

## Legal Services: Inc Impact of COVID-19 - UK - May 2020

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“The COVID-19 pandemic is expected to result in a 12% decline in the UK legal services market in 2020, reflecting the anticipated contraction in GDP and reduced demand in a number of sectors, including mergers and acquisitions and other transactional work, conveyancing work and personal injury claims.”

– **Claudia Preedy, B2B Analyst – 30 April 2020**

This report looks at the following areas:

- The impact of COVID-19 on consumer behaviour and the market dynamics in the legal services sector
- How the market is expected to develop over the next five years in light of the COVID-19 crisis
- Lawtech adoption in the legal service sector
- How providers are responding to evolving consumer demands and increased competition.

A number of sectors are expected to see increased demand for legal services as a result of the COVID-19 crisis, including restructuring work and risk advisory services in the B2B sector and will writing and probate services in the B2C sector. The downturn in the market in the current year is anticipated to be partly offset in 2021, as the economy is expected to bounce back.

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### DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market

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UK legal services market shows robust performance in 2019 amid backdrop of sluggish economic growth

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Fixed-fee models become more prevalent

Increased collaboration with other professional services providers

Investment in digital and emerging technologies to remain key priority for legal services providers

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Investment in digital and emerging technologies to remain key priority for legal services providers  
 'Big four' legal teams at forefront in investing in Lawtech ...  
 ... while traditional legal services providers lag behind in Lawtech adoption  
 Most established Lawtech products in the UK include eDiscovery and legal research  
 Technology can play an important role to improve access to legal services for consumers and small businesses  
 UK is the hub of European legal tech firms  
 Adoption of Lawtech will increase demand for new types of skills  
 Blockchain in the legal sector

## Regulatory and Legislative Changes

Industry regulation  
 Legal Services Act  
 Legal Services Act opens up market to non-lawyers and leads to the creation of new business models  
 SRA relaxes the Separate Business Rule, making it easier for solicitors to provide other professional services  
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Client demand for truly global capability continues to drive merger activity and international expansion in the sector  
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 Providers expand use of low-cost hubs driving growth in regional centres  
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DLA Piper launches new tech-focused practices to meet the evolving needs of clients working with and in technology

DWF launches new specialist business division Connected Services

Focus on harnessing technology and innovation

Allen & Overy has developed a range of technology capabilities

Freshfields steps up investment to develop tech-based solutions and accelerate innovation

Eversheds Sutherland launches tech-driven ABS

Focus on delivering cost-effective solutions

HSF's global alternative legal services business offers cost efficient legal products and technology services for clients

Firms expand their use of low-cost centres

Dispersed law firms use technology and modern working practices to drive efficiencies

Legal services providers become more sector-focused

HSF aims to make every lawyer a 'sector specialist'

DLA reduces its focus to seven industries

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Advanced Delivery & Solutions

Company strategy

Financial performance

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