



Legal Services Board
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www.legalservicesboard.org.uk

07 September 2026

To Whom it May Concern,

Navigator Insight working with the Legal Services Board on its Use of technology and innovation survey 2026

The Legal Services Board (LSB) has commissioned Navigator Insight (<https://www.navigator-insight.co.uk/>) to conduct the fourth wave of the Use of Technology and Innovation Survey. Navigator will be contacting legal services providers by telephone and the survey will ask about the service innovations and technologies they have introduced.

The 2026 survey is being led by Dr Tom Wilson (Senior Research Director) at Navigator and by Tom May (Research Manager) at the LSB. Navigator Insight Ltd. is a Market Research Society (MRS) Company Partner (<https://www.mrs.org.uk/company-partner/company-partner-members/full-a-z-listing>).

The LSB was established by the 2007 Legal Services Act and is the oversight regulator for regulated legal professionals in England and Wales. This survey will provide evidence relevant to one of the regulatory objectives set for the LSB and its regulators in the Act: *protecting and promoting the interests of consumers*.

If you have any questions about this research, please do contact the LSB via Research@legalservicesboard.org.uk. We very much appreciate legal services providers taking the time to respond to this survey. As a way of saying thank you, Navigator will be offering individual summary benchmarking reports for each participant.

A copy of this letter is available at: <https://legalservicesboard.org.uk/tech2026>.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'T. May'.

Tom May
Research Manager, LSB