











Firms of the Future Survey 2021






About your firm

1. To what extent do you agree or disagree with the following statements?					
Answer Choices	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I consider my firm to be innovative in its approach to family law	28%	47%	15%	9%	1%
My firm utilises technology well to the benefit of its clients	31%	48%	13%	6%	2%
My firm utilises technology well to the benefit of its staff	34%	46%	11%	7%	2%
Answered					264










Matrix Charts

1.1. I consider my firm to be innovative in its approach to family law			Response Percent
1	Strongly agree		28%
2	Agree		47%
3	Neither agree nor disagree		15%
4	Disagree		9%
5	Strongly disagree		1%
Answered			264










1.2. My firm utilises technology well to the benefit of its clients			Response Percent
1	Strongly agree		31%
2	Agree		48%
3	Neither agree nor disagree		13%
4	Disagree		6%
5	Strongly disagree		2%
Answered			264

1.3. My firm utilises technology well to the benefit of its staff			Response Percent
1	Strongly agree		34%
2	Agree		46%
3	Neither agree nor disagree		11%
4	Disagree		7%
5	Strongly disagree		2%
Answered			264

Innovation in Family Law

2. Which of the following attributes do you think indicates an innovative approach to family law? Please select up to three.			
Answer Choices			Response Percent
1	Use of social media		25%
2	Use of technology to assist clients		67%
3	Use of technology to assist me in working		65%
4	Use of different methods of dispute resolution		56%
5	Modern working environment (for example, commitment to remote/flexible working, innovative use of office space etc)		68%
6	Firms being green and sustainable		26%
7	Modern business structure (for example, unconventional approaches to ownership/running the business, how workers are remunerated/employed etc)		22%
8	Offering a team of multi-disciplinary professionals (e.g. financial advisers, family consultants etc)		46%
9	Providing unbundled/low cost service, for example supporting DIY clients		32%
Answered			264






3. Which of the following attributes within a practice do you believe clients view as innovative? Please select up to three.






Answer Choices			Response Percent
1	Use of social media		29%
2	Use of technology to assist clients		86%
3	Use of technology to assist me in working		28%
4	Use of different methods of dispute resolution		52%
5	Modern working environment (for example, commitment to remote/flexible working, innovative use of office space etc)		24%
6	Firms being green and sustainable		16%
7	Modern business structure (for example, unconventional approaches to ownership/running the business, how workers are remunerated/employed etc)		8%
8	Offering a team of multi-disciplinary professionals (e.g. financial advisers, family consultants etc)		53%
9	Providing unbundled/low cost service, for example supporting DIY clients		52%
Answered			264






4. How important are each of the following pieces of technology for you and your work?






Answer Choices	Extremely important	Very important	Somewhat important	Not so important	Not at all important
Case management system	69%	17%	6%	5%	2%
Online legal research database	49%	33%	12%	5%	1%
Pre-appointment questionnaire	18%	25%	27%	19%	11%
Internet telephone system	33%	25%	23%	13%	6%
Cloud based operating system	44%	29%	14%	11%	2%
Client engagement software (e.g. Settify, Engage, or other software)	16%	19%	28%	25%	12%
Answered					264






Matrix Charts






4.1. Case management system			Response Percent
1	Extremely important		69%
2	Very important		17%
3	Somewhat important		6%
4	Not so important		5%
5	Not at all important		2%
Answered			264

4.2. Online legal research database			Response Percent
1	Extremely important		49%
2	Very important		33%
3	Somewhat important		12%
4	Not so important		5%
5	Not at all important		1%
Answered			264

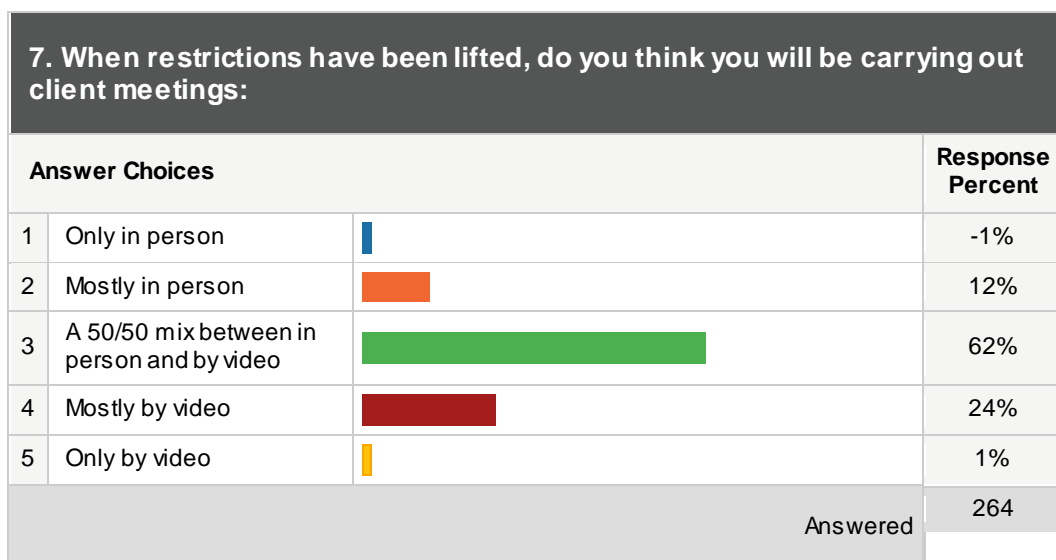
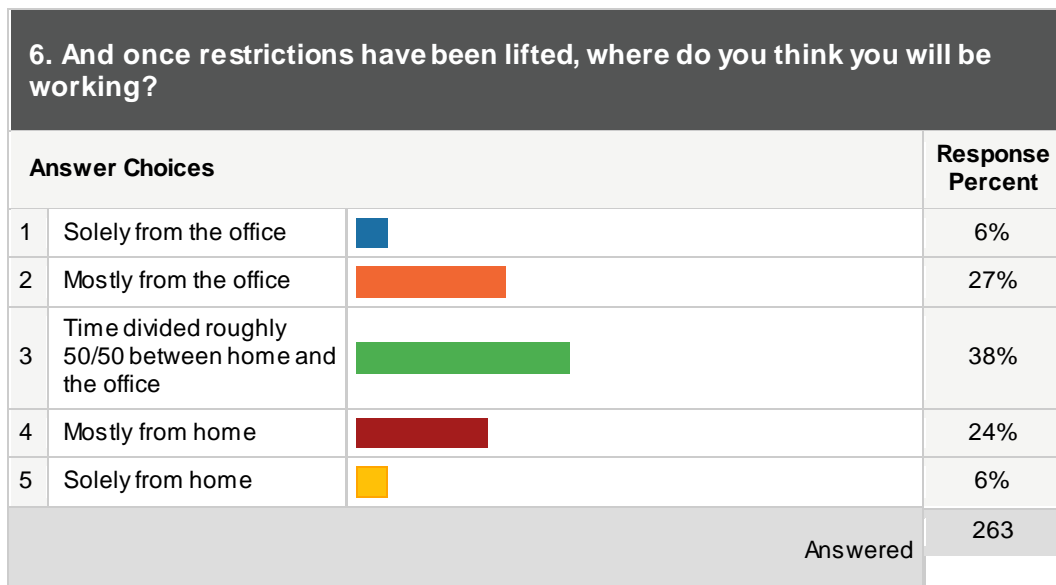
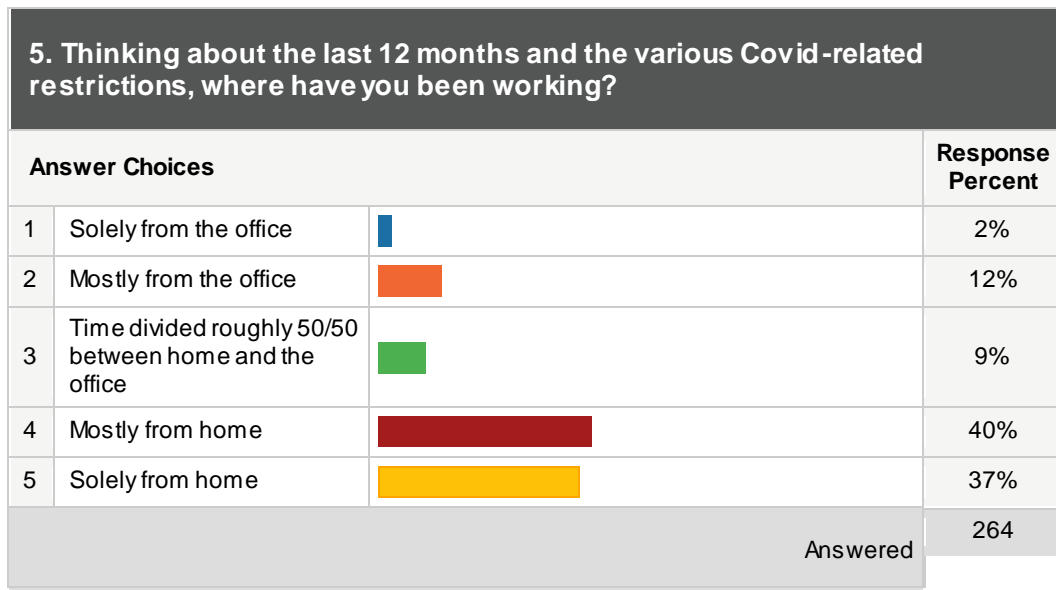
4.3. Pre-appointment questionnaire			Response Percent
1	Extremely important		18%
2	Very important		25%
3	Somewhat important		27%
4	Not so important		19%
5	Not at all important		11%
Answered			264

4.4. Internet telephone system			Response Percent
1	Extremely important		33%
2	Very important		25%
3	Somewhat important		23%
4	Not so important		13%
5	Not at all important		6%
Answered			264

4.5. Cloud based operating system			Response Percent
1	Extremely important		44%
2	Very important		29%
3	Somewhat important		14%
4	Not so important		11%
5	Not at all important		2%
Answered			264

4.6. Client engagement software (e.g. Settify, Engage, or other software)			Response Percent
1	Extremely important		16%
2	Very important		19%
3	Somewhat important		28%
4	Not so important		25%
5	Not at all important		12%
Answered			264



Lockdown and the future







8. Looking further ahead now, in two years' time, which of the following processes do you think you will be using, and which do you hope you will be using?



Answer Choices	I will probably be using this process	I hope I will be using this process
Court	88%	12%
Arbitration	43%	57%
Mediation	74%	26%
Collaborative	41%	59%
Negotiation (mainly face to face/telephone/video calls)	72%	28%
Negotiation (mainly in writing)	87%	13%
Providing a service to both clients jointly	24%	76%
Answered		264



Matrix Charts



8.1. Court			Response Percent
1	I will probably be using this process		88%
2	I hope I will be using this process		12%
Answered			261



8.2. Arbitration			Response Percent
1	I will probably be using this process		43%
2	I hope I will be using this process		57%
Answered			213

8.3. Mediation			Response Percent
1	I will probably be using this process		74%
2	I hope I will be using this process		26%
Answered			258

8.4. Collaborative			Response Percent
1	I will probably be using this process		41%
2	I hope I will be using this process		59%
Answered			186

8.5. Negotiation (mainly face to face/telephone/video calls)			Response Percent
1	I will probably be using this process		72%
2	I hope I will be using this process		28%
Answered			258

8.6. Negotiation (mainly in writing)			Response Percent
1	I will probably be using this process		87%
2	I hope I will be using this process		13%
Answered			230

8.7. Providing a service to both clients jointly			Response Percent
1	I will probably be using this process		24%
2	I hope I will be using this process		76%
Answered			147