFY))..... 4
- (Do not offer this service)..... 5 – SKIP TO NEXT SCENARIO
- (Don't know) 6

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (C4A=1, OR 2 OR 4 OR 6)

C4B – And what would your <IF CODES 1 OR 4 OR 6 AT C4A total estimated cost/IF CODE 2 ONLY AT C4A total fixed fee/IF CODE 2 AND 3 fixed fee element cost> be for this service?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE AN HOURLY RATE (C4A=3)

C4E– IF CODE 3 ONLY AT C4A

What is the hourly rate you would charge for this scenario?

IF CODE 3 AND 1 AT C4A

So in addition to the fixed fee, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY **We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

IF C3E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM C3E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) – CLOSE

IF CHARGE AN HOURLY RATE (C4A=3)

C4F And how many hours would you expect to spend on <IF CODE 3 AND 2 AT C4A providing the hourly rate element of> the specified scenario?

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):

(Don't know) - CLOSE

(Refused) – CLOSE

ASK IF C4A=1-4 OR 6

C4G Can I just check, would your firm be able to provide the 5 mediation sessions?

- Yes – firm offers a mediation service 1
- No – we would refer client elsewhere/sub-contract mediation 2
- (Don't know) 3

IF YES AT C4G

C4H – And what would the estimated cost be for the 5 mediations sessions?

AS NECESSARY We just need your best estimate

Write in number (£0+):

(Don't know)

(Refused)

NEW QUESTION

ASK ALL GROUP 2

C4I And does your firm display their prices on their website for this type of scenario?

- Yes 1
- No..... 2
- (Do not have a website) 3
- (Don't know) 4

SCENARIO C5

ASK ALL GROUP 2

The final scenario is again 'a more complex divorce but this time involving disagreement over assets'. I would like you to think about...

- A new client
- She is 48 years old, married in 1997 (20 years) at the age of 28
- She is filing for divorce from her husband on the grounds of unreasonable behaviour
- They have two adult children and neither are dependent
- No agreement has been reached on how the assets will be divided
- Estimated total assets of £500,000
- She would like you to handle the entire divorce for her, so services to include:
 - General advice
 - Filling out the petition for divorce
 - Affidavit
 - Advice on assessing assets
 - Obtaining financial order
 - Mediation Information Assessment (MIA) provided by you
- Please assume she attends 5 mediation sessions but please do not include the cost of these mediation sessions in your cost for now
- Please assume that mediation provided is successful and the case does not go to court

INTERVIEWER TO ADVISE AS NECESSARY:

Please assume that:

- There has been no domestic violence
- Legal services can be provided either face to face or remotely

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

RC5 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely 1
- No - only provide this service to local clients..... 2
- (Don't know) 3

READ OUT:

So please think about a client who lives IF CODE 2-3 AT RC5 locally IF CODE 1 in Sutton Coldfield, Birmingham>.

ASK ALL GROUP 2

C5A – So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-3 ONLY – CODES 1, 4-6 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) 1
- Fixed fee..... 2
- Fixed percentage of total assets 3
- Hourly rate 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (C5A=1, OR 2 OR 5 OR 7)

C5B – And what would your <IF CODES 1 OR 5 OR 7 AT C5A total estimated cost/IF CODE 2 ONLY AT C5A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (C5A=3)

C5C – And what would your fixed percentage be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

- Write in percentage (0%+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (C5A=3)

C5D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM C5C>% of the total assets of £500,000. Is that correct?

- Yes - correct 1
- No – not correct (SPECIFY DETAILS) 2

IF CHARGE AN HOURLY RATE (C5A=4)

C5E – IF CODE 4 ONLY AT C5A

What is the hourly rate you would charge for this scenario?

IF CODE 4 AND (2 OR 3) AT C5A

So in addition to the <IF CODE 2 AT C5A fixed fee/IF CODE 3 AT C5A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined

IF C4E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM C4E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):
(Don't know) - CLOSE
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (C5A=4)

C5F And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT C5A providing the hourly rate element of> the specified scenario?

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):
(Don't know) - CLOSE
(Refused) – CLOSE

NEW QUESTION

ASK ALL GROUP 2

C5G And does your firm display their prices on their website for this type of scenario?

- Yes 1
- No..... 2
- (Do not have a website) 3
- (Don't know) 4

NEW QUESTION

ASK ALL GROUP 2

C6 Is your firm or any of its staff a member of any of the following trade associations or accreditation schemes?

READ OUT – MULTI ALLOWED

Professional Paralegal Register.....	1
Resolution	2
The Law Society Family Law	3
The Law Society Children Law	4
(Other (Please Specify))	5
None of these	6
(Don't know)	7

SECTION D – WILLS, POWER OF ATTORNEY & PROBATE

INSERT TIME MARKER

READ OUT TO ALL GROUP 3

I'd now like to run through <IF A2=3, 4, 5 AND 6 five/IF NOT A2=3, 4, 5 AND 6 some> scenarios with you in the area of wills, power of attorney and probate. For each scenario, I will provide a list of relevant information before asking you to provide an estimated cost. For each scenario we are simply asking you to provide your best estimate of the likely cost your firm would charge for the service.

We'll ask about any conditions you place on these estimated costs later in the questionnaire.

If you do not offer any of these services then please just let me know.

CATI – TO INCLUDE OPTION HERE TO EMAIL SCENARIOS KEEPING RESPONDENT ON THE PHONE. IDEALLY RUN THROUGH FIRST SCENARIO BEFORE EMAILING. RECORD ON CATI WHETHER EMAIL OF SCENARIOS WAS REQUIRED

SCENARIO D1 - WILLS

ASK GROUP 3 IF A2=6

The first scenario is 'an individual standard will'. I would like you to think about...

- A new client
- She is married and had 2 adult children with her husband
- This is her (and her husband's) first marriage and she has no other children
- The beneficiaries of the will would be her husband and if he predeceases then it would be her 2 children in equal shares
- The executor of the will would be one of their children
- She has a total estate valued at £288,000 (made up predominantly from a single property)
- In terms of any specific gifts there are some but not complicated – just a car, technology, jewellery to be given to family members
- The client will arrange for the execution and safekeeping of the will

INTERVIEWER TO ADVISE AS NECESSARY:

Please also assume that:

- There are no other complicating factors – for example no overseas property and no appointment of legal guardian
- The client will arrange for witnessing of the will (although the solicitor should explain rules for witnessing)
- No related tax advice is required
- No probate services are required
- The will is not required urgently
- Brief and standard instructions are to be contained in the will for the funeral and funeral expenses

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

INTERVIEWER NOTE: INTERVIEWER ONLY TO OFFER AN EMAIL WITH THE SCENARIOS IF FEEL RESPONDENT IS UNCLEAR - AS NECESSARY

Would you like me to send you an email with the scenarios on?

- Yes (take email address) 1
- No..... 2

RD1 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely 1
- No - only provide this service to local clients..... 2
- (Don't know) 3

READ OUT:

So please think about a client who lives IF CODE 2-3 AT RD1 locally IF CODE 1 in Sutton Coldfield, Birmingham>.

ASK ALL GROUP 3

D1A – So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE
READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) 1
- Fixed fee..... 2
- Fixed percentage..... 3
- Hourly rate..... 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (D1A=1, OR 2 OR 5 OR 7)

D1B And what would your <IF CODES 1 OR 5 OR 7 AT D1A total estimated cost/IF CODE 2 ONLY AT D1A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

Write in number (£0+):
(Don't know) - CLOSE
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D1A=3)

D1C – And what would your fixed percentage be for this service?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

Write in percentage (0%+):
(Don't know) - CLOSE
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D1A=3)

D1D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM D1C>% of the total estate value of £288,000. Is that correct?

- Yes - correct 1
- No – not correct (SPECIFY DETAILS) 2

IF CHARGE AN HOURLY RATE (D1A=4)

D1E – IF CODE 4 ONLY AT D1A

What is the hourly rate you would charge for this scenario?

IF CODE 4 AND (2 OR 3) AT D1A

So in addition to the <IF CODE 2 AT D1A fixed fee/IF CODE 3 AT D1A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THEIR TIME PER HOUR

Write in number (£0+):
(Don't know) - CLOSE
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (D1A=4)

D1F And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT D1A providing the hourly rate element of> the specified scenario?

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):
(Don't know) - CLOSE
(Refused) – CLOSE

NEW QUESTION

ASK ALL GROUP 3

D1G And does your firm display their prices on their website for this type of scenario?

- Yes 1
- No..... 2
- (Do not have a website) 3
- (Don't know) 4

SCENARIO D2 - WILLS

ASK GROUP 3 IF A2=6

The next scenario is another 'individual will' but this time with a different client background. I would like you to think about...

- A new client
- He is married with 2 dependent children from his current marriage
- He has been married before, which ended in divorce
- He has one adult child from his previous marriage
- The beneficiaries of the will would be his wife and if she predeceases then it would be his 2 children from his current marriage and other child from his first marriage in equal shares.
- The executor of the will would be a family friend
- He has a total estate valued at £288,000 including 3 pension funds (from 3 different employers)
- In terms of any specific gifts there are some but not complicated – just a car, technology, jewellery to be given to family members and a charity donation
- The client would like to include arrangements for the legal guardian of his 2 dependent children, if his wife predeceases
- The client will arrange for the execution and safekeeping of the will

INTERVIEWER TO ADVISE AS NECESSARY:

Please also assume that:

- There are no other complicating factors – for example no overseas property
- The client will arrange for witnessing of the will (although the solicitor should explain rules for witnessing)
- The client needs basic advice on how to instruct his pension providers but you will not need to contact his pension providers directly
- No related tax advice is required
- No probate services are required
- The will is not required urgently
- Brief and standard instructions are to be contained in the will for the funeral and funeral expenses

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

RD2 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely 1
No - only provide this service to local clients..... 2
(Don't know) 3

READ OUT:

So please think about a client who lives IF CODE 2-3 AT RD2 locally IF CODE 1 in Sutton Coldfield, Birmingham>.

ASK ALL GROUP 3

D2A – So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) 1
- Fixed fee..... 2
- Fixed percentage..... 3
- Hourly rate..... 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (D2A=1, OR 2 OR 5 OR 7)

D2B And what would your <IF CODES 1 OR 5 OR 7 AT D2A total estimated cost/IF CODE 2 ONLY AT D2A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

Write in number (£0+):
(Don't know) - CLOSE
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D2A=3)

D2C – And what would your fixed percentage be for this service?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

Write in percentage (0%+):
(Don't know) - CLOSE
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D2A=3)

D2D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM D2C>% of the total estate value of £288,000. Is that correct?

- Yes - correct 1
- No – not correct (SPECIFY DETAILS) 2

IF CHARGE AN HOURLY RATE (D2A=4)

D2E – IF CODE 4 ONLY AT D2A

What is the hourly rate you would charge for this scenario?

IF CODE 4 AND (2 OR 3) AT D2A

So in addition to the <IF CODE 2 AT D2A fixed fee/IF CODE 3 AT D2A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined

IF D1E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM D1E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):

(Don't know) - CLOSE

(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (D2A=4)

D2F And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT D2A providing the hourly rate element of> the specified scenario?

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):

(Don't know) - CLOSE

(Refused) – CLOSE

ASK ALL GROUP 3 (EXCEPT DO NOT PROVIDE THIS SERVICE AT D2A)

D2G – And would either of the following factors affect the estimated price you gave for this scenario?

For each factor I just need to know whether the price would increase significantly, increase a little, stay the same, decrease a little or decrease significantly.

So firstly....

PROBE AS PER PRECODES – RANDOMISE STATEMENTS

ADD AS NECESSARY: **Would this factor affect the price?**

- (a) The requirement to establish a trust arrangement for the dependent children**
- (b) The need to instruct the pension firms (3 firms) of your clients wishes on his behalf**

Price would <u>increase significantly</u> (i.e. by more than 20%)	1
Price would <u>increase a little</u>	2
Price would <u>stay the same</u>	3
Price would <u>decrease a little</u>	4
Price would <u>decrease significantly</u> (i.e. by more than 20%).....	5
(Would not offer this).....	6
(Don't know)	7

NEW QUESTION

ASK ALL GROUP 3

D2H And does your firm display their prices on their website for this type of scenario?

Yes	1
No.....	2
(Do not have a website).....	3
(Don't know)	4

SCENARIO D3 – POWER OF ATTORNEY

ASK GROUP 3 IF A2=3

The next scenario is regarding 'lasting power of attorney' I would like you to think about...

- A single man aged 67 who has recently retired
- He wishes to appoint his younger brother who is aged 55 as attorney for his property and financial affairs only
- He is confident and has a good idea of what he wants but he would like some basic advice from a legal professional to help assess his needs, explain his options and prepare the form
- He requires you to register the Lasting Power of Attorney (LPA)
- He has no ongoing medical conditions
- In terms of the clients financial circumstances, he owns a property outright (valued at £217,000), has a modest income from a basic state pension and employer pension, some savings and no investments or shares
- Please include in your cost any administration costs for registering the form with the Office of the Public Guardian, but exclude the registration fee

INTERVIEWER TO ADVISE AS NECESSARY:

Please assume that:

- There are no other reasons why this has to be progressed urgently
- The client has an up to date will
- The client has never married and has no current relationship. He has one brother and there are no family disputes.
- The client wishes to name his nephew as a replacement attorney
- The attorney should make decisions upon registration of the LPA with the Office of the Public Guardian (the recommended standard option requiring the consent of the donor before decisions are taken)
- Assume that the client is not eligible for means testing for funding of the LPA registration fee
- There is no existing Power of Attorney arrangement
- The client needs basic advice on how to instruct his pension providers but you will not need to contact his pension providers directly

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

RD3 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely 1
- No - only provide this service to local clients..... 2
- (Don't know) 3

READ OUT

So please think about a client who lives IF CODE 2-3 AT RD3 locally IF CODE 1 in Sutton Coldfield, Birmingham>.

ASK ALL GROUP 3

D3A – So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) 1
- Fixed fee..... 2
- Fixed percentage..... 3
- Hourly rate..... 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (D3A=1, OR 2 OR 5 OR 7)

D3B And what would your <IF CODES 1 OR 5 OR 7 AT D3A total estimated cost/IF CODE 2 ONLY AT D3A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D3A=3)

D3C – And what would your fixed percentage be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

- Write in percentage (0%+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D3A=3)

D3D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM D3C>% of the total estate value. Is that correct?

AS NECESSARY Please assume that the total value of the estate is approximately £288,000

Yes - correct 1
No – not correct (SPECIFY DETAILS) 2

IF CHARGE AN HOURLY RATE (D3A=4)

D3E – IF CODE 4 ONLY AT D3A

What is the hourly rate you would charge for this scenario?

IF CODE 4 AND (2 OR 3) AT D3A

So in addition to the <IF CODE 2 AT D3A fixed fee/IF CODE 3 AT D3A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined

IF D2E>£0 AS NECESSARY: The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM D2E>. Would it be the same rate for this scenario?

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):
(Don't know) - CLOSE
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (D3A=4)

D3F And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT D3A providing the hourly rate element of> the specified scenario?

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):
(Don't know) - CLOSE
(Refused) – CLOSE

NEW QUESTION

ASK ALL GROUP 3

D3G And does your firm display their prices on their website for this type of scenario?

- Yes 1
- No..... 2
- (Do not have a website) 3
- (Don't know) 4

SCENARIO D4 - PROBATE

ASK GROUP 3 IF A2=4 OR 5

READ OUT TO ALL GROUP 3

The next scenario is regarding 'assistance for obtaining Grant of Probate' I would like you to think about...

- A new client
- Her mother has recently died and she would like assistance to obtain a Grant of Probate
- Her mother was a widow, so the last surviving parent
- You will complete and register the probate form with the Probate Court
- You will not need to administer the estate
- There is a valid and non-contested will, and the daughter is named as the sole executor in the will
- The total value of the estate is £288,000 and includes a residential property, cash and securities

Please also assume that:

- There are no other complicating factors
- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

RD4 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely 1
No - only provide this service to local clients..... 2
(Don't know) 3

READ OUT

So please think about a client who lives IF CODE 2-3 AT RD4 locally IF CODE 1 in Sutton Coldfield, Birmingham>.

ASK ALL GROUP 3

D4A – So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-3 ONLY – CODES 1, 4-6 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) 1
Fixed fee..... 2
Hourly rate 3
(Other (SPECIFY))..... 4
(Do not offer this service)..... 5 – SKIP TO NEXT SCENARIO
(Don't know) 6

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (D4A=1, OR 2 OR 4 OR 6)

D4B – And what would your <IF CODES 1 OR 4 OR 6 AT D4A total estimated cost/IF CODE 2 ONLY AT D4A total fixed fee/IF CODE 2 AND 3 fixed fee element cost> be for this service?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

Write in number (£0+):
(Don't know) - CLOSE
(Refused) - CLOSE

IF CHARGE AN HOURLY RATE (D4A=3)

D4E – IF CODE 3 ONLY AT D4A

What is the hourly rate you would charge for this scenario?

IF CODE 3 AND 2 AT D4A

So in addition to the fixed fee, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY **We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

IF D3E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM D3E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):
(Don't know) - CLOSE
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (D4A=3)

D4F And how many hours would you expect to spend on <IF CODE 3 AND 2 AT D4A providing the hourly rate element of> the specified scenario?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):
(Don't know) - CLOSE
(Refused) – CLOSE

NEW QUESTION

ASK ALL GROUP 3

D4G And does your firm display their prices on their website for this type of scenario?

- Yes 1
- No..... 2
- (Do not have a website) 3
- (Don't know) 4

SCENARIO D5 - PROBATE

ASK GROUP 3 IF A2=4 OR 5

The final scenario is regarding assistance with 'estate administration' I would like you to think about...

- A new client
- Her mother has recently died. Her mother was a widow, so the last surviving parent
- There is already a Grant of Probate
- There is a valid and non-contested will and the daughter has been named sole executor in the will
- The total value of the estate is £288,000 and includes a residential property, cash and securities
- She would like assistance administering the estate. She is likely to require the following services:
 - Finalising income tax affairs and pensions
 - Collecting in the estate from banks & building societies
 - Selling assets
 - Paying money due to beneficiaries
 - Making any gifts of items to beneficiaries
 - Preparing accounts for the estate
- Conveyancing services are not required to sell the property

INTERVIEWER TO ADVISE AS NECESSARY:

Please also assume that:

- The probate service was not pre-arranged i.e. not via a will
- All beneficiaries are named and traceable
- There are no other children
- There is no inheritance tax due (as under the £325,000 threshold)
- There is no family trust required and no younger beneficiaries (no children under 18)
- There are no other complicating factors – such as owning a business, insufficient estate to meet all legacies, insolvent estate and the property is not agricultural

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

RD5 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely 1
No - only provide this service to local clients..... 2
(Don't know) 3

READ OUT

So please think about a client who lives IF CODE 2-3 AT RD5 locally IF CODE 1 in Sutton Coldfield, Birmingham>.

ASK ALL GROUP 3

D5A – So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) 1
- Fixed fee..... 2
- Fixed percentage 3
- Hourly rate 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO E1
- (Don't know) 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (B5A=1, OR 2 OR 5 OR 7)

D5B And what would your <IF CODES 1 OR 5 OR 7 AT D5A total estimated cost/IF CODE 2 ONLY AT D5A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

Write in number (£0+):
(Don't know) - CLOSE
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D5A=3)

D5C – And what would your fixed percentage be for this service?

AS NECESSARY **We just need your best estimate based on the scenario outlined**

Write in percentage (0%+):
(Don't know) - CLOSE
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D5A=3)

D5D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM D5C>% of the total estate value of £288,000. Is that correct?

- Yes - correct 1
- No – not correct (SPECIFY DETAILS) 2

IF CHARGE AN HOURLY RATE (D5A=4)

D5E – IF CODE 4 ONLY AT D5A

What is the hourly rate you would charge for this scenario?

IF CODE 4 AND (2 OR 3) AT D5A

So in addition to the <IF CODE 2 AT D5A fixed fee/IF CODE 3 AT D5A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?

AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined

IF D4E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM D4E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):
(Don't know) - CLOSE
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (D5A=4)

D5F And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT D5A providing the hourly rate element of> the specified scenario?

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):
(Don't know) - CLOSE
(Refused) – CLOSE

NEW QUESTION

ASK ALL GROUP 3

D5G And does your firm display their prices on their website for this type of scenario?

- Yes 1
- No..... 2
- (Do not have a website) 3
- (Don't know) 4

NEW QUESTION

ASK ALL GROUP 3

D6 Is your firm or any of its staff a member of any of the following trade associations or accreditation schemes?

READ OUT – MULTI ALLOWED

Institute of Professional Willwriters	1
Society of Will Writers and Estate Practitioners	2
Professional Paralegal Register.....	3
The Society of Trust and Estate Practitioners (STEP)	5
The Law Society Family Law	6
The Law Society Wills and Inheritance Quality Scheme (WIQS).....	7
(Other (Please Specify))	8
None of these	9
(Don't know)	95

SECTION E – EASE OF ESTIMATION

INSERT TIME MARKER
READ OUT TO ALL –

ASK ALL

E2 Does your firm have a menu of outline prices or do you price each new client request on a case by case basis?

SINGLE CODE IF POSSIBLE BUT MULTICODE ALLOWED

- Firm has outline prices..... 1
- Price on case by case basis 2
- (Other) 3
- (Don't know) 4

ASK ALL

E6 How often do the legal services you provide end up costing the customer more than the initial estimate provided? Would you say....?

READ OUT – SINGLE CODE

- Very rarely/Never..... 1
- Occasionally 2
- Often..... 3
- Very often 4
- (Don't know) 5

ASK ALL

E7 Do you offer flexible payment options to clients, e.g. payment by instalments, or accept credit card payments?

- Yes..... 1
- No..... 2
- (Don't know) 3

NEW QUESTION

ASK ALL

E8 Do you reduce your prices for clients who are buying other services from your firm?

- Yes..... 1
- No..... 2
- (Don't know) 3

NEW QUESTION

ASK ALL

E9 Do you reduce your prices for regular clients?

- Yes..... 1
- No..... 2
- (Don't know) 3

NEW QUESTION

ASK ALL

E10 Do you vary prices based on a client's case/size of assets at issue?

- Yes..... 1
- No..... 2
- (Don't know) 3

NEW QUESTION

ASK ALL

E11 Do you vary prices based on a client's means?

- Yes 1
- No..... 2
- (Don't know) 3

NEW QUESTION

ASK ALL

E12 Do you vary prices based on a client's location?

- Yes 1
- No..... 2
- (Don't know) 3

NEW QUESTION

ASK ALL

E13 How frequently do you review your prices?

- Daily 1
- Weekly..... 2
- Monthly..... 3
- Annually..... 4
- Monthly..... 5
- Other (please state) 6
- (Don't know) 7

ASK ALL

E14 How would you say your prices have changed during the last 12 months?

Have they...?

- Increased significantly, 1
- Increased a little, 2
- Stayed about the same, 3
- Decreased a little, 4
- Or decreased significantly..... 5
- (Don't know) 6

NEW QUESTION

IF INCREASED SIGNIFICANTLY OR A LITTLE (CODE E13=1, OR 2)

E15 What was the main factor that caused you to do this?

READ OUT – SINGLE CODE

- Our competitors increased their prices..... 1
- We had more work than we need at current prices 2
- The cost of staff increased 3
- The cost of getting work increased 4
- Other (please state) 5
- (Don't know)..... 6

NEW QUESTION

IF DECREASED SIGNIFICANTLY OR A LITTLE (CODE E13=4, OR 5)

E16 What was the main factor that caused you to do this?

READ OUT – SINGLE CODE

- Our competitors decreased their prices 1
- We weren't getting enough work to keep everyone busy 2
- We wanted to grow our business 3
- Our costs had fallen so we reduced our prices 4
- Other (please state) 5
- (Don't know)..... 6

NEW QUESTION

ASK ALL

E17 Would you provide a prospective client with the following information before they sign up to a service?

READ OUT. MULTI CODE (MULTICODE 1-5)

- An estimate of the total cost of service 1
- Scale of likely disbursements 2
- Indicative timings for completing the work 3
- The grade of staff who will deal with the case..... 4
- Frequency of billing and payment milestones 5
- A description of the services that will be provided..... 6
- Unbundling options..... 7
- Add-on options 8
- Regulatory status and details 9
- Complaints process and access to ADR (Alternative Dispute Resolution) services.....10
- Professional Indemnity Insurance cover 11
- (Don't know) 12
- (Refused) 13

NEW QUESTION

ASK IF INFORMATION WOULD BE PROVIDED BEFORE THE CLIENT SIGNS UP TO A SERVICE (IF CODE 1-5 AT B1G)

E18 And, of the following, how is this information provided?

READ OUT. MULTI CODE (MULTICODE 1-7)

- Face to face/in person 1
- Via telephone..... 2
- Email 3
- On own website 4
- Legal networks websites/other websites 5
- Post 6
- Other 7
- (Don't know) 8
- (Refused) 9

NEW QUESTION

ASK ALL

E19 In the past 12 months, in the areas of law we have discussed, approximately what proportion of your cases have led to complaints being made against your organisation?

READ OUT. SINGLE CODEs.

None.....	1
1-5%.....	2
6-10%.....	3
11--15%.....	4
16-20%.....	5
More than 20%	6
(Don't know)	7
(Refused)	8

NEW QUESTION

ASK IF REGULATED PROVIDER (A5 CODED 1-8)

E20 In the past 12 months, in the areas of law we have discussed, approximately what proportion of your cases have led to complaints being made against your organisation to the Legal Ombudsman?

READ OUT. SINGLE CODE.

None.....	1
1-5%.....	2
6-10%.....	3
11--15%.....	4
16-20%.....	5
More than 20%	6
(Don't know)	7
(Refused)	

CATI NOTE:

CATI will record the stages used to get a price

CATI will record if the respondent required the scenarios to be sent via email

SECTION F – WRAP-UP

INSERT TIME MARKER

READ OUT TO ALL

That’s the end of the interview, thank you very much for your time. Before you go I just need to check a couple of things.

ASK ALL

F1 Would you be willing to take part in any future research on this topic on behalf of the Legal Services Board?

AS NECESSARY: If you say yes you are not obliged to take part and can always decline if it’s not convenient at the time

- Yes1
- No.....2
- (Don’t know)3

NEW QUESTION

ASK IF WOULD BE WILLING TO TAKE PART IN FUTURE RESEARCH (CODE F1=1)

F4 And would you be willing for us to share your contact details with the Legal Services Board, for future research purposes only?

- Yes1
- No.....2
- (Don’t know)3

ASK ALL

F2 Would you like us to send you an email containing a link to the research report when it is finalised?

AS NECESSARY: The final report is likely to be published in June 2017

- Yes – take email address.....1
- No.....2
- (Don’t know)3

ASK ALL

F3 And may I take a note of your name?

.....

ASK ALL

F4 Finally as proof of this interview please could I just confirm your business postcode? CATI TO DISPLAY ‘ORGANISATION PRIMARY ADDRESS POSTCODE’ FROM SAMPLE – AMEND IF MISSING OR INCORRECT

.....

STANDARD THANK & CLOSE