

**YORKSHIRE AND THE HUMBER  
UK MANAGING PARTNERS' CLIENT SATISFACTION REPORT 2021**

SAMPLE

# The Managing Partner's Client Satisfaction Report 2021

## Welcome to the Managing Partner's Client Satisfaction Report for the UK, 2021.

In this comprehensive examination of client perception of law firm service across the UK, we have worked with Legalease Research Services to assess the strengths and weaknesses of law firms across a range of criteria, setting out clients' appraisal of the quality of the teams they work with, the value they believe they get from law firms, and their confidence in the industry knowledge their legal advisers bring to the work they do for UK companies.

With over 150,000 clients contacted in the UK every year providing scored data assessments of law firm service, we are uniquely able to define objective, benchmark scores by jurisdiction and practice area, making this report the most reliable evaluation of client satisfaction available on the market.

This report is exclusively available to legal500.com profiling firms, and represents the largest survey of its kind ever conducted.

All Managing Partner Client Satisfaction Reports are prepared to statistically valid standards, facilitated by the unparalleled access to the vast datasets generated in the course of our annual research. Those datasets allow us to build scientific indicators of relative law firm performance, measured against the entire market and within specific peer groups and practice areas.

This report focuses on law firm performance in Yorkshire and the Humber. The tables on the following pages set out relative client satisfaction levels against the wider market, and report how clients in your part of the UK believe the services they provide stand up compared to national benchmark figures.

We're proud to be bringing objective assessments of client satisfaction to the UK legal market for the first time, part of legal500.com ongoing ambition to help law firms provide the very best service to their clients and fine tune the outstanding UK legal profession's engagement with the market.

All findings in this report are guaranteed accurate and correct (within the statistical parameters specified). This is objective data.◆

**Georgina Stanley**  
Editor, The Legal 500 United Kingdom



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## Criteria and assessment

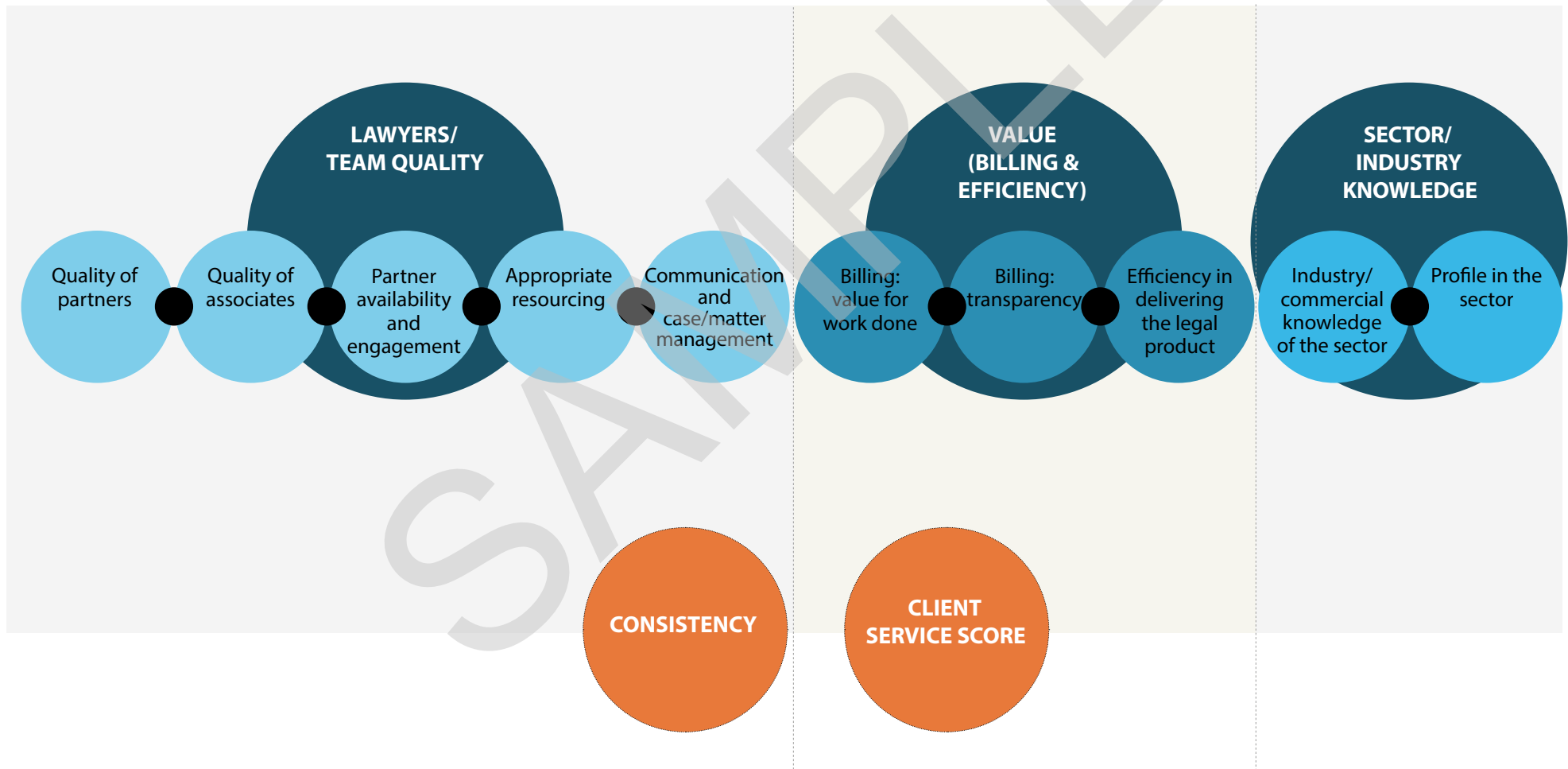
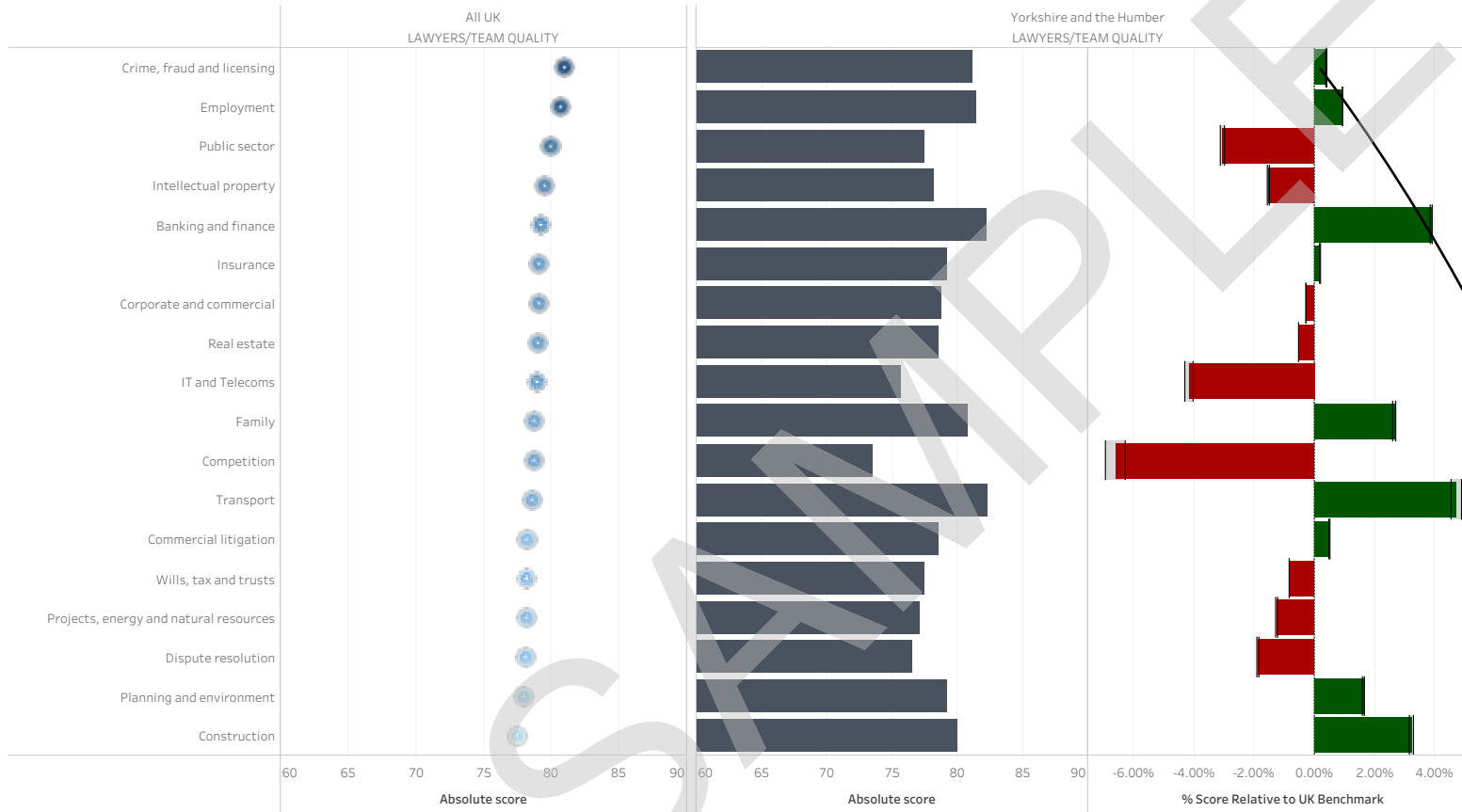


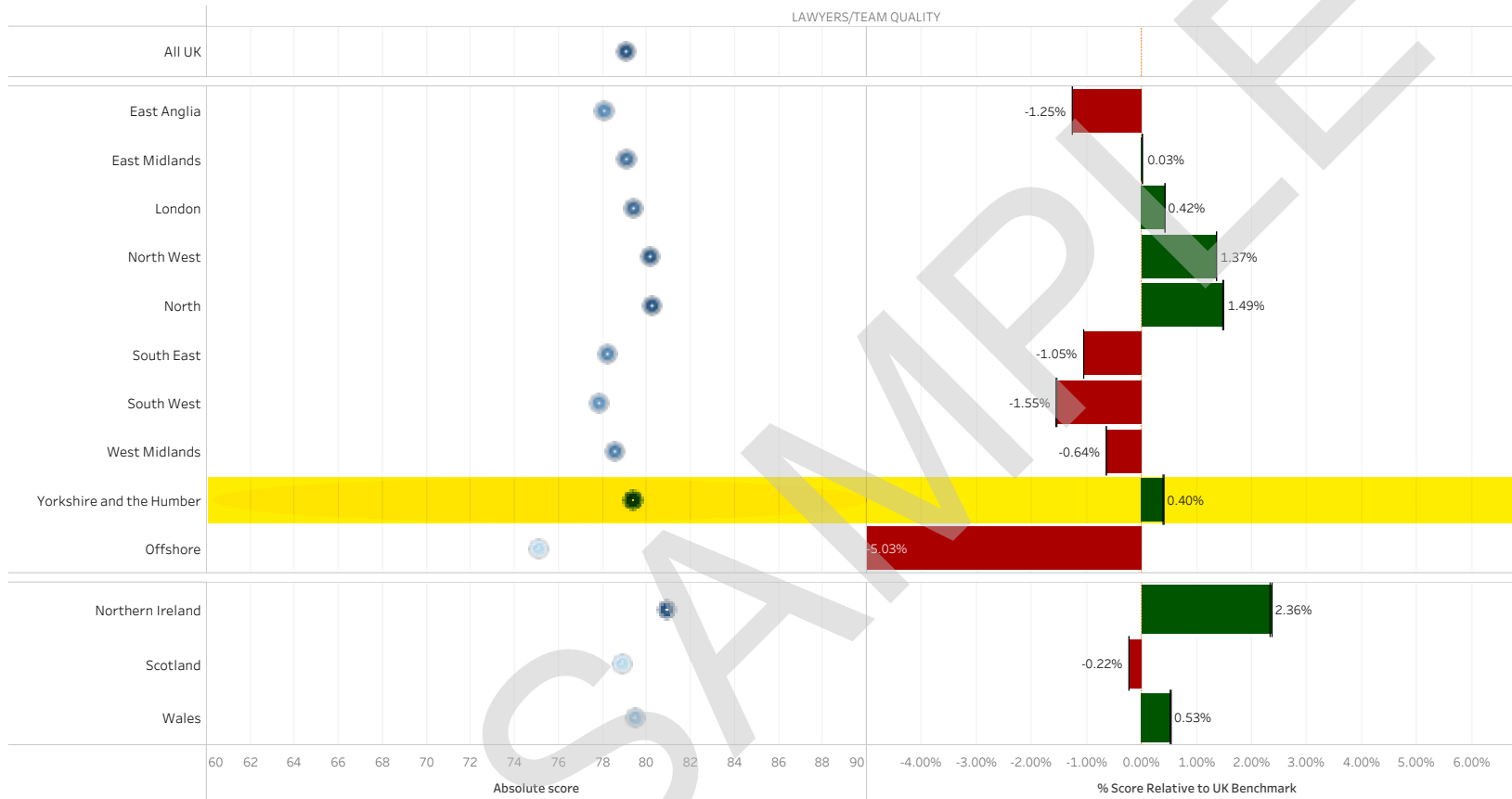
Fig 3.1 Yorkshire and the Humber Client service by practice area compared to UK Benchmark | LAWYERS/TEAM QUALITY OVERALL



This series of charts breaks down performance by business practice area within the Yorkshire and the Humber region. The grey bar charts in the middle show the absolute scores, while the red and green bars to the right indicate more specifically how each of those scores relates to UK Benchmarks for each business practice area (illustrated by blue pin markers to the left). The first chart shows firms' performance for overall Lawyers/Team Quality, with the strongest teams perceived to be found in the banking and finance, transport and construction practice areas, and the least well-received teams found within competition law departments.

Note that while Yorkshire's absolute score for Crime, fraud and licensing in this criteria is fairly high, this score is only marginally above the UK benchmark for this practice area, which nationwide is the best performing sector for team quality.

Fig 4.1 East Anglia client criteria scores compared to rest of UK | Lawyers/Team Quality overall



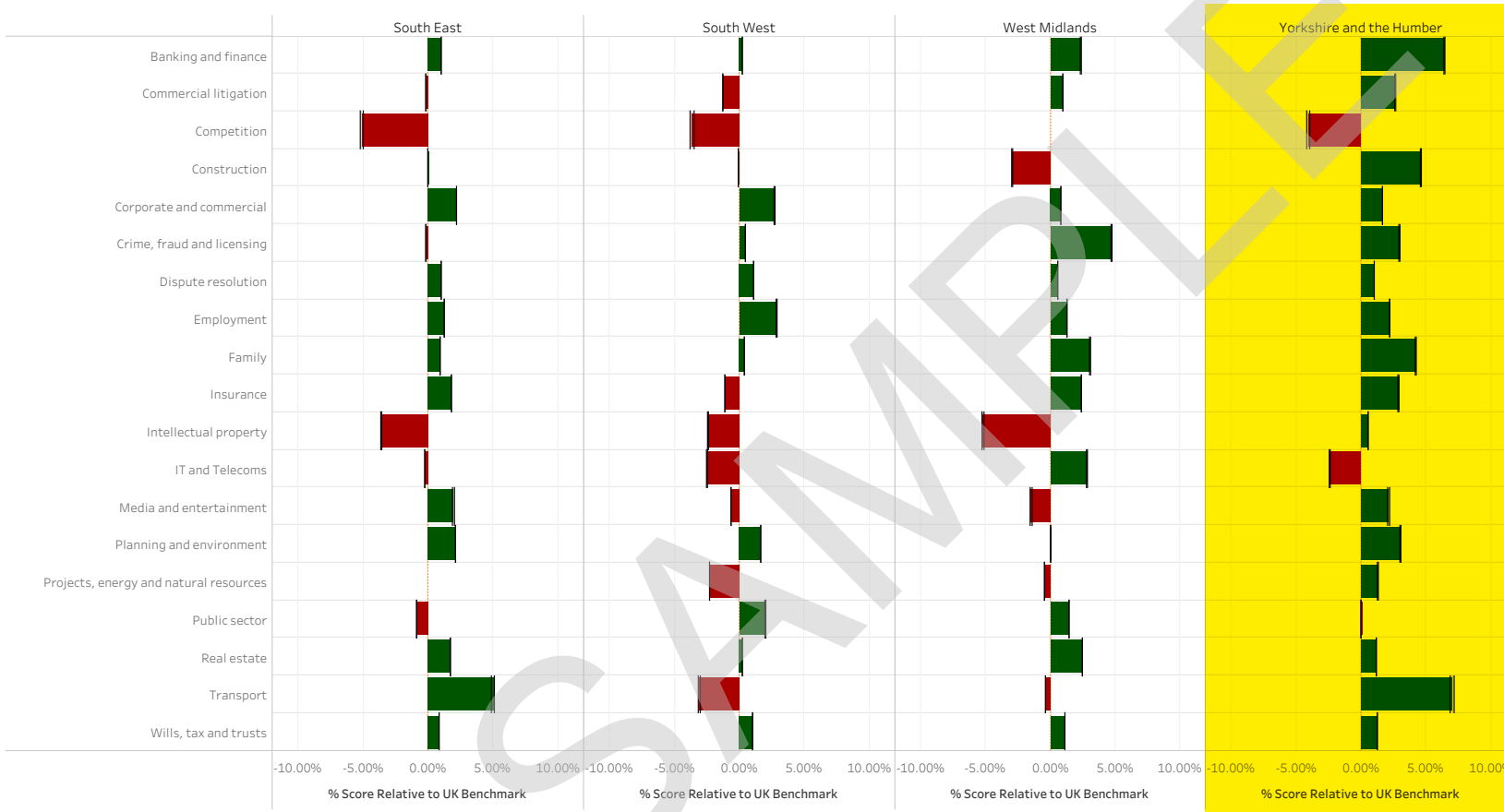
Part 4 of our report measures Yorkshire and the Humber firms' performance across each client criteria against other parts of the UK, including London.

The pin markers to the left represent the absolute scores with the UK Benchmark at the top of the graph. The bars to the right indicate percentage scores relative to that benchmark.

Yorkshire and the Humber scores are highlighted in yellow on each chart.

The breakdown underlines the relatively strong performance of firms in the north of England (and Northern Ireland) compared to the rest of the UK, with the south west of England, offshore firms and East Anglia performing least well against national benchmarks.

Fig 5.2 Regional Client Service Score compared to UK Benchmark | All practice areas

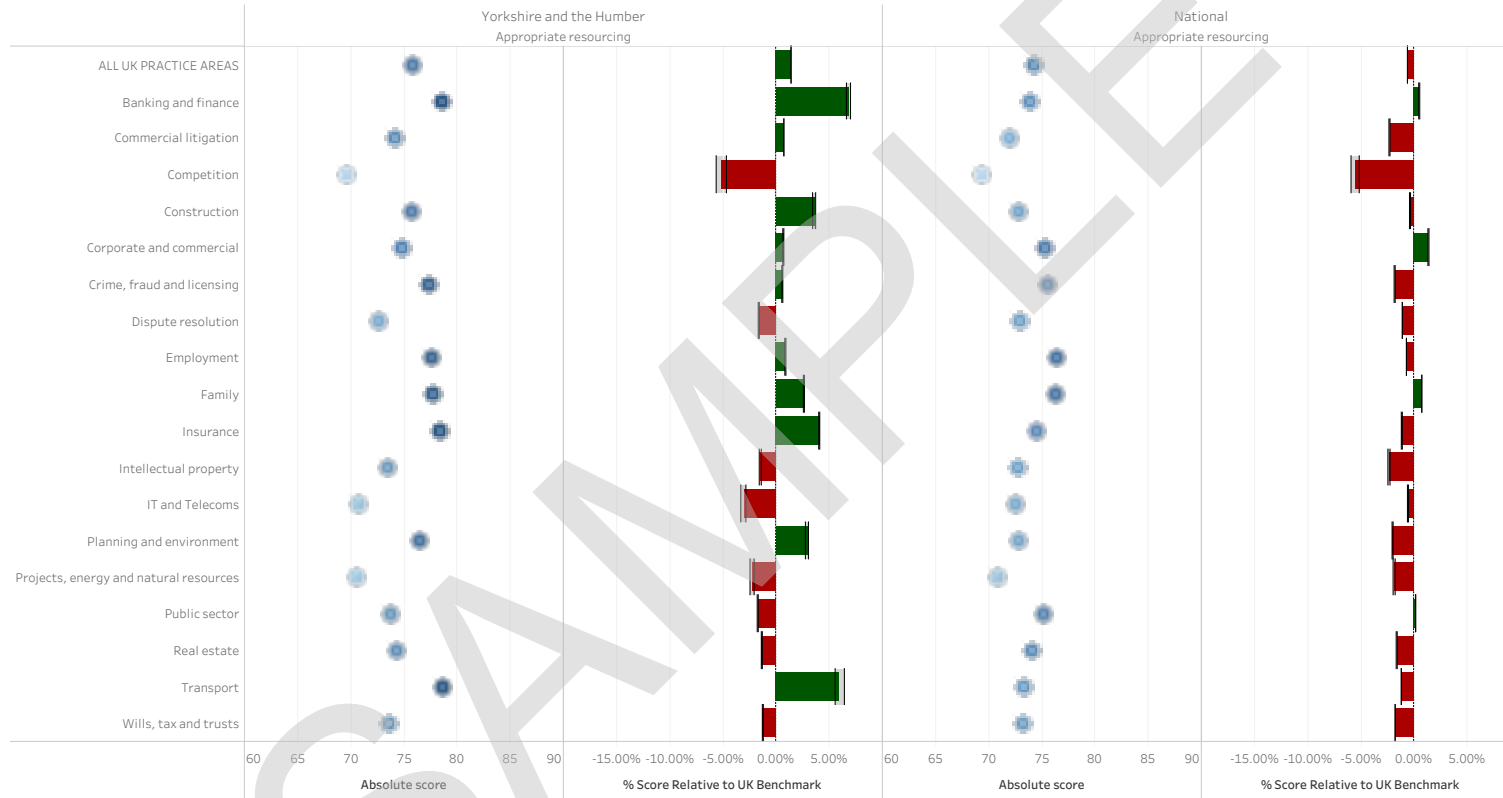


It's demonstrably harder to please clients across the UK in some practice areas than others. Outside London, client satisfaction scores for practice areas such as Competition, IT and telecoms, and IP are generally relatively low.

In Northern England, which tends to have higher scores as a general rule, some practice areas such as transport are weaker, while in Southern areas, which tend to have lower scores across the board, those transport scores are higher, indicative of expertise shifting according to market needs in different parts of the UK.

Meanwhile some practice areas attract high levels of client satisfaction wherever you are in the country - notably general corporate and commercial work and some private client practice areas such as Family and Wills, tax and trusts.

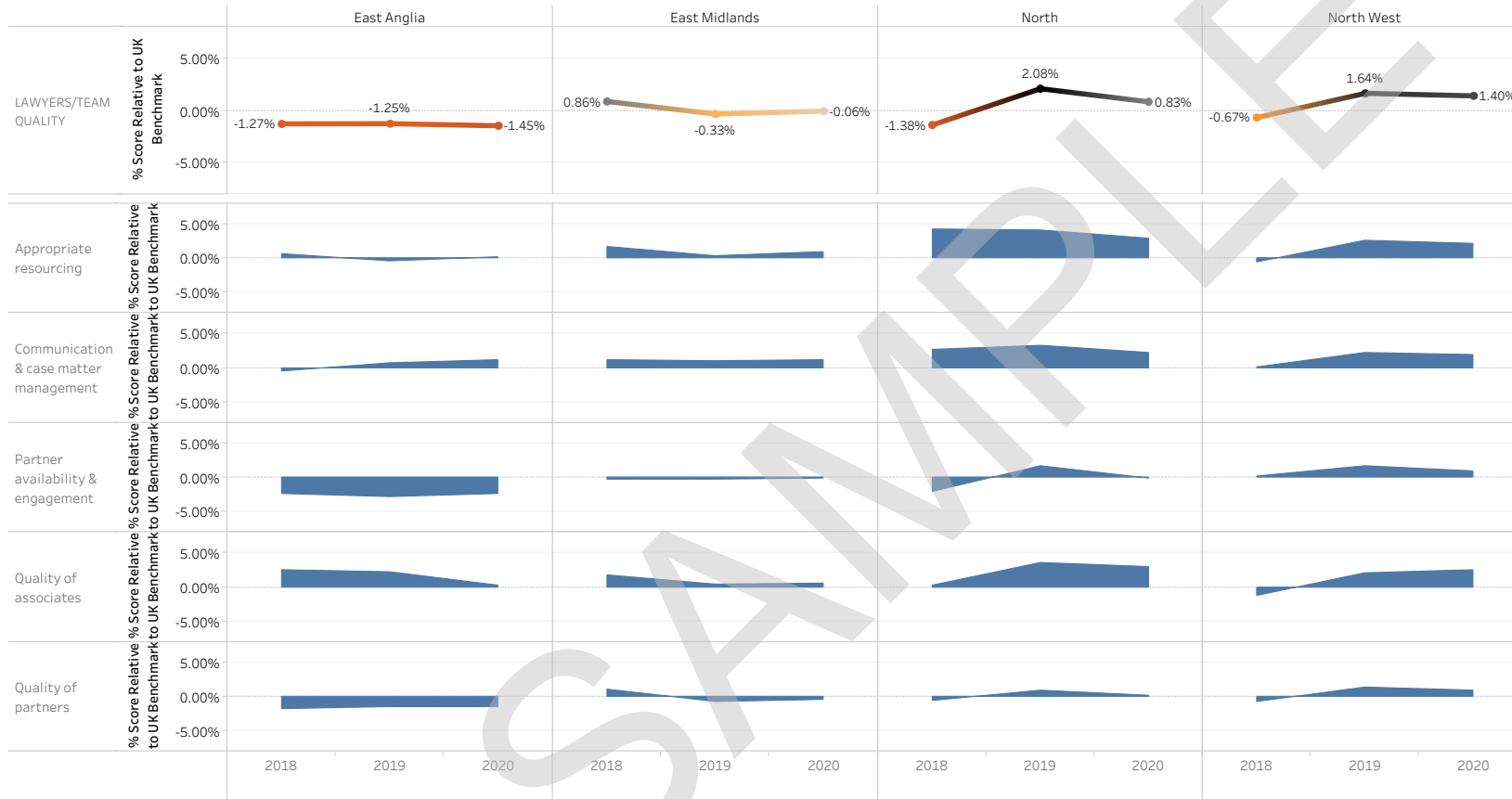
Fig 7.1.4 Yorkshire and the Humber v national firms | Appropriate resourcing



Resourcing scores tend to adhere much more closely to UK Benchmark levels among UK-wide practices than they do at local firms in the region, where variation between departments is much more marked - though generally the variation in Yorkshire and the Humber is positive.

Family teams score significantly above UK Benchmarks at a local and nation-wide practice level, and higher than the UK Benchmark figure too.

Fig 9.1 Regional/national year on year client service scores 2018-20 | LAWYERS/TEAM QUALITY OVERALL



Part 9 of our report scrutinises regional differences between year on year performance across client criteria for all practice areas.

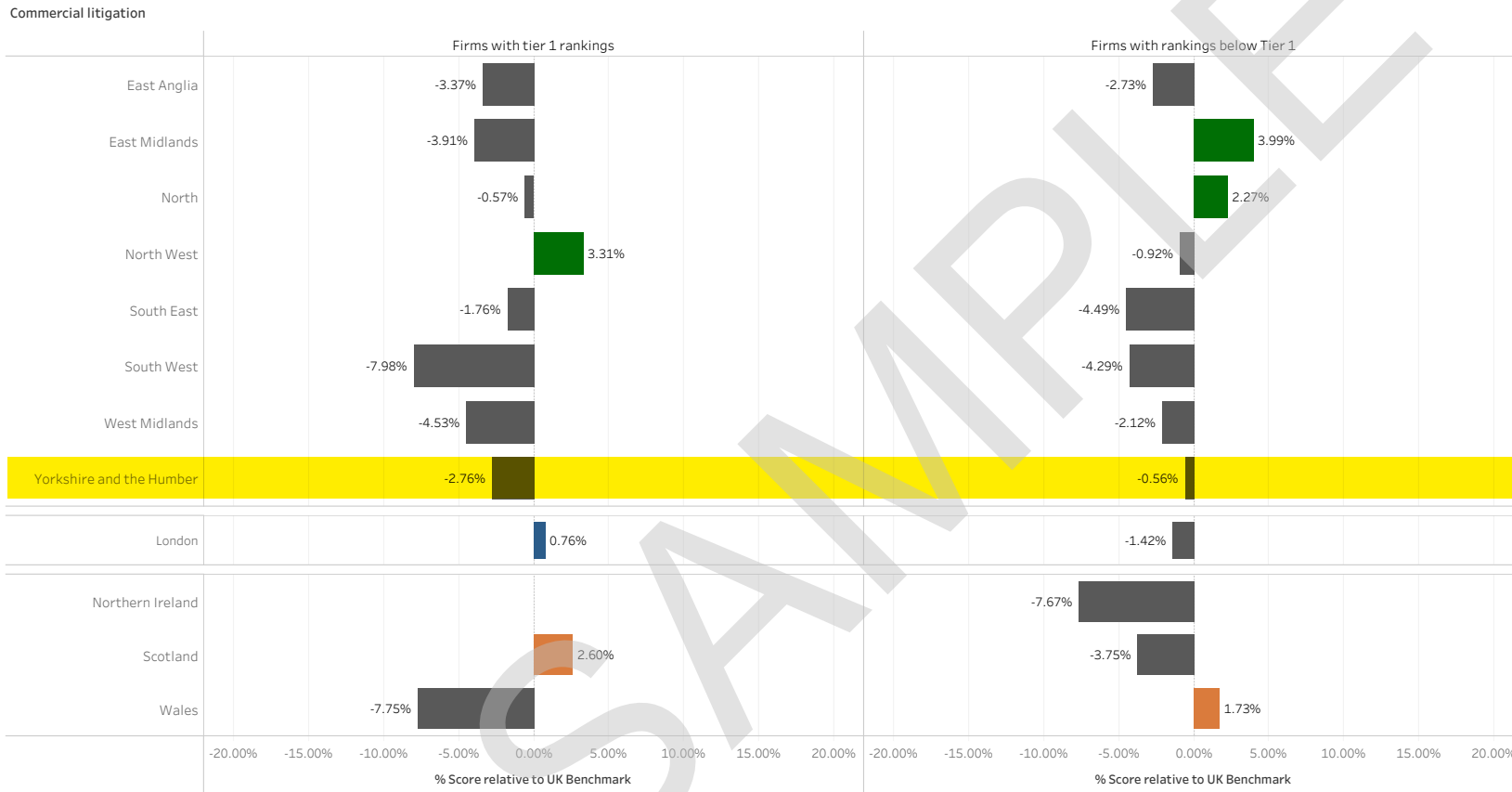
The data visualised here broadly supports findings in the data elsewhere; that northern England typically outscores southern regions, though for the North and North West scores overall are marginally down year on year for lawyers/team quality.

Elsewhere amidst largely static or marginally declining numbers, it is possible in most regions of the UK to detect improvement in scores within some criteria, communication in East Anglia for example, or resourcing in the East Midlands and South East of the UK.

The West Midlands joins northern regions of England displaying some of the sharpest rises in scores over the space of three years.

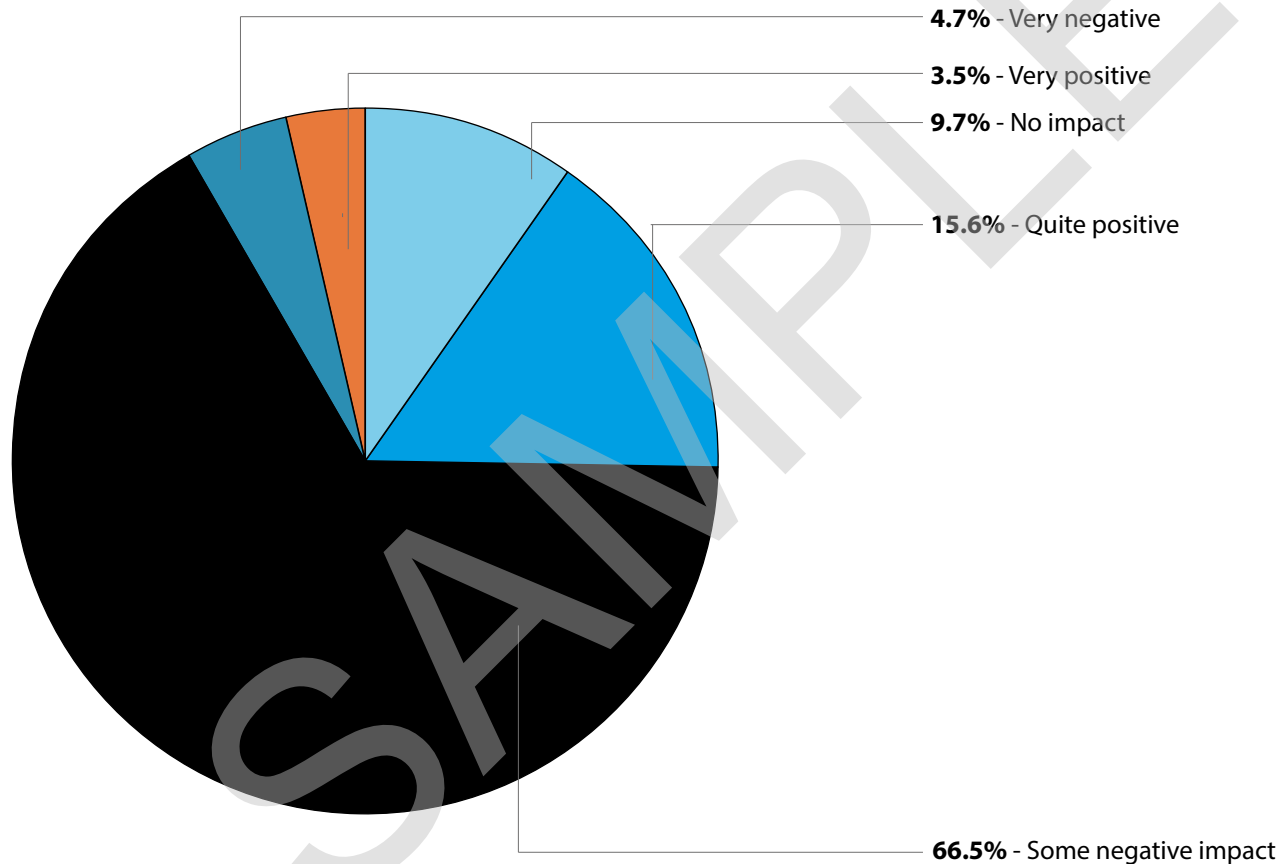


Fig 10.3 Regional/National Client Service scores for top tier and other tier firms compared to UK Benchmark | Commercial litigation



Commercial litigation practices do not altogether follow national trends, with practices below tier 1 scoring more highly for client service in the majority of regions in England and Wales, though for firms in the South West, London and North West top-ranking firms score better.

Fig 11.1 What impact has Covid-19 and the ensuing recession had on your firm so far?



**“Costs sensitivities have increased and are likely to remain a big driver for client work placements for at least 12-24 months”**

Subscribers to *fivehundred* magazine, made up of partners and senior lawyers at the UK's top law firms, were invited to participate in a short survey designed to assess the impact of the Covid-19 led recession on the legal market in 2020, and to give their views on likely ongoing effects on client service and the law firm client relationship.

The overwhelming majority of those surveyed indicated they had already felt a moderately negative impact on their firms from the pandemic and ensuing recession.

Nevertheless a healthy proportion - some 16% - felt that from their firm's perspective the impact had been quite positive.

Relatively few of those surveyed felt that the consequences for their firms had been extreme at this stage. But there were notes of caution: “the bigger challenge is in building new relationships and winning new work in this climate”.