

Legal needs of Individuals in England and Wales

Technical Report 2019/20

A report jointly commissioned by and undertaken on behalf of The Legal
Services Board and The Law Society

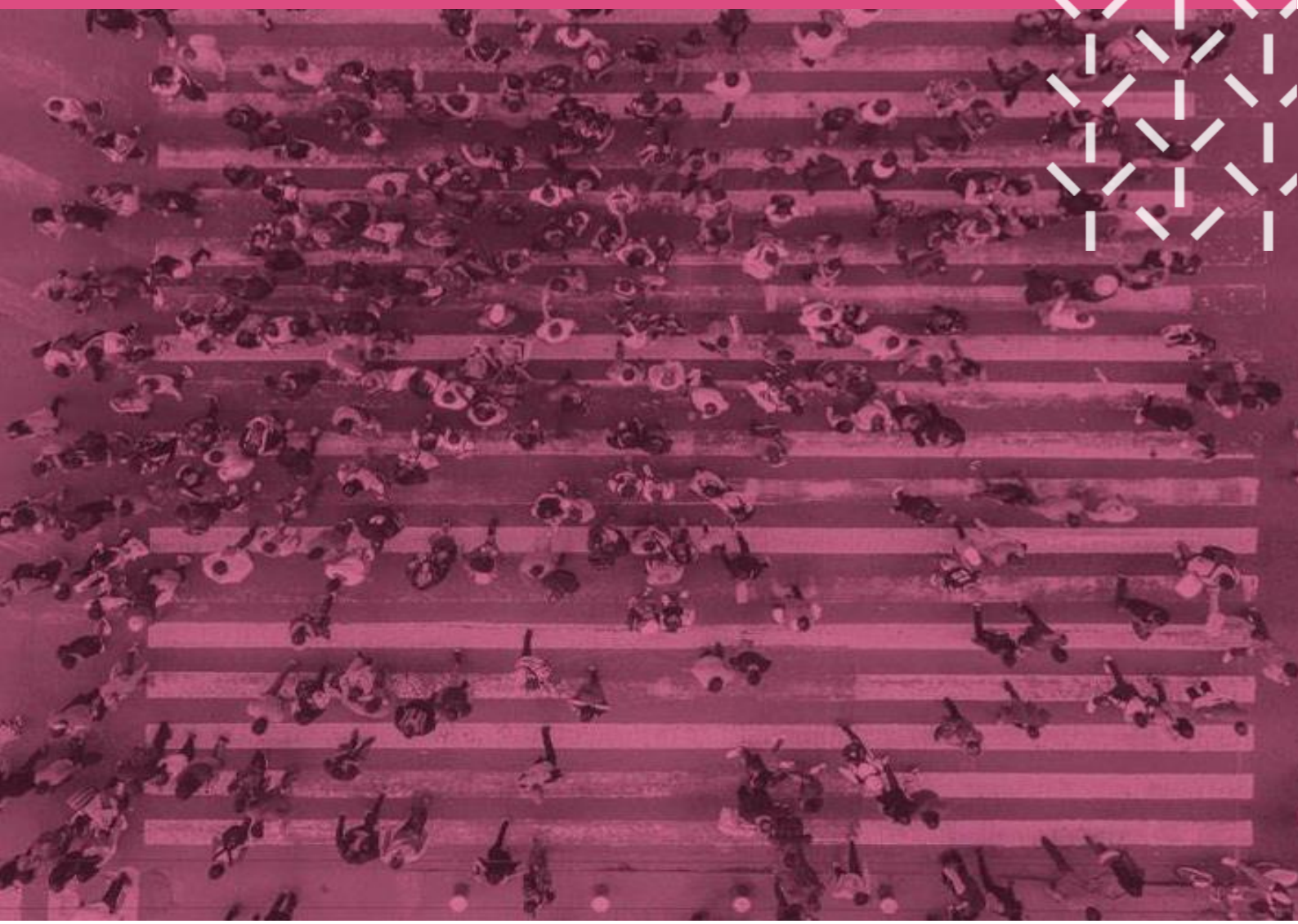
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**The Law
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**LEGAL SERVICES
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1 Method

This research report presents the findings of the 2019 survey of the *Legal needs* of Individuals in England and Wales. The findings are based upon a representative sample of 28,663 people from across England and Wales collected through online research methods. The study represents one of the largest of its type and provides invaluable insight into thousands of experiences of how people handle *legal issues* that they face.

For the first time in England and Wales this study draws heavily on the recently released OECD guidance¹ on developing *legal needs* surveys and the design reflects the best practice outlined in that guidance.

2.1 Online sample of adults in England and Wales

All respondents who took part in the research are drawn solely from the YouGov panel of over 1m people who live in the UK. The approach taken was to survey a nationally representative sample of the general public.

The YouGov panel is large enough to enable us to select nationally representative samples that reflect the actual breakdown of the population on the key demographics of age, gender, region, social grade and ethnicity.

2.2 Questionnaire design

The 2019 Legal needs of Individuals survey was designed through a collaboration between the Law Society, Legal Services Board, leading academics in legal research (Professors Pascoe Pleasence and Nigel Balmer) and YouGov. The questionnaire design draws heavily upon the recently published OECD Legal needs Surveys and Access to Justice Guidance and in such is one of the first studies in this area to benefit from the robustness of this recommended approach.

The survey initially asks in turn about whether a person has experienced over the previous four years one or more of the 34 different *legal issue* types. This first stage of the survey

¹ OECD (2019). [Legal needs Surveys and Access to Justice](#)

identified who had experienced a contentious² and/ or non-contentious³ *legal issue* in the past four years (please see Appendix A for a list of all the *legal issues* covered in this research).

The modules within the survey focused on people's experiences of handling *legal issues* explore the following topics:

Details of the problem and how it was handled

Experiences of choosing and using advice services

Focus on experiences of considering or using solicitors

Experiences of those who did not successfully obtain help and advice

Details of non-concluded issues

Reasons for why people handled the issues as they did

Perceptions and experiences of the legal system

Demographics

The above modules were repeated for both *contentious* and *non-contentious legal issues* with respondents only asked about one issue type.

² Contentious legal work relates to legal matters that take place between two or more parties, such as a court hearing or a tribunal hearing to resolve a dispute

³ Non-contentious legal work relates to transactions occurring between one or more parties, such as the sale or purchase of a house.

2.3 Data analysis and interpretation

The data in this report represents the views of a nationally representative sample of adults who live in England and Wales. The demographic make-up of the sample closely matches that of the actual population of adults who live in England and Wales. Therefore when looking at data at the total population level e.g. incidence of *legal issues*, attitudes towards the legal system, inferences can be made that the views of the sample collected here represent the views of the wider population.

As with any method, however, it is also important to acknowledge potential limitations. Due to the research having been conducted online, it is possible that the incidence of certain *legal issues* (e.g. having a home repossessed) could be understated as a result of limitations to internet access. Nonetheless, where possible we have conducted comparative analysis with official statistics and have a good degree of confidence in the reliability of the online method for accurately reflecting the experiences of the overall population.

The analysis presented here identifies how people dealt with *contentious* and *non-contentious legal issues* they have faced over the past 4 years. It should be noted that the sample of contentious issues identified for follow-up was selected at random from all the people who had experienced a contentious issue. In contrast, the sample of non-contentious issues identified for follow-up was not random as it only included people who had not also experienced a contentious issue. Given the approach taken to sampling, in the main the analysis focusses on contentious issues with a discussion of non-contentious issues included as a supplementary comparison.

Within this report we analyse differences between different groups in our sample. All differences reported have been tested for statistical significance to the 95% confidence level.

3 Incidence of legal issues

3.1 Key findings

- Overall, 64% of adults based in England and Wales have experienced a *legal issue* during the past four years. More specifically, 53% of the population have experienced a *contentious legal issue* and 27% a *non contentious legal issue*.
- The most commonly experienced *legal issue* relates to an issue with a professional or defective good/service (26%), followed by anti social behaviour by neighbours (14%), buying or selling property (11%), making or changing a will (11%) and employment related issues (11%).
- Just 16% of people who have experienced a *contentious legal issue* within the past four years describe it as 'legal' in nature. Instead, it is more commonly described as being economic or financial (28%).
- On a scale of 1 to 10, where 1 represents the least serious type of issue and 10 the most serious, on average people rate their *contentious legal issue* nearly right in the middle in terms of seriousness at 5.3. Those with an issue related to family give their issue the highest rating overall (5.78), while those with a consumer problem provide the lowest average rating (4.22).
- The top two things that people desire as an outcome to their *contentious legal issue* are money/property (22%) and for somebody to recognise their rights or meet responsibilities (22%).
- Among those who have experienced a *contentious legal issue* within the past four years, the most commonly reported impact is stress (53%), and secondarily financial loss (33%).
- In many cases throughout this chapter, it appears that differences between the types of issues experienced can be attributed in part to the types of issues people tend to encounter within varying demographic groups. Age is often a determining factor, with younger adults, for example, being more likely to experience issues related to property, construction and planning or employment, finance, welfare and benefits.

3.2 What is the incidence of different types of *legal issues*?

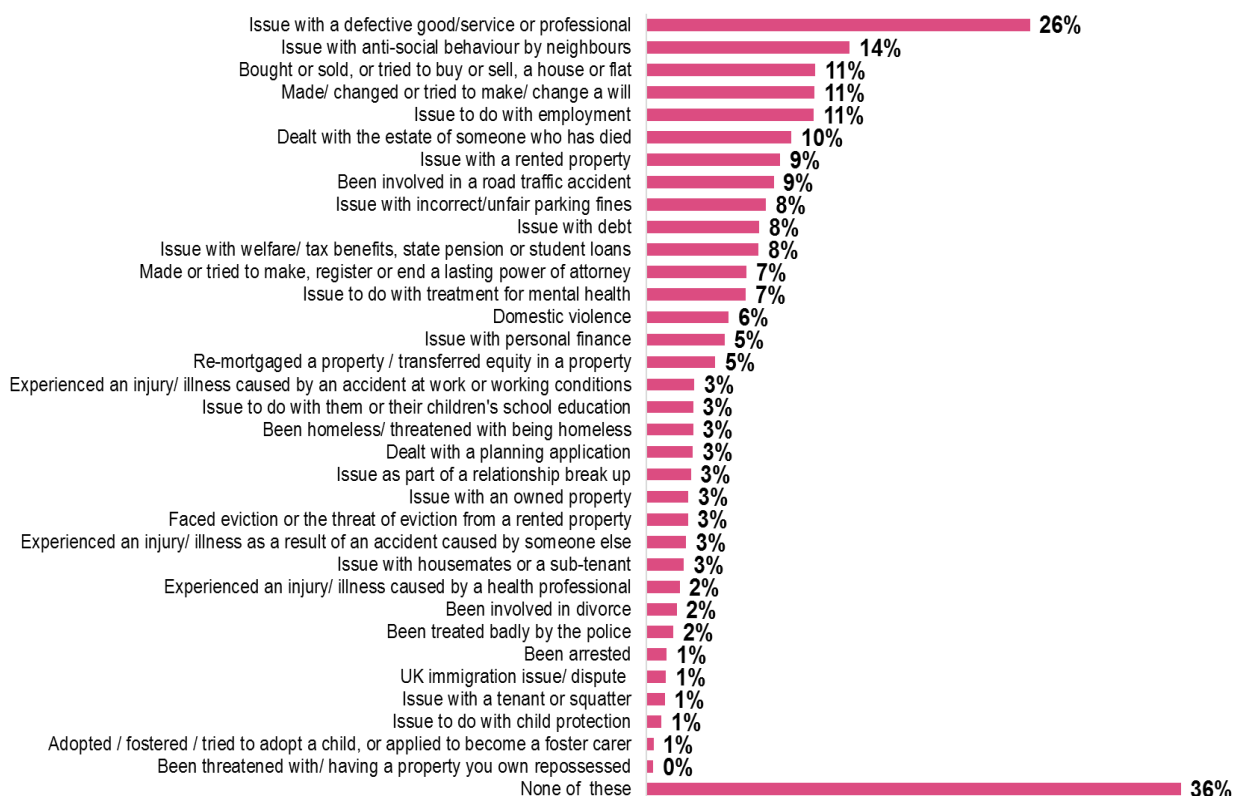
An issue with a professional or defective good/service is the *legal issue* most often experienced by the general public in England and Wales. One in four people (26%) report having experienced this within the past four years.

Following this, other *legal issues* most commonly experienced by adults in England and Wales over the past four years include issues with anti-social behaviour by neighbours (14%), buying or selling property (11%), making or changing a will (11%) and employment-related issues (11%).

Among the *legal issues* measured, those experienced least frequently over the past four years are adopting or fostering a child (1%) and being threatened with or having a home repossessed (<1%).

Overall, 64% of adults based in England and Wales have experienced a *legal issue* in some form during the past four years. More specifically, 53% of the population have experienced a *contentious legal issue* and 27% a *non-contentious legal issue*.

Figure 1. Proportion of adults in England and Wales who have experienced each *legal issue* over the past four years (detailed)



Base: all adults in England and Wales (n=20,000)

For the purposes of analysis, the 34 *legal issues* examined for this research have been grouped into eight categories:

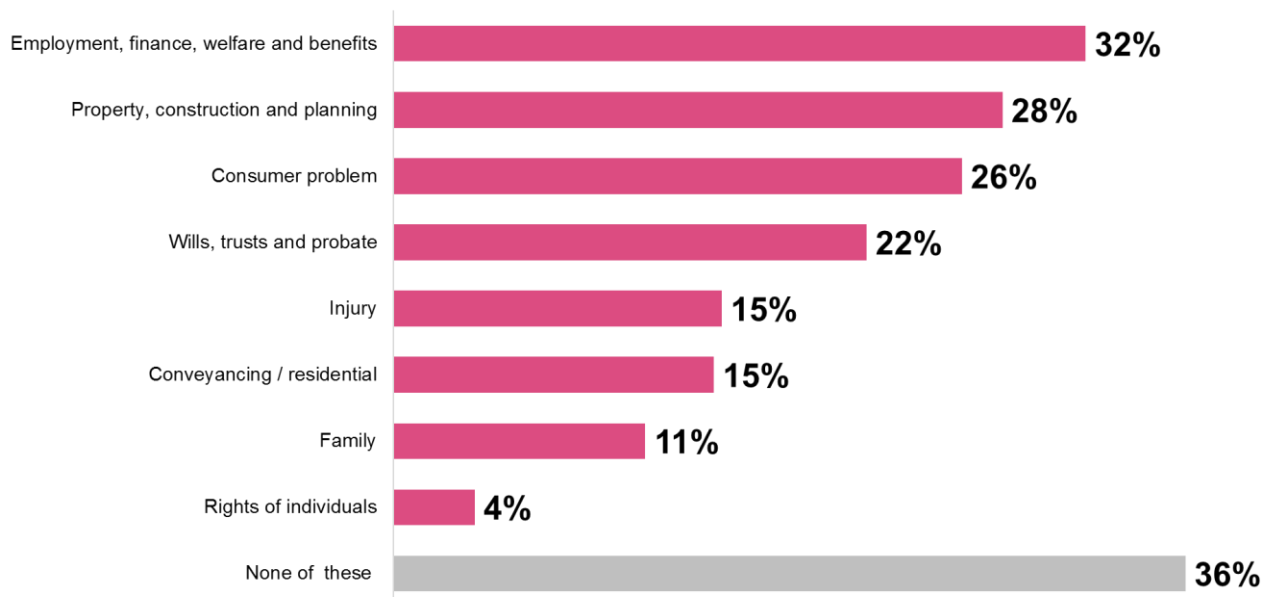
Rights of individuals	Consumer problem	Conveyancing/ residential	Family	Injury	Property, construction and planning	Employment, finance, welfare and benefits	Wills, trusts and probate
Been treated badly by the police	Issue with a defective good/service or professional	Bought or sold, or tried to buy or sell, a house or flat	Domestic violence	Been involved in a road traffic accident	Issue with anti-social behaviour by neighbours	Issue with debt	Made/ changed or tried to make/ change a will
UK immigration issue/ dispute		Re-mortgaged a property / transferred equity in a property	Issue as part of a relationship break up	Experienced an injury/ illness caused by an accident at work or working conditions	Issue with a rented property	Issue with welfare/ tax benefits, state pension or student loans	Dealt with the estate of someone who has died
Been arrested			Been involved in divorce	Experienced an injury/ illness as a result of an accident caused by someone else	Been homeless/ threatened with being homeless	Issue to do with treatment for mental health	Made or tried to make, register or end a lasting power of attorney
			Issue to do with child protection	Experienced an injury/ illness caused by a health professional	Dealt with a planning application	Issue with personal finance	
			Issue to do with them or their children's school education		Issue with an owned property	Issue with incorrect/unfair parking fines	
			Adopted, tried to adopt or fostered a child, or applied to become an approved foster carer		Faced eviction or the threat of eviction from a rented property	Issue to do with employment	
					Issue with housemates or a sub-tenant		
					Issue with a tenant or squatter		
					Been threatened with/ having a property you own repossessed		

When assessing the results based on these categories, the type of *legal issue* most often experienced in the past four years is related to employment, finance, welfare or benefits, with roughly a third of the adult population (32%) having encountered at least one of the issues in this category.

Following this, just over a quarter (28%) have experienced an issue related to property, construction and planning, which can include housing issues such as anti-social behaviour by neighbours, an issue with a rented property and dealing with a planning application, among others.

Twenty-six percent of the population have experienced a consumer problem in the past four years, while 22% have experienced an issue related to wills, trust and probate, 15% an injury, 15% a conveyancing or residential issue, 11% a family-related issue and 4% an issue related to the rights of individuals (e.g. immigration or police treatment).

Figure 2. Proportion of adults in England and Wales who have experienced each *legal issue* over the past four years (categories)



Base: all adults in England and Wales (n=20,000)

3.3 How does the prevalence of *legal issues* vary by demographics?

Overall, people aged 30-49 (68%) and 50-64 (66%) are most likely to have experienced a *legal issue* in the past four years. This compares to 61% of younger adults aged 18-29 and 58% of those aged 65+.

For several types of *legal issues*, prevalence decreases with age. In particular this is the case for issues related to property, construction and planning (39% among people aged 18-29, 32% among those aged 30-49, 24% among those aged 50-64, and 16% of those aged 65+). A similar trend can be observed for employment, finance, welfare and benefits, with people under 50 (39%) being more likely than those aged 50-64 (31%) or 65+ (16%) to have experienced this in the past four years.

A general downward trend can also be observed as age increases for *legal issues* related to family, injury and the rights of individuals. However, as might be expected, older adults aged 65+ are by far most likely to have experienced issues in the past four years related to wills, trusts and probate, with a third (33%) reporting this in comparison with just eight percent of those aged 18-29.

Overall, people with higher levels of education⁴ tend to report having more *legal issues*, with 71% of those with a high education level having had a *legal issue* in the past four years compared with 63% and 58% respectively of those with medium and low levels. In particular, people with higher education levels are more likely to experience issues related to consumer problems (32%), property, construction and planning (32%) and conveyancing/ residential (21%).

Similarly, as household income increases, so does the likelihood of experiencing *legal issues*, which may not be surprising due to the likely correlation between education level and income. Three quarters (74%) of those with a household income of £60,000+ have had a *legal issue* in the past four years, in comparison with 68% of those earning £33,000-£59,000 and 64% of those earning £32,000 or less.

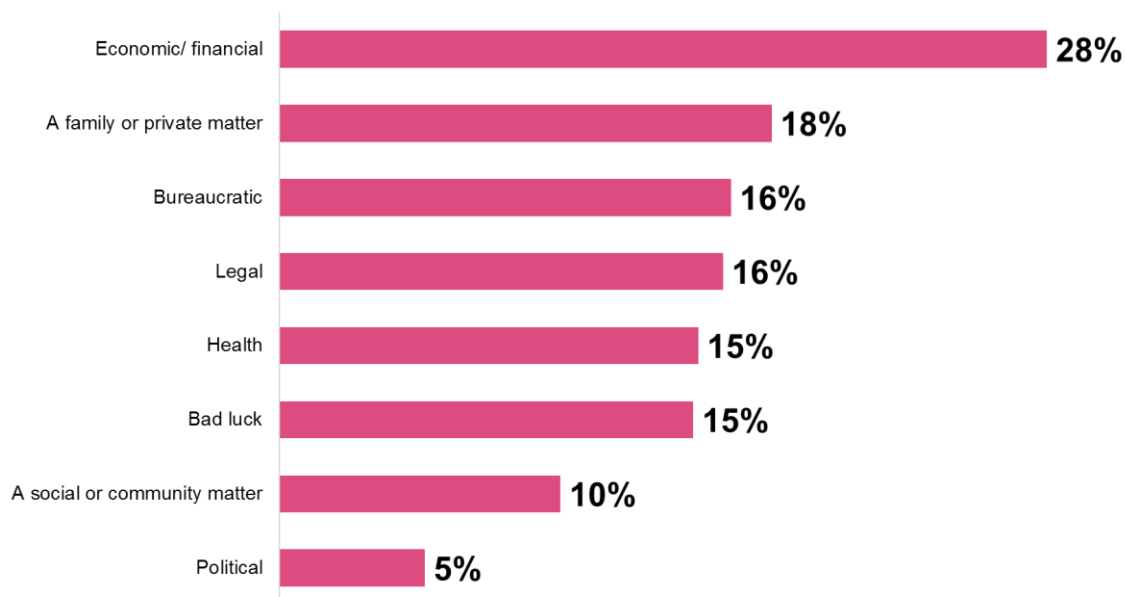
3.4 How do people describe the nature and severity of *contentious legal issues*?

People who have experienced a *contentious legal issue* within the past four years most commonly describe it as being economic or financial in nature, with just over a quarter (28%) stating this.

Meanwhile, just 16% of those who experienced a *contentious legal issue* describe it as being 'legal'. At roughly the same frequency, *contentious legal issues* are also described as being a family/private matter (18%), bureaucratic (16%), related to health (15%) or the result of bad luck (15%). It is somewhat less common that people consider their *contentious legal issue* to be a social/community matter (10%) or political in nature (5%).

⁴ For the purposes of this analysis, throughout the report the highest educational or work-related qualification of each respondent has been classified into one of three categories: low, medium and high. A **low education level** represents: no formal qualifications, Youth training certificate/skillseekers, Clerical and commercial, City & Guilds certificate, CSE grades 2-5, CSE grade 1, GCE O level, GCSE, School Certificate or Scottish Ordinary/ Lower Certificate. A **medium education level** represents: Recognised trade apprenticeship completed, City & Guilds certificate - advanced, ONC, GCE A level or Higher Certificate, Scottish Higher Certificate, Nursing qualification (e.g. SEN, SRN, SCM, RGN), Teaching qualification (not degree), University diploma, Other technical, professional or higher qualification. A **high education level** represents: University/CNAA first degree or University/CNAA higher degree.

Figure 3. Proportion of people who describe their *contentious legal issue* as each of the following

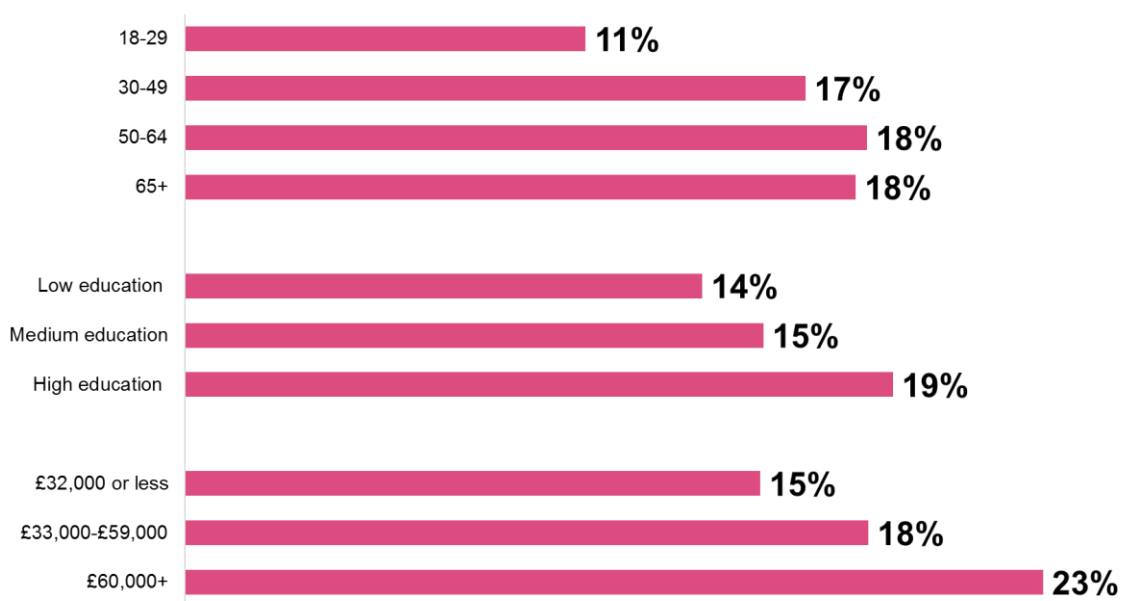


Base: all adults who experienced a *contentious legal issue* in the past 4 years (n=13,442)

Age appears to play a factor in how *legal issues* are described, although this can likely be explained in part by the types of issues people tend to encounter at different stages in their lives. Older adults are more likely to describe their issue as bureaucratic or legal, while younger people more often attribute it to bad luck (figure 4).

Much like the older population, those with higher levels of education or higher household income are also most likely to characterise the issue as bureaucratic or legal.

Figure 4. Proportion of people who describe their *contentious legal* issue as legal



Base: all adults who experienced a *contentious legal* issue in the past 4 years (n=13,442), 18-29 (2,094), 30-49 (4,783), 50-64 (4,104), 65+ (2,460), Low education (2,712), Medium education (5,705), High education (5,025), £32k or less (7,269), £33-59k (2,650), £60k+ (1,353)

On a scale of 1 to 10, where 1 represents the least serious type of issue and 10 the most serious, on average people rate their *contentious legal* issue nearly right in the middle in terms of seriousness at 5.3 (figure 5).

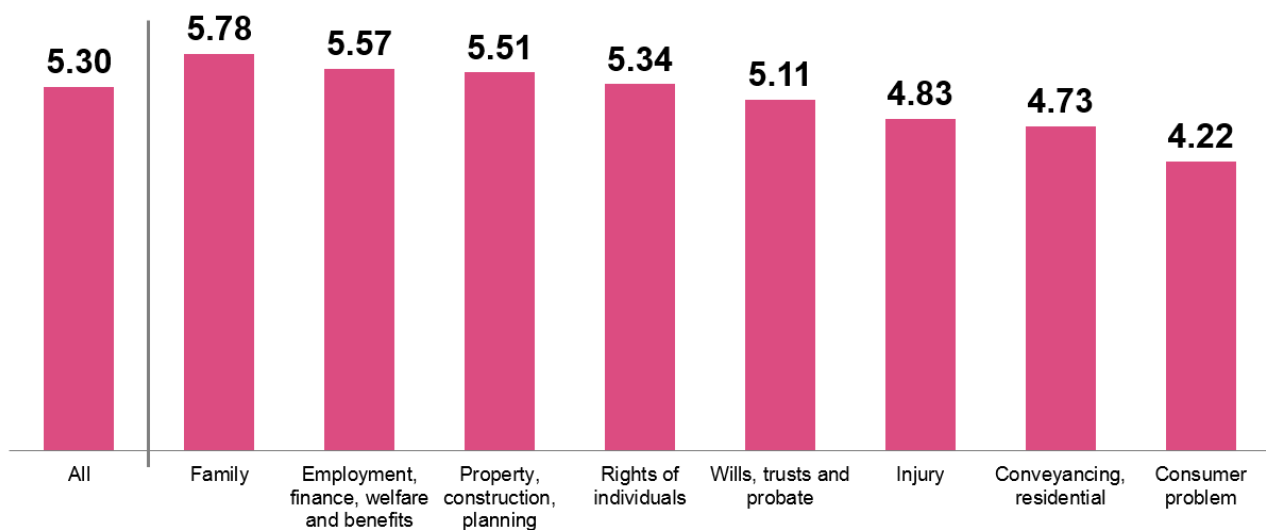
Those with an issue related to family give their issue the highest seriousness rating (5.78), followed by people whose issue relates to employment, finance, welfare or benefits (5.57) and property, construction or planning (5.51). Meanwhile, those with a consumer problem provide the lowest average rating in terms of how serious the issue was (4.22).

Examining the distribution of total responses across the seriousness scale reveals that there are roughly equal proportions on the two extreme ends, and the largest concentration in the middle. It could be suggested that a perception of level of severity is relative to the context of the issue, which could explain the somewhat narrow distribution regardless of issue type.

Young people aged 18-29 give their contentious issue the lowest average rating on the scale of seriousness (4.79), while those in the middle age groups rate their issue highest overall (5.59 among 30-49s and 5.51 among 50-64s). Sitting in the middle, older adults aged 65+ rate their contentious issue as 5.02 overall.

People with an annual household income of £32,000 or less give their contentious issue a higher overall seriousness rating than those at higher income levels (5.47 compared with 5.02 and 5.01 respectively among those earning between £33,000-£59,000 and £60,000+).

Figure 5. Average rating of the seriousness of the *contentious legal issue*



Base: all adults who experienced a *contentious legal issue* in the past 4 years (n=13,442)

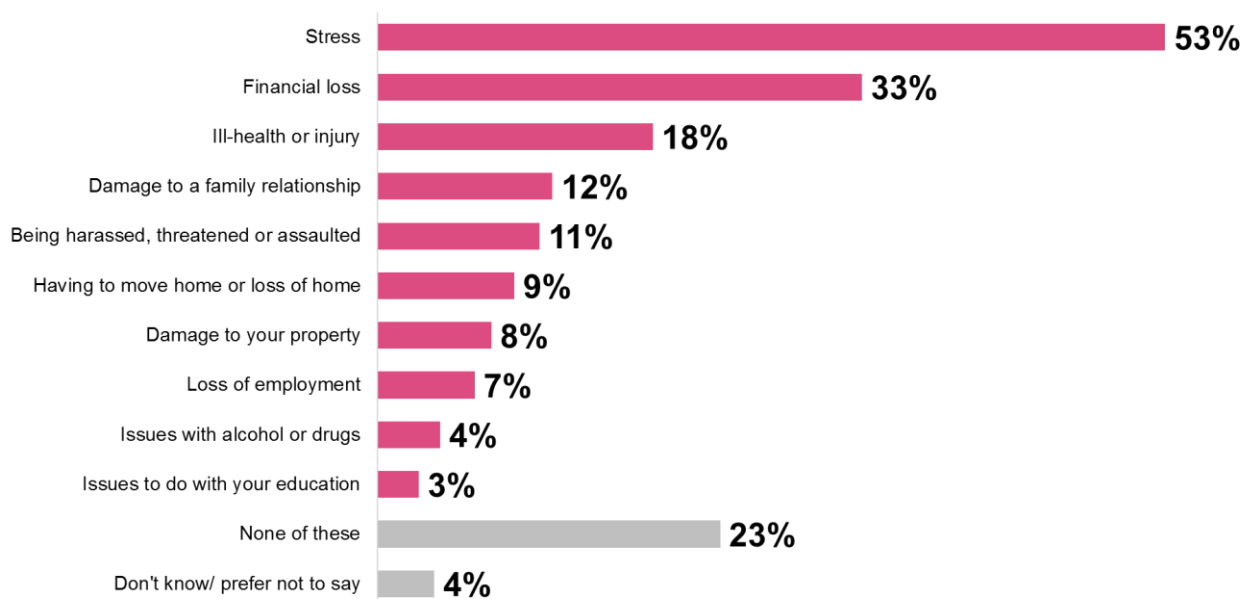
3.5 What are the consequences and impacts of experiencing a *legal issue*?

Among those who have experienced a *contentious legal issue* within the past four years, the most commonly reported impact is stress (Figure 6). Just over half (53%) say they experienced stress, which could have been either as part of or as the result of their *legal issue*.

Financial loss is the second most commonly reported factor or result of a *legal issue*, with one in three (33%) indicating this was the case for them, followed by ill-health or injury (18%).

It is less common that people experience issues to do with alcohol/drugs (4%) or their education (3%) as part of or as a result of a *contentious legal issue*.

Figure 6. Proportion of people who report each of the following experiences as part of or as the result of their *contentious legal issue*



Base: all adults who experienced a *contentious legal issue* in the past 4 years (n=13,442)

Among those who experienced stress in connection with their *contentious legal issue*, one in three (33%) visited a healthcare professional as a result. This is most common with people whose issue was family-related, among whom almost half (47%) sought medical help.

On average, people whose *legal issue* involved them suffering a financial loss (excluding loss already mentioned as part of lost employment or property damage) report losing £1,000⁵. Consistent with stress, people with a family-related issue report the highest average financial loss at £6,000, followed by those with an issue related to conveyancing/residential or wills, trusts and probate, who each report having lost £3,000 on average. The lowest financial loss reported is among those with a consumer problem, at an average of £150 overall.

Among those who experienced ill-health or injury either as part of or as a result of their *contentious legal issue*, three in five (62%) visited a healthcare professional. A smaller proportion – roughly one in five (17%) – also spent time in hospital.

⁵ This is the median figure, which has been used to control for outliers which drastically increase the mean.

Generally, people in the middle age groups are more likely to have experienced one or more of these effects in connection with their *legal issue*. One example of this is in relation to stress; just over half of those aged 30-49 (58%) and 50-64 (57%) report experiencing stress in connection with their issue, compared with 46% of younger people aged 18-29 and 44% older adults aged 65+.

In some cases, income also appears to influence the experience of those facing a *legal issue*. People with a household income of £32,000 or less are significantly more likely than those earning a higher income to have experienced stress (57%) and ill-health or injury (22%) in connection with their issue.

Overall, people who had a family-related *legal issue* are most likely to report having experienced at least one of these impacts (figure 7). In particular, they are most likely to say they experienced stress (67%), damage to a family relationship (35%), having to move home or loss of home (26%) and being harassed, threatened or assaulted (25%).

The second most prevalent impact - financial loss - equally affects people experiencing a range of *legal issues*. In fact, roughly two in five people with an issue related to employment, finance, welfare and benefits (41%), family (40%) and conveyancing/residential (40%) report experiencing a monetary loss in connection with their *legal issue*.

People with a consumer problem report the most minimal impacts on their lives as a result of the *legal issue*, consistent with their lowest overall rating for the severity of the issue.

Figure 7. Proportion of people with a *contentious legal issue* who report each of the following experiences as part of or the result of the issue - by issue type

Reported experience	Rights of individuals (7% of sample)	Consumer problem (9% of sample)	Conveyancing / residential (5% of sample)	Family (16% of sample)	Injury (11% of sample)	Property, construction and planning (20% of sample)	Employment, finance, welfare and benefits (26% of sample)	Wills, trusts and probate (6% of sample)
Stress	57%	29%	53%	67%	43%	57%	54%	44%
Financial loss	29%	28%	40%	40%	25%	24%	41%	24%
Ill-health or injury	17%	1%	6%	23%	51%	13%	17%	7%
Damage to a family relationship	20%	1%	5%	35%	3%	7%	5%	22%
Being harassed, threatened or assaulted	19%	1%	3%	25%	4%	15%	6%	6%
Having to move home or loss of home	12%	0%	6%	26%	2%	15%	2%	3%
Damage to your property	7%	7%	4%	8%	13%	16%	1%	2%
Loss of employment	13%	0%	2%	6%	8%	4%	11%	2%
Issues with alcohol or drugs	10%	0%	0%	9%	1%	5%	3%	2%
Issues to do with your education	5%	0%	1%	5%	2%	3%	3%	2%

Base: all adults who experienced a *contentious legal issue* in the past 4 years (n=13,442), Rights of individuals (n=894), Consumer problem (n=1,247), Conveyancing/residential (n=668), Family (n=2,197), Injury (n=1,513), Property, construction and planning (n=2,607), Employment, finance, welfare and benefits (n=3,405), Wills, trusts and probate (n=911)

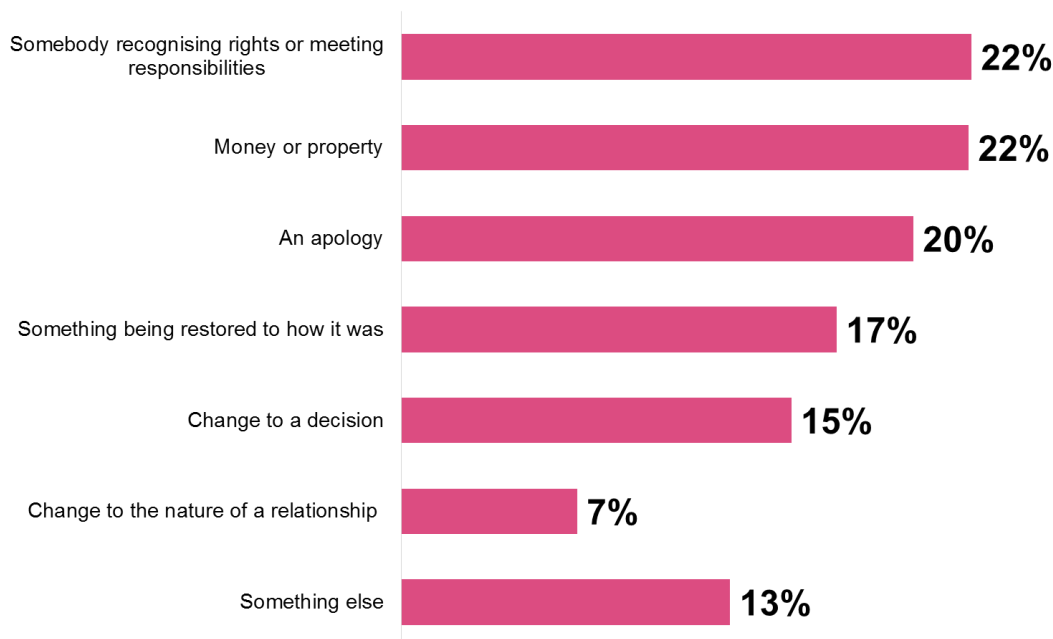
3.6 What is desired as an outcome of *legal issues*?

The top two things that people desire as an outcome to their *contentious legal issue* are money/property (22%) and for somebody to recognise their rights or meet responsibilities (22%), with roughly one in five people with a *contentious legal issue* indicating they want each. Other common wishes include an apology (20%), something being restored to how it was (17%) and a change to a decision (15%). Somewhat less often, people are seeking a change to the nature of a relationship (e.g. divorce, adoption, etc.) (7%) (figure 8).

Younger people with a *contentious legal issue* are more likely than older adults to be looking for money/property or an apology as an outcome of their issue (24% in both cases among those aged 18-29, compared with 18% and 16% respectively among those aged 65+). Again, however, this could in part be a reflection of the types of needs they are experiencing.

Those with higher levels of education are most likely to be seeking money/property (24%) or for somebody to recognise their rights or meet responsibilities (25%), while those with lower education levels are significantly more likely to be unsure of what they want as an outcome (23% compared with 13% among those with a higher education).

Figure 8. Proportion of people with a *contentious legal issue* who desired each of the following outcomes



Base: all adults who experienced a *contentious legal issue* in the past 4 years, excluding those who have been arrested or experienced domestic violence (n=12,739)

Desired outcome varies significantly based on the type of *legal issue* experienced, as might be expected. Those with a contentious family-related issue are much more likely than the others to be seeking a change in the nature of a relationship (figure 9), while those with an issue related to employment/finance/welfare/benefits or the rights of individuals are more often than others wanting to change a decision.

Many groups, however, are seeking money or property as an outcome, as well as for somebody to recognise their rights or meet responsibilities.

Figure 9. Proportion of people with a *contentious legal issue* who desired each of the following outcomes - by issue type

Reported experience	Rights of individuals (5% of sample)	Consumer problem (9% of sample)	Conveyancing / residential (5% of sample)	Family (14% of sample)	Injury (12% of sample)	Property, construction and planning (21% of sample)	Employment, finance, welfare and benefits (27% of sample)	Wills, trusts and probate (7% of sample)
Money or property	8%	28%	26%	30%	17%	16%	23%	27%
Somebody recognising rights or meeting responsibilities	25%	19%	18%	25%	25%	28%	17%	17%
An apology	25%	26%	15%	19%	28%	18%	17%	15%
Something being restored to how it was	8%	26%	7%	9%	27%	21%	16%	7%
Change to a decision	23%	9%	15%	9%	5%	10%	28%	12%
Change to the nature of a relationship	4%	1%	2%	35%	1%	3%	1%	6%

Base: all adults who experienced a *contentious legal issue* in the past 4 years, excluding those who have been arrested or experienced domestic violence (n=12,739), Rights of individuals (n=543), Consumer problem (n=1,247), Conveyancing/residential (n=668), Family (n=1,845), Injury (n=1,513), Property, construction and planning (n=2,607), Employment, finance, welfare and benefits (n=3,405), Wills, trusts and probate (n=911)

4 What are people's perceptions of the legal system?

4.1 Key findings

- Over a third (37%) of all adults have low legal *self efficacy*, not believing that they can manage legal problems themselves. Just under half (46%) have medium levels of legal *self efficacy*, and under a fifth (17%) have high legal *self efficacy*. The likelihood of having low legal *self efficacy* decreases with age (43% of 18 to 29 year olds vs 29% of those 65+).
- Similarly, a third have low *legal confidence* (32%), unlikely to think they can achieve a fair and positive legal outcome in various scenarios. Around half have medium confidence (53%), and one in ten have high *legal confidence* (11%). *Legal confidence* varies with income – those on higher incomes are more likely to have high *legal confidence* (10% of those on a household income of £32,000 vs 15% of those with a household income of £60,000).
- Under a quarter of all adults have high *accessibility of justice* (23%), indicating that they think justice is easily accessible. Over half (59%) have a medium level of *accessibility of justice* and around a fifth (18%) think justice is highly inaccessible.
- Those who experienced an issue in the last four years are more likely to have low *legal confidence* than those who had not experienced an issue (40% vs 34%).
- Across those with a *contentious legal issue*, over two thirds say they understood their rights and responsibilities when the issue first started (69%), but over three quarters say they understand their rights and responsibilities today (76%).
- High levels of *legal confidence* are linked to better understanding of legal rights (87% understood their rights and responsibilities, compared to 57% of those with low confidence).

4.2 What is the level of legal *self-efficacy*, *legal confidence*, and *accessibility of justice* in the population?

To better understand the population we have used several standardised measures of *legal confidence* and attitudes to law⁶. These measures included respondents' levels of legal *self-efficacy*, *legal confidence*, and their perception of whether justice is accessible. The measures are constructed from a series of deliberately contrasting statements (positive and negative) to gauge people's beliefs/understanding etc., and have been independently psychometrically tested for their accuracy.

Key definitions:

Legal confidence: Confidence they could personally achieve a fair and positive outcome in legal scenarios

Legal self efficacy: Believing they can generally handle difficult situations in a legal context

Accessibility of justice: The degree to which someone thinks the justice system, excluding criminal justice, is accessible

Legal confidence

A respondent's level of *legal confidence* is based on the General *Legal confidence* scale (see Appendix B). Respondents are given 6 hypothetical scenarios within a legal dispute and asked to rate their confidence dealing with each on a 4-point scale. The respondent's answers are then grouped together to form an overall score out of 100, where a higher score indicates a greater *legal confidence*. For the purposes of analysis, respondents' scores are grouped into high, medium, and low bands of *legal confidence*. Low indicated a score of under 40, medium indicated a score of 40 to 69, and high indicated a score of 70 or higher

Over a third (36%) of all adults have low *legal confidence* (figure 10), indicating that they do not feel confident dealing with the hypothetical scenarios outlined. Around half (53%) have medium confidence, and only one in ten have high *legal confidence* (11%).

⁶ [Pleasence, Pascoe and Balmer, Nigel. *Legal confidence and Attitudes to Law: Developing standardised measures of legal capability* \(2018\)](#)

Those aged 65+ are the least likely to have low *legal confidence* (32%) and most likely to have high *legal confidence* (15%). However, there is no clear age trend across *legal confidence*, as those aged 30 to 49 are the most likely to have low *legal confidence* (38%).

There is a consistent trend across income - with the likelihood to have high *legal confidence* increasing with income. Only 10% of those with a gross annual household income of £32,000 or less have a high level of *legal confidence*, compared to 15% for those with an income of £60,000 or more.

Additionally, there is an interesting trend across education level and *legal confidence* – those with high education levels are the most likely to have low *legal confidence* while those with low education levels are the least likely to have low *legal confidence*. Those with high education levels are also the least likely to have high *legal confidence*.

Levels of legal self-efficacy

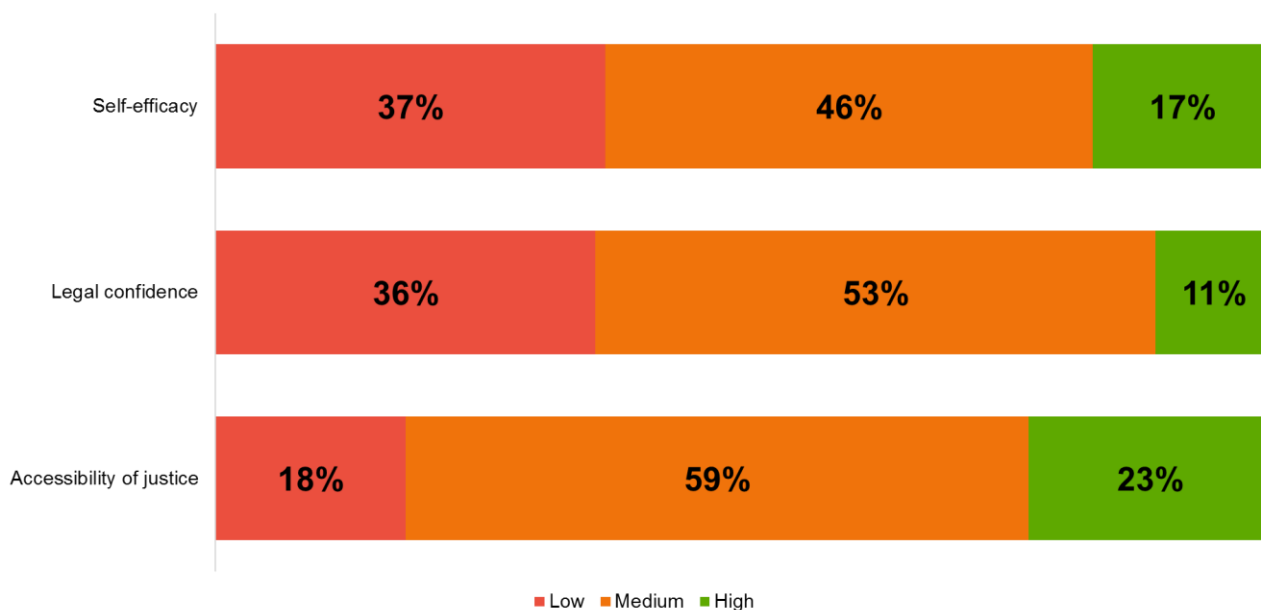
The legal *self-efficacy* measure is based on the Legal *Self-efficacy* scale (see Appendix B). Respondents are asked to think broadly about significant legal problems, such as being unreasonably sacked, and asked to what extent 6 statements would describe them. These include statements around their judgement of their own skills, including “I can always manage to solve difficult problems if I try hard enough”. The responses to each statement are then grouped together and converted to a scale out of 100. ‘Low’ indicated a score of under 45, ‘medium’ indicated a score of 45 to 69, and ‘high’ indicated a score of 70 or higher.

Over a third (37%) of all adults have low legal *self-efficacy*, indicating that they did not feel these described them – they did not identify with situations of successful legal resolution. Just under half (46%) have medium levels of legal *self-efficacy* and under a fifth (17%) have high legal *self-efficacy*.

There is a clear age trend across legal *self-efficacy*, with the likelihood of having low legal *self-efficacy* decreasing with age. Over two fifths of young respondents aged 18 to 29 have low legal *self-efficacy* (43%), two fifths of those aged 30 to 49 (41%), around a third of those aged 50 to 64 (35%), and over a quarter of those aged 65+ (29%). The reverse is true for medium and high legal *self-efficacy* – the likelihood a respondent has either medium or high legal *self-efficacy* increases with age.

Similarly, there is also a trend across income – the likelihood of having high legal *self-efficacy* increases with income levels. One in seven of those on a gross household income of £32,000 or less have high legal *self-efficacy* (15%), compared to a quarter of those on an annual household income of £60,000 or more (25%).

Figure 10. Levels of legal *self-efficacy*, *legal confidence* and *inaccessibility of justice* within the population



Base: All adults (28,663)

Accessibility of justice

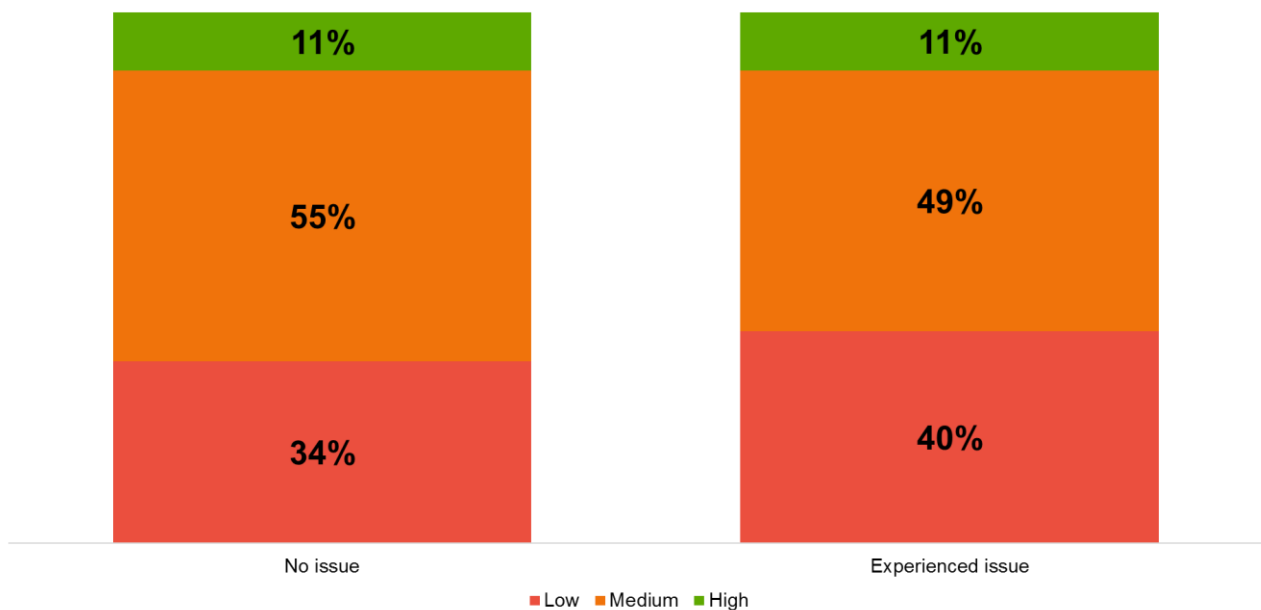
Levels of *accessibility of justice* are based on an *Inaccessibility of justice* scale (see Appendix B). Respondents are asked whether or not they agree with 9 statements around general impressions and experiences of the justice system. The statements specifically focus on the general justice system rather than criminal justice. The respondents' answers are grouped and converted to a score out of 100, where a low score indicates that the respondent believes justice to be relatively difficult to access. Low indicated a score of 40 or less, medium indicated a score of 41 to 63, and high indicated a score of 64 or higher.

Under a quarter (23%) of adults have high *accessibility of justice*, indicating that they thought justice was easily accessible. Over half (59%) have a medium level of *accessibility of justice* and around a fifth (18%) thought justice was not accessible.

4.3 How does experience of legal issues differ by legal confidence?

Those who had experienced a *legal issue* in the last 4 years are more likely to have low *legal confidence* than those who had not experienced a *legal issue* (figure 11). However, experience of a *legal issue* has no impact on whether someone has high *legal confidence*. Those who had experienced an issue were actually less likely to have medium *legal confidence* than those who had not experienced an issue in the last 4 years.

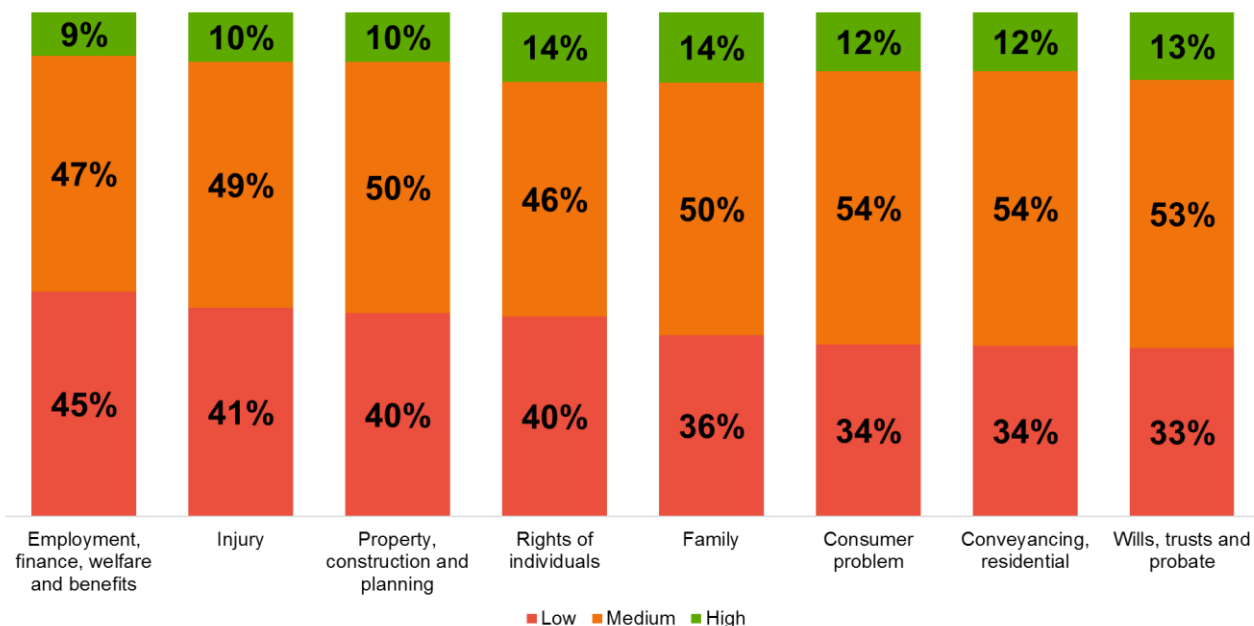
Figure 11. Levels of *legal confidence* by experience of any *legal issues*



Base: All adults (28,663), who had an issue (n=17,583), who did not have an issue (11,080)

Those who experienced an employment, finance, welfare or benefits *legal issue* in the last 4 years are the most likely to have a low level of *legal confidence* (figure 12). Those who experienced a will, trusts, or probate issue in the last 4 years were the least likely to have low *legal confidence*. It might be assumed that some *legal issues* have higher proportions of those with low or *legal confidence* than others. However, while there is some variation, a larger proportion of respondents having high *legal confidence* doesn't correlate with a smaller proportion having low *legal confidence* – *legal confidence* is highest amongst respondents who have experienced a family or rights issue, but these issues are about average in the proportion of people who have low *legal confidence*.

Figure 12. Legal confidence by issue experienced



Base: all adults who experienced a *legal issue* in the past 4 years (n=17,583), rights of individuals (n=894), consumer problem (n=1,247), conveyancing/ residential (n=3,559), family (n=2,284), injury (n=1,513), property/ construction/ planning (n=3228), employment/ finance/ welfare/ benefits (n=3405), wills/ trust/ probate (n=5,795)

Experience of legal issues by self-efficacy and accessibility of justice

The picture of *legal issue* experience across the varying levels of *legal self-efficacy* are similar but slightly different to that of *legal confidence*. Those who had experienced a *legal issue* in the last 4 years are more likely to have low *legal self-efficacy* than those who had not experienced a *legal issue* (42% vs 34%). There is only a very slight difference across high *legal self-efficacy* for those who have or have not experienced a *legal issue* – 17% of those who have experienced a *legal issue* have high *self-efficacy*, compared to 16% of those who have not experienced an issue.

Similar to the other measures, people who had experienced a *legal issue* in the last 4 years are significantly less likely than those who had not experienced an issue to think justice is accessible (18% of those who experienced an issue had high accessibility of justice vs 26% of those who had not experienced an issue). However, the gap does not narrow as it does with *legal confidence* and *legal self-efficacy* – those who had experienced a legal issue are much more likely than those who had not experienced an issue to think justice is not accessible (26% of those who experienced an issue had low accessibility of justice vs 14% of those who had not experienced an issue).

4.4 What do people know of their rights and responsibilities before and after experiencing issues?

Across those who experienced a *contentious legal issue* over the past 4 years, when asked to think back to the time their issue first started, over two thirds (69%) say that they understood their legal rights and responsibilities (figure 13). Just under a third (31%) say they did not understand their legal rights and responsibilities. However, it is worth noting that this is self-reported understanding of rights and responsibilities as testing true understanding was outside the scope of this project.

Understanding their rights and responsibilities at the start of their most recent *legal issue* has a clear trend across age. Less than two thirds of those aged 18 to 29 understood their rights (62%), rising to just under a third for those aged 30 to 49 (65%), almost three quarters for respondents aged 50 to 64 (72%), and highest for those aged 65+ (83%). By comparison, less than a fifth of those with low education levels say this (19%). It is likely that older respondents have experienced *legal issues* before, and thus are more likely to know their rights and responsibilities, than younger respondents.

Interestingly, understanding rights and responsibilities does not vary significantly across education level. Indeed, those with high education levels are the most likely to say they “mainly disagree” that they understood their rights (23%).

When asked how they felt “today”, over three quarters (76%) say they understand their rights and responsibilities. This indicates that during the process of dealing with a *contentious legal issue*, individuals learn more about their rights and responsibilities than they understood before the process (figure 13). However, this does mean that even after experiencing a *legal issue*, a quarter (24%) do not understand their legal rights and responsibilities – the process of experiencing a *legal issue* seems to go some way but does not fully educate individuals on their rights.

The degree to which going through the process improves someone’s understanding of their rights and responsibilities clearly varies by issue. Those who experienced a consumer problem are the most likely to say they understood their rights at the start of the process. However, for those who had experienced a consumer issue, there was no change in understanding legal rights from the beginning of the process to today. In comparison, respondents who dealt with a family issue are the least likely to say they



understood their legal rights and responsibility at the start of the issue, but 12 percentage points more likely to say they understood their rights and responsibilities when they took the survey (66% vs 78%).

Figure 13. How understanding of legal rights and responsibilities varies between the start of the issue and when the survey was conducted



Base: All adults who experienced a *contentious legal issue* in the past 4 years (13,442), rights of individuals (n=894), consumer problem (n=1,247), conveyancing/ residential (n=2,157), family (n=2,253), injury (n=1,513), property/ construction/ planning (n=2,924), employment/ finance/ welfare/ benefits (n=3,405), wills/ trust/ probate (n=3,391)

As previously discussed, there is an age trend in understanding rights and responsibilities before the issue first started. When comparing understanding before the issue versus “today” across age, a similar pattern is evident. In fact, the greatest difference between understanding their rights when the issue first started versus “today” is evident in younger respondents – an increase by 8 percentage points, from 62% who understood their rights when the issue first started to 70% when the survey took place. In comparison, the understanding of those aged 65+ only rose 2 percentage points, from 83% when the issue first stated to 85% when the survey took place.

Unsurprisingly, having confidence in legal situations correlates with understanding legal rights and responsibilities. Individuals with high *legal confidence* are more likely to say they understood their rights and responsibilities when their *contentious legal issue* first started than those with low *legal confidence* (87% high, 76% medium, 57% low). Similarly, if an individual has a high sense of *self-efficacy*, they are more likely to understand their rights and responsibilities than someone who does not think they can resolve *legal issues* themselves (83% high, 77% medium, 57% low). There is also a parallel trend across *accessibility of justice* – those who think justice is highly accessible are more likely to say

they understood their rights and responsibilities than those who think justice is not accessible (79% high, 71% medium, 56% low)

Rights and responsibilities for non-contentious legal issues

Across those who experienced a *non-contentious legal issue* over the last 4 years, when asked to think back to the time their issue first started, almost nine in ten say they understood their legal rights and responsibilities (88%). Only one in eight say they did not understand their rights and responsibilities (12%).

There is an upward age trend in understanding legal rights and responsibilities in the context of non-contentious issues, although it is less pronounced than for contentious issues. Three quarters of 18 to 29 year olds understood their rights and responsibilities when the issue first started (74%), rising to 84% of those aged 30 to 49, nine in ten of those aged 50 to 64 (90%), and 95% of those aged 65+.

Those with high *legal confidence* are more likely to say they understood their rights and responsibilities at their *non-contentious legal issue* first started than those with low *legal confidence* (94% high, 90% medium, 82% low). There is a parallel upward trend relating to *self-efficacy* – those with higher *self-efficacy* are more likely to say they understood their rights and responsibilities than those who have lower scores (95% high, 89% medium, 82% low). There is also a similar trend around *accessibility of justice* – individuals who think justice is accessible are more likely to say that they understood their rights and responsibilities than those who think justice is inaccessible (92% high, 88% medium, 81% low).

5.1 Key findings

- When faced with a contentious or *non contentious legal issue* or problem two thirds (66%) of people who live in England and Wales receive some form of help, with this heavily skewed towards those who receive professional help (55% who had a legal issue) rather than those who just rely on help from a family member or a friend (11% who had a legal issue).
- Across all the sources of help that people access to handle a *legal issue*, solicitors are most likely adviser that people decide to contact first (25% of those who got professional help) and who people consider to be their *main adviser* (30%).
- The context of what the *legal issue* is and how it is perceived is critical to understanding whether people will get professional help or not. All things being equal people are more likely to obtain help if their issue related to an 'injury' or if they perceive the issue to be 'legal' in nature and less likely if a *legal issue* is a 'consumer issue'.
- Having lower levels of *legal confidence* and low perceptions that justice is accessible are associated with being less likely to obtain professional help.
- While younger people are more likely to obtain help overall, handling a *contentious legal issue* younger people are less likely to obtain professional help. This analysis indicates that when faced with a *legal issue* the help young people receive is skewed towards receiving help from friends and family.
- One in ten (13%) people when faced with a *legal issue* try to obtain help but are unsuccessful. This is more likely for people who appear more disadvantaged (have lower *legal confidence*, low perception of accessibility to justice, on lower incomes).
- People who successfully got help to handle their *contentious legal issue* were more likely to feel that the outcome was fair and better than they had hoped for when the issue had first started.

5.2 Do people obtain help or handle issues without any help?

Across the range of different contentious and *non-contentious legal issues* that people have faced over the past 4 years, the most common way in which people handle *legal issues* is to obtain some form of formal (professional) or informal (friends and family) help (figure 14). Two thirds (66%) of people in England and Wales who face a contentious or *non-contentious legal issues* receive help, with this heavily skewed towards those who receive professional help (55% who had a legal issue or 83% of those who receive help) rather than those who just rely on help from a family member or a friend (11% who had a legal issue or 17% of those receiving help).

Figure 14. The ways in which people respond to having a contentious or *non-contentious legal issue*



Base: all adults who experienced a *legal issue* in the past 4 years (n=17,583)

In contrast, a third (34%) of people facing a contentious or *non-contentious legal issue* who live in England and Wales report that they either don't try for any help or try but don't receive it, with people more likely to not consider or try to obtain any sort of help to handle the *legal issue* they had (21%).

This then leaves one in eight (13%) people who when faced with a *legal issue* did try to obtain help informally (from friends or family) or from a range of different professional sources of help but were unsuccessful in obtaining that help.

Which types of people are more likely to try but not be able to get help?

- Those with lower *legal confidence* (17% of those with low *legal confidence*, compared with 11% of those with high *legal confidence*)
- Those who find justice less accessible (18% of those with a low *accessibility of justice* score, compared with 11% of those with a high score)
- Those from an ethnic minority (18% of those from a BAME group, compared with 13% from a White British background)
- Those on the lowest incomes (15% of those with a gross annual household income of less than £32,000, compared with 10% of those with an income of £60,000+)
- Those handling issues related to...
 - Property, construction and planning (20%)
 - Employment, finance, welfare and benefits (19%)
 - Rights of individuals (19%)

5.3 How does the context of the type of issues faced affect handling strategies?

The nature and context of the *legal issue* is an important factor in which strategy people choose to adopt. As previously discussed the *legal issues* identified can be categorised into ‘contentious’ and ‘non-contentious’ issue groupings and within those grouping specific *legal issues* identified (see Appendix B for details of these groupings).

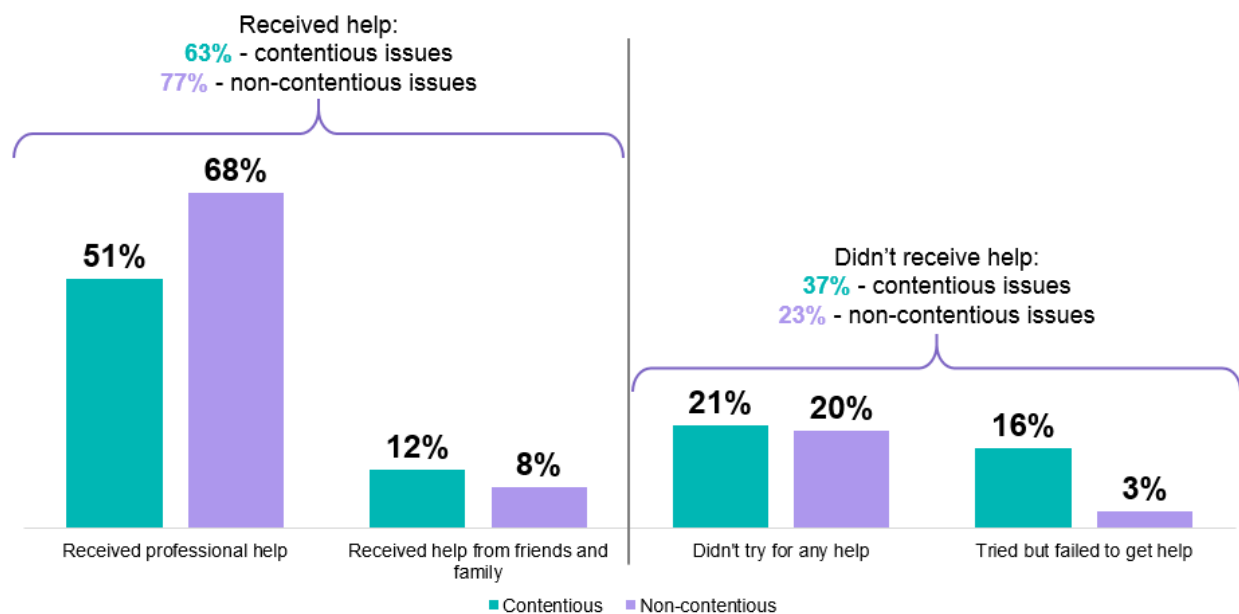
As figure 15 shows, when faced with a *contentious legal issue* people are less likely to search for and successfully receive help to handle that issue, with 63% successfully obtaining help to handle a *contentious legal issue* compared with 77% who obtain help to handle a non-contentious issue.

Where people successfully obtain help to handle a *legal issue* this help is most likely to be professional help, with 68% of those people handling a *non-contentious legal issue* successfully obtaining professional help compared with 51% of those handling a *contentious legal issue*.

The likelihood of getting professional help appears to be lower for disadvantaged groups – 54% of those with low legal confidence did not get professional help (compared to 47% of those with high confidence). Similarly, half (54%) of those who do not think justice is accessible did not get professional help (compared to 45% of those who think justice is accessible). The same trend is seen across income, half (50%) of those on a household income of £32,000 or less did not get professional help, compared to 46% of those on a household income above £60,000.

Four in ten (37%) people faced with a *contentious legal issue* either try but don't receive any help or don't try to get any help at all. However, people facing *contentious legal issues* are much more likely than those handling *non-contentious legal issues* to try to get some form of help but fail to do so successfully (16% compared with 3% as seen in figure 15).

Figure 15. Difference in which handling strategies people choose when faced with a contentious and *non-contentious legal issue*



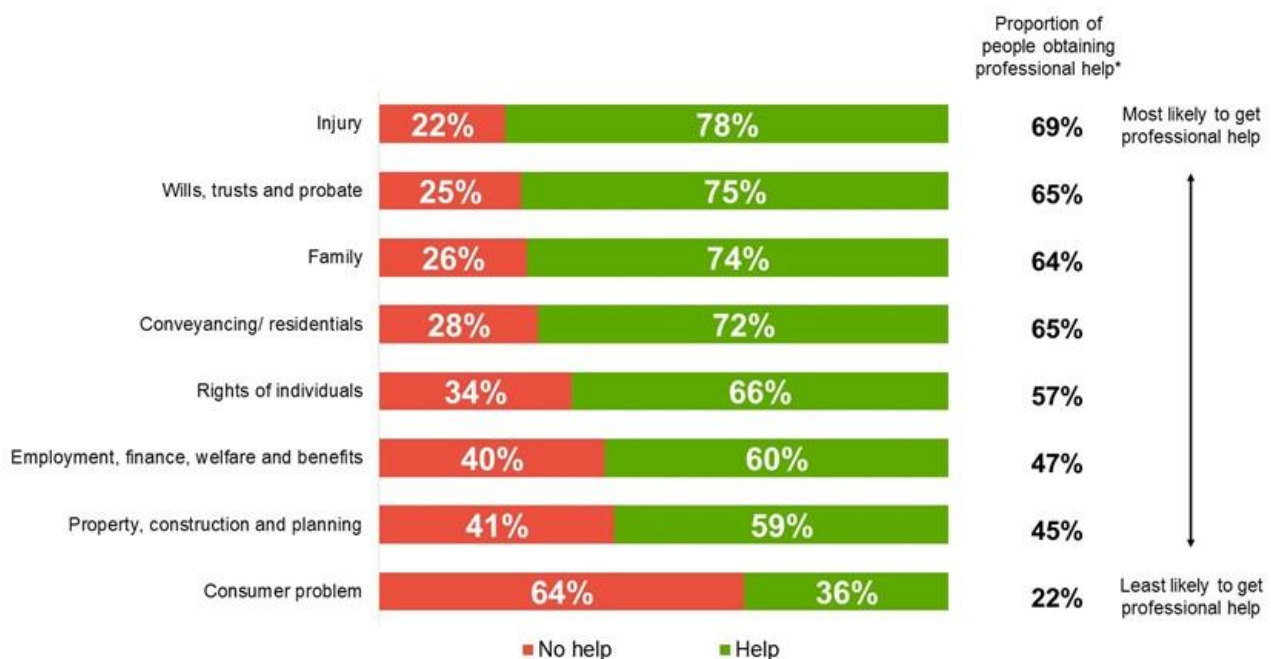
Base: all adults who experienced a contentious (n=13,442) or non-contentious (n=4,141) *legal issue* in the past 4 years (n=17,583)

The action to seek and receive help differs greatly by the nature of the *legal issue* faced. When faced with issues related to an injury, wills, trusts and probate, a family matter or conveyancing/ residential issues, people are most likely to obtain help as well as to obtain professional help.

Across all *legal issue* types, a majority of people do obtain some form of help apart from when faced with a consumer issue (figure 16). In these cases, nearly two-thirds of people (64%) handling a consumer issue don't obtain any help.

As stated previously, 13% of people try to obtain help but don't successfully do so. Of those people who did try to get some form of help to handle the issue they faced, those handling an issue related to property, construction and planning (20%) or rights of individuals (19%) or employment, finance, welfare and benefits (19%) are most likely to try and be unsuccessful.

Figure 16. Proportion of people who successfully receive help or not by *legal issue* type



Base: all adults who experienced a *legal issue* in the past 4 years (n=17,583), Injury (n=1,513), Will, trusts and probate (n=3,315), Family (n=2,228), Conveyancing/ residential (n=2,070), Rights of individuals (894), Employment, finance, welfare and benefits (n=3,405), Property, construction and planning (n=2,911), Consumer (n=1,247)

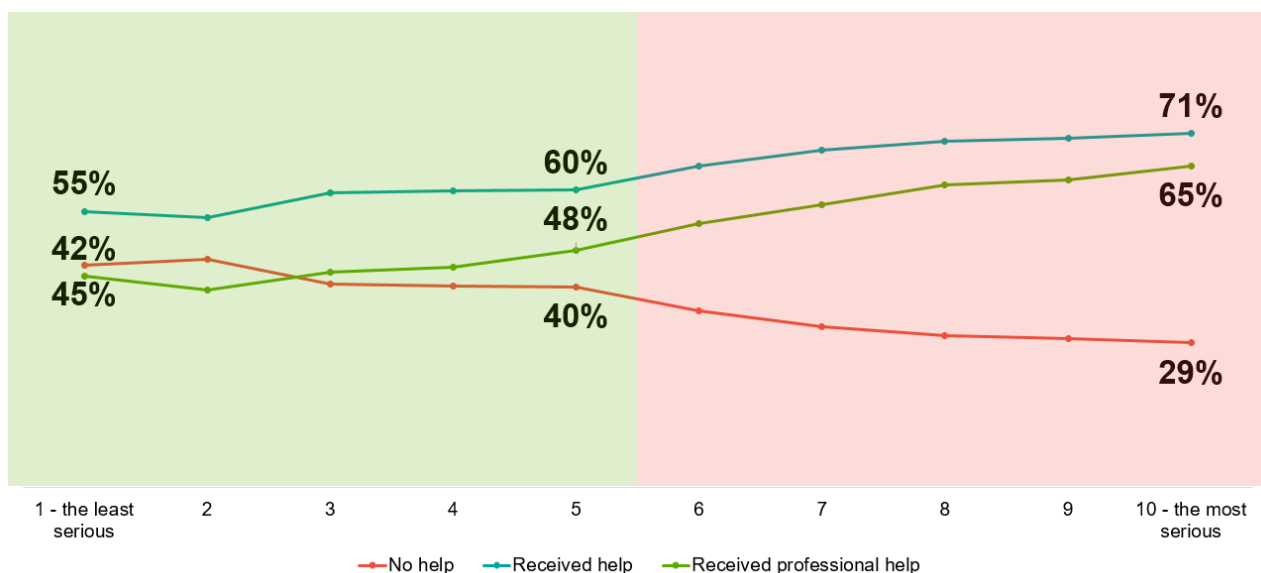
*Proportion of all people who experienced a legal issue that successfully obtained professional help by issue type.

Legal issue type links closely to the seriousness and nature of the *legal issue*. Figure 17 shows an analysis of whether people obtained help or not by their own self-report of the

seriousness of the *contentious legal issue* they faced⁷. When faced with a *contentious legal issue* of least seriousness, 45% of people don't obtain any help at all. However even for relatively minor *contentious legal issues*, 55% of people do seek some form of help.

As the self-reported severity of the *legal issue* increases, so does the likelihood of obtaining help to handle that issue. For a *legal issue* rated as seven (on a scale of 1 to 10) 68% of people obtain help to handle this issue. This proportion of people seeking help remains broadly consistent up to *legal issues* rated 10 out of 10 for seriousness, where 71% of people obtain help.

Figure 17. Proportion of people who successfully receive help or not by their self-rated severity of the *legal issue*



Base: all adults who experienced a *contentious legal issue* in the past 4 years (n=13,442)

In the majority of cases, where people are receiving help to handle *legal issues*, this help is professional in nature. Of those who rate the issue they faced as most severe (10 out of 10) 65% of people sought and received professional help.

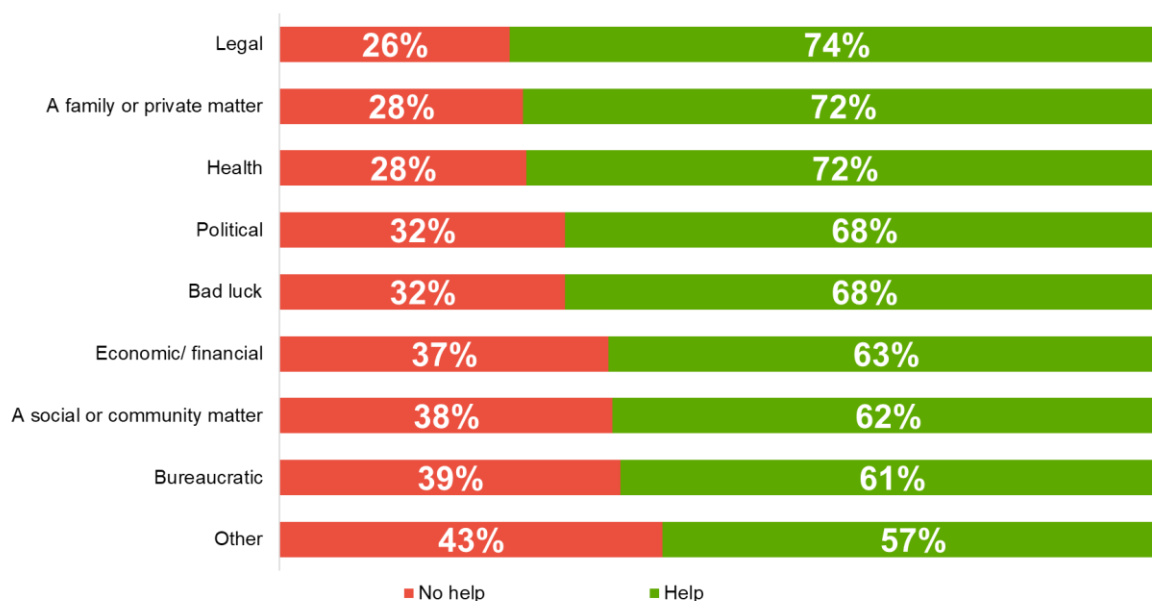
Interestingly, people who describe the *legal issue* they faced to be 'legal' in nature are most likely to obtain help to handle that issue, with three quarters (74%) of people obtaining help for an issue they would describe as 'legal' (figure 18). In comparison, on

⁷ Please note the question asking respondents to rate the seriousness of the *legal issue* they had was only asked to those with a *contentious legal issue* and was not collected for those with a *non-contentious legal issue*.

average 65% of people who describe the *legal issue* they faced in a way other than ‘legal’ successfully obtain help.

People who consider the contentious issue they faced to be legal in nature are most likely to say their main source of help was from a solicitor, with 40% reporting this compared to just 7% for the next most used *main adviser* (insurance company). A solicitor is also the *main adviser* most likely to be used when a *contentious legal issue* is not considered to be legal in nature, with 20% reporting their *main adviser* was a solicitor.

Figure 18. Proportion of people who successfully receive help or not by how they describe the nature of the *legal issue*



Base: all adults who experienced a *contentious legal issue* in the past 4 years (n=13,442), Legal (n=2,275), Family or private matter (n=2,464), Health (n=2,028), Political (707), Bad luck (n=1,922), Economic/ financial (n=3,843), Social or community (n=1,327), Bureaucratic (n=2,344), Other (n=1,280)

5.4 What are important factors in explaining whether people successfully obtain professional help?

The results presented below are the outputs of logistic regression models that aim to predict which demographic or contextual factors are most closely associated with the decision to obtain help or obtain professional help⁸ to handle a *legal issue* people faced in the past 4 years.

⁸ Help from a person or organisation in a professional capacity

Including this multivariate analysis provides a more robust understanding of behaviour through looking at a number of variables at the same time which isolates the effect of each factor after taking into account the simultaneous effects of other factors.

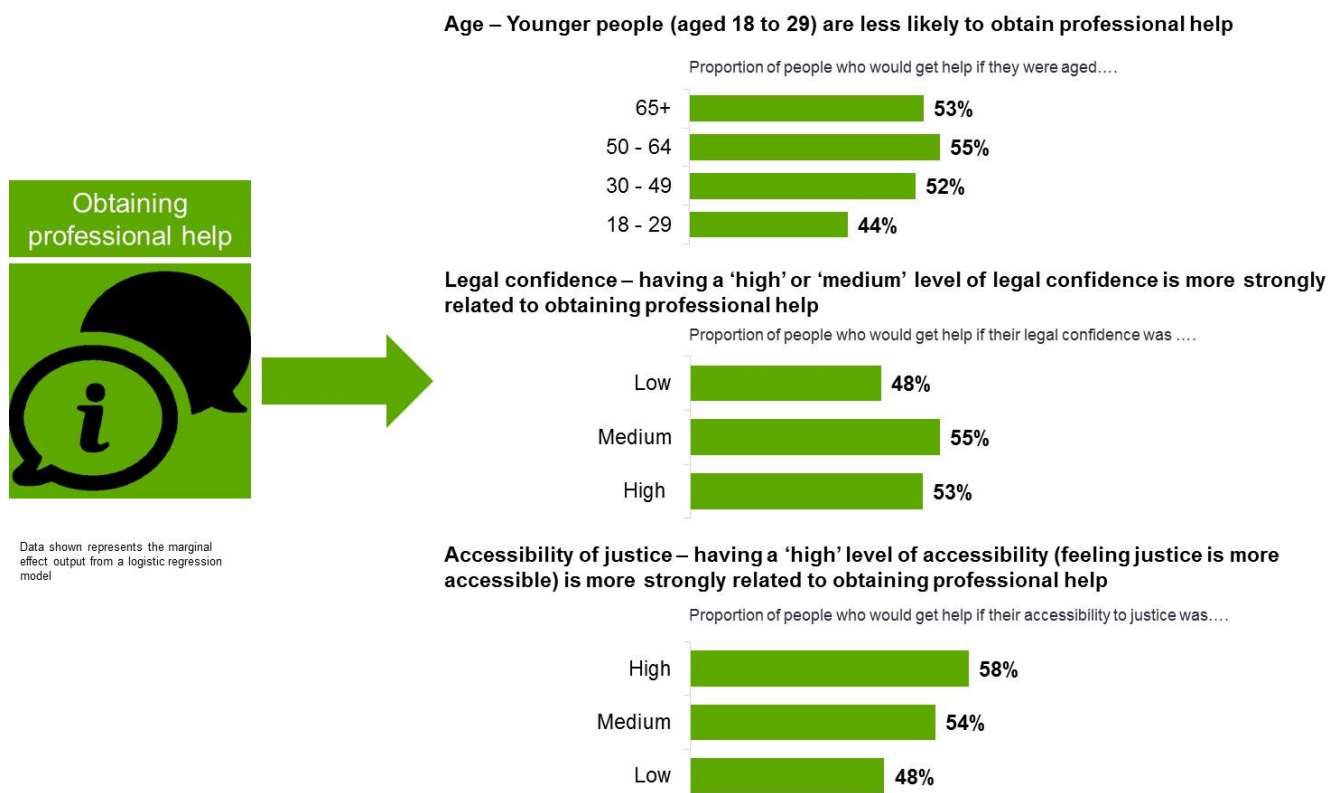
As figure 15 showed, 51% of people make the decision to seek and successfully obtain professional help to handle a *contentious legal issue* they face. Figure 19 below shows the multivariate regression model applied to whether people successfully obtained professional help or not to handle a *contentious legal issue*.

The regression model predicts that younger people are less likely to obtain professional help to handle a *contentious legal issue*. Overall younger people are more likely to obtain help, but this analysis indicates that when faced with a *contentious legal issue* the help young people receive is skewed towards receiving help from friends and family.

In a population where everyone was aged 18-29 it would be expected that 44% of people would obtain professional help to handle a *contentious legal issue*. In comparison, in a population where everyone was aged 50-64 it would be expected that 55% of people would obtain professional help (figure 19).

Furthermore, having lower levels of *legal confidence* and low perceptions that justice is accessible is associated with being less likely to obtain professional help. In a population where everyone had low *legal confidence* or low *accessibility of justice* we would expect 48% of people to obtain professional help.

Figure 19. Predicted probability of obtaining PROFESSIONAL help by demographics

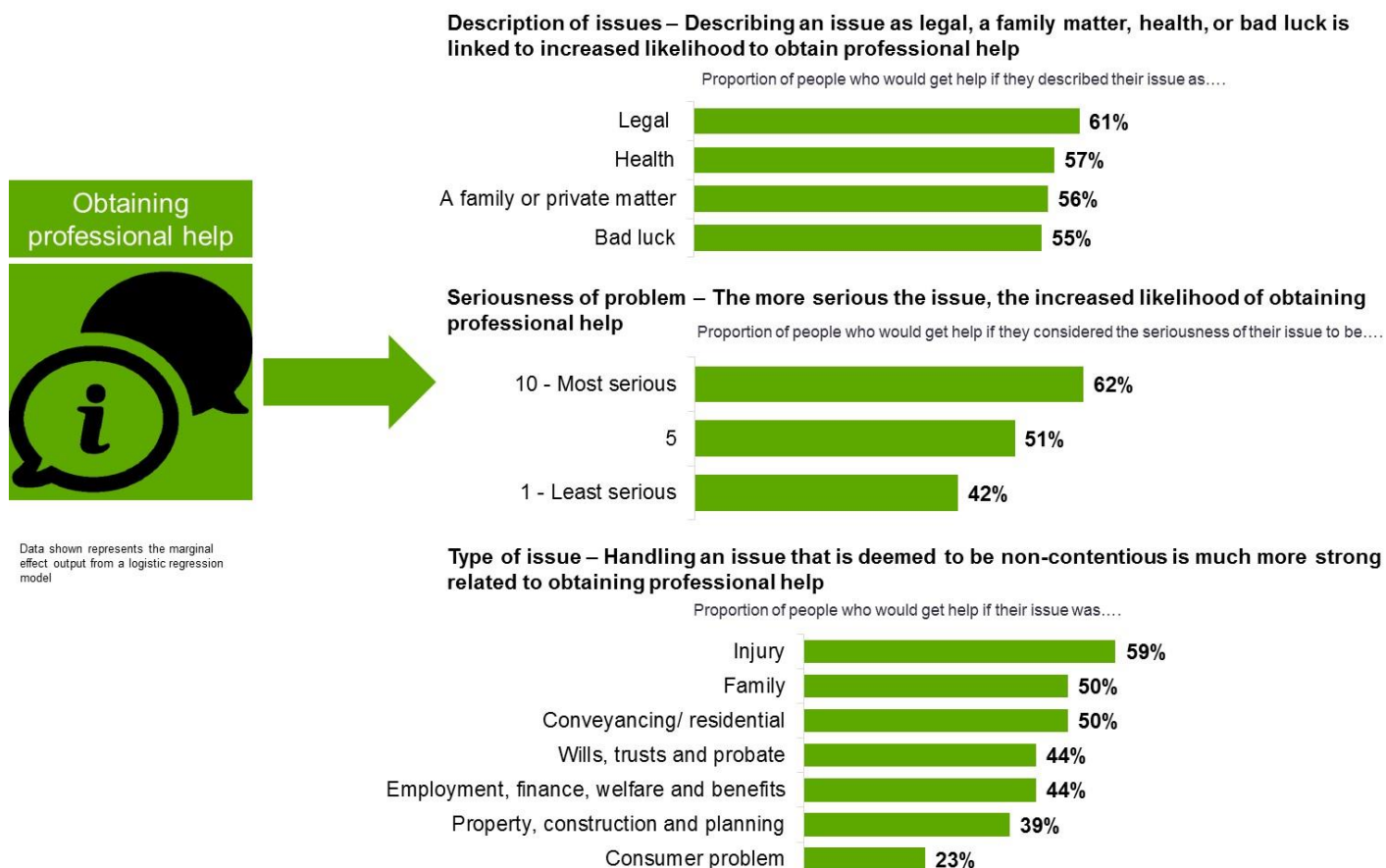


Base: all adults who experienced a *contentious legal issue* in the past 4 years (n=13,437)

Figure 20 shows which factors are related to the context of what the *contentious legal issue* was and how they are associated with the likelihood of obtaining professional help. The model finds that successfully obtaining professional help will be more likely if an issue is described as legal in nature or the issue is related to injury.

Seriousness of the issue is also strongly associated with obtaining professional help. If all *legal issues* were perceived to be 10 out of 10 on a seriousness scale it would be expected that 62% of people to obtain professional help.

Figure 20. Predicted probability of obtaining PROFESSIONAL help by context of the *legal issue*



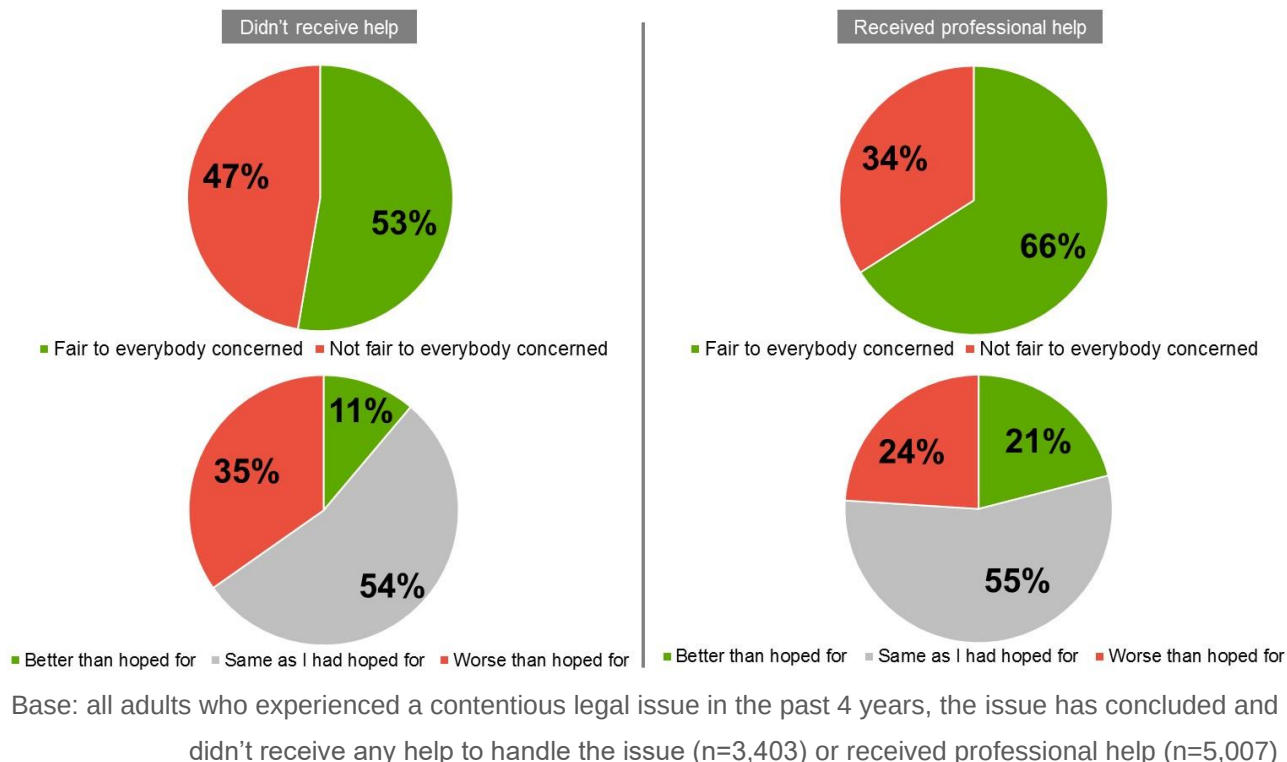
Base: all adults who experienced a *contentious legal issue* in the past 4 years (n=13,437)

5.5 How does handling strategy relate to perceptions of the outcome of the *legal issue*?

People who successfully got professional help to handle a *contentious legal issue* are more likely to feel the outcome was fair and better than they had hoped for when the *legal issue* started.

As figure 21 shows, of those people who obtained professional help to handle a *contentious legal issue*, 66% report that they felt the outcome was fair to everybody concerned and 76% that the final outcome was better or at least the same as they had hoped for. In contrast, of those who did not obtain any help, nearly half (47%) feel that the outcome was not fair to everybody concerned and a third (35%) feel that the final outcome was actually worse than they had hoped for.

Figure 21. Comparison of how people perceive the outcome of a contentious legal by whether people received professional help or not to handle the issue

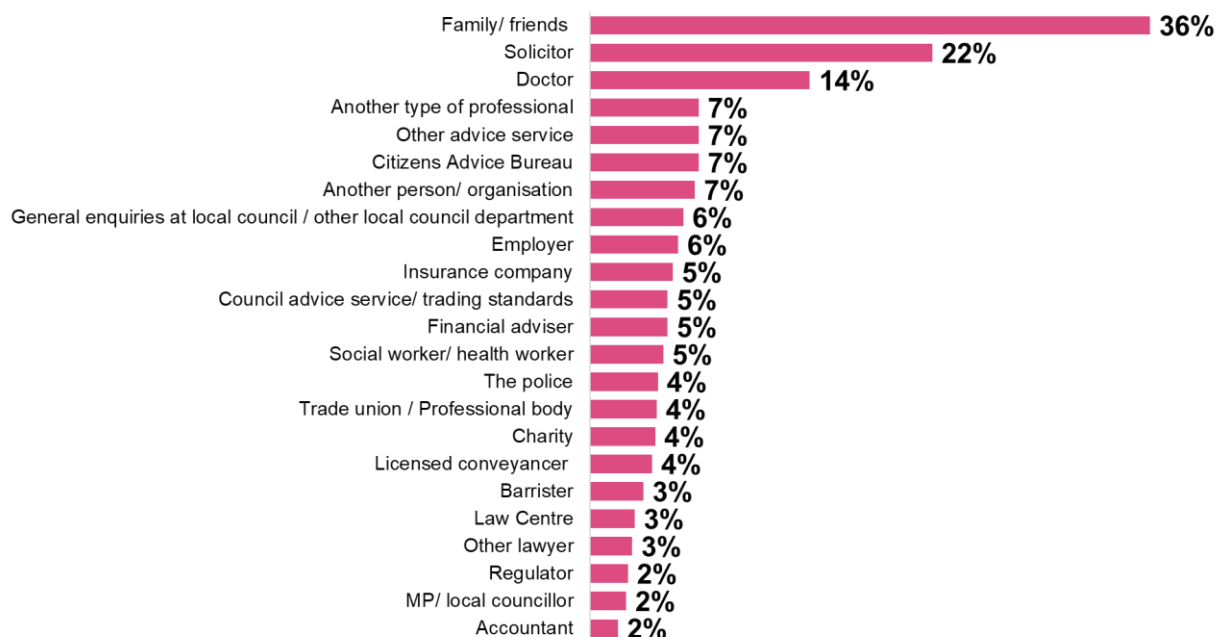


5.6 What specific sources of help do people consider and use?

As figure 22 shows, regardless of what the *legal issue* was, friends and family, a solicitor or a doctor are the most common sources of help that people use to handle an issue they face. However, the range of individuals or organisations who people successfully obtain help from to handle *legal issues* shows the diversity in where people can source help from.

The help received from a family member or friend can be informal or more formal professional advice. Of the 36% of people who successfully got help from a family member or friend, 18% of them report that is person was in fact a professional of some type, with a solicitor (25%) being most commonly mentioned as what type of professional that person was.

Figure 22. The different sources of help that people use to handle a contentious or non-contentious issue they faced over the past 4 years (proportion of people using each for help)

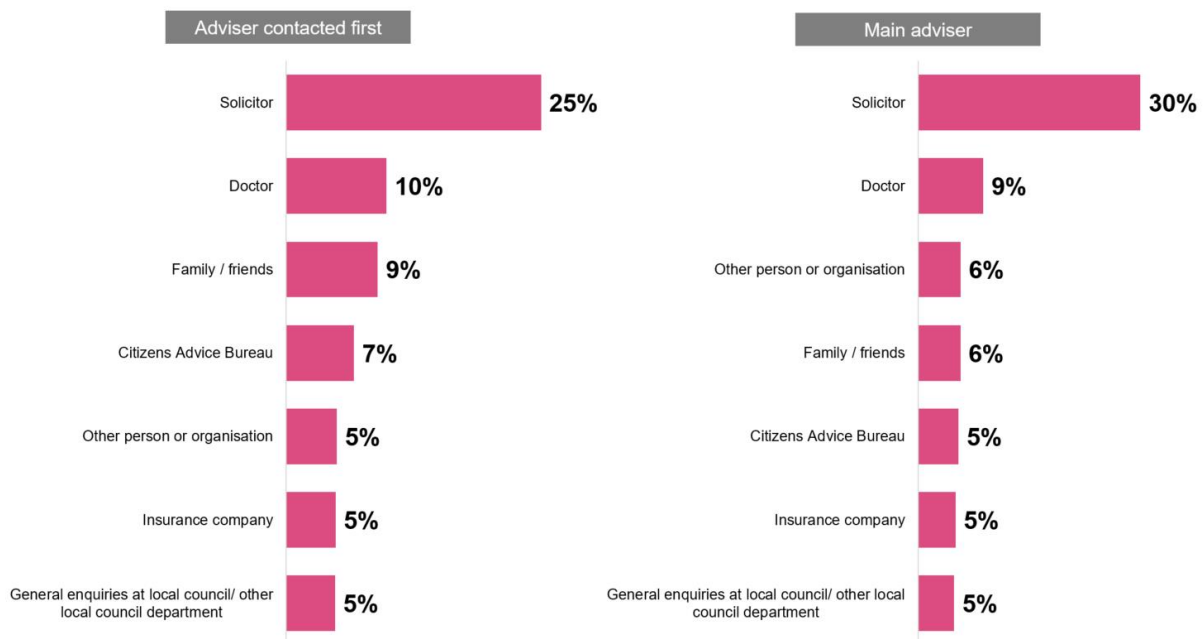


Base: all adults who experienced a *legal issue* in the past 4 years (n=17,583)

Across all the sources of help that people access to handle a *legal issue*, solicitors are ahead of all others in being the adviser that people decide to contact first and who people consider to be their *main adviser* (figure 23).

The important role that doctors play in being a first source of help and for one in ten (9%) the main source of help can also be seen. Doctors are significantly more likely to be the *main adviser* people use when dealing with *legal issues* related to injury or employment, finance, welfare and benefits (29% and 15% *main adviser* respectively).

Figure 23. Sources of help people contact first and who they consider to be their *main adviser* when handling a contentious or *non-contentious legal issue*

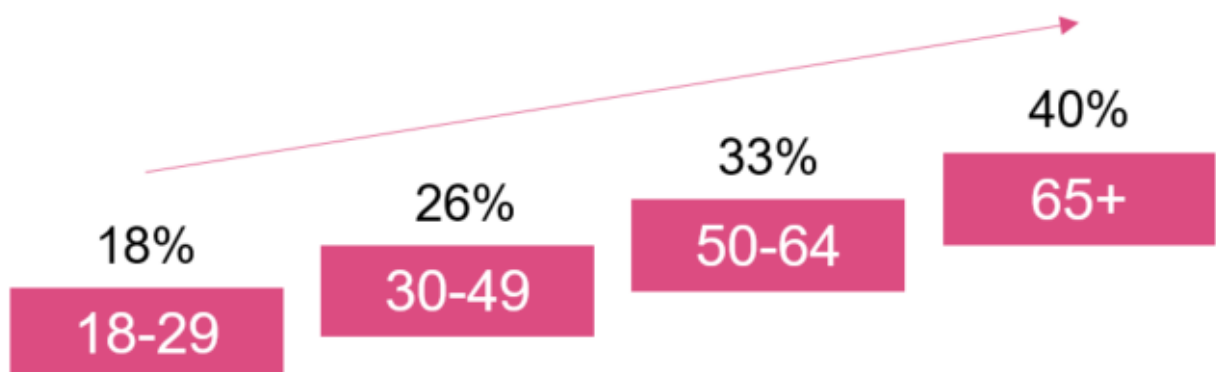


Base: all adults who experienced a *legal issue* in the past 4 years and successfully obtained help (n=9,825).

Note only advisers selected by more than 5% of people shown.

By demographics, as age increases so does the likelihood that a person's main source of help is from a solicitor (figure 24). In a possibly related point (as people from ethnic minorities often have a younger age profile) we also find that those from a BAME background (22%) are less likely to have used a solicitor as a *main adviser* than those from a White British background (31%).

Figure 24. Proportion of people who report a solicitor was their *main adviser* by age



Base: all adults who experienced a *legal issue* in the past 4 years and successfully obtained help (n=9,825),
18-29 (n=1,054), 30-49 (n=3,459), 50-64 (n=3,186), 65+ (n=2,126).

Younger people are more likely to rely on more informal support from friends and family than older generations. Half (48%) of young people aged 18-29 successfully get help from friends and family, and of younger people aged 18-29, one in ten (9%) report that a friend or family member was their *main adviser*.

In comparison, three in ten people aged 50-64 (32%) or 65+ (29%) successfully obtained help from a friend or a family member and of those age groups 5% report that their *main adviser* was a family member or friend.

5.7 How does type of issue faced affect the sources of help people use?

Previous findings have highlighted the range of different sources of help and *main advisers* that people use to handle a contentious or *non-contentious legal issue*. One of the important factors to understand is which types of providers people are more likely to be using for the different types of contentious or *non-contentious legal issues* they face.

Figure 25 shows what proportion of people handling each different *legal issue* type used which type of main advice. The key points are:

- When people are dealing with a property, construction, planning issue or an employment, finance, welfare/ benefits issue they are much more likely to have a *main adviser* from the 'not for profit advice sector'.
- Solicitors are more likely to be drawn on as a main source of advice in issues related to wills, trusts, probate, conveyancing/ residential, family, or rights of individuals issues.
- Barristers are more commonly used than average in issues related to rights of individuals.
- Other professional advisers play a larger role when people are handling issues related to injury or conveyancing/ residential issues.

Figure 25. Use of different *main adviser* types by type of *legal issue*

	All	Rights of individuals	Consumer problem	Conveyancing/ residential	Family	Injury	Property, construction and planning	Employment, finance, welfare and benefits	Wills, trusts and probate
Not for profit advice sector	32%	28%	36%	7%	33%	35%	53%	55%	14%
Solicitors	30%	40%	6%	44%	37%	11%	10%	6%	57%
Other professional advisers	14%	4%	11%	23%	8%	39%	10%	9%	9%
Other	12%	13%	37%	5%	14%	10%	17%	18%	7%
Friends and family	6%	4%	9%	4%	6%	4%	7%	6%	6%
Licensed conveyancers	3%	1%	1%	15%	1%	0%	1%	1%	0%
Unregulated providers	1%	1%	1%	0%	2%	0%	1%	0%	1%
Trade union/ professional body	1%	0%	0%	0%	0%	1%	0%	5%	1%
Barristers	1%	8%	1%	0%	2%	0%	1%	1%	0%
Other regulated lawyers	1%	3%	0%	1%	1%	0%	0%	1%	4%

Base: all adults who experienced an issue in the past 4 years and used a *main adviser* (n=9,825). Rights of individuals (n=505), Consumer (n=280), Conveyancing/ residential (n=1,339), Family (n=1,467), Injury (n=1,058), Property, construction and planning (n=1,369), Employment, finance, welfare and benefits (n=1,647), Wills, trusts and probate (n=2,160). Highlights show where a figure is significantly higher than the average

5.8 How does how the *legal issue* is perceived affect the different sources of professional help people use?

Overall 16% of people successfully got help from a solicitor for a *contentious legal issue* they faced in the past four years but this increases significantly to 40% of those people who deemed their issue to be 'legal' in nature.

Similarly overall 6% of people got help from a barrister, licensed conveyancer and other regulated lawyer for a *contentious legal issue*, but if they deem this issue to be 'legal' the proportion using those advisers increases to 13%.

If people more simply describe the *legal issue* to be 'bad luck' they are no more likely to turn to any form of professional help but are more likely to gain help from family or friends (32% compared with an average of 29%).

6 To what extent do people compare providers and how easy is it?

6.1 Key findings

- Four in ten (37%) of people searched or obtained details of services they could use, searched reviews, used price comparison sites, asked for suggestions or searched specific services when choosing their main adviser. However, within this group a third of people only obtained details related to one service provider.
- As a proportion of all people who successfully got help from a *main adviser*, a fifth (21%) 'shopped around' and compared the services of more than one provider.
- Amongst those who decided to get professional help to handle a *legal issue*, 18% of people looked for or obtained information on prices of services when choosing a main adviser. Rising to 34% of those people who paid for some or all of the services they received.
- Where people do look for price information, a third of those people (32%) only found price information related to one adviser. 57% of people who found price information compared prices across more than one adviser.
- The most common reasons given for not making comparisons between providers (shopping around) when choosing a *main adviser* are that people are simply happy with the first service they found, that they trusted a recommendation they were given, or that the matter was fairly simple.
- A majority of people (84%) also found it easy to obtain prices or to search for prices (76%). Although relatively, more difficulty is experienced when searching for prices (24% report this was difficult) than other type of information when people are comparing services.
- There is a link between *legal confidence* and knowledge of regulation. Four in ten (42%) of those with the lowest level of *legal confidence* did not know or check whether their adviser was regulated. This is significantly higher than the three in ten (28%) of those with high *legal confidence* who did not know or check about

6.2 What information do people seek to help them handle a *legal issue*?

At the outset of handling a *legal issue*, a small majority of people did look for some information to help them manage the *legal issue*, such as details on their rights or responsibilities or details of services that could help, with 55% reporting they looked for or obtained this information (figure 26).

Four in ten (40%) searched and/ or used information related to people's experience of using different services. This is more likely for those who have had a *contentious legal issue* (42%) than for those who have a *non-contentious legal issue* (33%).

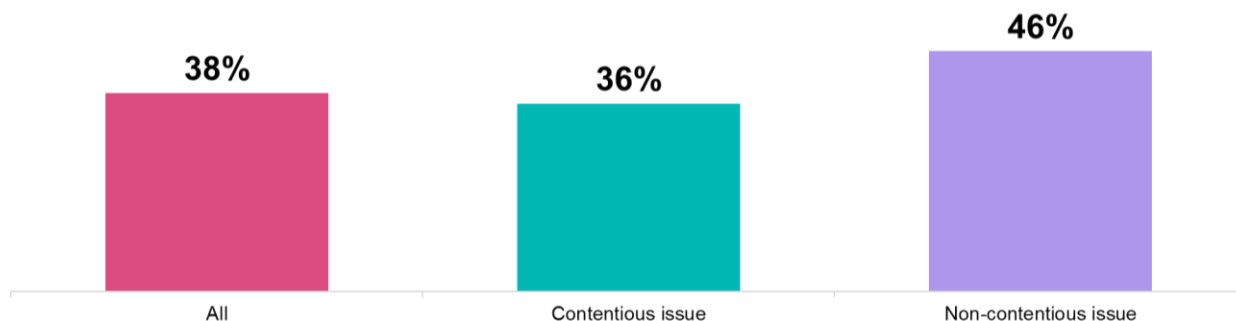
Figure 26. Proportion of people who looked for or obtained information to help them deal with the contentious or *non-contentious legal issue* they had



Base: all adults who experienced a *legal issue* in the past 4 years (n=17,583), Contentious issue (n=13,442), Non-contentious (n=4,141)

Still considering what information people look for at the outset of handling a legal issue. Amongst those people who decided to get help to handle a *legal issue*, 38% looked for or obtained information on prices of services when thinking about how to handle their contentious or non-contentious legal issue (figure 27). The searching and/ or obtaining price information is less likely for those people handling a contentious issue compared with handling a non-contentious issue.

Figure 27. Proportion of people who looked for or obtained information on prices of advice/ assistance services to help them deal with the contentious or *non-contentious legal issue* they had



Base: all adults who experienced a *legal issue* in the past 4 years and tried to get help (n=13,977)

However, the searching or obtaining price information is significantly higher for those people who paid for all or part of the service they received (53%) compared with those who did not pay for the service (34%).

Within those people who paid for some or all of a service they received, it is more common for people dealing with a family (62%) or a right of individuals' issue (63%) to seek or obtain information on prices of service. Seeking or obtaining information on prices of services when dealing with issues related to an injury related issue (25%) or a wills, trusts and probate issue (43%) is less common.

6.3 What do people do when choosing an adviser?

When choosing their *main adviser* to help them handle a contentious or *non-contentious legal issue*, three in ten people proactively searched or obtained details of services they could use (30%). This is more common when handling a *non-contentious legal issue* (36%) than it is when dealing with a *contentious legal issue* (27%).

Alongside this 20% of people search for reviews, use cost comparison sites, research specific services or ask for suggestions where to go. With overall 37% of people doing at least one of searching/ obtaining for details of services, using cost comparison sites, asking for suggestions, searching for reviews or researching specific services.

More specifically, a fifth (18%) of people proactively searched or obtained information on prices of different providers. People handling a *non-contentious legal issue* (28%) are

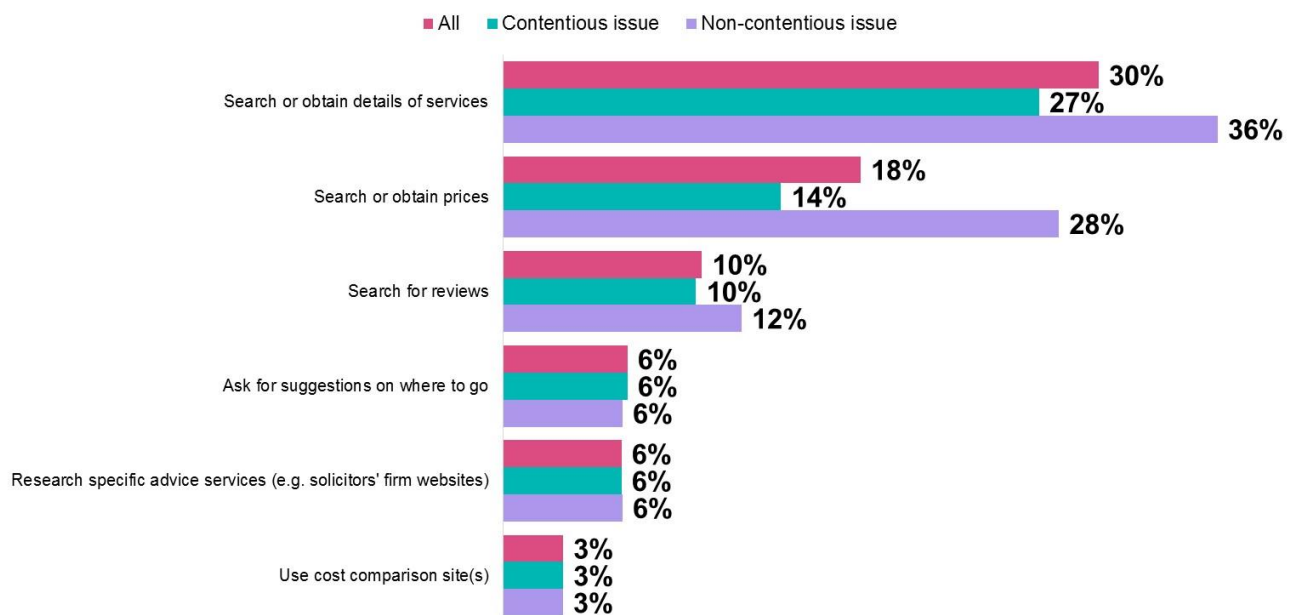
much more likely than those dealing with a *contentious legal issue* (14%) to search for or obtain prices of services.

A focus on those people who paid for the services they received shows an increased likelihood of searching for services and prices. Across all *legal issues*, of those people who paid for the service from their *main adviser*;

- 40% searched or obtained details of services
- 34% searched or obtained details of prices

It should be noted that a third of people (35%) handling a *legal issue* did not search or obtain information related to any of the things described in figure 28.

Figure 28. Proportion of people who when choosing their *main adviser*...



Base: all adults who successfully received help from a *main adviser* to deal with an issue in the past 4 years (n=9,825), Contentious issue (n=6,969), Non-contentious (n=2,856)

Following a market study by the CMA in 2016⁹, the largest legal regulators have introduced new requirements with the aim of increasing levels of price transparency in the legal sector (these came into effect after the time period covered by this survey). As we saw in figure 28, a fifth (18%) of people searched for or obtained price information when

⁹ CMA (2016) [Legal Services Market Study](#)

choosing their *main adviser*. This rises to 34% of those people who paid for some or all of the services they received.

The information people seek to obtain when choosing a *main adviser* varies significantly between different *legal issue* types. The likelihood to search for or obtain price information is highest for those handling a conveyancing or residential related issue (33%) – a more transactional issue. Those people handling a conveyancing or residential issue are also more likely to search for reviews of people's experiences (17%).

Searching for or obtaining price information is also more likely with issues related to wills, trusts and probate (23%) and family related issues (21%).

In contrast, when faced with a *legal issue* related to an injury or employment, finance, welfare and benefits - people are most likely to not obtain any information when choosing their adviser, with 56% and 52% of people respectively reporting they did not obtain any of the information shown in figure 29.

Figure 29. Differences by type of *legal issue* in the proportion of people who when choosing their *main adviser*...

	Rights of individuals	Consumer problem	Conveyancing/ residential	Family	Injury	Property, construction and planning	Employment, finance, welfare and benefits	Wills, trusts and probate
Search or obtain services	27%	31%	33%	34%	18%	29%	27%	34%
Search or obtain prices	15%	11%	33%	21%	15%	12%	7%	23%
Search for reviews	11%	8%	17%	13%	9%	9%	8%	8%
Use cost comparison site(s)	4%	0%	5%	2%	8%	2%	1%	2%
Research specific advice services (e.g. solicitors' firm websites)	10%	4%	6%	9%	3%	5%	4%	6%
Ask for suggestions on where to go	7%	7%	6%	8%	3%	6%	7%	6%
None of these	47%	47%	13%	41%	56%	42%	54%	11%

Base: all adults who successfully received help from a *main adviser* to deal with a *legal issue* in the past 4 years (n=9,825), Rights of individuals (n=505), Consumer (n=280), Conveyancing/ residential (n=1,339), Family (n=1,467), Injury (n=1,058), Property, construction and planning (n=1,369), Employment, finance, welfare and benefits (n=1,647), Wills, trusts and probate (n=2,160).

Note: The green represents where a figure is higher than average and red where a figure is lower than average.

6.4 To what extent do people shop around and compare more than one provider?

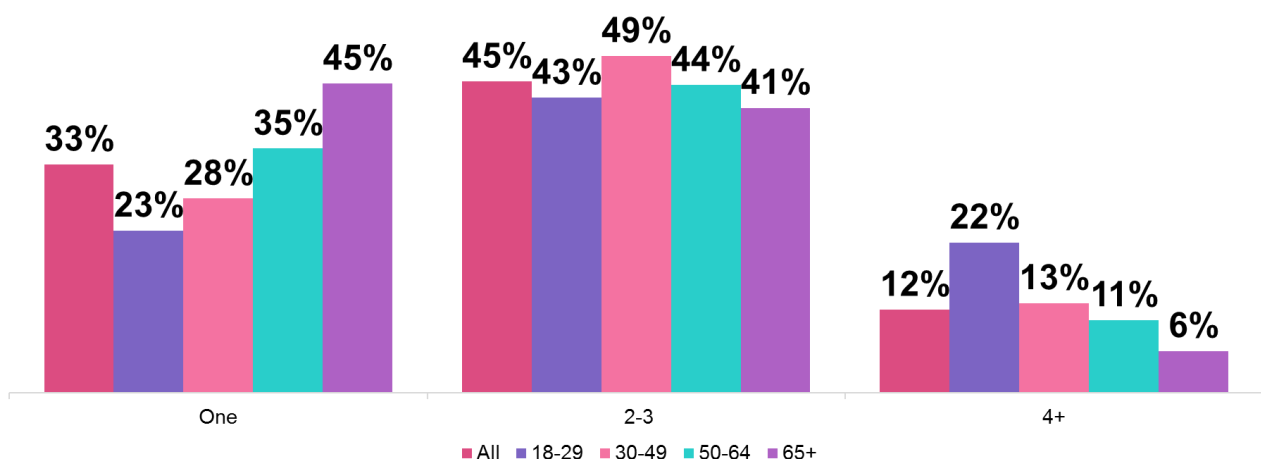
As figure 28 showed, when searching for a *main adviser* to help them handle a contentious or *non-contentious legal issue*, four in ten (37%) people search/ obtain for details of services, use cost comparison sites, ask for suggestions, search for reviews or research specific services. Within this group, a third (33%) only obtained details related to one service provider. A further three fifths (57%) of people obtained details of more than one service provider and 10% could not remember (figure 30).

As a proportion of all those people who successfully got professional help from a *main adviser*, 21% of people searched for or obtained information about more than one service provider or 'shop around'.

Age is the most prominent demographic that highlights a difference between obtaining the details of different services (figure 31). The oldest people are significantly more likely to have obtained the details of only one service provider, with 45% of those aged over 65 years of age relying on just one. A fifth (22%) of those aged 18-29 obtained details of 4 or more services compared with just 6% of those aged over 65 years of age.

It should be noted that older people would have had more opportunity in their lifetime to have used an adviser before and may simply go back to that adviser than searching for others.

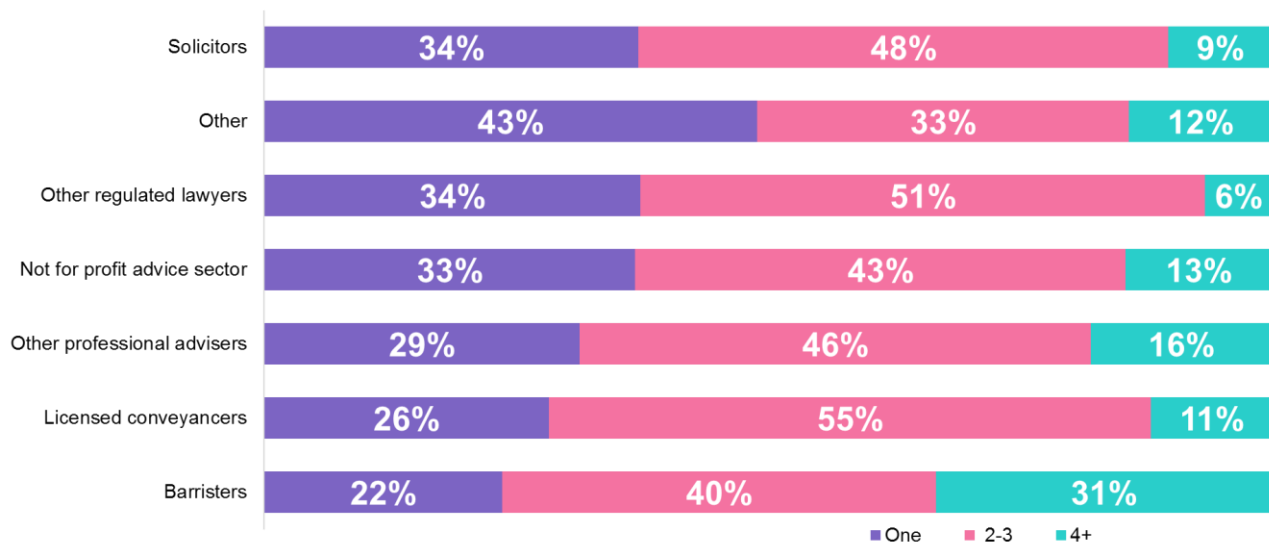
Figure 30. Number of different services people obtain information of when choosing their *main adviser*



Base: all adults who successfully received help from a *main adviser* to deal with a *legal issue* in the past 4 years and searched or obtained details of services (n=3,628), 18-29 (n=380), 30-49 (n=1,308), 50-64 (n=1,168), 65+ (n=772)

The majority of people whose *main adviser* was a solicitor compared the services of two or more providers (57%), with one in ten comparing the services of more than four services. Although, those people whose *main adviser* was a solicitor are more likely (34%) than those who used a barrister (22%) or licensed conveyancer (26%) or another type of professional adviser (29%) to have obtained the details of just one service provider. The reasons why people do not compare the details of multiple providers when choosing a *main adviser* are outlined in section 8.5.

Figure 31. Number of different services people obtain information of when choosing their *main adviser* – by *main adviser* type



Base: all adults who successfully received help from a *main adviser* to deal with a *legal issue* in the past 4 years and searched or obtained details of prices (n=1,894), Solicitors (n=1,210), Other (n=357), Other regulated lawyers (n=75), Not for profit advice sector (n=1,140), Other professional advisers (n=526), Licensed conveyancers (n=153), Barristers (n=34)

Please note the base size (n=34) for barristers is very small and the results have a large margin of error around them

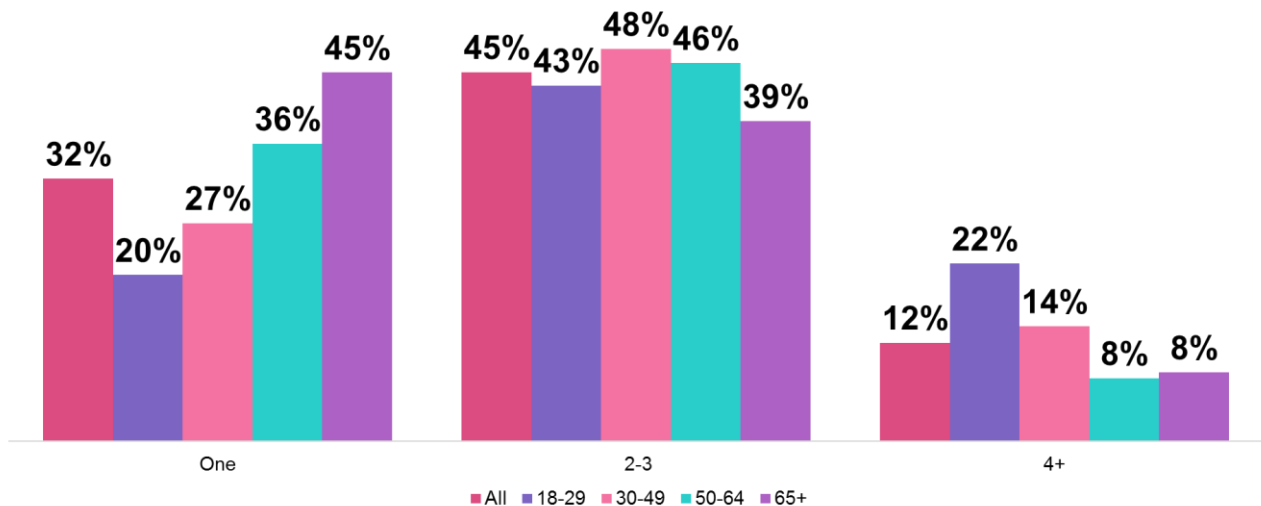
As the perceived seriousness of an issue increases so does the likelihood to compare the details of more than one service provider.

- When people rate a *legal issue* as low seriousness (1-3), a third (35%) obtained details of one service and half (53%) obtained details on more than one service
- When people rate a *legal issue* as high seriousness (8-10), a quarter (26%) obtained the details of one service and three fifths (62%) obtained details on more than one service
- Where people paid for the final service they received and rate a *legal issue* as low seriousness (1-3), two fifths (37%) obtained the prices of one service and half (52%) the prices of more than one service
- Where people paid for the final service they received and rate a *legal issue* as high seriousness (8-10), a quarter (23%) obtained the prices of one service and two thirds (66%) the prices of more than one service

The majority of people who searched or obtained prices when choosing their *main adviser* do compare the prices of multiple providers (figure 33). Three fifths (57%) of people who obtained price information found prices for more than one service. This equates to 10% of all those people who successfully obtained help from a main provider who compared

prices of more than one service. As with obtaining details of different services, when looking for price information a third of people (32%) only obtain the details of prices for one service.

Figure 32. Number of different services people obtain PRICE information of when choosing their *main adviser*



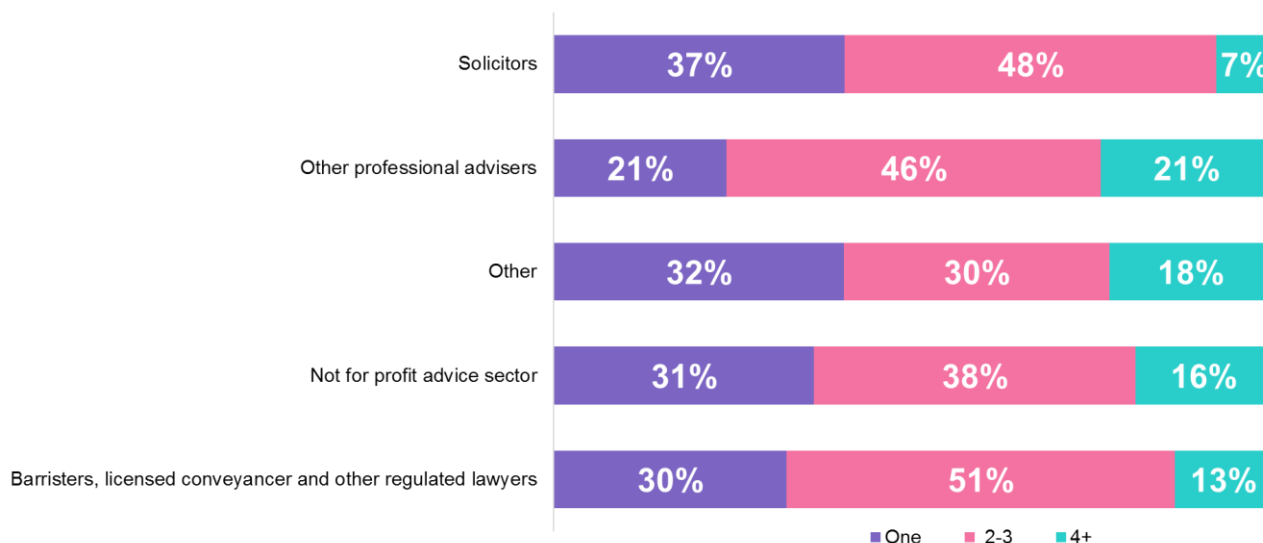
Base: all adults who successfully received help from a *main adviser* to deal with a *legal issue* in the past 4 years and searched or obtained details of prices (n=1,894), 18-29 (n=220), 30-49 (n=732), 50-64 (n=566), 65+ (n=376)

There are some differences between legal service providers and other types of professionals, in terms of how many services people found price information for when choosing their *main adviser*.

Of those who found details on prices, six in ten with a *main adviser* who was a barrister, licensed conveyancer or other regulated lawyers (61%) report that they obtained prices for more than two different service providers. We see the same proportion of those whose *main adviser* was another type of professional (61%) report that they obtained prices for more than two services. Similarly, the majority of people whose *main adviser* was a solicitor and found details of prices compared prices for two or more solicitors (55%).

However, where the *main adviser* was a solicitor, people were more likely than average to report that they only found the prices of one adviser when choosing their *main adviser* – with 33% reporting this.

Figure 33. Number of different services people obtain PRICE information for when choosing their *main adviser* – by *main adviser* type



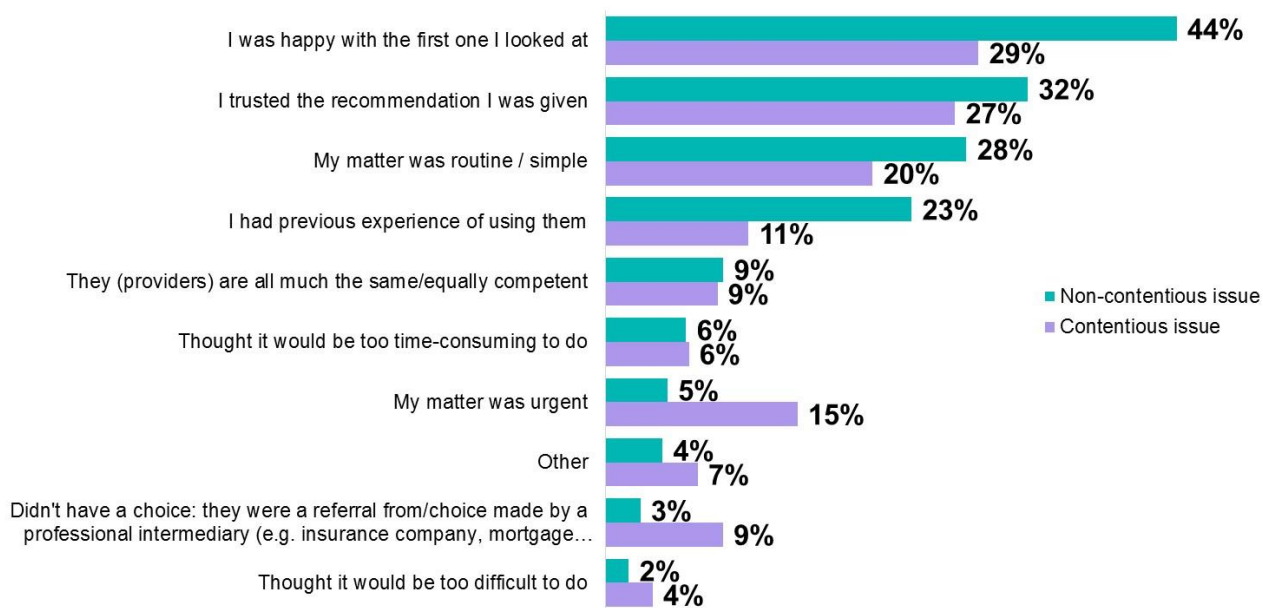
Base: all adults who successfully received help from a *main adviser* to deal with a *legal issue* in the past 4 years and searched or obtained details of services (n=3,628), Solicitors (n=820), Other (n=126), Other professional advisers (n=342), Not for profit advice sector (n=331), Barristers, licensed conveyancer, other regulated lawyers (n=211)

6.5 Why do people choose not to compare more than one provider?

The most common reasons given for not making comparisons between providers when choosing a *main adviser* are that people are simply happy with the first service they found, that they trusted a recommendation they were given, or that the matter was fairly simple (figure 34).

Having previous experience of using the *main adviser* they chose (and therefore not needing to search for others) is more common for people handling a *contentious legal issue* than when handling a *non-contentious legal issue*. On the other hand, the urgency of the matter is more likely to be a reason not to compare multiple providers when handling a *non-contentious legal issue*.

Figure 34. Reasons given for not comparing across more than one service provider when choosing a *main adviser*



Base: all adults who didn't compare across more than one service provider when choosing their *main adviser* to help handle a contentious (n=848) or *non-contentious legal issue* (n=328)

6.6 How easy is it for people to find information about services when handling a *legal issue*?

As shown in figure 35, the vast majority of people who search for or obtain information about different services found it easy to search for services (93% easy), obtain details of services (89%) and search for reviews (89%).

A majority of people (84%) also find it easy to obtain prices when they look for this information or to search for prices (76%). Although comparatively, the most difficulty is experienced when searching for prices (24% report this was difficult).

Figure 35. Proportion of people rating it easy or difficult in searching or obtaining information to help choose a *main adviser* when handling a contentious or *non-contentious legal issue*



Base: all adults who did each of the following when handling a contentious or *non-contentious legal issue*, search for services (n=2,085), search for prices (n=1,008), search for reviews (n=1,008), ask for suggestions where to go (n=619), obtain prices (n=1,207), obtain details of services (n=1,564)

Behind the headlines of people finding it easy to search and obtain information on services and prices there are a minority of consumers who do report greater difficulty.

In particular, those people who have low *legal confidence* (and those with low *legal self-efficacy* or low accessibility to justice) are significantly more likely to have difficulty in all of the things listed in figure 35 than those with higher levels of *legal confidence*.

Focussing on price information, a fifth (22%) of those with low *legal confidence* report it was difficult to obtain prices and close to two-fifths (36%) that they found it difficult to search for prices when choosing their main provider.

Searching for prices is the area that, relatively, people have the most difficulty with. Figure 36 shows a comparison of how ease or difficulty of searching for prices differs by the *main adviser* people used and the type of *legal issue* that they were handling.

Figure 36. Proportion of people rating it easy or difficult to search for PRICE information to help choose a *main adviser* when handling a contentious or *non-contentious legal issue*



Base: all adults who searched for prices when handling a contentious or *non-contentious legal issue*, Injury (n=106), Wills, trusts and probate (n=229), Conveyancing/ residential (n=249), Property, construction and planning (n=88), Employment, finance, welfare and benefits (n=69), Family (n=200), Rights of individuals (n=49), Other professional advisers (n=184), Barristers, licensed conveyancer and other regulated lawyers (n=120), Solicitors (n=384)

By *legal issue* type, difficulty in searching for price information is greater when people were dealing with an issue related to ‘rights of individuals’ ‘family’ or ‘employment, finance, welfare and benefits’ *legal issues* (figure 36).

By provider type, the majority of people did find it easy to find price information across all providers. However, those using a solicitor as their *main adviser* are more likely than those using ‘other professional adviser’ to report difficulty in searching for prices. Context is important here and those people using a solicitor would be more likely to be handling *legal issues* that were more complex in nature and fall within the *legal issue* types identified as being difficult to provide a standardised price.

6.7 Knowledge of regulation

There is a degree of uncertainty about what a regulated legal service is. Half of people (52%) are confident that they know what is meant by the term 'regulated legal service'. However, a similar proportion (48%) are unconfident that they know what that term means.

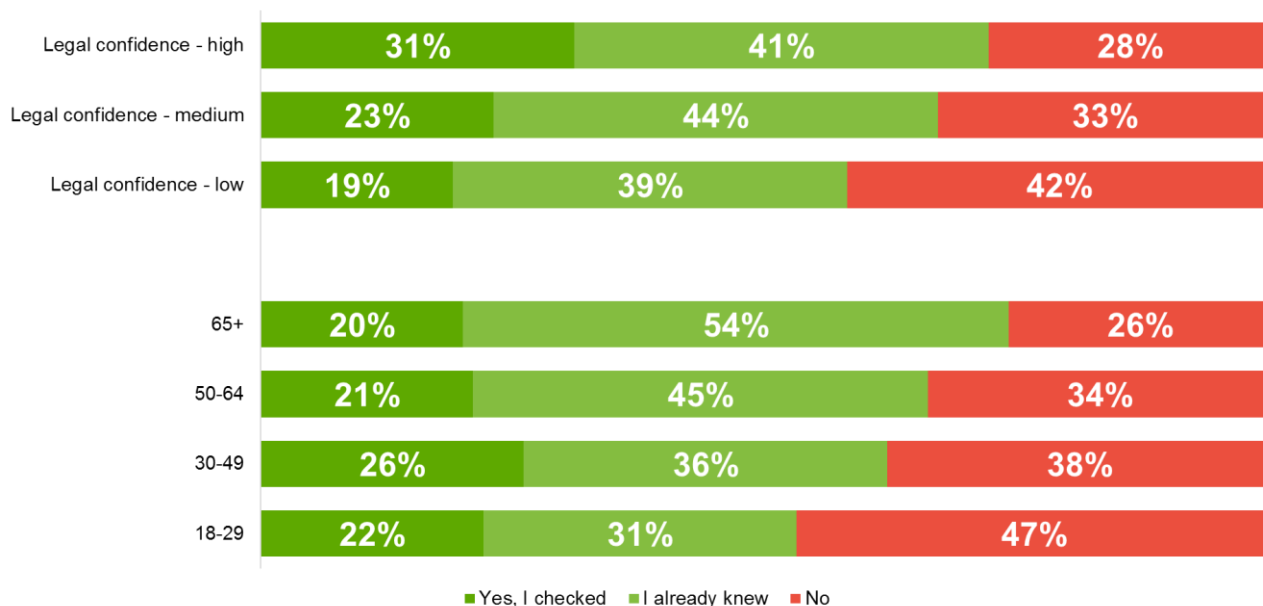
Those people who are the youngest or oldest in the population are more likely than those in the middle age groups to not be confident they know what a regulated service is. Also, those people who have lower education levels are more likely than those with a high level of education to not be confident they know what a regulated service is.

Feelings of not being confident that you know what a regulated legal service is are higher for:

- Aged 18 to 29 51% unconfident
- Aged 65+ 55% unconfident
- Low education levels 53% unconfident

When using a *main adviser* to help people handle a *legal issue* two-fifths (42%) of people report that they already knew that the adviser they were using was regulated. Of the remainder one-fifth (23%) did check whether their *main adviser* was regulated. But that leaves a third (35%) of people who used a *main adviser* who did not know or check whether their adviser was regulated.

Figure 37. Whether people check if their provider was regulated or already knew by *legal confidence* and age



Base: all adults who used a *main adviser* when handling a contentious or *non-contentious legal issue*, *legal confidence* - low (n=3460), *legal confidence* - medium (n=4946), *legal confidence* - high (n=1101), 18-29 (n=1,299), 30-49 (n=3,297), 50-64 (n=2,625), 65+ (n=2,055)

There are differences by demographics in awareness of regulation. Younger people (aged 18-29) are much less likely than older people (aged 65+) to already know that their adviser is regulated (figure 37).

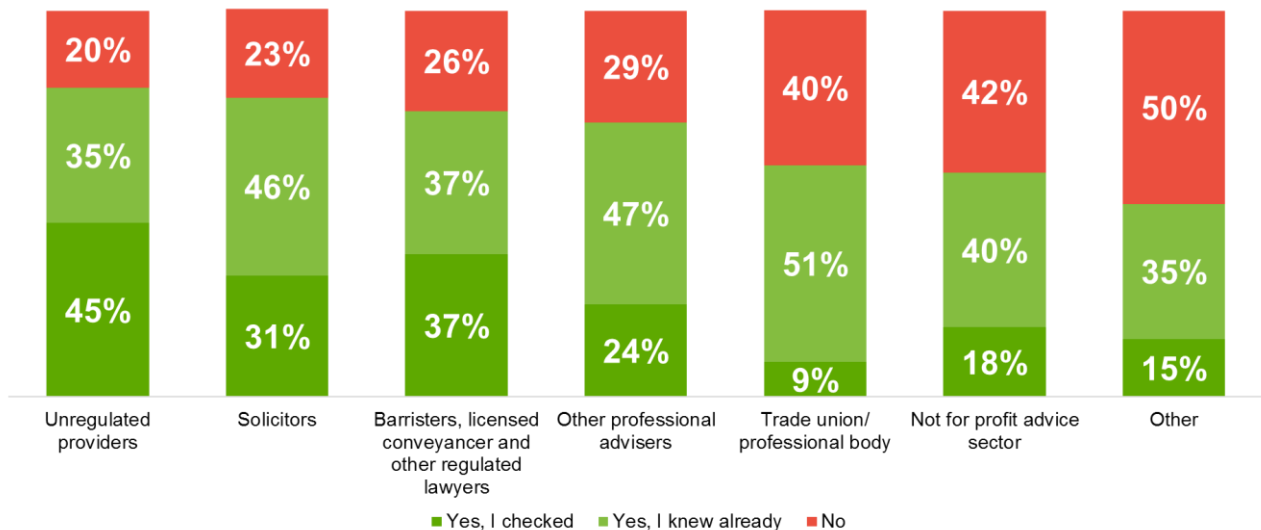
There is also a link between *legal confidence* and knowledge of regulation. Four in ten (42%) of those with the lowest level of *legal confidence* did not know or check whether their adviser was regulated¹⁰. This is significantly higher than the three in ten (28%) of those with high *legal confidence* who did not know or check about whether their *main adviser* was regulated.

As figure 38 shows, awareness of regulation also varies by type of adviser used. Those people using a trade union/ professional body (51%), another professional adviser (47%) or a solicitor (46%) are most likely to have already known that their adviser was regulated.

¹⁰ The same pattern is true for *legal self-efficacy* and *accessibility of justice* with 40% of those with low *self-efficacy* and 42% of those with low *accessibility to justice* not checking or knowing that their adviser was regulated

Those people using an unregulated provider or a barrister, licensed conveyancer, other regulated lawyer (37%) or an unregulated provider (45%) are most likely to say that they checked whether their adviser was regulated.

Figure 38. Whether people check if their provider was regulated or already knew by the *main adviser* type they used



Base: all adults who successfully received help from a *main adviser* to deal with a *legal issue* in the past 4 years (n=9,825) Solicitors (n=2,991), Other (n=1,199), Not for profit advice sector (n=3,052), Other professional advisers (n=1,404), Barristers, Licensed conveyancers, other regulated lawyers (n=561), Unregulated providers (n=64), trade union/ professional body (n=121)

When probed on why people dealing with a *contentious legal issue* did not check whether their *main adviser* was regulated most people simply say they assumed their adviser would be regulated (31%). One in ten (13%) felt that regulation was not important. Pointing towards some gaps in knowledge, young people (aged 18-29) are more likely than any other older age group to report that they did not know what regulation meant (11%).

7 How satisfied are people with the advice/ help they receive?

7.1 Key findings

- The vast majority of people who obtained help from a *main adviser* to handle a *legal issue* are satisfied with the services they receive. Half (50%) report being very satisfied, 35% fairly satisfied.
- By demographics, the main distinction in levels of satisfaction with services is age. Younger people aged 18-29 years old are less likely than older age groups to report that they were satisfied with the service that they received.
- The context of the outcome of the *legal issue* is important. Where people feel that (regardless of the outcome) the process of dealing with the issue was not fair to everyone concerned, they are more likely to report they were dissatisfied with the service they received and less likely to report they were satisfied.
- By provider type, people are most satisfied with the service they receive from solicitors (90%) and other professional advisers (88%). Those using unregulated providers* are most likely to offer dissatisfaction with the service that they received (20%).
- People who were not told about prices when initially communicating with their *main adviser* were less likely to report being satisfied (82%) when compared to those people who were told about prices (94%).
- The main reasons for dissatisfaction with a service is a feeling that the adviser did not do enough (32%) or that they took too long to deal with the issue (31%).
- In what is deemed to be a 'silent sufferer'**, four in ten (37%) people do not do anything in response to being dissatisfied.
- Close to half (46%) of those people who feel justice isn't accessible to them did nothing in response to being dissatisfied. In contrast, just 8% of those people who feel justice is accessible report that they did nothing in response to being dissatisfied.

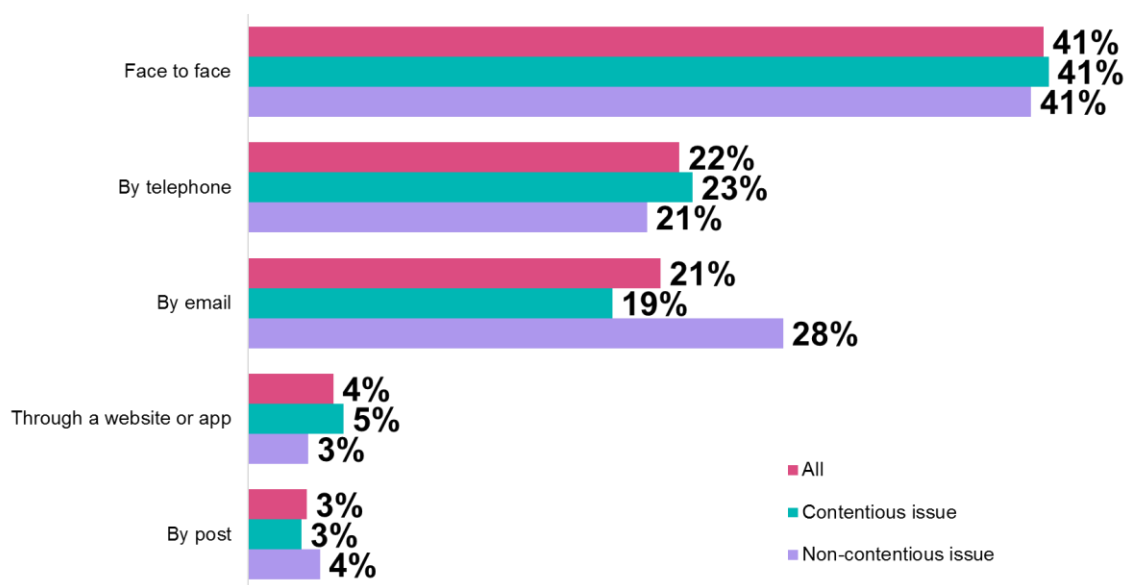
*Unregulated providers are Business/ Human resources consultancy

**A silent sufferer is someone who takes no action in response to being dissatisfied

7.2 How are services delivered?

Face-to-face is the most common means of delivery across contentious and *non-contentious legal issues* (figure 39). Delivery of services mainly through email (21%) is now as equally likely as a service delivered mainly via the telephone (22%). Those dealing with a *non-contentious legal issue* are more likely to have the service mainly delivered through email than those handling a *contentious legal issue* (28% vs 19%).

Figure 39. Main way in which services are delivered to people by their *main adviser*



Base: all adults who experienced a *legal issue* in the past 4 years and used a *main adviser* (n=9,825),
contentious issue (n=6,969), non-contentious issue (n=2,856)

The main way in which services are delivered does differ by the specific type of issue that people were handling. As figure 41 shows, services delivered for *legal issues* relating to rights of individuals (50%), wills, trusts and probate (50%), family (49%) or employment etc. issues (46%) are more likely than average to be delivered face-to-face.

Whereas delivering mainly via the telephone is more likely than average in *legal issues* related to injury (35%), consumer problems (29%). Consumer problems are the *legal issue* type that has a significant proportion of service delivery through a website or app (15%) – more so than other *legal issue* types.

Where people are handling *legal issues* related to conveyancing/ residential (43%) they are much more likely than average to have the service mainly delivered through email.

Figure 40. Main way in which services are delivered to people by their *main adviser* by the different issue types

	Face to face	By telephone	By email	Through a website or app	By post
Rights of individuals	50%	17%	15%	4%	3%
Consumer problem	21%	29%	23%	15%	2%
Conveyancing/ residential	23%	23%	43%	2%	3%
Family	49%	17%	19%	4%	3%
Injury	38%	35%	12%	3%	3%
Property, construction and planning	34%	24%	24%	6%	2%
Employment, finance, welfare and benefits	46%	22%	16%	6%	2%
Wills, trusts and probate	50%	19%	18%	4%	5%

Base: all adults who successfully received help from a *main adviser* to deal with a *legal issue* in the past 4 years (n=9,825), Rights of individuals (n=505), Consumer (n=280), Conveyancing/ residential (n=1,339), Family (n=1,467), Injury (n=1,058), Property, construction and planning (n=1,369), Employment, finance, welfare and benefits (n=1,647), Wills, trusts and probate (n=2,160). Green indicates a figure being statistically significantly higher than average

7.3 How satisfied are people with the services they receive?

The overall headline is that the vast majority of people who obtained help from a *main adviser* to handle a contentious or *non-contentious legal issue* are satisfied with the services they receive. Half (50%) report being very satisfied, 35% fairly satisfied, just 5% report being fairly dissatisfied and 2% very dissatisfied.

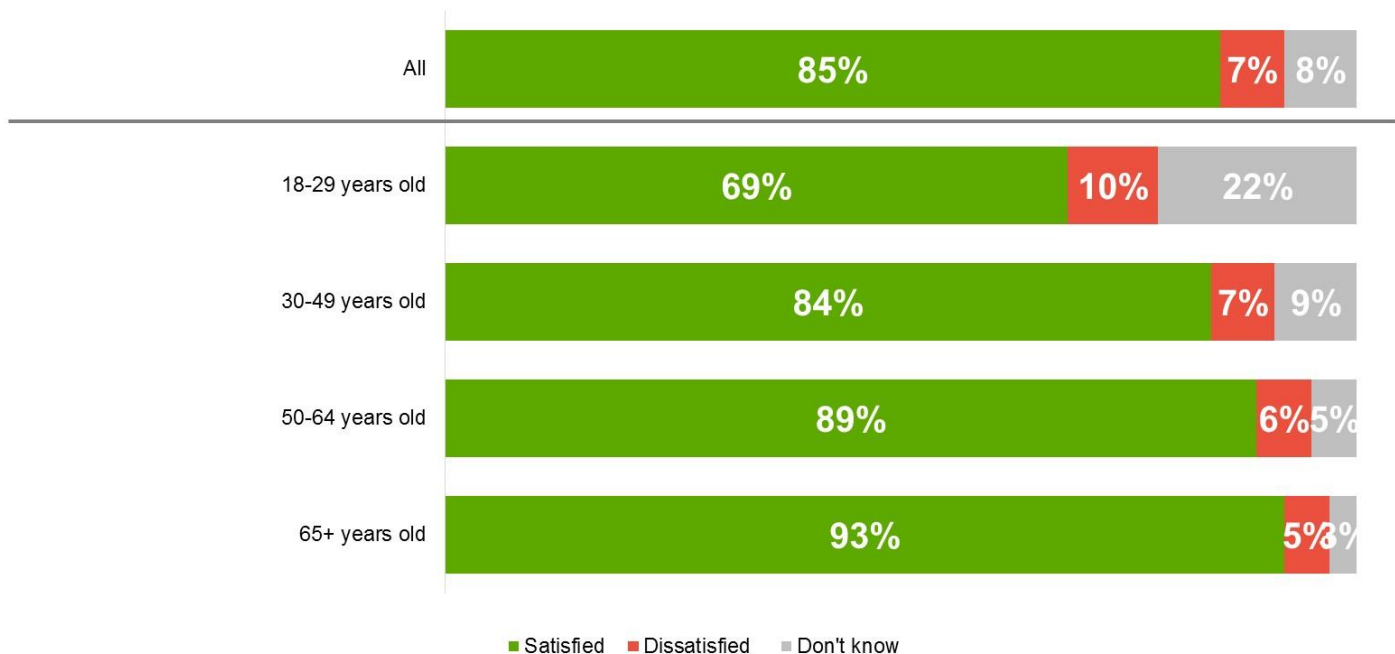
The following analysis will explore what factors around demographics, *legal issue* type, provider and context of the issue affect how satisfied or dissatisfied people are with the services they receive.

Are there groups in society who are more or less satisfied with the service they received?

By demographics, the main distinction in levels of satisfaction with services is the age of the person who is using the service. As figure 41 shows, those people aged 18-29 years old are less likely than older age groups to report that they were satisfied with the service

that they received. Although while young people are slightly more likely to report levels of dissatisfaction, the largest difference is in the proportion of young people who report that they do not know if they were satisfied with the service they received (figure 41).

Figure 41. Proportion of people who are satisfied with the service they receive from their *main adviser* by age

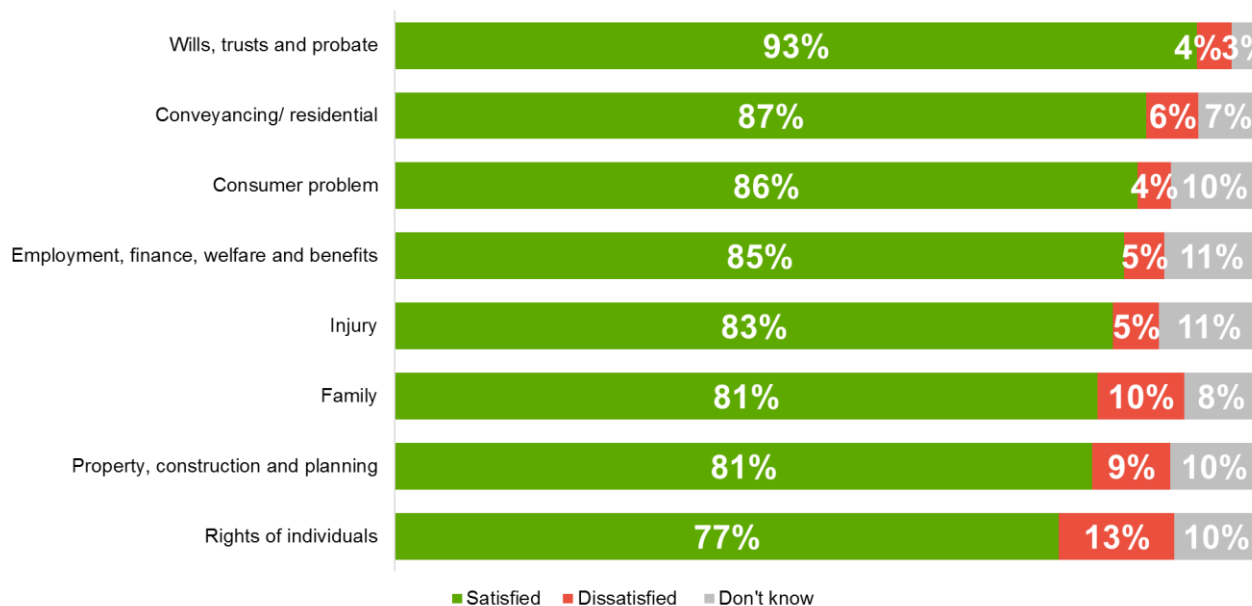


Base: all adults who successfully received help from a *main adviser* to deal with a *legal issue* in the past 4 years (n=9,825), 18-29 (n=1,054), 30-49 (n=3,459), 50-64 (n=3,186) 65+ (n=2,126)

How does satisfaction with service provision differ by legal issue?

Overall levels of satisfaction remain high across all different types of *legal issue* (figure 42). Those people accessing services for an issue related to wills, trusts and probate report the highest levels of satisfaction with the service they received (93%). In contrast, while the majority are satisfied, the highest levels of dissatisfaction are seen in issues related to rights of individuals (13% dissatisfied).

Figure 42. Proportion of people who are satisfied with the service they receive from their *main adviser* by issue type

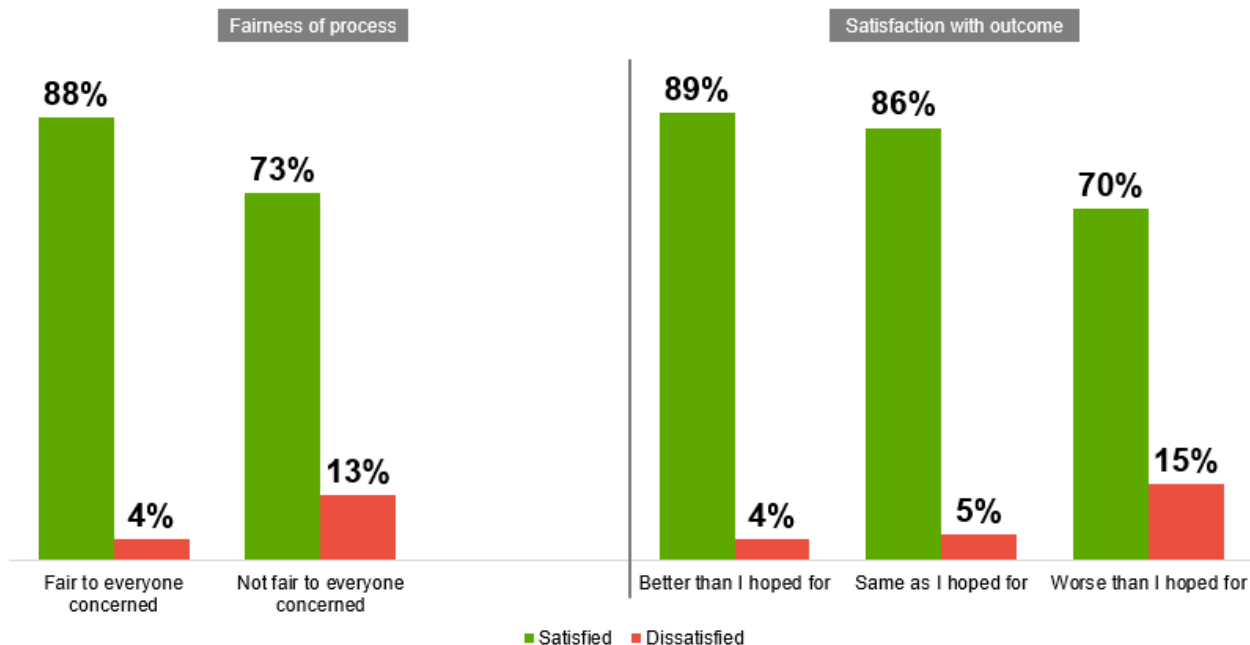


Base: all adults who successfully received help from a *main adviser* to deal with a *legal issue* in the past 4 years (n=9,825), Rights of individuals (n=505), Consumer (n=280), Conveyancing/ residential (n=1,339), Family (n=1,467), Injury (n=1,058), Property, construction and planning (n=1,369), Employment, finance, welfare and benefits (n=1,647), Wills, trusts and probate (n=2,160)

When considering differences in levels of satisfaction it is important to recognise the impact of the context of what the *legal issue* was and how the outcome of the issue was perceived. As figure 43 shows, where people feel that (regardless of the outcome) the process of dealing with the issue was not fair to everyone concerned they are more likely to report they were dissatisfied with the service they received and less likely to report they were satisfied.

When we factor in satisfaction with the overall outcome of the *legal issue*, we see a similar pattern. Of those people who felt the outcome of their issue was worse than they hoped for, seven in ten (70%) are satisfied and one in seven (15%) report they were dissatisfied with the service they received. This is a significantly lower level of satisfaction than reported by those who felt the outcome was better than they hoped for (89% satisfied).

Figure 43. Levels of satisfaction with service provision of their *main adviser* by perceptions of the fairness of the process and satisfaction with the outcome

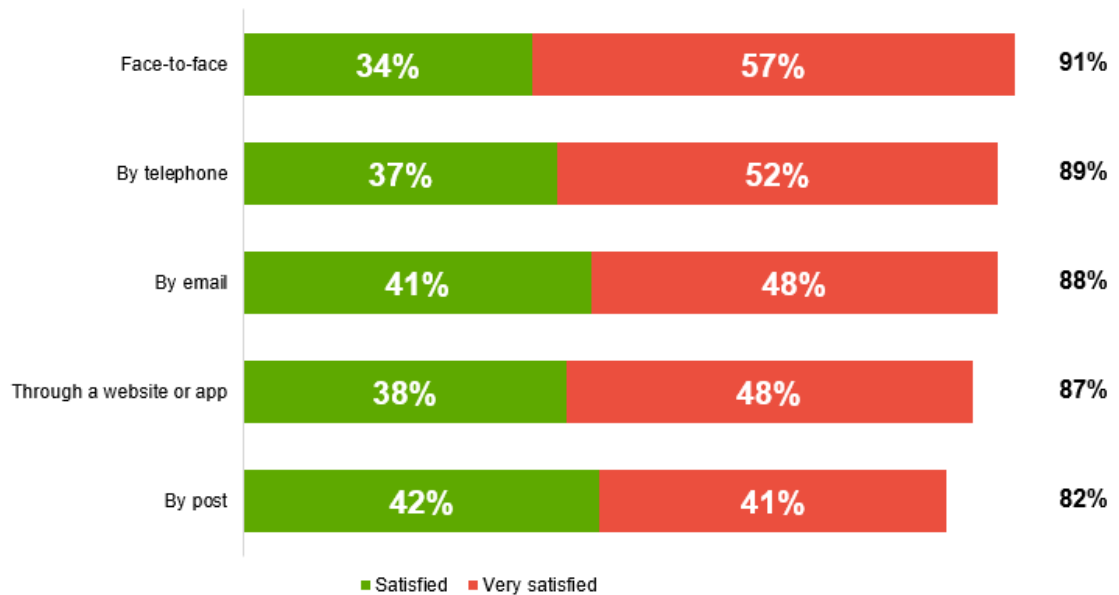


Base: all adults who successfully received help from a *main adviser* to deal with a *contentious legal issue* in the past 4 years and the issue has concluded (n=5,007)

How does satisfaction with service provision differ by how the service is provided and who provides it?

Overall levels of satisfaction do not fluctuate greatly between services delivered in different ways (figure 46). Nine out of ten people are satisfied with a service that was mainly delivered face-to-face (91%), by telephone (89%), by email (88%) or through a website or app (87%).

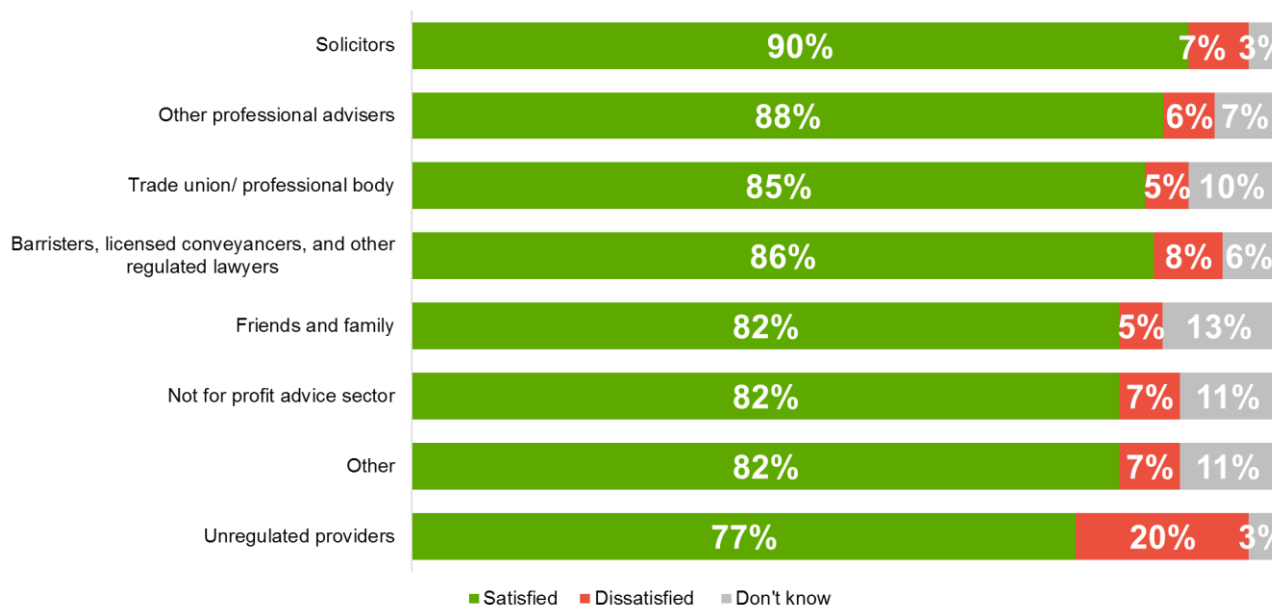
Figure 44. Proportion of people who are satisfied with the service they receive from their *main adviser* by the main way a service is delivered



Base: all adults who successfully received help from a *main adviser* to deal with a *legal issue* in the past 4 years (n=9,825), Face-to-face (n=4,015), Telephone (n=2,192), Email (n=2,226), Website or app (n=427), Post (n= 284)

By provider type, people are most satisfied with the service they received from solicitors (90%) and other professional advisers (88%). While a majority of people are satisfied with the service provided by all different types of providers, those using unregulated providers are most likely to report dissatisfaction with the service that they received (20%).

Figure 45. Proportion of people who are satisfied with the service they receive from their *main adviser* by provider type



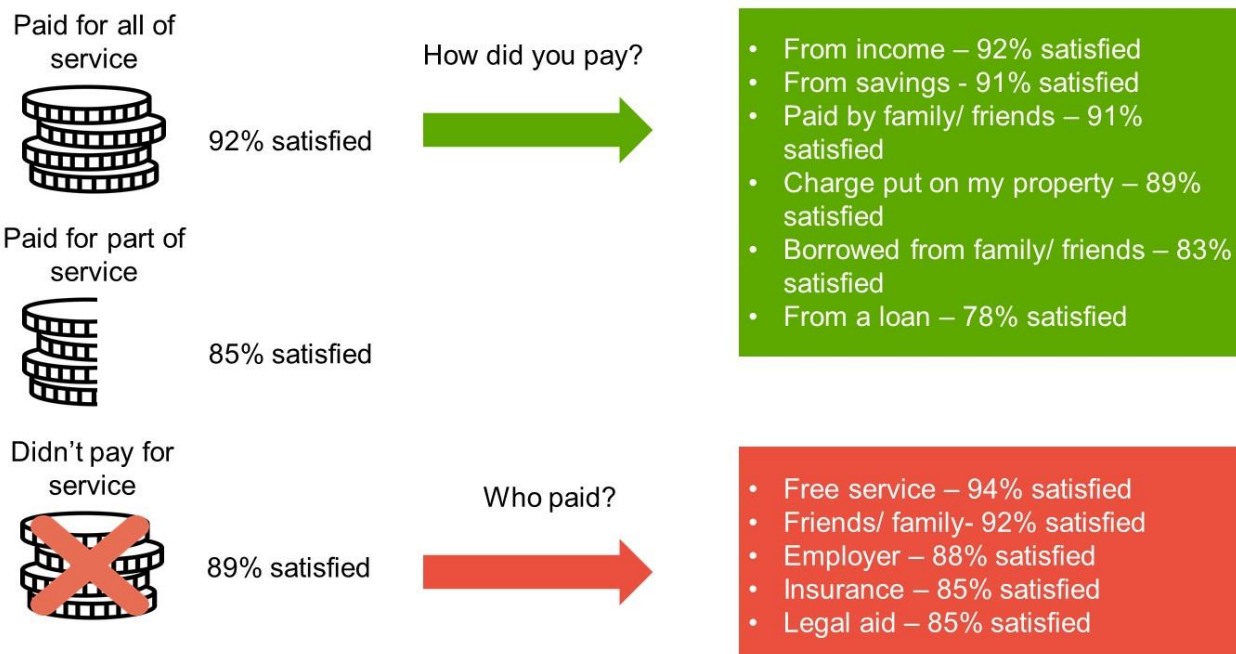
Base: all adults who successfully received help from a *main adviser* to deal with a *legal issue* in the past 4 years (n=9,825), Solicitors (n=2,991), Other (n=1,199), Not for profit advice sector (n=3,052), Other professional advisers (n=1,404), Barristers, Licensed conveyancers, other regulated lawyers (n=561), Unregulated providers (n=64), trade union/ professional body (n=121), Friends and family (n=558)

How does satisfaction with service provision differ by how services are funded?

Services can be funded in a variety of different ways with people paying all, part or none of the costs to provide the service. As figure 46 shows, there is not any real difference in overall levels of satisfaction between those who paid for all of the service and those who didn't pay anything. Those people who only paid for part of the service are much less likely than those who paid for all or did not pay anything for the service to be very satisfied with the service they received. Half (54%) of those who paid for all or paid nothing are very satisfied compared with a third (34%) of those who paid for part of the service.

In terms of how services were specifically funded, those people who had to take out a loan are least likely to be satisfied with how the service was delivered. It does appear important to inform people of the likely costs at the outset. A lower proportion of people who were not told about prices when initially communicating with their *main adviser* report being satisfied (82%) when compared to those people who were told about prices (94%).

Figure 46. Relationship between how services are funded and overall satisfaction with the service received by a main adviser



People who were not told about prices when initially communicating with their main adviser are less likely to be satisfied overall than those who were provided with information on prices (82% v 94%)

7.4 What are the main reasons that people are dissatisfied with a service and what do they do in response to being dissatisfied?

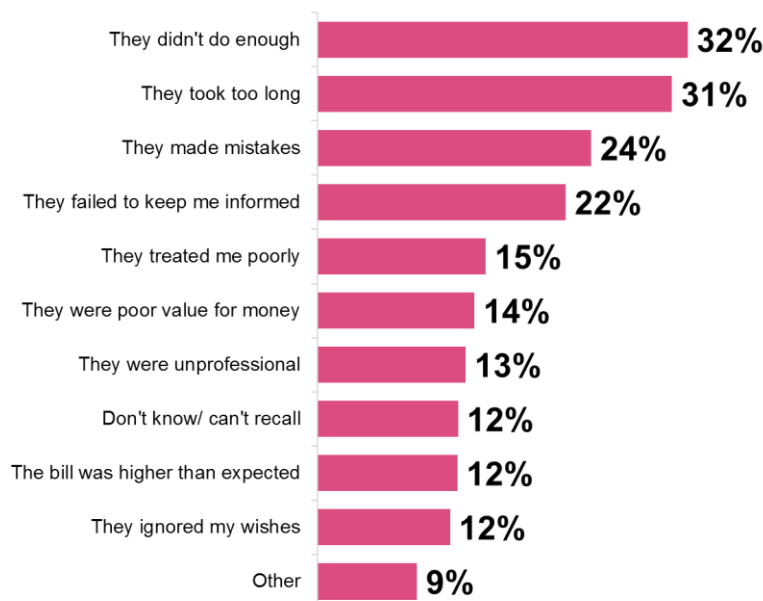
The main reasons for dissatisfaction with a service is a feeling that the adviser did not do enough (32%) or that they took too long to deal with the issue (31%).

Relatively, people were less likely to raise issues with the costs and overall value for money. The bill being higher than expected and the adviser being poor value for money was mentioned by 12% and 14% of people as a reason for dissatisfaction.

Those people with a lower education level and who were dissatisfied were more likely to cite the bill being higher than expected as a reason for their dissatisfaction (19% compared with 10% of those with high education level).

In contrast, people with higher education levels were more likely to cite that the adviser took too long (36%) or that they failed to keep them informed (26%) as reasons for their dissatisfaction.

Figure 47. Main reasons why people are dissatisfied with the service they receive from their *main adviser*



Base: all adults who were dissatisfied with the service they received from their *main adviser* to deal with a *contentious legal issue* in the past 4 years (n=539)

In a way that is deemed to be a 'silent sufferer', four in ten (37%) people did not do anything in response to being dissatisfied. The likelihood to do nothing is closely linked with people's overall levels of inaccessibility to justice.

In response to being dissatisfied....

37% - do nothing 'silent sufferers'

35% - raised their concerns or make a formal complaint to the adviser

8% - complain to the regulator or Ombudsman

3% - write a review on the internet/ social media

Base: all adults who were dissatisfied with the service they received from their *main adviser* to deal with a *legal issue* in the past 4 years (n=626)



Just 8% of those people who have a high *accessibility of justice* score (high feelings that justice is accessible) report that they did nothing in response to being dissatisfied. This contrasts with 46% of those people with a low *accessibility of justice* score who did nothing in response to being dissatisfied.

8 Who handles their issues alone/ with informal support and whose needs are not met?

8.1 Key findings

- One in ten of those who experienced a *legal issue* in the last 4 years did not look for any information or try to get any help at all (11%).
- For *contentious legal issues*, the most common reason not to take any action was that they did not think the issue was important enough (23%). A fifth thought that taking action would not make any difference (21%).
- Those who think justice is inaccessible are more likely than those who think justice is accessible to say that they did not take action because it would not have made a difference.
- Across both *contentious* and *non contentious legal issues*, the top reasons respondents did not get help from a professional adviser are because they did not need help/ knew enough themselves (23%) and because the issue resolved without the need for advice (23%).
- As mentioned earlier, two fifths of people did look for or obtain information on prices of services (38%). Perceived expense of professional advisers is a barrier for a fifth of people (21%).
- *Legal confidence* is likely to impact perceptions of expense – a quarter of those with low *legal confidence* think that getting help is expensive compared to only 1 in 8 with high *legal confidence*
- Close to half of people get help from a friend or family member (45%), but few say their friends/ family members are the first port of call (9%) or that they were the main source of help (6%). Family and friends appear to be a supplementary form of help in addition to other, primary, sources.
- As defined by OECD guidance, half of those with a *contentious legal issue* are estimated to have a *legal need* (53%) i.e. needed professional support to deal with a *legal issue*.
- Just under a third of individuals with a *contentious legal need* had an estimated *unmet legal need* (31%), mainly because they did not seek professional help for their issue.

8.2 Who takes no action?

As discussed earlier in the report, a fifth of those who experienced a *legal issue* did not think or attempt to get any professional help. Separately, a third of those with an issue say they did not look for information to help manage the issue, information on prices of advice, or information on people's experiences of different advice/ assistance services (38%). One in ten did not look for any information or try to get help at all (11%).

Figure 48. Levels of inaction



Base: all adults who experienced a *legal issue* in the past 4 years (n=17,583)

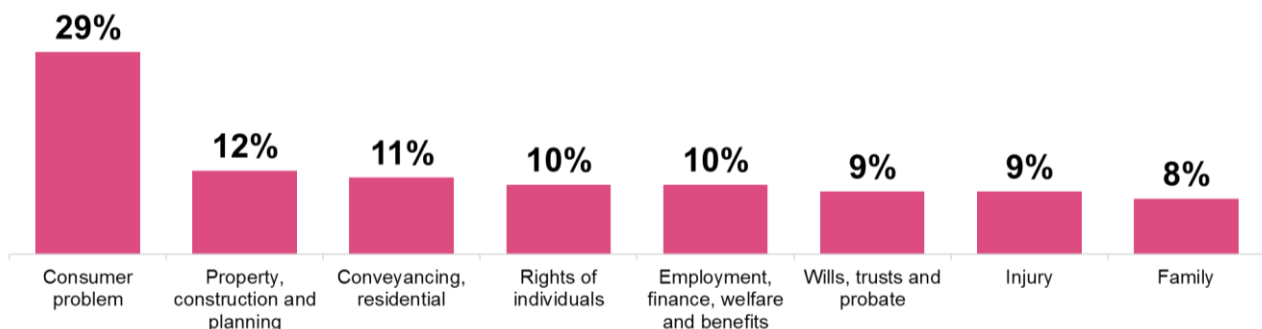
There is no clear link between age and inaction – 11% of those aged 18 to 29 did not take action, as did 11% of those who are 50 to 64. Those 65 years old or older were slightly more likely to not take action than other age groups (14%).

There is a downwards trend for inaction across education status. Those with low education status were slightly more likely to not take any action (13%) than those with medium (11%) or high (10%) education levels.

Legal confidence is not likely to affect inaction as those with low or high confidence are equally likely to not take any action (12%). Those with medium *legal confidence* are slightly less likely to not take any action (10%).

As might be expected, those with a consumer issue are the most likely to not take any action (figure 49), significantly more so than any other *legal issue*. Those with family issues are the least likely to not take any action on their issue.

Figure 49. Levels of inaction, by issue type



Base: all adults who experienced a *legal issue* in the past 4 years (n=17,583), rights of individuals (n=894), consumer problem (n=1,247), conveyancing/ residential (n=3,559), family (n=2,284), injury (n=1,513), property/ construction/ planning (n=3,228), employment/ finance/ welfare/ benefits (n=3,405), wills/ trust/ probate (n=5,795)

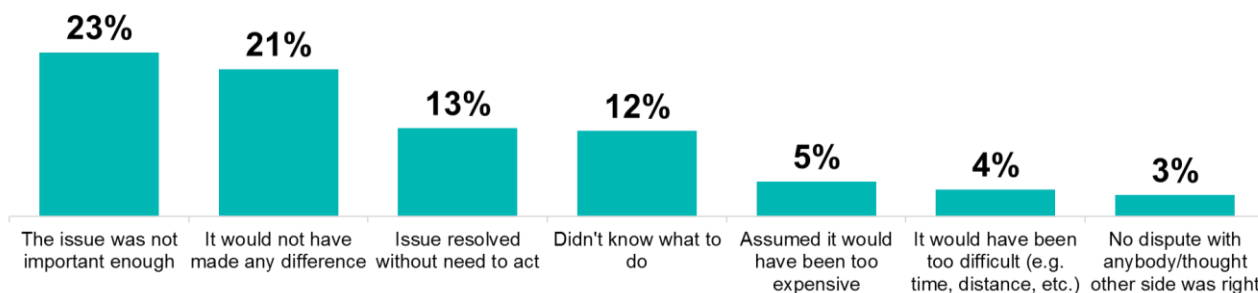
8.3 Reasons for not taking any action

For *contentious legal issues*, the most common reason for not taking any action at all is that the issue was not important enough (figure 50). A fifth think that taking action would not have made any difference.

Household income has no relation with whether the perceived expense was a reason not to take any action to resolve a *contentious legal issue*. Just 5% of those on a gross annual household income of £32,000 or less say they thought taking action would have been too expensive, but so did 4% of those on a household income of £60,000 or more.

Those with low *legal confidence* are more likely than those with high *legal confidence* to say that the reason for not taking action is simply that they did not know what to do (17% vs 5%). Respondents who think justice is inaccessible are more likely than those who think otherwise to say they did not take action because it would not have made any difference (31% vs 8%).

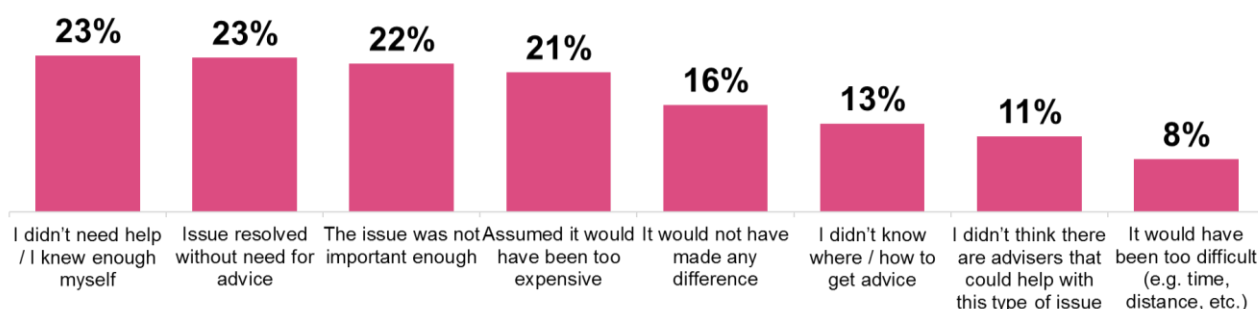
Figure 50. Reason no action was taken for *contentious legal issue*



Base: All who had a *contentious legal issue* but did not take any action to resolve it (366)

Across both contentious and *non-contentious legal issues*, when respondents were asked why they did not try to get help from a professional, the top answers were that they did not need the help or that the issue had resolved without advice (figure 51). A fifth assumed that getting assistance would have been too expensive (21%) and 1 in 8 did not know where or how to get advice.

Figure 51. Reasons for not trying to get help from a professional adviser



Base: All who did not try to get help from a professional adviser (3,985)

Low awareness of professional assistance is clearly visible in demographic trends. Younger respondents are more likely to say they did not know where to go, declining as age increases (20% 18 to 29, 15% 30 to 49, 12% 50 to 64, 6% 65+). Those on lower incomes are also more likely than those on higher incomes to say they did not know where to get advice (15% £32,000 or less, 12% £33,000 to £59,999, 10% £60,000 or more). Those with low *legal confidence* are more likely than those with high *legal confidence* to say they did not know where to get help (18% low, 11% medium, 6% high).

Younger respondents are more likely than older respondents to think that the process of getting help would be too difficult (14% 18 to 29, 8% 30 to 49, 6% 50 to 64, 4% 65+). The opposite pattern is evident when looking at those who didn't need help – older

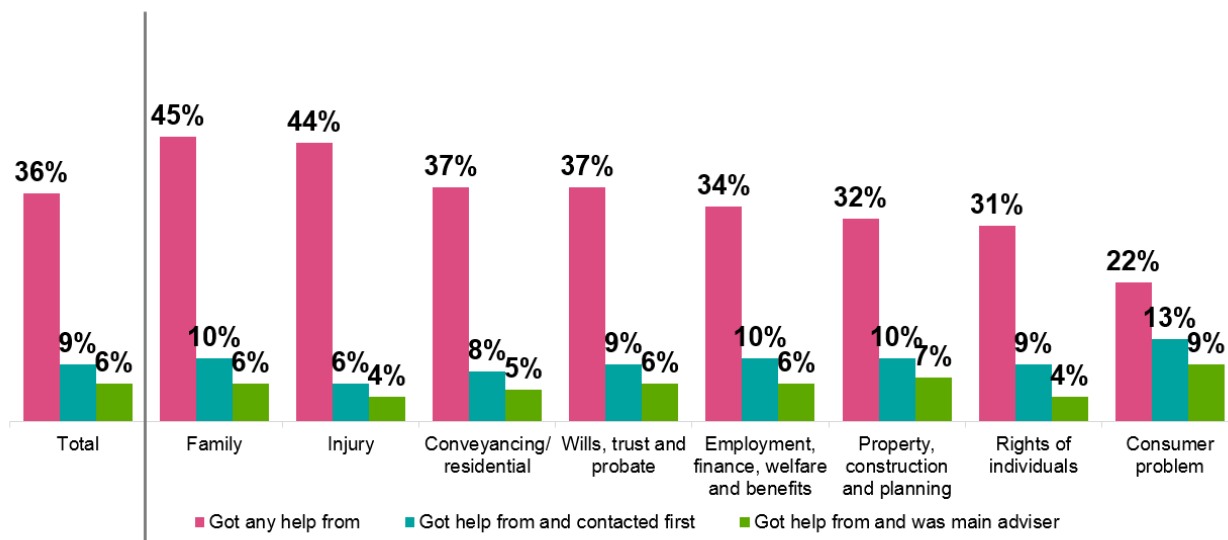
respondents are much more likely than younger respondents to cite this as a reason they didn't seek professional advice (17% 18 to 29, 22% 30 to 49, 24% 50 to 64, 31% 65+). As one might expect, those with high levels of *self-efficacy* are more likely than those with low levels to say that they knew enough themselves (15% low, 26% medium, 35% high).

The perceived expense of getting advice is a barrier to those who least understand the legal system, but income is not a defining factor. A fifth of respondents did not get legal help because of the perceived expense – consistent across income levels (22% £32,000 or less, 22% £33,000 to 59,000, 21% £60,000 or more). However, *legal confidence* does impact whether price is considered an issue – a quarter of those with low *legal confidence* think that getting help would have been expensive (25% low, 20% medium, 13% high). Similarly, those who think justice is inaccessible are more likely to think that the cost of getting assistance was too great – a third cite expense as a reason for not getting help (32%), compared to only 1 in 7 of those with who believe justice is accessible (13%).

8.4 Who gains support from family members and friends?

Many respondents got help from friends or family members to deal with their *contentious legal issue* (figure 52), but they are rarely the first port of call or the main source of advice. Close to half (45%) of people with a family issue obtained help from a friend or family member, but only 1 in 10 say their friend/ family member was their first source of help and only 6% say they were the main source of help. At the other end, only a fifth (22%) of those with a consumer issue got help from a friend or family member.

Figure 52. People who got help from friends/ family members, and whether they were the first source of help or main help, by issue type



Base: All who had an issue (17,583), rights of individuals (n=894), consumer problem (n=1,247), conveyancing/ residential (n=3,559), family (n=2,284), injury (n=1,513), property/ construction/ planning (n=3,228), employment/ finance/ welfare/ benefits (n=3,405), wills/ trust/ probate (n=5,795)

The disparity between people seeking help from their friends or family members, but not approaching them first or considering them as the main source of help, is explained by the fact that over three quarters say that their friend/ family members were not professionals with knowledge of their issue (82%).

There is a clear age trend across those seeking help from their friends/ family members, with the youngest most likely to do so and then the likelihood descending across age (48% 18 to 29, 38% 30 to 49, 32% 50 to 64, 31% 65+). Interestingly, those with highest education level are more likely than those with low education levels to have sought help from family/ friends (41% vs 31%).

8.5 An experimental approach to measuring legal need and how much of legal need is met

Key definitions:

Legal need: The individual needs support to deal with a *legal issue*.

Met legal need: The *legal need* is resolved and the help was useful.

Unmet legal need: The *legal need* is not resolved adequately because there was no support/ the support was not helpful.

This section of the report provides for the first time in England and Wales an experimental model to try and measure the extent to which people faced with a *legal issue* in fact had a *legal need* and to what extent that need was met.

Per the OECD guidance¹¹, *legal need* is defined as existing wherever there is whenever a lack of legal capability that means support is needed to adequately deal with a *legal issue*. This broadly means that the individual has an issue that they cannot solve themselves, but would be helped by seeking professional assistance. If the *legal issue* is considered to be something the individual could resolve themselves, there is no *legal need*.

A *legal need* is met if the parties agreed, mediation resolved the issue, help other than family or friends resolved the issue, and the help was deemed useful to the resolution. If an individual cannot solve the issue themselves, but got help and resolved the issue in a timely fashion with that assistance, the *legal need* is considered to be met.

A *legal need* is unmet when there was no professional support or the support was deemed inadequate. Support is considered inadequate if the issue took too long to resolve or the individual would have liked more assistance.

The approach outlined here is drawn from the OECD guidance and was developed in partnership by YouGov, the Legal Services Board and The Law Society, with advice from Professor Pascoe Pleasence. In developing this analysis there are a number of judgements and key assumptions that have been made to create a workable model with the available data we have at the current time. The approach to be measuring *legal need*

¹¹ [Legal needs Surveys and Access to Justice \(2019\)](#)

and unmet need can be developed further and what is presented here is a first attempt at measuring these complex concepts with the population of England and Wales.

Given the approach is experimental care should be taken in how the results are interpreted; the findings are provided to spark discussion around both the impact of the results and how in the future measures of *legal need* and *unmet legal need* may be approached.

Calculating contentious legal need

Figure 53. Contentious legal issue logic tree model for proxy measurement of legal need and unmet legal need

<i>Duration</i>	<i>Seriousness</i>	<i>Awareness/ understanding</i>	<i>Legal confidence</i>	<i>Process fairness</i>	<i>Expert help</i>	<i>Adequacy</i>
Long	High/med/low	Yes/ No	Yes/ No	Yes/ No	Yes/ No	Yes/ No
Short/med	High	Yes/ No	Yes/ No	Yes	Yes	Yes
					No	No
				No	Yes	n/a
					No	n/a
	Med	Yes	Yes	Yes	Yes/ No	Yes
				No	Yes	n/a
					No	n/a
				Yes	Yes	Yes
					No	No
		No	No	Yes	Yes	n/a
					No	n/a
				No	Yes	Yes
					No	No
			Yes/ No	Yes	Yes	n/a
					No	n/a
				No	Yes	Yes
					No	No
				Yes/ No	Yes	n/a
					No	n/a
	low	Yes/ No	Yes/ No	Yes/ No	Yes/ No	n/a

No legal need

Legal need

Met legal need

Unmet legal need

The above approach is outlined in the OECD guidance as a method for estimating the levels of *legal need* and *unmet legal need* for *contentious legal issues*. The logic tree outlines various routes through which an individual may be considered to have a *legal need* which is met or unmet.

For each of the seven concepts identified by the model (duration, seriousness, awareness/ understanding, *legal confidence*, process fairness, expert help, adequacy) a proxy measure or indicator needed to be established from the *Legal needs* of Individuals 2019 dataset. For some concepts such as duration or seriousness a scale was used and for other such as expert help a binary choice between yes or no included.

This is an experimental model and in its development a number of judgements and assumptions were made, of which a few key ones are discussed below. Full details of the variables and assumptions made as part of the *legal need* calculations are outlined in Appendix A.

Only resolved issues that started in 2012 or later are included

In the analysis of *legal need*, only resolved issues were included as key elements of the model require definitive outcomes – for example, duration or whether help was received or not. If an issue is ongoing, it is possible that an individual will seek professional help in the future so there is no accurate way of evaluating whether they experienced a met or *unmet legal need*.

The model also excludes issues that started before 2012 as it was not possible to establish the duration of the *legal issue*.

A long duration was deemed to be over 2 years

A key judgement in the model is that the *legal issue* taking more than 2 years was considered a “long” duration, which matches previous use of this logic tree by other studies referenced in the OECD guidance. If a *legal issue* took more than two years to resolve, it is automatically considered an *unmet legal need* according to the model. A judgement was made here and it could be argued that some types of *legal issue* usually take much longer than 2 years to resolve fully, but for the purposes of the model it is assumed that the majority of even the most complex issues may be expected to have some form of resolution after two years.

A low seriousness threshold was set at 1-3 on a 10 point scale

The seriousness indicator is consistent with the rest of this report – a score of 1 to 3 out of 10 is considered “low” seriousness. A score of 4 to 7 is “medium” and 8 to 10 is “high” seriousness. In the model, if an issue is of low seriousness, it is assumed that the issue would have been fairly trivial and the individual could have resolved it themselves and there was likely no *legal need* for assistance. This is the predominant way in which people are classed as having no *legal need* – for two thirds of those who had no *legal need*, this was because they considered their issue of low seriousness.

The final list of concepts and indicators used within this experimental model are included in the table below.

Concept	Indicator	Measure
Duration	When did your issue start [year/ month]? When did your issue conclude [year/ month]?	• Short/ moderate = issue lasted up to two years • Long = issue lasted more than two years
Seriousness	Please consider a scale of 1 to 10, where 1 represents the least serious type of issue you could face and 10 represents the most serious. What number best represents the seriousness of your issue?	• Low seriousness = 1 to 3 • Moderate seriousness = 4 to 6 • High seriousness = 7 to 10
Legal awareness/ understanding	To what extent do you agree or disagree with the following statements about [issue]? At the time the issue first started... "I understood my rights and responsibilities"	• Legal awareness = Strongly agree/ agree • No legal awareness = Disagree/ strongly disagree
Legal confidence	To what extent do you agree or disagree with the following statements about [issue]? At the time the issue first started... "I thought it would be easy to deal with the issue on my own"	• Legal confidence = Strongly agree/ agree • No legal confidence = Disagree/ strongly disagree
Process fairness	Regardless of the outcome of this issue, do you feel the process through which the outcome was reached was basically fair or unfair to everybody concerned?	• Fair process = Fair to everybody concerned • Not fair process
Expert help	In dealing with [issue] did you at any time think about, try, or successfully obtain information, advice, or other assistance from the following people? Please do not include information from the internet or media	• Professional help = obtained help from a professional adviser (see appendix X for a full list of providers) • No professional help = did not obtain help from a professional adviser
Adequacy	Is there anything that you wish you had done differently to try and sort out the issue?	• Adequate = did not want more information or assistance • Not adequate = wanted more information or assistance

Contentious legal need

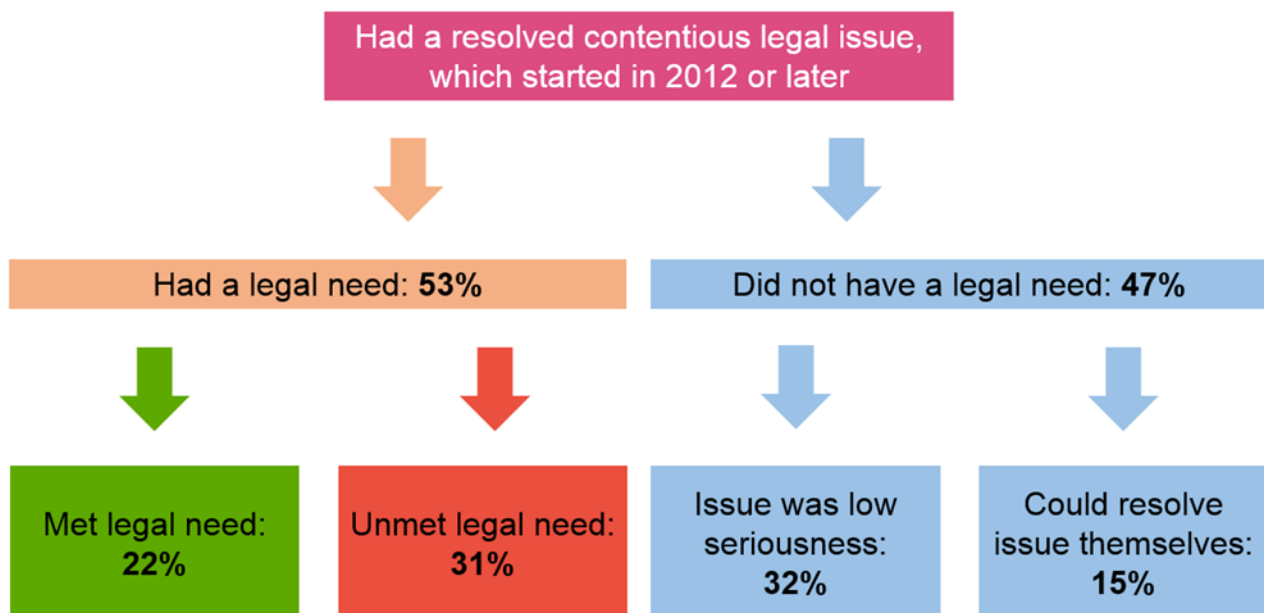
When the experimental logic tree model is applied to resolved *contentious legal issues*, just over half of respondents with a resolved *contentious legal issue* whose issue started in 2012 or later are deemed to have had a *legal need* (figure 54).

Of the 47% of people with a concluded *contentious legal issue* who did not have a *legal need*, the predominant reason for this was because they did not consider their issue to be serious. As discussed earlier, rating their issue as low severity immediately classifies the individual as having no *legal need*. A third of those with a concluded *contentious legal*

issue said it was low seriousness (32%) – which amounts to two thirds of the group with *no legal need* (68%).

The other reason individuals may have had no *legal need* is because they could resolve the issue themselves – if an individual had a good understanding of their rights and responsibilities when the issue first started; feels confident they could resolve the issue themselves; and thinks the process is fundamentally fair, it is assumed that they do not have a *legal need* according to the model – they do not need professional support to resolve their issue. One in six of those with a resolved *contentious* issue did not need professional help – contributing a third of the group with no *legal need* (32%).

Figure 54. Legal need and no legal need amongst people who have a resolved *contentious* legal issue



Base: All who had a resolved *contentious legal issue* that started in 2012 or later (9,231)

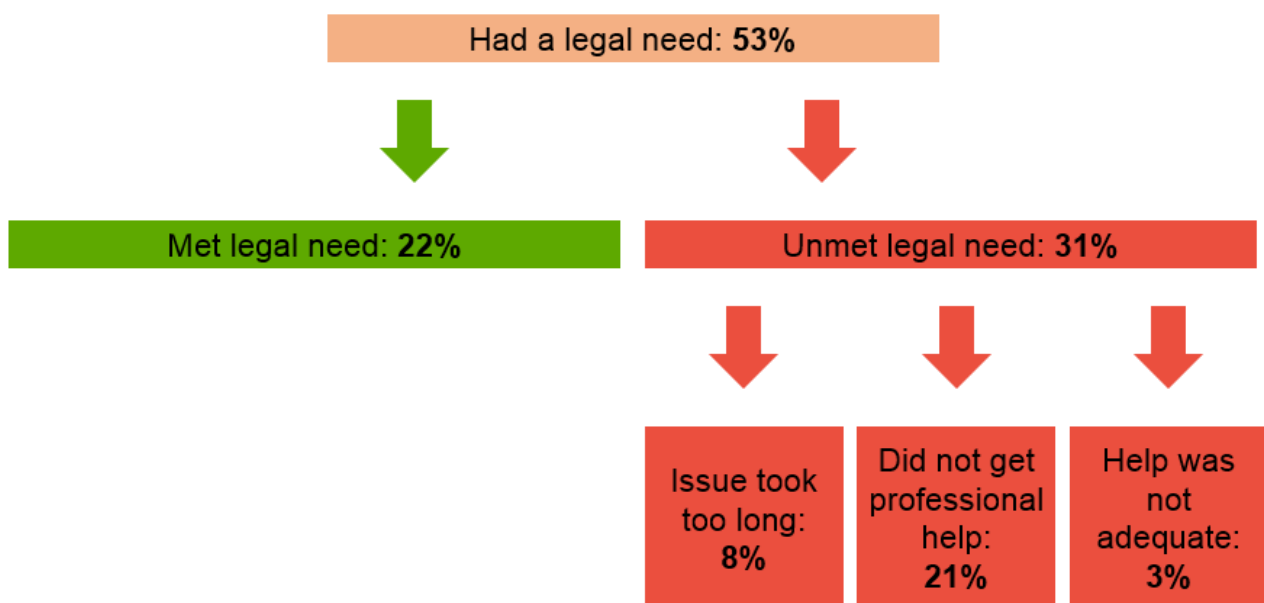
Looking more closely at *legal need*, a fifth of those with a resolved *contentious* issue were found to have their *legal need* met while just under a third had an *unmet legal need*. It is worth noting that there is only one way in which an individual with a *legal need* is deemed to have that need met – getting help and the help proving adequate.

By contrast, there are a number of ways in which a contentious *legal need* could be considered unmet in this model. The main reason individuals were classed as having an *unmet legal need* is because they did not get professional help (21%). Less than one in

ten were classed as having an *unmet legal need* because their issue took too long to resolve (8%). However, as noted earlier this is due to a key assumption in the model that any issue taking more than two years as taking too long, regardless of issue type.

Finally, if - when asked whether there was anything they would have done differently to resolve the issue - the individual said they would have liked more information or assistance, the help is deemed inadequate by the model and thus the *legal need* is unmet. This constitutes a very small proportion of those with a concluded *contentious issue* (3%).

Figure 55. Met and *unmet legal need* amongst those who have a resolved *contentious legal issue*



Base: All who had a resolved *contentious legal issue* that started in 2012 or later (9,231)

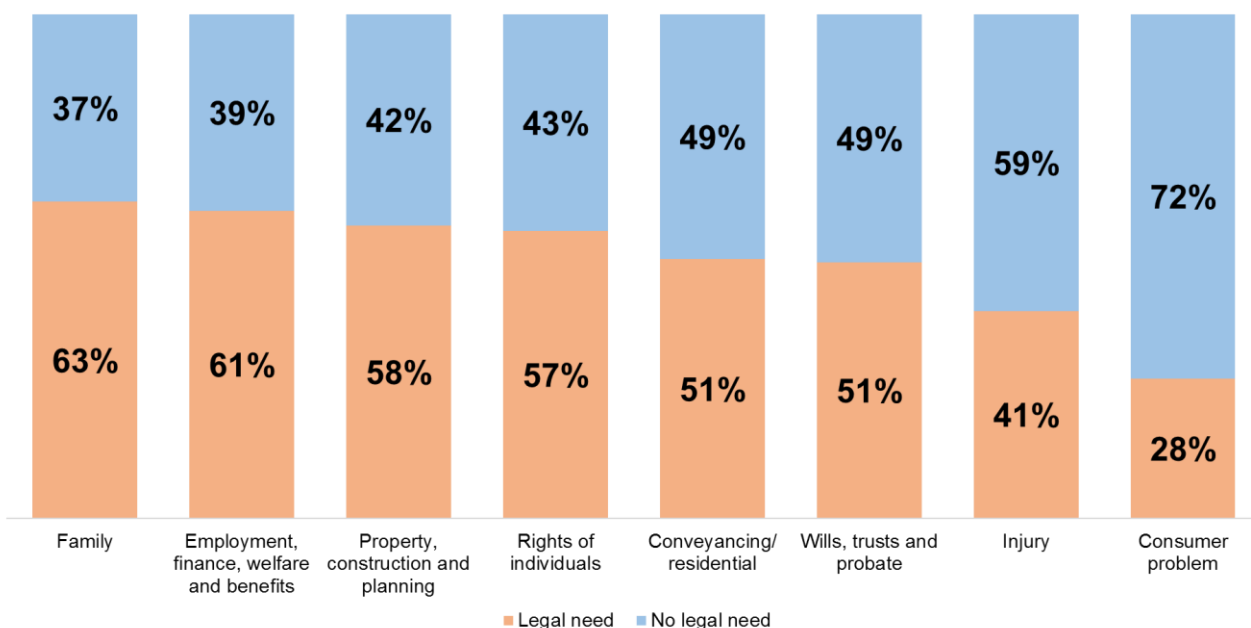
Experimental legal need model by issue type

When looking at *legal need* by issue type, there are stark differences across which issues respondents are more likely to have a *legal need* around or not. Under a third of individuals with a consumer problem were classed as having a *legal need* – which is likely linked to the consideration of consumer problems as not being very serious. Almost half of those within the model¹² with a consumer issue rated it as low seriousness (49%), automatically classing them as having no *legal need* according to the model.

¹² Those with a resolved *contentious legal issue*, whose issue started in 2012 or later

Individuals with a family issue are the most likely to be classed as having a *legal need*. Those within the model¹³ with a family issue are more likely than average to rate their issue as highly serious (28%), which drives the model calculation towards classing the individual as having a *legal need*. Only those with a moderately serious issue could be considered to solve the issue themselves and thus have no *legal need*.

Figure 56. Legal need amongst those who have a resolved *contentious legal issue*, by issue type



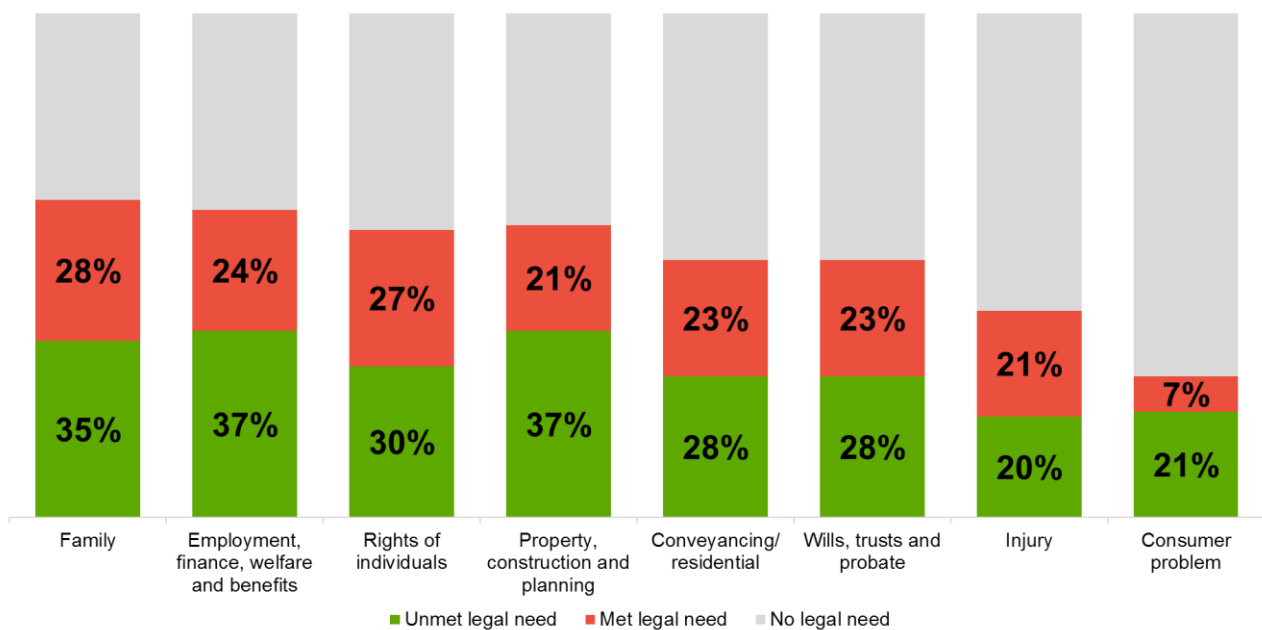
Base: All who had a resolved *contentious legal issue* that started in 2012 or later (9,231), rights of individuals (n=617), consumer problem (n=1,007), conveyancing/ residential (n=1,672), family (n=1,307), injury (n=1,129), property/ construction/ planning (n=1,899), employment/ finance/ welfare/ benefits (n=2,350), wills/ trust/ probate (n=2,337)

Evaluating whether those with a *legal need* have had their need met or unmet presents a starkly different picture. Now those with a consumer problem are the most likely to have an unmet need (figure 57). However, this likely because those who have a consumer problem are much less likely to get any professional help – around three quarters of those who had a *legal need* with a consumer issue did not get any help from a professional adviser (73%). Individuals who had a *legal need* but did not receive professional help are automatically classed as having an unmet need according to the model.

¹³ Those with a resolved *contentious legal issue*, whose issue started in 2012 or later

Individuals who had a *legal need* with a family issue were the most likely to get help (70%), but other factors from the model are likely to be affecting whether or not the need is considered to be met. For example, those with a family issue are much more likely than average to say their issue took more than two years to resolve (27% vs 15% of all with a *legal need*). The model does automatically class these people as an *unmet legal need*, regardless of the help they received, as the issue duration is considered too long.

Figure 57. Met and unmet legal need amongst those who have a resolved contentious legal issue, by issue type



Base: All who had a resolved *contentious legal issue* that started in 2012 or later (9,231), rights of individuals (n=617), consumer problem (n=1,007), conveyancing/ residential (n=1,672), family (n=1,307), injury (n=1,129), property/ construction/ planning (n=1,899), employment/ finance/ welfare/ benefits (n=2,350), wills/ trust/ probate (n=2,337)

There is a consistent trend across age – with younger respondents more likely to have an unmet need (33% 18 to 29) than older respondents (26% 65+). Similarly, those with a low education level are more likely to be classed as having an unmet legal need (34% low, 32% medium, 28% high). There is also a declining trend of *unmet legal need* across income, with those on lower household incomes more likely to have an *unmet legal need* than those on higher household incomes (34% £32,000 or less, 28% £33,000 to 59,000, 26% £60,000 or more).

There is also a declining trend of *unmet legal need* across *legal confidence*, with those who have low *legal confidence* being more likely than those with high *legal confidence* to

be classed as an *unmet legal need* (38% low *legal confidence*, 28% medium, 23% high). There are identical trends across both *self-efficacy* and *accessibility of justice*. Those with low *self-efficacy* are more likely than those with high *self-efficacy* to be classed as having an *unmet legal need* (39% low *self-efficacy*, 27% medium, 23% high). Similarly, those who think justice is not accessible are more likely to have an unmet need than those who think justice is accessible (44% low *accessibility of justice*, 29% medium, 24% high).

Non-contentious legal need

The OCED guidance includes severity as one of the key factors included in the logic tree for met or *unmet legal need*. This question was not asked to those with a *non-contentious legal issue* so a new experimental model had to be developed to enable non-contentious issues to be included.

It was agreed that “ease of dealing with the issue” is used as a proxy instead – with the understanding that issues which are “very difficult” to deal with are more serious issues than issues which are “very easy” to deal with. This is again a large judgement that has been made from the available survey measures to enable a proxy for seriousness to be included. As mentioned earlier and reiterated here these experimental results are included for discussion and further refinement.

The amended logic tree for *non-contentious legal issues* is presented below (figure 58).

Figure 58. *Non-contentious legal issue* logic tree for proxy measurement of *legal need* and *unmet legal need*

<i>Duration</i>	<i>Ease of dealing</i>	<i>Awareness/ understanding</i>	<i>Legal confidence</i>	<i>Process fairness</i>	<i>Expert help</i>	<i>Adequacy</i>
Long	Any	Yes/ No	Yes/ No	Yes/ No	Yes/ No	Yes No
Short/ med	Very difficult	Yes/ No	Yes/ No	Yes	Yes	Yes No
					No	n/a
				No	Yes	Yes No
					No	n/a
	Fairly easy/ fairly difficult	Yes	Yes	Yes	Yes/ No	n/a
				No	Yes	n/a n/a
					No	n/a n/a
				Yes	Yes	Yes No
			No		No	n/a n/a
			No	Yes	Yes No	
				No	n/a n/a	
		No	Yes/ No	Yes	Yes	Yes No
					No	n/a n/a
				No	Yes	Yes No
					No	n/a n/a
	Very easy	Yes/ No	Yes/ No	Yes/ No	Yes/ No	n/a

No legal need

Legal need

Met legal need

Unmet legal need

In line with the approach to *contentious legal issues*, only resolved issues were included in the non-contentious *legal need* model. It also excludes any individuals whose issues started before 2012 as it is not possible to establish the duration of the *legal issue*.

When this amended logic tree is applied to resolved *non-contentious legal issues* which started in 2012 or later, over a quarter of individuals with a *non-contentious legal issue* whose issue first started in 2012 or later have a *legal need* (figure 60).

Of those who did not have a *legal need*, the reasons are evenly split between the issue being very easy to deal with (38%) or an issue that they could resolve themselves (34%). In keeping with the contentious *legal need* model, individuals who thought their issue was very easy to deal with (as a proxy for low seriousness) are automatically considered to

have no *legal need*. Similarly, if they had a good understanding of their rights and responsibilities when the issue first started; are confident that they could resolve the issue themselves; and think the process is fundamentally fair, it is assumed that they do not have a *legal need*.

Figure 59. *Legal need and no legal need amongst people who have a resolved non-contentious legal issue*

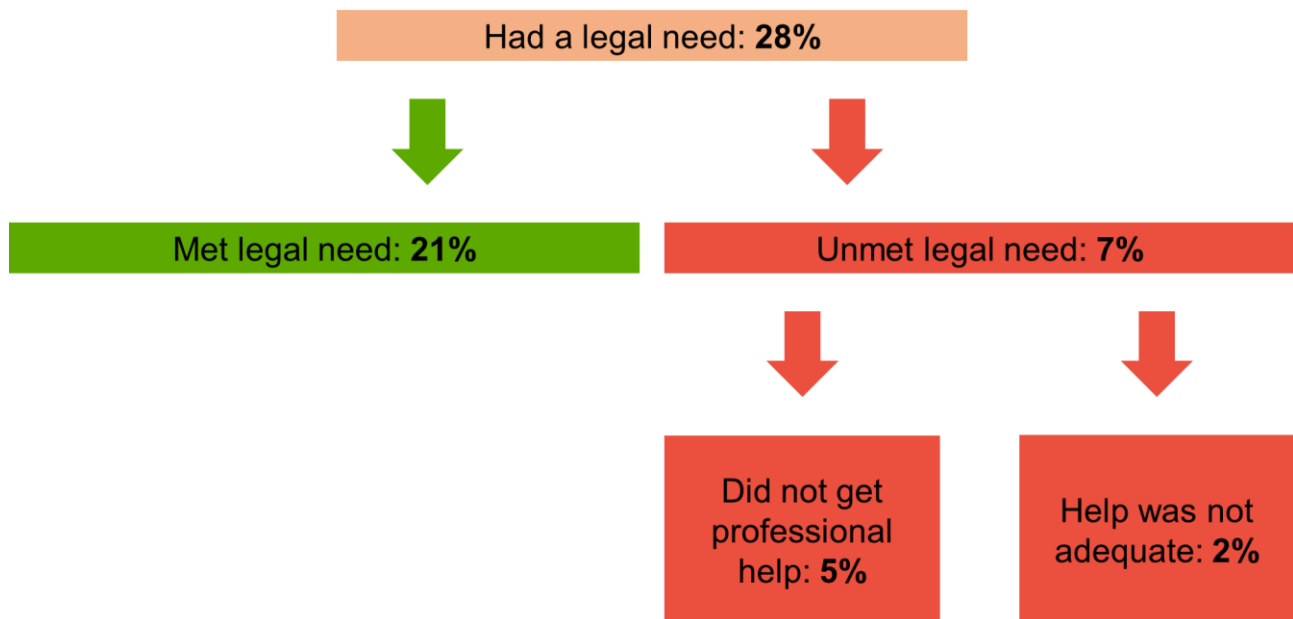


Base: All who had a resolved *non-contentious legal issue* that started in 2012 or later (3,531)

Looking only at *legal need*, a fifth of all with a resolved *non-contentious legal issue* were found to have their *legal need* met while only 7% had an *unmet legal need*. One of the main differences in the calculation of this figure compared to the calculation of the contentious figure is that *non-contentious legal issues* that have taken over two years to resolve are not automatically considered an *unmet legal need*.

For non-contentious *legal needs* then, there are only two ways in which a *legal need* could be considered unmet. The main reason is the lack of professional help, 5% of those with a concluded *non-contentious legal issue* were classed as such because of the lack of professional help – this constitutes three quarters of the *no legal need* group (figure 60). When asked whether there was anything they would have done differently to resolve the issue, only 2% said they would have liked more information or assistance – classing the *legal need* as unmet because the help was inadequate.

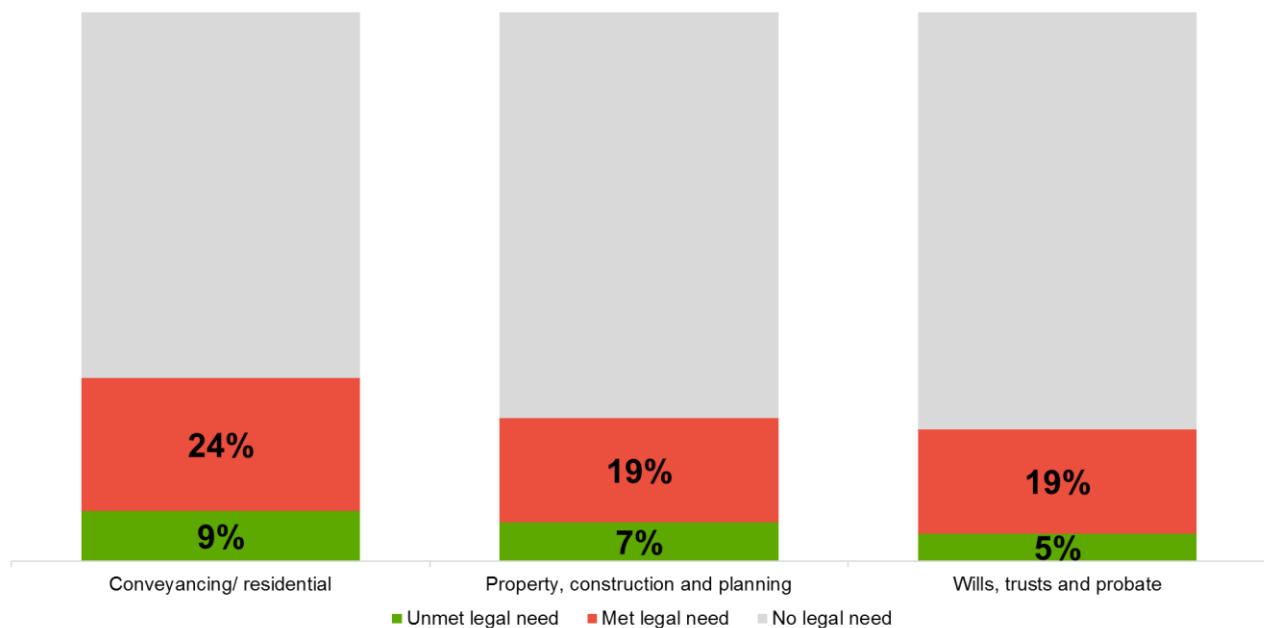
Figure 60. Met and *unmet* legal need amongst those who have a resolved *non-contentious* legal issue



Base: All who had a resolved *non-contentious* legal issue that started in 2012 or later (3,531)

There are far fewer issue types contained within *non-contentious* legal issues. Those with a conveyancing issue are the most likely to have a legal need, and also the most likely to have both a met and unmet legal need (figure 61). A quarter of those who had a *legal need* with a conveyancing issue did not get any help from a professional adviser (24%).

Figure 61. *Met and unmet legal need amongst those who have a resolved *non-contentious* legal issue, by issue type*



Base: All who had a resolved *non-contentious legal issue* that started in 2012 or later (3,531), conveyancing/ residential (n=1249), property, construction and planning (n=262), wills, trust and probate (n=1996), family issues not shown due to low base (n=24)

The demographic trends are less conclusive with *non-contentious met and unmet legal need*. There is still a downward trend with age, as younger respondents are more likely to have an unmet legal need (13% 18 to 29, 4% 65+). There is no trend across income level regarding *met* or *unmet legal need* for *non-contentious legal issues* – those with a medium income of £33-59,000 are the most likely to have an unmet need (8%).

Those with low education level are less likely to have an *unmet need* (6% vs 8% high), but they are also less likely to have a *met legal need* (18% low, 24% high) - is mostly because those with *low legal confidence* are overall more likely to not have a need in the first place (76% low, 68% high). Similarly, those with *low legal confidence* are more likely to have an *unmet legal need* because they are overall less likely to have a *legal need* in the first place (64% have no legal need, 10% have an unmet legal need).

9.1 Key findings

- Approximately one third (35%) of people who have experienced a *legal issue* in the past four years and got help from an adviser paid for part or all of these services. The majority, however, did not pay for the services from their *main adviser* (57%) and the remaining eight percent are unsure.
- People who personally paid for the services from their *main adviser* most often did so by using their savings (51%) or regular income or salary (36%). It is much less common for people to have borrowed money to pay for their legal services.
- Overall, four percent of people who did not pay for all of the services from their *main adviser* received support from Legal Aid within the past four years. People with a *legal issue* related to the rights of individuals are by a significant margin most likely to have used Legal Aid to pay for some or all of their services (30%).
- The vast majority (86%) of people who personally paid for some or all of the help they received regarding a *legal issue* in the past four years feel that their *main adviser* provided value for money, with those who sought advice from professional advisers such as insurance companies and accountants being most likely to state this (93%).
- Among those with a contentious issue who did not use Legal Aid to pay for the services from their *main adviser*, a small minority (8%) did think they were eligible. This rises to 10% among those with a household income of £32,000 or less.
- Overall, among those with a contentious issue who thought they were eligible to use Legal Aid for the services provided by their *main adviser*, one third (32%) checked whether this was the case.

9.2 How are legal services funded?

Approximately one third (35%) of people who have experienced a *legal issue* in the past four years and got help from an adviser paid for part or all of these services from their *main adviser*. The majority, however, did not pay for the services from their *main adviser* (57%), and the remaining eight percent are unsure.

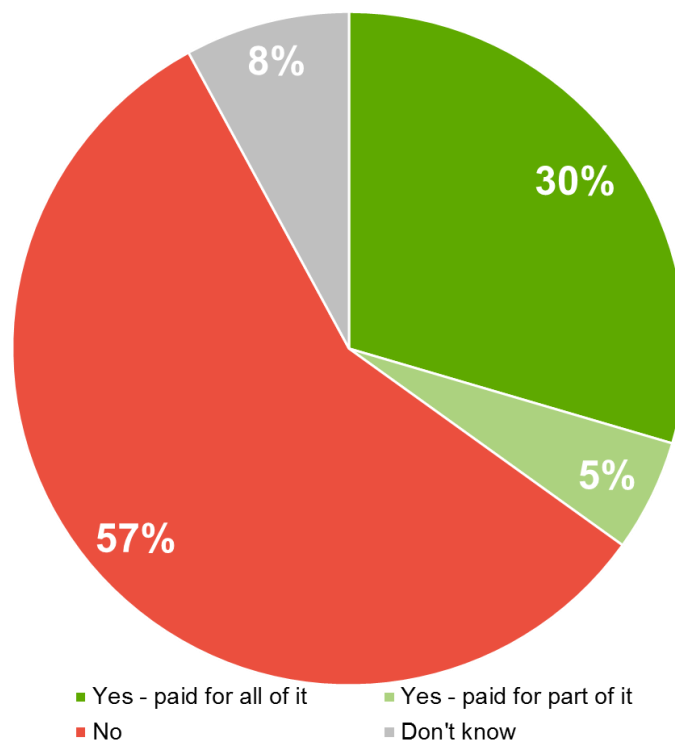
Young people aged 18-29 are least likely to have paid for their services, with just one quarter (24%) reporting this in comparison with close to half (44%) of those aged 65+.

As might be expected, income also has a bearing on one's likelihood of personally paying for legal services; people with a household income of £60,000+ (46%) are more likely to have paid for their services than those earning £33,000-£59,000 (41%) or £32,000 or less (31%).

Likelihood of personally paying for legal services varies quite significantly depending on the type of *legal issue* experienced. More than half of those with a need related to conveyancing/residential (66%) or wills, trust and probate (56%) paid for the services from their *main adviser* themselves, while in contrast this was the case for only small minorities of those with a need related to a consumer problem (7%), an injury (9%) or employment, finance, welfare and benefits (9%).

Similarly, these findings vary based on the type of adviser. People whose *main adviser* was a solicitor (70%) or barrister, licensed conveyancer or other regulated lawyer (68%) are most likely to have personally paid for the services they received. Meanwhile, relatively small proportions of those who sought advice primarily from friends/family (10%), a trade union or professional body (11%), or the not-for-profit sector (12%) paid for their services.

Figure 62. Whether people personally paid for the services from their *main adviser* (contentious and non-contentious)



Base: all adults who experienced an issue in the past 4 years and used a *main adviser* (n=9,825)

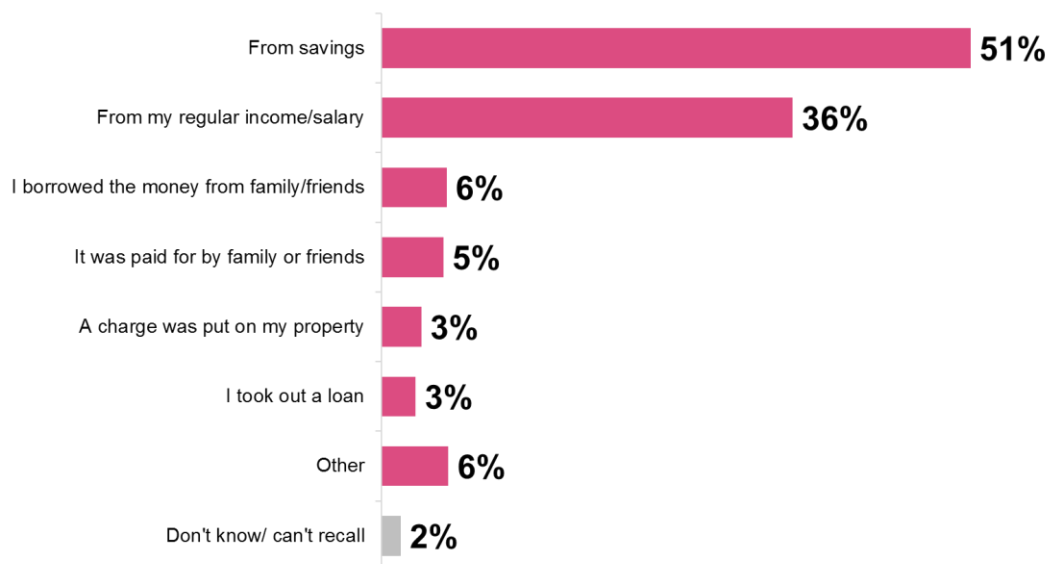
Most often, people who personally paid for the services from their *main adviser* did so by using their savings, with one in two (51%) reporting this. Second to this, just over a third (36%) paid for the services from their regular income or salary. It is much less common for people to have borrowed money to pay for their legal services, whether from family/friends (6%), through their property (3%) or by taking out a loan (3%).

Payment methods tend to vary depending on age. Older adults aged 65+ are most likely to have used savings, with 57% reporting this in comparison with 47% of those aged 18-29. In contrast, people in this youngest age group are more likely than older adults to have taken out a loan (6%), borrowed from friends/family (13%), or in fact had it paid for by family or friends (11%).

Analysis by household income reveals that people earning £32,000 or less are more likely than those in higher pay bands to be paying for their legal services through savings (53% compared with 49% of those earning £60,000+), while those in this highest income bracket are more likely than those earning £32,000 or less to be using their regular income (46% and 31% respectively).

People with a *legal issue* related to the rights of individuals differentiate themselves somewhat, as they are less likely than those who experienced other issues to have paid using their regular income (28%), and most likely to have taken out a loan (10%) or borrowed money from family/friends (15%).

Figure 63. How people personally paid for the services from their *main adviser* (contentious and non-contentious)



Base: all adults who personally paid for services from their *main adviser* (n=3,533)

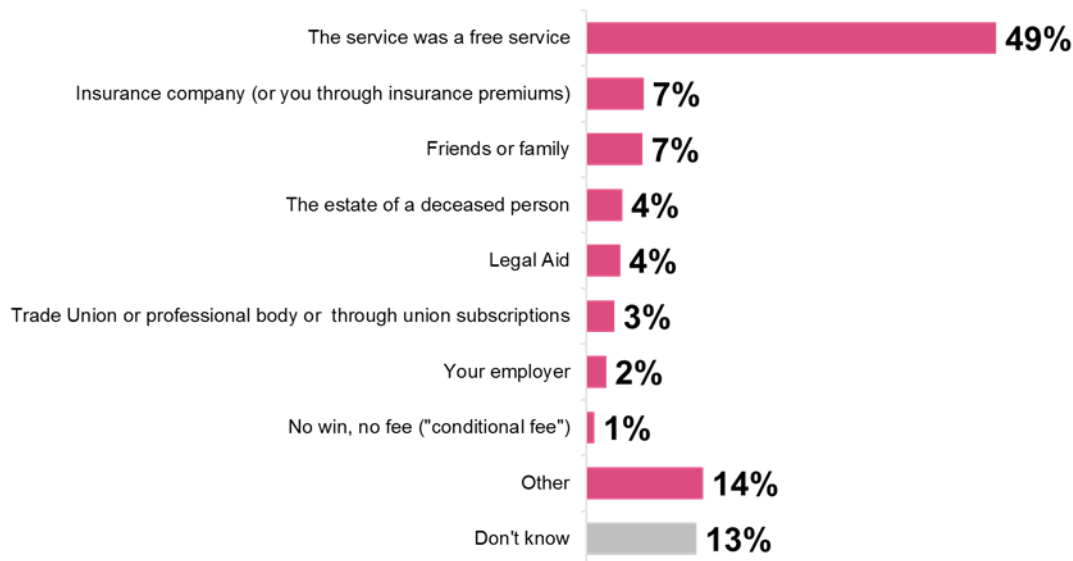
Among people who did not pay for the services provided by their *main adviser*, for one in two (49%) the reason is that it was a free service. Looking beyond free services, the top two sources used to help fund legal services are insurance companies (7%) and friends or family (7%).

Overall, four percent of people who did not pay for all of the services from their *main adviser* received support from Legal Aid to handle a *legal issue* they faced within the past four years.

People with lower levels of education are most likely to have received help from Legal Aid, with eight percent reporting this in comparison with three percent of those with a medium level of education and two percent of those with a high level. Similarly, as might be expected, people with an annual household income of £32k or less (6%) are more likely than those earning a higher income to have made use of Legal Aid.

Other factors, however, such as age and *legal confidence*, do not have an overly significant bearing on whether someone has used Legal Aid to pay for their services.

Figure 64. How part or all of legal services from *main adviser* were funded for people who did not pay for all services personally (contentious and non-contentious)

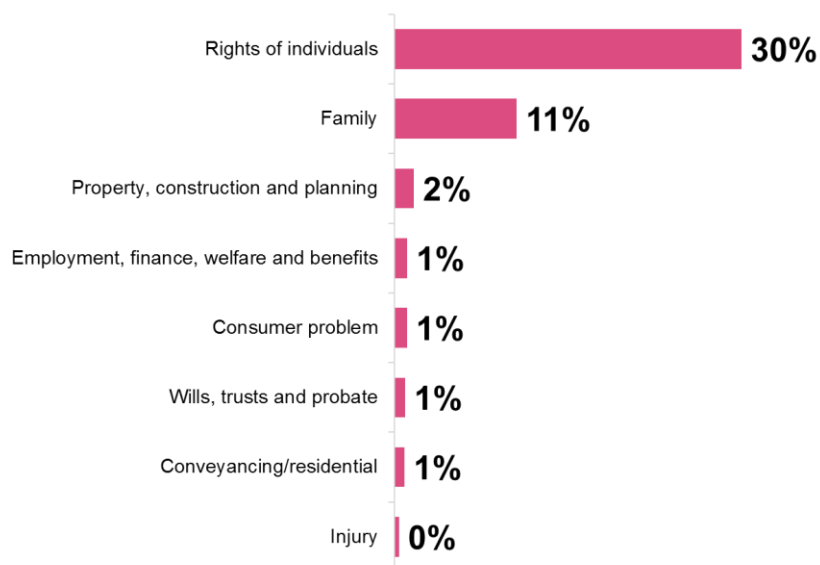


Base: all adults who did not pay for all of the services from their *main adviser* (n=5,818)

People with a *legal issue* related to the rights of individuals are by a significant margin most likely to have used Legal Aid to pay for some or all of their services, with nearly a third (30%) reporting this. Second to this, roughly one in ten (11%) people with a family-related issue have used Legal Aid within the past four years.

Meanwhile, only up to two percent of those who have encountered other *legal issues* have used Legal Aid.

Figure 65. Proportion of people who used Legal Aid – by type of *legal issue* (contentious and non-contentious)



Base: all adults who did not pay for all of the services from their *main adviser* (n=5,818), Rights of individuals (n=304), Consumer problem (n=239), Conveyancing/residential (n=406), Family (n=760), Injury (n=797), Property, construction and planning (n=993), Employment, finance, welfare and benefits (n=1338), Wills, trusts and probate (n=981)

People whose *main adviser* was a solicitor (16%) or barrister, licensed conveyancer or other regulated lawyer (15%) are significantly more likely than those who received advice from any other source to have used Legal Aid to pay for their services.

9.3 Do legal service users consider their advisers to provide value for money?

The findings in this section refer to people who got professional help for their *legal issue* and paid for part or all of the services from their *main adviser*.

The vast majority (86%) of people who personally paid for some or all of the help they received related to a *legal issue* in the past four years feel that their *main adviser* provided value for money. Roughly a third (31%) are in strong agreement that value for money was offered, and just over half (55%) agree to a relative extent. This leaves a minority (14%) who do not feel that their *main adviser* has provided value for money.

Interestingly, people who paid for *all* of the help they received (32%) are in fact more likely than those who paid for only part of it (25%) to strongly agree that the adviser provided value for money. However, the two groups are equally likely to agree overall (86%).

Older adults are most likely to feel that their *main adviser* provided value for money, with nine in ten (92%) stating this in comparison with eight in ten (81%) young people aged 18-29.

People with lower levels of education (82%) are less likely than those with medium or high levels (87%) to feel their *main adviser* provided value for money. Interestingly, differences in education levels tend to have a stronger influence than household income when it comes to this perception of value for money.

Notably, *legal confidence* has a significant impact on perceptions of value for money. Among those with high levels of confidence, nine in ten (91%) believe their *main adviser* provided value for money. However, among those with low levels of confidence this figure decreases to 82%.

Legal *self-efficacy* also has somewhat of a bearing on perceptions of value for money, with the proportion who believe their *main adviser* provided value for money increasing alongside the scale of *self-efficacy*. This is the case for nine in ten (91%) people with high legal *self-efficacy* in comparison with eight in ten (81%) with low legal *self-efficacy*.

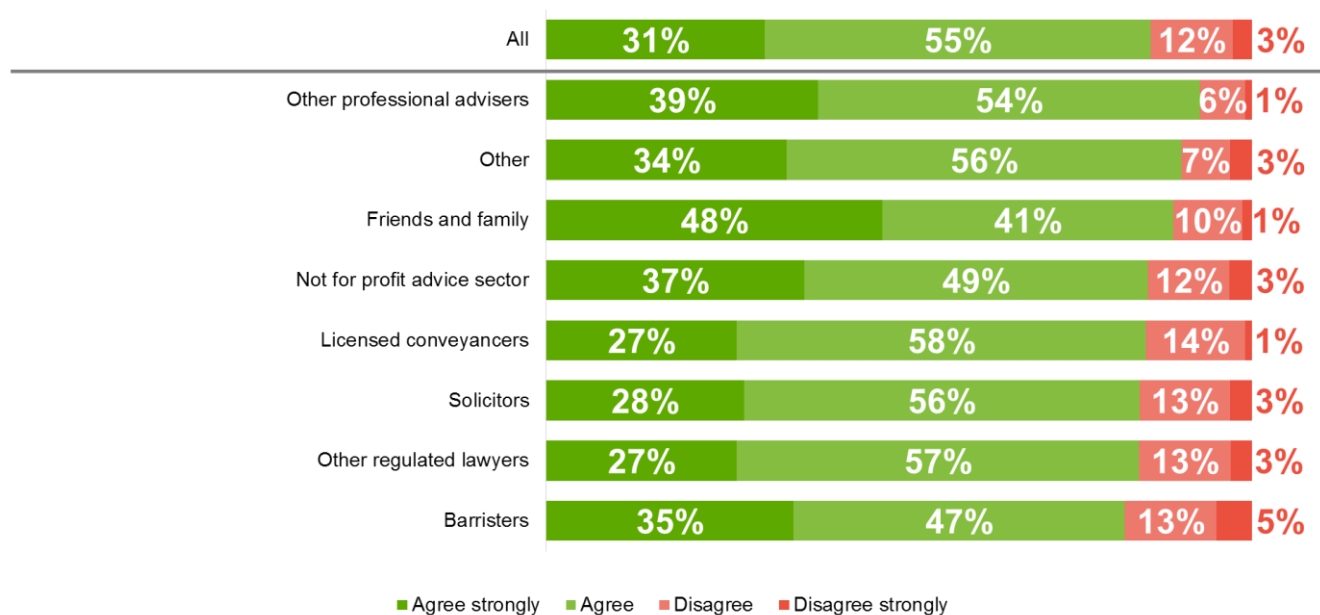
In addition, people with high and medium levels of *accessibility of justice* (90% and 86% respectively) are more likely than those with low *accessibility of justice* (77%) to feel their *main adviser* provided value for money.

How does value for money differ by main adviser?

When analysing the results based by *main adviser*, findings indicate that people who sought advice from professional advisers such as insurance companies and accountants are most likely to perceive the services they received as being good value for money, with 93% stating their agreement (figure 66).

Overall levels of value for money are high across all provider types. However, people whose *main adviser* was a solicitor (84%), barrister (82%) or other regulated lawyer (83%) are slightly less likely to perceive the services they have received to be good value for money.

Figure 66. Levels of agreement regarding whether their *main adviser* provides value for money – by *main adviser* (contentious and non-contentious)



Base: all adults who personally paid for the help they received (n=3,533), Barristers (n=55), Licensed conveyancers (n=233), Other regulated lawyers (n=99), Not for profit advice sector (n=364), Other (n=129), Other professional advisers (n=477), Solicitors (n=2,126), Friends and family (n=56)

However, it is worth considering that there could be a variety of factors at play including price, severity of issue and overall outcome. For example, those with a solicitor or barrister, licensed conveyancer or other regulated lawyer as their *main adviser* rate their issue as being more serious overall than those who sought advice primarily from other professional advisers like insurance companies and accountants (5.81 and 5.83 respectively as an average score on a scale of 1-10, in comparison with 4.90).

In addition, those using a solicitor (26%) or other regulated lawyer (31%) are more likely to say the outcome of their *contentious legal issue* was worse than they had hoped for than those who used another professional adviser (19%). Furthermore, it remains that a strong majority of those who sought advice primarily from a solicitor or other regulated lawyer do believe they received value for their money.

How does value for money differ by type of issue?

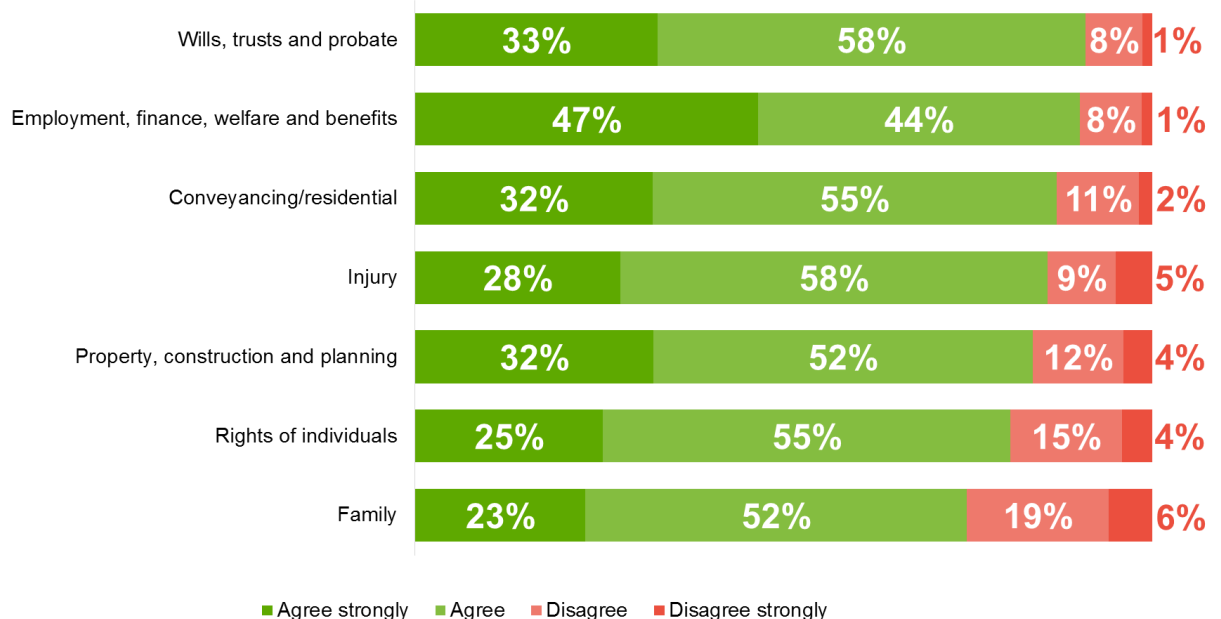
In the case of perceiving value for money, differences between those with a contentious or non-contentious issue become evident. While nine in ten (90%) of those who experienced a non-contentious issue feel value for money was provided, this is the case for a lower proportion (81%) of people with a contentious issue.

Narrowing in on specific *legal issues* (figure 67), people with an issue related to wills, trusts and probate (91%) or employment, finance, welfare and benefits (90%) are most likely to feel the service they provided was good value for money.

On the other end of the spectrum, those with a family-related issue are least likely to feel value for money was provided, with just 75% in agreement. A connection could be made here between a weaker perception of value and people with a family-related issue giving their issue the highest overall rating for level of severity.

Further to this, in general those with a contentious issue which they have rated as being more serious are less likely to feel they received value for their money. While 87% of those who rated their issue as 1-3 on the scale of seriousness agree that they were provided with value for money, this is the case for 79% of those with a rating of 8-10 – and in fact just 74% of those who rated their issue as a 10.

Figure 67. Levels of agreement regarding whether their *main adviser* provides value for money – by type of *legal issue* (contentious and non-contentious)



Base: all adults who personally paid for the help they received (n=3,533), Rights of individuals (n=165), Conveyancing/residential (n=890), Family (n=687), Injury (n=90), Property, construction and planning (n=315), Employment, finance, welfare and benefits (n=161), Wills, trusts and probate (n=1,204)

Whether or not an issue is described as ‘legal’ in nature also has somewhat of an effect on the results, with those who do consider their issue to be a ‘legal’ one tending to be somewhat less likely than average to feel that the service they received was value for money (76% compared with 81% overall).

Looking specifically at contentious issues, level of satisfaction with the outcome of a *legal issue* also presents significant differences in perspective. Among those who report that the outcome was worse than what they had hoped for, a much lower proportion (68%) feel they got value for money. Meanwhile, those who report an outcome better than their expectation are highly likely to feel they received good value (91%), indicating that there could be a close link between perceived value for money and expectation of outcome.

9.4 Are people aware of Legal Aid and do they access it?

The findings in this section refer to people with a contentious issue who did not use Legal Aid to pay for the services from their *main adviser*.

Among those with a contentious issue who did not use Legal Aid to pay for the services from their *main adviser*, a small minority (8%) did think they were eligible.

Young people aged 18-29 (14%) are most likely to have thought they were qualified, which is an expectation that decreases with age, with just four percent of those aged 65+ having thought they were eligible.

In addition, people with lower levels of education (13%) are considerably more likely than those with medium (8%) and high levels (5%) to have believed they were eligible for Legal Aid, as are those with an annual household income of £32,000 or less (10%) in comparison with those earning £33,000-£59,000 (5%) or £60,000+ (3%).

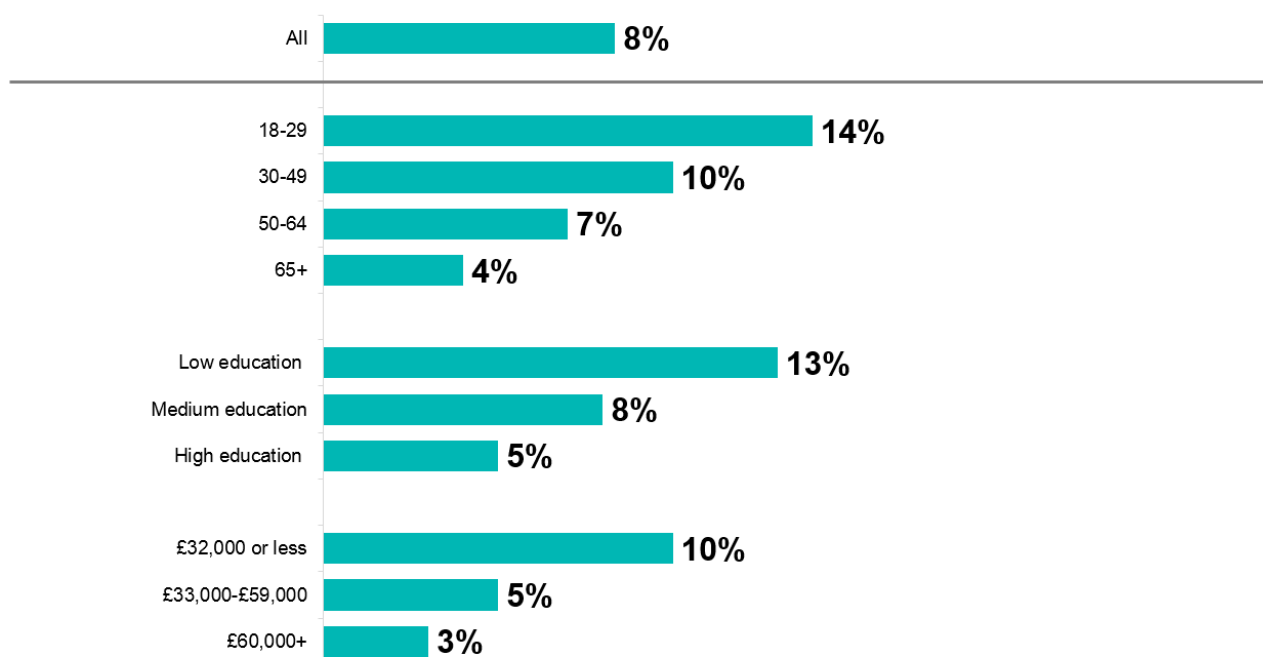
Notably, among people responding about a legal issue eligible for Legal Aid¹⁴ who have a household income of £32,000 or less, it remains that 85% do not think they are eligible.

Legal confidence also has a bearing on awareness of access to Legal Aid; people with high levels of confidence (12%) are significantly more likely than those with medium and low levels (9% and 7% respectively) to have thought they were qualified.

¹⁴ For the purposes of this analysis, 12 legal issues have been identified as those eligible for Legal Aid: debt, mental health, domestic violence, child protection, immigration, anti-social behaviour by neighbours, homelessness, eviction from a rented property, issues with housemates or a sub-tenant, having an owned property repossessed, bad police treatment and arrest

In addition, people with high levels of *accessibility of justice* (12%) are more likely than those with medium or low levels (8% and 7% respectively) to have thought they were eligible to use Legal Aid.

Figure 68. Proportion of people who did not use Legal Aid to pay for their services but thought they were eligible – by age, education level and household income (contentious only)



Base: all adults with a contentious issue who did not use Legal Aid to pay for the services from their *main adviser* (n=4,541), 18-29 (n=529), 30-49 (n=1,643), 50-64 (n=1,522), 65+ (n=847), Low education (n=858), Medium education (n=1,900), High education (n=1,783), £32k or less (n=2,518), £33-59k (n=938), £60k+ (n=465)

People whose main source of advice for a contentious issue was a barrister, licensed conveyancer or other regulated lawyer (12%) or someone in the not-for-profit sector (11%) are most likely to have believed they were eligible for Legal Aid.

However, it is worth noting that these findings could sometimes be a reflection of the issue types which are eligible for Legal Aid. For example, conveyancing work is not covered by Legal Aid, therefore people whose *main adviser* was a licensed conveyancer may rightly have been less likely to believe they were eligible.

Figure 69. Proportion of people who did not use Legal Aid to pay for their services but thought they were eligible – by *main adviser* (contentious only)



Base: all adults with a contentious issue who did not use Legal Aid to pay for the services from their *main adviser* (n=4,541), Barristers, licensed conveyancers and other regulated lawyers (n=98), Not for profit advice sector (n=2,148), Other (n=852), Other professional advisers (n=654), Solicitors (n=386), Trade union/ professional body (n=89), Friends and family (n=341)

Overall, among those with a contentious issue who thought they were eligible to use Legal Aid for the services provided by their *main adviser*, one third (32%) checked whether this was the case.

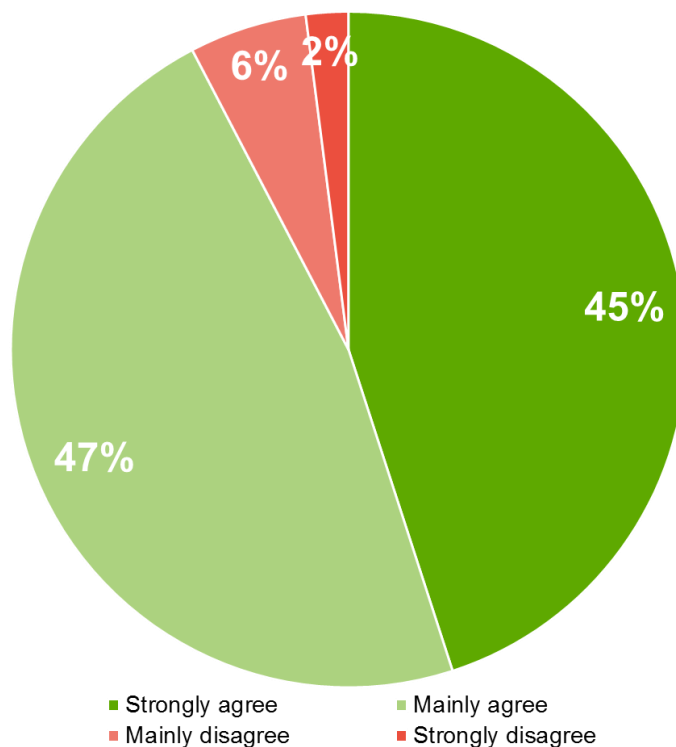
9.5 How does the general public perceive Legal Aid?

The vast majority of adults in England and Wales believe that Legal Aid is a good thing. Just under half (45%) strongly agree with this and another 47% mainly agree, meaning that overall 92% express their support. This leaves just 8% who disagree that Legal Aid is a good thing.

Older adults aged 65+ are less likely than the rest of the population to report strong levels of agreement, with 37% stating this, but their overall level of agreement is consistent with younger adults. This is also the case for people with lower levels of education; they are least likely to agree strongly that Legal Aid is a good thing (39%), but report roughly the same levels of overall agreement.

Notably, regardless of where someone's annual household income falls within the range, they are more or less equally likely to support Legal Aid.

Figure 70. Proportion of adults in England and Wales who agree/disagree on whether Legal Aid is a good thing



Base: all adults in England and Wales (n=28,663)

The top issue which adults based in England and Wales believe Legal Aid is available for is crime, with roughly one in two (48%) stating this. Other issues most commonly thought to be covered by Legal Aid include domestic violence (42%) and unfair police treatment (35%).

Interestingly, despite crime being the issue most often believed to be covered by Legal Aid, the general public are less likely to feel that it should be covered in comparison with other issues. They are more likely to support Legal Aid funding for domestic violence (71%) and unfair police treatment (66%), while in contrast 62% feel that it should be available for crime.

Overall, the public are least likely to feel that Legal Aid should fund welfare benefits issues (53%) and issues relating to a relationship breakdown (52%).

While adults of all ages are equally likely to be under the impression that Legal Aid funds issues related to crime and unfair police treatment, young people tend to more often think that more other issues are covered in comparison with older adults.

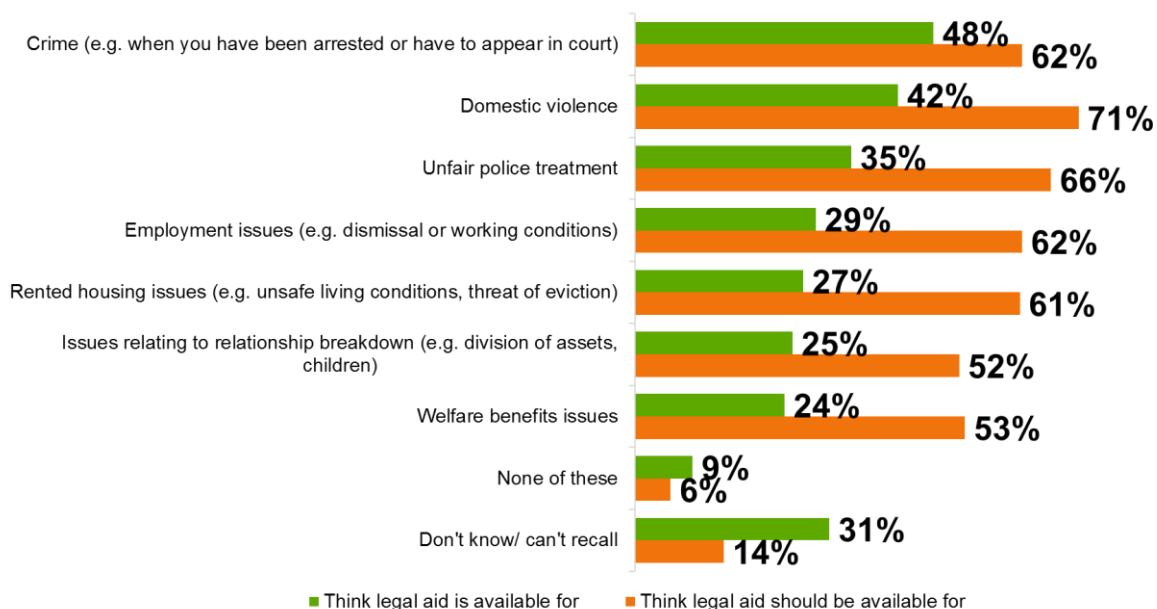
As education level and household income increase, so does the likelihood of thinking that each of these issues are funded by Legal Aid. Those with medium and high levels of *legal confidence* are also more likely than those with low levels to believe that Legal Aid is available for more issues.

There are fewer overly significant differences between groups when it comes to perceptions of which issues Legal Aid should be available for. However, people with higher levels of education do tend to be most likely to support the availability of Legal Aid for more issues.

Additionally, older adults aged 65+ are most likely to feel that Legal Aid should be available for domestic violence and unfair police treatment, while least likely to think it should be offered for issues relating to a relationship breakdown or welfare benefits. In general, young people more often tend to be unsure of their opinion on what Legal Aid should be available for.

Overall, the proportion who think Legal Aid should be available for an issue consistently exceeds the proportion who think it currently is. In other words, this could suggest that the public would support Legal Aid being more widely available for all issues.

Figure 71. Proportion of adults in England and Wales who think Legal Aid is and should be available for each of the following types of issues



Base: all adults in England and Wales (n=28,663)

10 How does getting help relate to people's perceptions of their *legal issue*?

10.1 Key findings

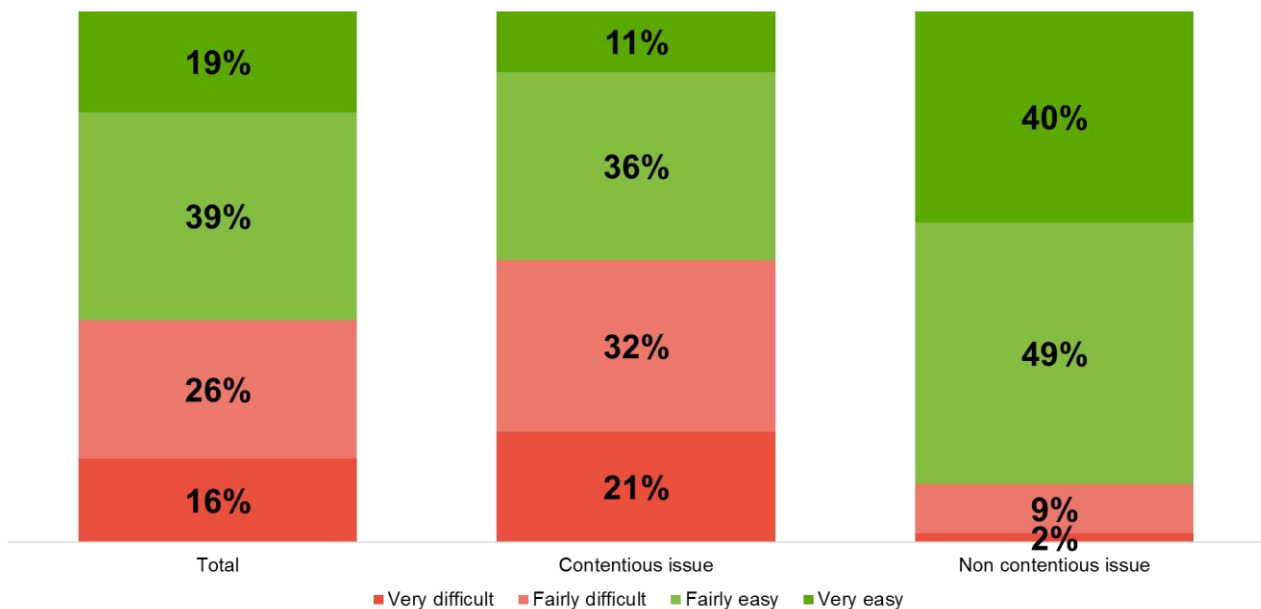
- The majority of adults whose issue has ended say they found it easy to deal with (58%). This is significantly lower for those who experienced a *contentious legal issue* (47%) than for those who experienced a *non contentious legal issue* (89%).
- Injury issues are the most significantly impacted by getting assistance. Only half of those with an injury related issue say it was easy to resolve without help (52%), compared to over two thirds who had received some form of assistance (70%).
- A tenth of those with a *contentious legal issue* say they wish they had got information/ assistance sooner (11%), and the same proportion (11%) say they wanted more information/ assistance.
- Those with a *contentious legal issue* who got help are more likely than those who did not get help to say they wished they had acted sooner (22% vs. 18%).
- Those who got help are more likely to say the outcome was better than they expected (19%), compared to those who did not receive help (11%).

10.2 What are people's experiences of handling issues?

Across both contentious and *non-contentious legal issues*, the majority of respondents whose issue had ended found it easy to deal with (58%) (figure 72). However, less than half of those who had dealt with a *contentious legal issue* say this (47%), compared to almost 9 in 10 of those with a *non-contentious legal issue* (89%).

Across those who did successfully get help from at least one source, under two thirds say they found it easy to deal with the issue (61%). Meanwhile, just over half of those who did not get any help say their issue was easy to deal with (53%).

Figure 72. Ease or difficulty in dealing with issue, by whether or not they got help



Base: All whose issue is resolved (n=13,340), contentious issue (n=9,632), non-contentious issue (n=3,708)

There is a correlation between age and ease of dealing with the issue, but it is not a consistent upward trend. Half of those aged 18 to 29 found dealing with the issue easy (51%), rising two percentage points for those aged 30 to 49 (53%) and rising by six percentage points for those aged 50 to 64 (59%). It then jumps 12 percentage points, as just under three quarters of those aged 65+ found it easy to deal with their issue (71%).

Similarly, the impact of getting help does not lead to a consistent trend across age.

Younger respondents are more likely to say the process was easy when they got help - 53% of 18 to 29s who got help say the process was easy, compared to 46% who did not get help thinking the process was easy. It is similar for those aged 65+ - among this age

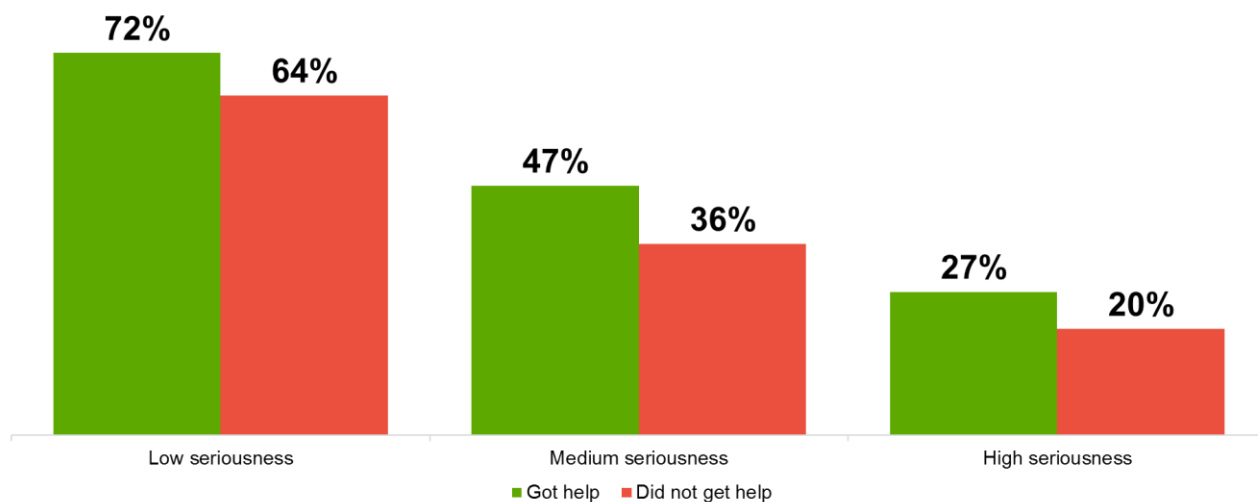
group, three quarters who got help say the process was easy (74%), compared to less than two thirds of those who did not get help (64%).

As might be expected, those with high *legal confidence* are more likely to find it easy to deal with their *legal issue* regardless of help (73%) than those with low *legal confidence* (46%). Over half of those with low *legal confidence* found the process of dealing with their issue difficult (54%). Similarly, the majority of those with high *legal self-efficacy* found it easy to deal with their issue (69%), while over half of those with low *self-efficacy* found it difficult (54%).

Those with low *legal confidence* are slightly more likely to benefit from getting help than those with high *legal confidence*. Those with low *legal confidence* who get help are nine percentage points more likely to say it was easy to deal with their *legal issue* than those who did not get help. The impact is less visible for those with high *legal confidence*, with those who got help only five percentage points more likely than those who did not get help to say their issue was easy to deal with (74% vs 69%). A similar pattern is seen when looking at whether those with low or high *self-efficacy* got help. Half of those with low *self-efficacy* who got help say the issue was easy to deal with (50%), compared to only two fifths of those who didn't get help (39%) – an increase of 11 percentage points. In those who have high *self-efficacy*, there is only a four percentage point rise in the proportion of those who got help thinking the issue was easy to deal with (71% vs 67%).

Within *contentious legal issues*, those with less serious issues are naturally more likely to find dealing with these issues easy – two thirds of those with a less serious issue found it easy (67%) compared to only a quarter of those with a serious issue (24%). Those with an issue of medium seriousness appear to have benefitted most from getting assistance (figure 73). Those with a medium severity *legal issue* who got help were nine percentage points more likely than those who did not get help to say it was easy to deal with their issue.

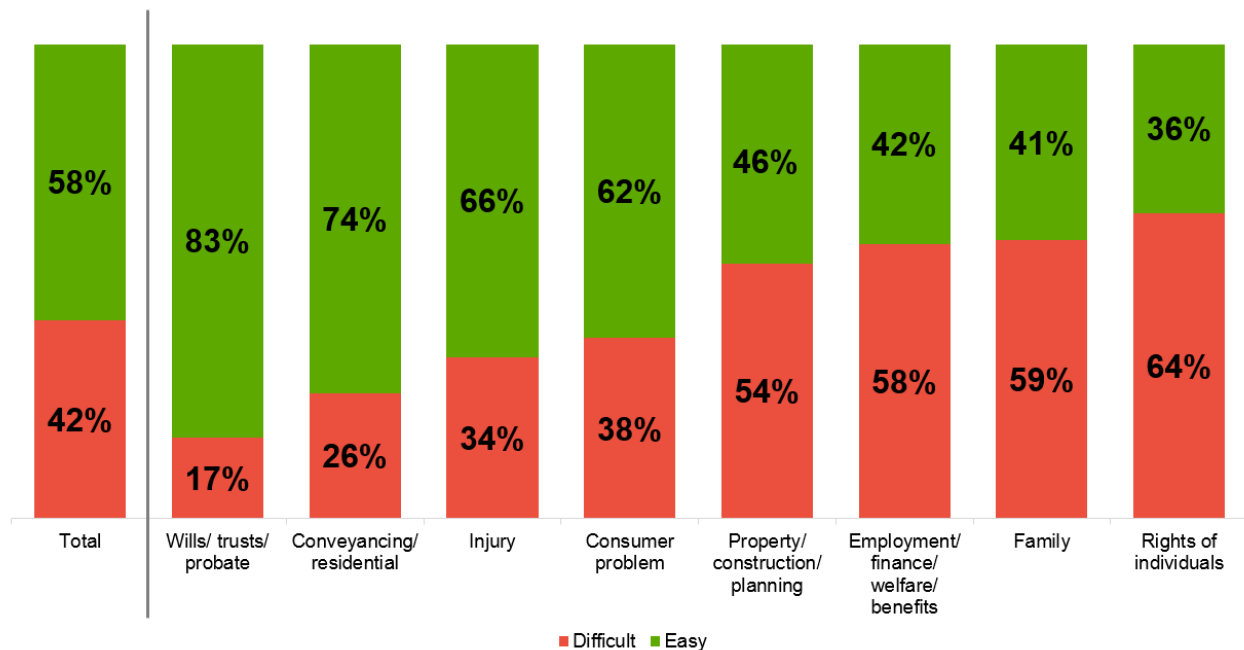
Figure 73. Percentage who say it was easy to deal with their issue, by seriousness of issue and whether they received help



Base: All respondents whose *contentious legal issue* is resolved (n=9,632), low seriousness (n=3,237), medium seriousness (n=4,509), high seriousness (n=1,886)

When looking across *legal issues*, both contentious and non-contentious, there is a clear pattern in terms of which issues are easier for respondents to deal with. However, the least serious issues are not necessarily the easiest to deal with (figure 74). The easiest issue to resolve appears to have been wills/ trust/ probate, where less than a fifth found it difficult to resolve, but this had a medium seriousness score (5.11 out of 10). The least serious *legal issue* was consumer problems (scored 4.22 out of 10), however almost two fifths found it difficult to deal with an issue of this type. Family *legal issues* are considered the most serious (5.78 out of 10) and over half found these issues difficult to deal with. The most difficult issue was rights of individuals, with almost two thirds finding it difficult to resolve.

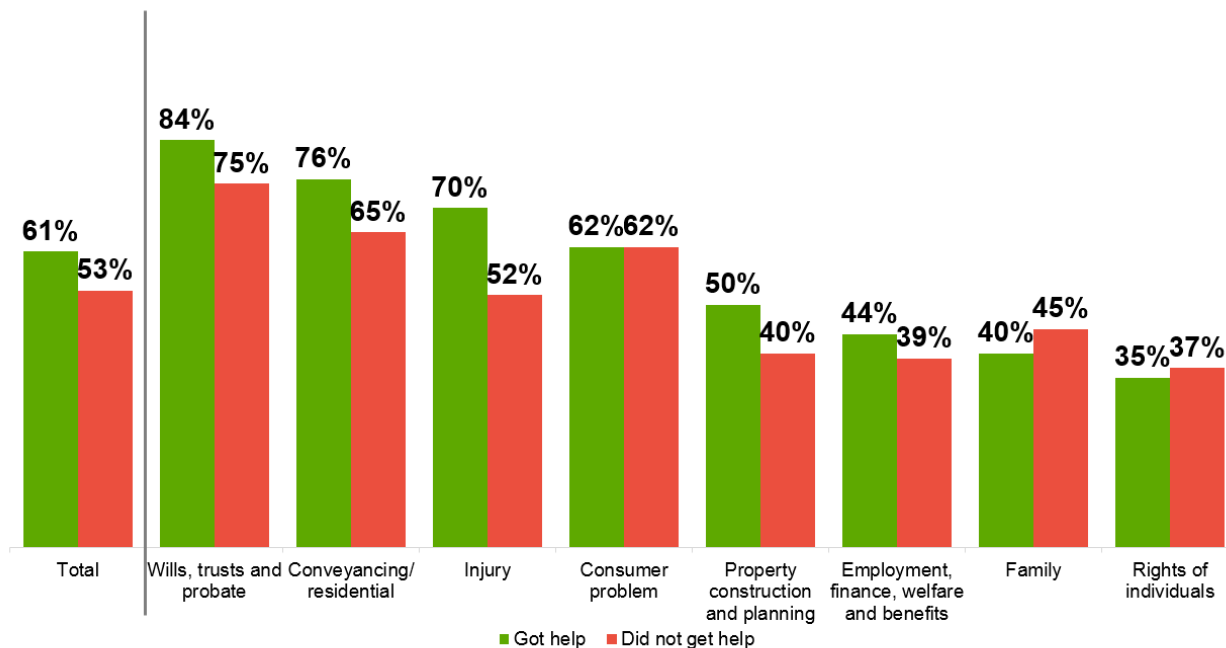
Figure 74. Ease or difficulty in dealing with issue, by issue



Base: All whose issue is resolved (n=13,340), rights of individuals (n=657), consumer problem (n=1,017), conveyancing/ residential (n=3,017), family (n=1,479), injury (n=1,155), property/ construction/ planning (n=2,252), employment/ finance/ welfare/ benefits (n=2,436), wills/ trust/ probate (n=4,514)

Overall, while getting help only increases the proportion who say their *legal issue* was easy to resolve by a small margin, injury issues are the most significantly impacted by getting assistance (figure 75). Only half of those with an injury issue say it was easy to resolve without help (51%), compared to almost three quarters of those who had received some form of assistance (72%). Over three fifths of those with a consumer issue found it easy to deal with – regardless of whether they got help or not (62% who did not get help say it was easy vs 63% who got help). The most difficult *legal issue*, rights of individuals, does not see much of an impact after getting help or not – only a third found it easy to deal with, regardless of whether they got help or not (35% who did not get help say it was easy vs. 37% who got help).

Figure 75. Percentage who say it was easy to deal with their issue, type of issue and whether they received help



Base: All whose issue is resolved (n=5,007), who got help: rights of individuals (n=377), consumer problem (n=222), conveyancing/ residential (n=968), family (n=934), injury (n=809), property/ construction/ planning (n=926), employment/ finance/ welfare/ benefits (n=1,202), wills/ trust/ probate (n=1,364). All whose issue is resolved and did not get help (n=4,625): rights of individuals (n=280), consumer problem (n=795), conveyancing/ residential (n=741), family (n=520), injury (n=346), property/ construction/ planning (n=1,054), employment/ finance/ welfare/ benefits (n=1,234), wills/ trust/ probate (n=1,047)

10.3 What are people's perceptions of the process and outcome?

Regardless of the outcome that occurred, over two thirds of respondents say that the process was basically fair to everyone concerned (69%). Naturally, as there was less likely to be an opposing party, those who had a *non-contentious legal issue* are far more likely to say that the process was fair to everyone involved (95%) than those who experienced a *contentious legal issue* (63%).

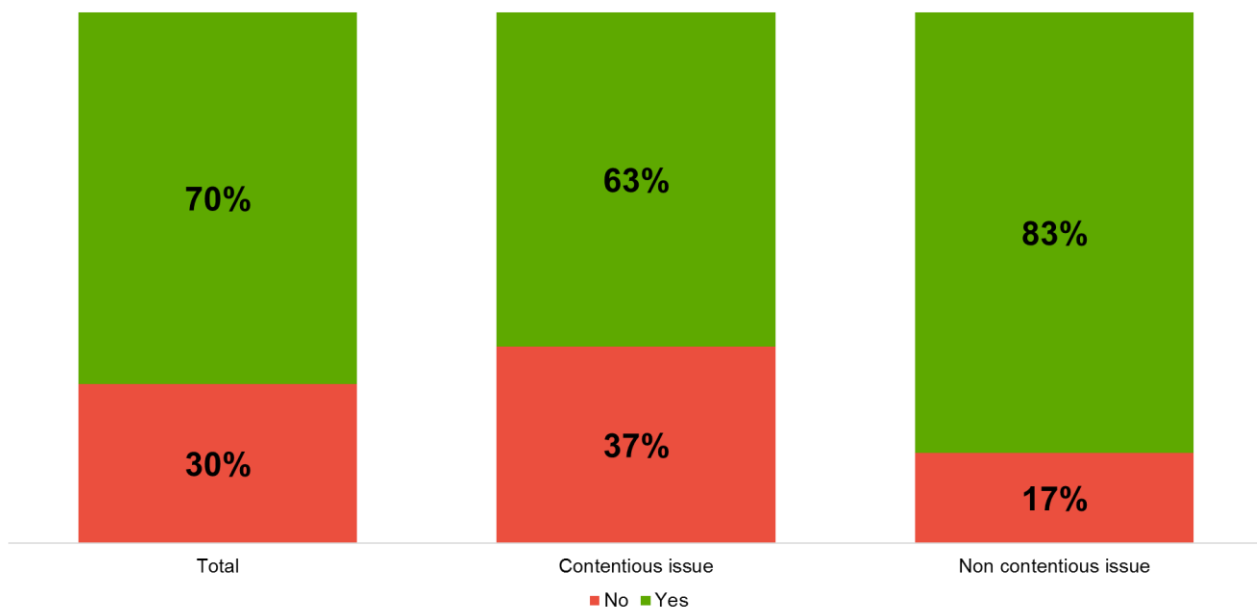
Those with low *legal confidence* are less likely to think the process was fair than those with high *legal confidence* (57% vs 79%). Similarly, there is an upward trend across *accessibility of justice*, with those who think justice is accessible more likely to think the process was fair than those who think justice is inaccessible (78% vs 52%). The same pattern holds true when looking at *self-efficacy*, with those who had low levels less likely to think the process was fair than those with high legal self-efficacy (58% vs 77%)

Those who thought their *main adviser* was good value for money are more likely to say that the process was fair to everyone than those who did not think their *main adviser* was good value (87% vs 67%). Similarly, there is a clear trend across seriousness of *legal issue* - those who had a low severity issue are more likely than those whose *legal issue* was medium or high severity (72% low, 65% medium, 43% high). There is also a very clear trend across satisfaction where perceived fairness of the issue declines as people are less satisfied with their *main adviser* (84% of those very satisfied think the process is fair, 74% of those fairly satisfied, 62% of those fairly dissatisfied, 33% of those very dissatisfied).

The majority of those who experienced a *contentious legal issue* say that the outcome was as they expected (55%), but over a quarter say it was worse than they had hoped for (28%) and only one in six say it was better than expected (16%). Those who got help were more likely to say the outcome was better (19%) than those who did not receive help (11%).

Those with a *non-contentious legal issue* are far more likely to say that the help they received led to a better outcome (figure 76). Overall, just under three quarters of those whose issue is resolved and who received help say that the help led to a better outcome (70%), but this rises to five in six of those resolving a *non-contentious legal issue* (83%). Under two thirds of those who dealt with a *contentious legal issue* feel that getting help resulted in a better outcome (63%).

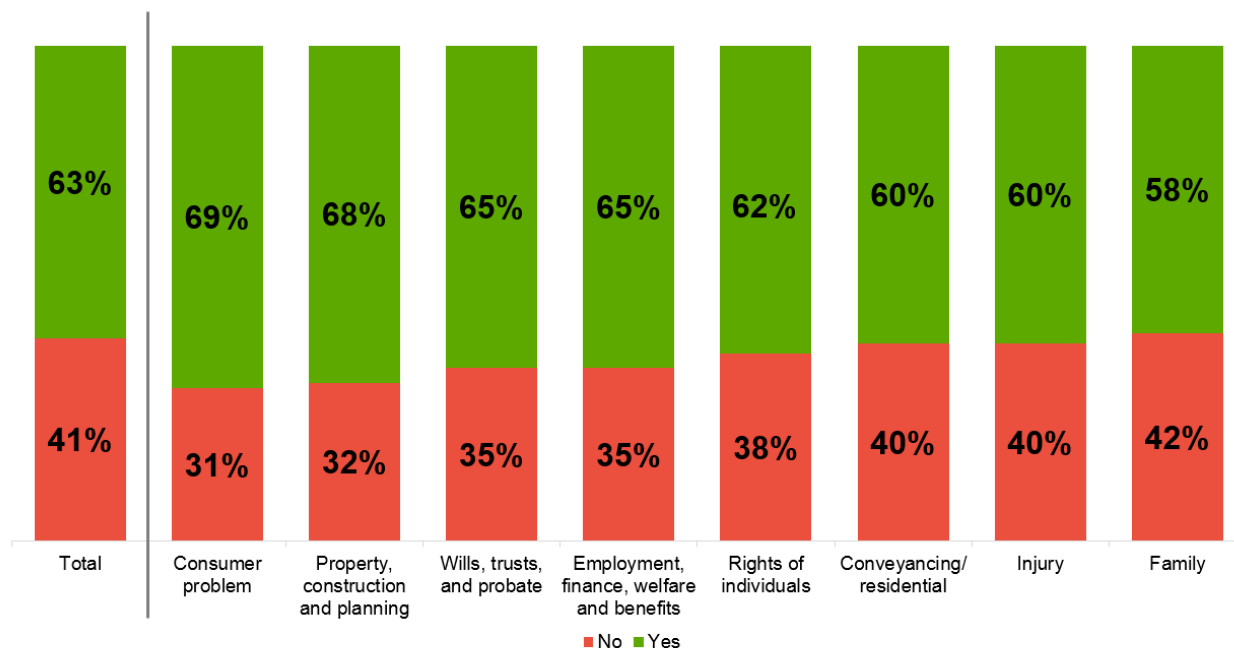
Figure 76. Whether received help led to a better outcome, by contentious or *non-contentious legal issue*



Base: All whose problem is resolved and received help (n=7,574), contentious issue (n=5,007), non-contentious issue (n=2,567)

Looking at *contentious legal issues* specifically, the proportion who think getting help resulted in a better outcome is relatively consistent regardless of issue type (figure 77). However, those who experienced a family-related issue are significantly more likely than average to think that the help did not result in a better outcome. Those who had an issue with property, construction, or planning, were more likely than average to say that the assistance they received did lead to a better outcome.

Figure 77. Whether received help led to a better outcome, by issue type (contentious issues only)



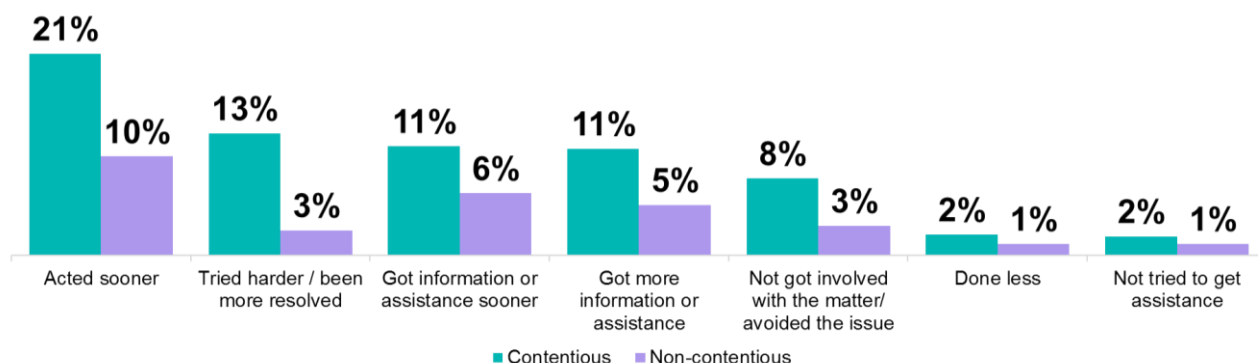
Base: All whose problem is resolved and received help (n=5,007) who got help: rights of individuals (n=377), consumer problem (n=222), conveyancing/ residential (n=968), family (n=934), injury (n=809), property/ construction/ planning (n=926), employment/ finance/ welfare/ benefits (n=1,202), wills/ trust/ probate (n=1,364)

There is a slight downward trend across seriousness of issue; those dealing with a less serious issue are slightly more likely to say that assistance helped (64%) than those who were dealing with a more serious issue (62%). On the other hand, those with medium *legal confidence* are most likely to say the support led to a better outcome (67%).

10.4 Do they think they could have done things differently?

A fifth of those who dealt with a *contentious legal issue* wish they had acted sooner, while only one in ten of those who dealt with a *non-contentious legal issue* say this (figure 78). One in ten say they should have got information or assistance sooner (11%), and the same proportion say they wish they had got more information or assistance. Only two percent of those who dealt with a *contentious legal issue* regret trying to get assistance.

Figure 78. Actions would have done differently, by contentious or *non-contentious* legal issue

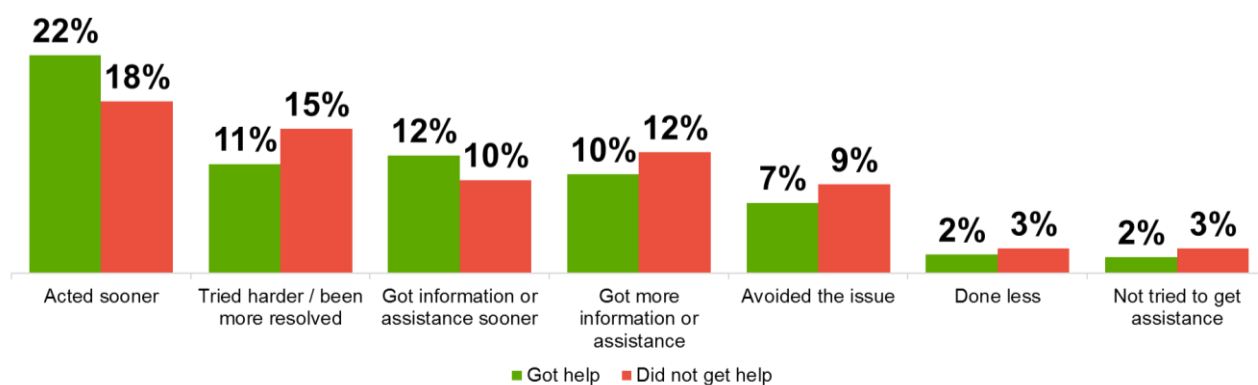


All whose problem is resolved (n=13,340), contentious issue (n=9,632), non-contentious (n=3,708)

Looking at *contentious legal issues* specifically, those who successfully got help are more likely to think they should have acted sooner than those who did not get help (figure 79). Only two percent of those who did get help think they should not have tried to get assistance. Those who did not get help are more likely to think they should have got more information or assistance than those who did get help. Those who got help with a contentious family or employment, finance, welfare and benefits issue are the most likely to say they would have liked information sooner (14% each).

There is a consistent age trend across those who got help with *contentious legal issues* also wishing they had got more help or assistance. One in eight of those aged 18 to 29 (12%) say they would have liked more help, compared to only 7% of those aged 65+. Women who got help are more likely to say they would have liked more information or assistance than men who had help (12% vs 8%). Those with low *legal confidence* are also more likely to say they would have liked more information than those with high *legal confidence* (13% vs 6%). Individuals who think justice is very inaccessible generally think they should have been more active and determined – more likely than those who think justice is accessible to say they wanted more information (15% vs 8%), wanted information sooner (13% vs 8%), acted sooner in general (23% vs 8%), or tried harder (16% vs 8%).

Figure 79. Actions that those dealing with a *contentious legal issue* would have done differently, by help received or not



Base: All whose *contentious legal issue* is resolved (n=9,632), got help (5,007), not got help (4,625)

11 Appendix A - Technical method statement

11.1 Sample composition

All respondents were drawn from the YouGov online market research panel. A nationally representative sample was constructed and to qualify for the survey respondents needed to meet two criteria:

- Be aged 18+ years of age
- To live in England or Wales

The sample strategy was to invite people at random from the YouGov panel to complete the online survey. The sample is structured to be representative of the English and Welsh population by the following variables:

- Age
- Gender
- Social grade
- Region
- Education level

For nationally representative samples, YouGov employ an active sampling method, drawing a sub-sample from the panel that is representative of the group in question in terms of socio-demographics.

YouGov has a proprietary, automated sampling system that invites respondents based on their profile information and how that aligns with targets for surveys that are currently active. Respondents are automatically, randomly selected based on survey availability and how that matches their profile information.

Respondents were contacted by email and invited to take part in an online survey without knowing the subject at that stage. This helped to minimise those opting out on the basis of the topic.

The table below outlines the profile of the final achieved sample of people in England and Wales. Weighting adjusts the contribution of individual respondents to aggregated figures and is used to make surveyed populations more representative of a project-relevant, and

typically larger, population by forcing it to mimic the distribution of that larger population's significant characteristics, or its size. The weighting tasks happen at the tail end of the data processing phase on cleaned data.

The final achieved sample was compared to that of the England and Wales population using data from the Office for National Statistics. In order to make this study representative, the sample was weighted on gender by age, region, social grade and education level.

In the table below the unweighted base shows the number of completed surveys and the weighted base the adjustments that have been made to correct for any sample bias.

Figure 80. Composition of the final achieved sample

Variable	Unweighted N	Weighted N	Weighted %
Age			
18 to 24	2,430	3,171	11%
25 to 34	4,212	4,950	17%
35 to 44	4,899	4,614	16%
45 to 54	5,511	5,083	18%
55 to 64	5,152	4,252	15%
65 to 74	4,325	3,613	13%
75+	2,133	2,977	10%
Region			
North East	1,359	1,313	5%
North West	3,546	3,542	12%
Yorkshire and the Humber	2,833	2,659	9%
East Midlands	2,441	2,344	8%
West Midlands	2,567	2,836	10%
East of England	3,100	3,001	10%
London	3,413	4,230	15%

Variable	Unweighted N	Weighted N	Weighted %
South East	4,710	4,422	15%
South West	3,051	2,765	10%
Wales	1,639	1,547	5%
Social grade			
AB	8,091	6,500	23%
C1	9,150	8,838	31%
C2	4,745	5,952	21%
DE	6,674	7,369	26%
Total	28,663	28,663	100%
Education level			
Low	6,658	8,754	31%
Medium	12,121	11,670	41%
High	9,884	8,239	29%
Total	28,663	28,663	100%

The total number of responses from 28,663 people is a very large sample and provides the ability for detailed sub-group analysis of different groups within the population. In total 36,113 panellists were invited to take part in the survey giving a participation rate of 79%.

The first stage of the sampling was to deliver a representative sample of 20,000 people from which to analyse the natural incidence of *legal issues* within the population. Following pausing the fieldwork at 20,000 the remaining 8,663 responses were collected through random sampling and the targeted boosting of specific *legal issue* types. The three *legal issues* that were artificially boosted in order to achieve a useable base size were:

- Divorce
- Being arrested
- Immigration

Due to this strategy the analysis of the natural incidence of *legal issues* is based upon the 20,000 sample and the remainder of the analysis based on the final achieved sample of 28,663.

The survey data explores the views and experiences of people who have experienced a contentious or *non-contentious legal issue* in the past four years. In the analysis contained in this report we report data cut by experiences of a *contentious legal issue*, by experiences of a *non-contentious legal issue* and a combined group of experience of a *legal issue* (contentious or non-contentious) in the past four years.

In our sample this equates to 17,583 (or 61%) people providing experience of a *legal issue*. Within this grouping of people who have experienced a *legal issue*, given how the survey was constructed to prioritise experiences of more niche *contentious legal issues*, the sample is skewed towards the experiences of people responding about a *contentious legal issue*.

In total 76% of the combined group of people who had a *legal issue* are responding about a *contentious legal issue* and 24% about a *non-contentious legal issue*. Based upon the data we have collected we would expect 29% of the population to have experienced a *non-contentious legal issue*. So while the combined data used in this report is skewed towards experiences of a *non-contentious legal issue* this is broadly in line with what we would expect in the wider population as a whole.

11.2 Questionnaire design

The survey initially asks in turn about whether a person has experienced over the previous four years one or more of the 34 different *legal issue* types. This first stage of the survey identified who had experienced a contentious and/ or *non-contentious legal issue* in the past four years.

Respondents are then routed through various modules based upon their experiences of dealing with the contentious or *non-contentious legal issues* they faced in the past four years. Respondents were only asked to answer about one *legal issue* they had faced in the past four years. If respondents identified that they had experienced one or more *contentious legal issues* and also identified they had experienced a *non-contentious legal issue* they were only asked about a *contentious legal issue*. This was to ensure the base

sizes were achieved for the lower incidence *contentious legal issue* types which were included in the sample.

Those people answering about *non-contentious legal issues* had only experienced an issue of that type in the previous four years.

Where people identified they had experienced more than one *contentious legal issue* a least fill approach was taken to instruct them to answer about the *contentious legal issue* that had the lower predicted incidence in the population.

The survey also captured data on people's understanding and perceptions of the legal system. These attitudinal type statements were used to which are used to create segments within the data based upon people's *legal confidence*, legal efficacy and accessibility to justice.

To inform the design of the survey 25 cognitive telephone interviews (30- 45mins) were conducted over December 2018 and January 2019 by the YouGov Qualitative team. The interviews were with a wide range of respondents across problem types, in order to test a range of draft survey questions for clarity and comprehension. (Not all of the questions were tested and the full routing was not included).

The respondents took part in the online survey over the phone. All respondents were shown the survey questions which needed to be test, regardless of which problem they had or hadn't faced. If the question was not relevant then they were asked to imagine it was relevant and still review the question in regards to comprehension.

11.3 Pilot study

We conducted a thorough stage of survey testing which included a pilot of the online survey to 350 people. The pilot was undertaken on 7th February 2019 and assessed the understanding of the questions, the survey logic and programming and the overall length of the survey.

11.4 Comparisons with 2015 *Legal needs of Individuals* data

This research is closely related to the 2015 *Legal needs of Individuals* in England and Wales survey. The 2019 wave of this research has been conducted using a very different

sampling and questionnaire design approach and therefore direct comparisons cannot be made between the data collected in 2015.

Even small methodological changes can affect the ability to make direct comparisons between two separate surveys. In this case the decision was made to align the survey design of the 2019 study more closely with what is recommended by the OECD in how *legal needs* surveys should be structured.

Secondly, the sampling approach in 2015 was a census of the Ipsos Mori panel and the sample was not structured to be representative of the wider populations of England and Wales. More simply it sought to find as many people as possible who had experienced a *legal issue* but not from the starting position of a representative sample. In 2019 it was decided to take the more robust approach of starting with a representative sample and then randomly finding people who had experienced a *legal issue*.

For these reasons it is not advised to make direct comparisons between the figures collected in 2015 and those presented here from the 2019 *Legal needs* of Individuals survey.

The following sections summarise the approaches taken to collect the data used in this report.

11.5 Legal issues covered

The Legal needs of Individuals survey asked people whether they had experienced any of the 34 different *legal issues* in the previous 4 years. Figure 81 below, shows each of these 34 *legal issues* and how they correspond to Legal Service Board (LSB) segments.

In order to be able to summarise the data and present it in a way that is easily understandable we created 8 issue groupings that are used throughout the report to contrast the views and experiences of people handling different *legal issues*.

Figure 81. Legal issues and groupings used

Survey groupings	LSB Segment	<i>Legal need</i>
Consumer problem	Consumer problems	Issue with a defective good/service or professional
Conveyancing/ residential	Conveyancing/ residential	Bought or sold, or tried to buy or sell, a house or flat

Survey groupings	LSB Segment	Legal need
	Conveyancing/ residential	Re-mortgaged a property / transferred equity in a property
Employment, finance, welfare and benefits	Employment	Issue to do with employment
	Welfare and benefits	Issue with debt
	Welfare and benefits	Issue with welfare/ tax benefits, state pension or student loans
	Welfare and benefits	Issue to do with treatment for mental health
	Welfare and benefits	Issue with personal finance
	Parking fines	Issue with incorrect/unfair parking fines
Family	Family	Domestic violence
	Family	Issue as part of a relationship break up
	Family	Been involved in divorce
	Family	Issue to do with child protection
	Immigration and nationality	UK immigration issue/ dispute
	Other	Issue to do with them or their children's school education
	Other	Adopted, tried to adopt or fostered a child, or applied to become an approved foster carer
Injury	Injury	Been involved in a road traffic accident
	Injury	Experienced an injury/ illness caused by an

Survey groupings	LSB Segment	Legal need
		accident at work or working conditions
	Injury	Experienced an injury/ illness as a result of an accident caused by someone else
	Injury	Experienced an injury/ illness caused by a health professional
Property, construction and planning	Property, construction and planning	Issue with anti-social behaviour by neighbours
	Property, construction and planning	Issue with a rented property
	Property, construction and planning	Been homeless/ threatened with being homeless
	Property, construction and planning	Dealt with a planning application
	Property, construction and planning	Issue with an owned property
	Property, construction and planning	Faced eviction or the threat of eviction from a rented property
	Property, construction and planning	Issue with housemates or a sub-tenant
	Property, construction and planning	Issue with a tenant or squatter
	Property, construction and planning	Been threatened with/ having a property you own repossessed
Rights of individuals	Civil liberties	Been treated badly by the police
	Crime	Been arrested
Wills, trusts and probate	Wills, trusts and probate	Made/ changed or tried to make/ change a will

Survey groupings	LSB Segment	Legal need
	Wills, trusts and probate	Dealt with the estate of someone who has died
	Wills, trusts and probate	Made or tried to make, register or end a lasting power of attorney

11.6 Provider and *main adviser* groupings

The survey identified which, if any, organisations or individuals people handling a *legal issue* obtained help from. In total 30 providers were covered in the survey to identify whether people considered getting help but didn't, tried but failed to get help, successfully obtained help or didn't think about getting help at all from each of those 30 providers.

The full list of providers is shown in figure 82. Within the analysis in the report the list of 30 provider types has been combined into 8 groups which allow easier comparisons between groupings of providers.

Figure 82. Legal issues and groupings used

Main adviser	Provider grouping
Barrister	Barristers, licensed conveyancer and other regulated lawyers
Licensed conveyancer	
Other lawyer (e.g. notary, accountant doing probate, patent attorney, trademark attorney, immigration adviser, costs lawyer, legal executive etc.)	
Family / friends	Family / friends
A Jobcentre	Not for profit advice sector
Citizens Advice Bureau	
Council advice service / Trading standards	
Court assistant	
Court assistant	
Doctor	

Main adviser	Provider grouping
General enquiries at local council / other local council department	
Law Centre	
MP or local councillor	
National or local charity	
Other advice service	
Social worker / health worker	
Another person or organisation	Other
Regulator (e.g. Ofcom, Ofwat, Financial Conduct Authority, Solicitors Regulation Authority)	
The police	
Your employer	
Accountant	Other professional advisers
Another type of professional	
Claims Management Company	
Financial adviser	
Insurance company	
Solicitor	Solicitors
Trade union / Professional body	Trade union/ professional body
Business/Human Resources consultancy	Unregulated providers
McKenzie Friend	
Specialist will-writer	

11.7 Logistic regression modelling

In chapter 5 we have presented the results of a logistic regression model. The logistic regression model, presented in the analysis, was constructed to make predictions for a binary variable of obtaining professional help to handle a contentious *legal issue*. For robustness, we also considered versions of the dependent variable that included all help (professional and non-professional), and that included non-contentious as well as contentious legal issues.

A logistic regression is similar to a linear regression but uses a probability (between 0 and 1) as the dependent variable. Coefficients from a logistic regression show how an independent variable affects the *log odds* of the independent variable; log odds can be converted to probability. Logistic regression is very closely related to probit regression; the two produce virtually identical results in most circumstances.

The outputs of this analysis allow us to explore which demographic variables and contextual variables about the *legal issue* being handled are more likely to impact on the behaviour of getting professional help or not.

The analysis was carried out using R. Obtaining professional help to handle a *contentious legal issue* was the dependent variable (coded with 1 = got help, 0 = did not get help). A series of numeric or categorical variables were inputted into the model as independent variables. In some cases, categorical variables were recoded before analysis, to combine very small categories and ensure that categorical variables could attain statistical significance. For example, the detailed income bands that were asked in the survey were recoded into three bands plus “Prefer not to say.”

Model quality metrics show that the model was an acceptable fit, although predictive power was relatively weak. Nagelkerke Pseudo-R² was 0.169, and accuracy was 65% (against a baseline accuracy of 52% for a null model). We see this as a property of the data, rather than a defect in the model. The decision to get legal help is inherently complex, and is likely affected by life experience, personality, non-monetary resources like time and social networks, the specific nature of the problem, and the behaviour and nature of the other party in a contentious issue. No parsimonious and non-obvious model could achieve an extremely high accuracy.

Wald tests were used to assess statistical significance of variables in the model. Data was weighted before analysis. The survey design avoided any missing data, so no handling was required. Given the large sample size, statistical significance was generally easy to attain (VIFs were below 2 in almost all cases). The table below displays the key metrics associated with the model.

Figure 83. Regression model metrics

Main Model			
Dependent variable: got professional help			
Independent variables: all			
Sample: contentious issues only (n = 13437)			
	Estimate	Std. Error	P-value
	-2.243	0.469	0.000
Age 30-49	0.373	0.054	0.000
Age 50-64	0.494	0.059	0.000
Age 65+	0.393	0.066	0.000
Region: Northwest	-0.018	0.102	0.862
Region: Yorkshire and the Humber	-0.046	0.107	0.664
Region: East Midlands	0.029	0.109	0.788
Region: West Midlands	-0.091	0.106	0.388
Region: East	-0.158	0.105	0.133
Region: London	-0.234	0.101	0.020
Region: Southeast	-0.113	0.099	0.254
Region: Southwest	-0.095	0.105	0.363
Region: Wales	-0.023	0.119	0.848
Social Grade: C2DE	0.064	0.041	0.123
Education: Medium	0.062	0.047	0.184
Education: High	0.140	0.053	0.008
Gender: Female	0.116	0.039	0.003
Income: £33,000-£59,000	0.085	0.052	0.103
Income: £60,000+	0.132	0.073	0.069
Describe issue as: Bad luck	0.161	0.057	0.005
Describe issue as: Bureaucratic	-0.035	0.055	0.529
Describe issue as: A family or private matter	0.236	0.059	0.000
Describe issue as: Legal	0.508	0.056	0.000
Describe issue as: Political	0.120	0.087	0.171
Describe issue as: A social or community matter	-0.041	0.067	0.546
Describe issue as: Economic/financial	-0.013	0.048	0.785
Describe issue as: Health	0.260	0.058	0.000
Describe issue as: Other	-0.037	0.072	0.604
Describe issue as: None of These	0.019	0.078	0.803
Describe issue as: Don't Know/Can't Recall	-0.256	0.100	0.010
Desired Outcome: Money or Property	0.221	0.055	0.000
Desired Outcome: Something Being Restored to How It Was	0.179	0.058	0.002
Desired Outcome: Recognising Rights/Meeting Responsibilities	0.048	0.052	0.364
Desired Outcome: Change to Relationship	0.281	0.092	0.002
Desired Outcome: Change to Decision	-0.030	0.060	0.624
Desired Outcome: Apology	-0.094	0.052	0.072
Desired Outcome: Something Else	0.020	0.070	0.774
Desired Outcome: Don't know/ can't recall	0.011	0.067	0.865
Legal Confidence: Medium	0.314	0.041	0.000
Legal Confidence: High	0.251	0.066	0.000
Inaccessibility of Justice: Medium	-0.169	0.152	0.267
Inaccessibility of Justice: High	-0.464	0.155	0.003
Legal self efficacy: Medium	0.121	0.051	0.324
Legal self-efficacy: high	0.114	0.059	0.564
Legal Need: Consumer Problem	-1.556	0.112	0.000
Legal Need: Residential Property Conveyancing	-0.095	0.119	0.424
Legal Need: Family	-0.090	0.091	0.325
Legal need: Injury	0.386	0.105	0.000
Legal Need: Property, Construction, and Planning	-0.707	0.091	0.000
Legal Need: Employment, Finance, Welfare, and Benefits	-0.470	0.089	0.000
Legal Need: Wills, Trust, and Probate	-0.356	0.110	0.001
Seriousness of Problem (1-10 scale)	0.102	0.008	0.000

12 Appendix B – Legal capability scales

In this report we have used unidimensional standardised measures of *legal confidence*, *legal self-efficacy* and *accessibility to justice* to measure dimensions of legal capability and see how experiences of the legal system differ between people with different levels of legal capability.

The emerging concept of legal capability “requires consideration of what capabilities are required for an individual to have an effective opportunity to make a decision about whether and how to make use of the justice system to try to resolve a problem”.

The measures of *legal confidence*, *legal self-efficacy* and *accessibility of justice* were developed by Professor Pascoe Pleasence and Professor Nigel Balmer. The measures were developed from two general population surveys and in developing the measures two main forms of analysis were used: principal components analysis and Rasch analysis. Principal components analysis was used to explore the dimensionality of question sets. When unidimensional sets of questions were identified, Rasch analysis was then used to ascertain whether they could form the basis of effective measures. Rasch analysis was also used to develop protocols for scale scoring, when scales were deemed effective.

12.1 Legal *self-efficacy* scale

The Legal *Self-efficacy* scale, comprises six questions and a four point Likert scale response set. The scale is suitable for use as a general measure of legal *self-efficacy*. The question presented to respondents to measure legal *self-efficacy* was as follows:

Legal Self-efficacy

THINKING IN GENERAL ABOUT SIGNIFICANT LEGAL ISSUES, SUCH AS: BEING UNREASONABLY SACKED BY YOUR EMPLOYER, INJURED AS A RESULT OF SOMEONE ELSE'S NEGLIGENCE, INVOLVED IN A DISPUTE OVER MONEY AS PART OF A DIVORCE, OR FACING EVICTION FROM YOUR HOME. TO WHAT EXTENT DO THE FOLLOWING STATEMENTS DESCRIBE YOU?

-[C3_1] I CAN ALWAYS MANAGE TO SOLVE DIFFICULT ISSUES IF I TRY HARD ENOUGH

-[C3_2] IF SOMEONE OPPOSES ME, I CAN FIND THE MEANS AND WAYS TO GET WHAT I WANT

-[C3_3] IT IS EASY FOR ME TO STICK TO MY AIMS AND ACCOMPLISH MY GOALS

-[C3_4] I CAN REMAIN CALM WHEN FACING DIFFICULTIES BECAUSE I CAN RELY ON MY COPING ABILITIES

-[C3_5] WHEN I AM CONFRONTED WITH A ISSUES, I CAN USUALLY FIND SEVERAL SOLUTIONS

-[C3_6] I AM GOOD AT FINDING INFORMATION TO HELP RESOLVE ISSUES

<1> NOT AT ALL TRUE

<2> HARDLY TRUE

<3> MODERATELY TRUE

<4> EXACTLY TRUE

A scoring system was applied based upon the responses that people gave to each statement. Responses of 'exactly true' are assigned a score of 3, 'moderately true' a score of 2, 'hardly true' a score of 1 and 'not at all true' a score of 0. Across the six items this produces individual scores of between 0 and 18. These scores are converted into Legal *self-efficacy* scores (ranging from 0 to 100) using the table below. A higher score indicates greater legal *self-efficacy*.

Figure 84. Scoring for the six-item 'Legal Self-efficacy' Scale

Raw score	Rasch converted 'legal self efficacy' score
0	0.0
1	7.4
2	13.2
3	17.7
4	21.7
5	25.5
6	29.1
7	32.6
8	36.2
9	40.1
10	44.6
11	50.2
12	57.7
13	65.3
14	71.2
15	76.5
16	82.3
17	89.9
18	100.0

12.2 Legal confidence scale

The *Legal confidence* scale, comprises six questions and a fourpoint Likert scale response set. The scale is suitable for use as a general measure of *legal confidence*. The question presented to respondents to measure *legal confidence* was as follows:

Legal Confidence

PLEASE THINK ABOUT IF YOU FOUND YOURSELF FACING A SIGNIFICANT LEGAL DISPUTE, SUCH AS: BEING UNREASONABLY SACKED BY YOUR EMPLOYER, INJURED AS A RESULT OF SOMEONE ELSE'S NEGLIGENCE, INVOLVED IN A DISPUTE OVER MONEY AS PART OF A DIVORCE, OR FACING EVICTION FROM YOUR HOME. HOW CONFIDENT ARE YOU THAT YOU COULD ACHIEVE AN OUTCOME THAT IS FAIR AND YOU WOULD BE HAPPY WITH IN THE FOLLOWING SITUATIONS?

-[C3_1] I CAN ALWAYS MANAGE TO SOLVE DIFFICULT ISSUES IF I TRY HARD ENOUGH

-[C3_2] IF SOMEONE OPPOSES ME, I CAN FIND THE MEANS AND WAYS TO GET WHAT I WANT

-[C3_3] IT IS EASY FOR ME TO STICK TO MY AIMS AND ACCOMPLISH MY GOALS

-[C3_4] I CAN REMAIN CALM WHEN FACING DIFFICULTIES BECAUSE I CAN RELY ON MY COPING ABILITIES

-[C3_5] WHEN I AM CONFRONTED WITH A ISSUES, I CAN USUALLY FIND SEVERAL SOLUTIONS

-[C3_6] I AM GOOD AT FINDING INFORMATION TO HELP RESOLVE ISSUES

<1> VERY CONFIDENT

<2> QUITE CONFIDENT

<3> NOT VERY CONFIDENT

<4> NOT CONFIDENT AT ALL

A scoring system was applied based upon the responses that people gave to each statement. Responses of 'very confident' are assigned a score of 3, 'quite confident' a score of 2, 'not very confident' a score of 1 and 'not confident at all' a score of 0. Across the six items this produces individual scores of between 0 and 18. These scores are converted into *Legal confidence* scores (ranging from 0 to 100) using the table below. A higher score indicates greater *legal confidence*.

Figure 85. Scoring for the six-item '*Legal confidence*' Scale

Raw score	Rasch converted <i>legal confidence</i> score
0	0.0
1	9.4
2	17.0
3	23.3
4	28.9
5	34.3
6	38.4
7	42.7
8	47.0
9	51.5
10	56.5
11	61.9
12	67.2
13	72.1
14	76.7
15	81.2
16	86.1
17	92.3
18	100.0

12.3 *Accessibility of justice* scale

The *Accessibility of justice* scale, comprises nine questions and a four point Likert scale response set. The scale is suitable for use as a general measure of perceived ease of access to justice. The question presented to respondents to measure *accessibility of justice* was as follows:

Accessibility of Justice

NOW PLEASE THINK ABOUT YOUR GENERAL IMPRESSION AND EXPERIENCE OF THE JUSTICE SYSTEM. BY THIS, WE MEAN THE JUSTICE SYSTEM THAT DEALS WITH ISSUES SUCH AS: BEING UNREASONABLY SACKED BY YOUR EMPLOYER, INJURED AS A RESULT OF SOMEONE ELSE'S NEGLIGENCE, INVOLVED IN A DISPUTE OVER MONEY AS PART OF A DIVORCE, OR FACING EVICTION FROM YOUR HOME. PLEASE DO NOT INCLUDE THE 'CRIMINAL' JUSTICE SYSTEM. THINKING ABOUT ISSUES LIKE THIS, TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS?

-[C4_1] ISSUES LIKE THESE ARE USUALLY RESOLVED PROMPTLY AND EFFICIENTLY

-[C4_2] PEOPLE WITH LESS MONEY GENERALLY GET A WORSE OUTCOME

-[C4_3] FOR ISSUES LIKE THESE, LAW IS LIKE A GAME IN WHICH THE SKILFUL AND RESOURCEFUL ARE MORE LIKELY TO GET WHAT THEY WANT

-[C4_4] IT IS EASY TO TAKE ISSUES LIKE THESE TO COURT IF NEEDED

-[C4_5] FOR ISSUES LIKE THESE, LAWYERS ARE TOO EXPENSIVE FOR MOST PEOPLE TO USE

-[C4_6] THE JUSTICE SYSTEM PROVIDES GOOD VALUE FOR MONEY

-[C4_7] FOR ISSUES LIKE THESE, PEOPLE LIKE ME CAN AFFORD HELP FROM A LAWYER

-[C4_8] RICH PEOPLE'S LAWYERS ARE NO BETTER THAN POOR PEOPLE'S LAWYERS

-[C4_9] TAKING A CASE TO COURT IS GENERALLY MORE TROUBLE THAN IT IS WORTH

<1> STRONGLY AGREE

<2> MAINLY AGREE

<3> MAINLY DISAGREE

<4> STRONGLY DISAGREE

A scoring system was applied based upon the responses that people gave to each statement. For items 1, 4, 6, 7 and 8, strongly agree are assigned a score of '0', mainly agree '1', mainly disagree '2' and strongly disagree '3'. For items 2, 3 and 9 strongly agree should be assigned a score of '3', mainly agree '2', mainly disagree '1' and strongly disagree '0'. For item 5, strongly agree should be assigned a score of '2', mainly agree '1', mainly disagree '0' and strongly disagree also '0'. Across the nine items this will yield individual scores of between 0 and 26. These scores can be converted into *Accessibility of justice* scores (ranging from 0 to 100) using the table below. Higher scores are associated with greater perceived *accessibility of justice*.

Figure 86. Scoring for the nine-item 'Accessibility of justice Scale

Raw score	Rasch converted <i>accessibility of justice</i> score
0	0
1	9.3
2	16.2
3	21.2
4	25.2
5	28.7
6	31.8
7	34.6
8	37.3
9	39.9
10	42.4
11	44.8
12	47.3
13	49.7
14	52.2
15	54.6
16	57.2
17	59.9
18	62.6
19	65.5
20	68.6
21	71.8
22	75.4

23	79.5
24	84.3
25	91
26	100

13 Appendix C – Comparisons with official statistics

This section will examine various official statistics which could be used to make indirect comparisons with our survey results.

The incidence of divorce among the population of adults based in England and Wales is one example of this comparative analysis. Statistics from the Ministry of Justice indicate that over the past four years (mid-2014 to mid-2018) there were 449,856 divorce cases started in England and Wales. This equates to one percent of the adult population, which is in fact very consistent with the two percent recorded through this survey, especially when considering that every divorce case involves two individuals.

Another comparison to make is with property sales. The number of residential property transactions recorded by HM Land Registry in England and Wales in the past four years (2015 to 2018) is 3,598,473, which is equivalent to eight percent among the adult population. In comparison, our survey data suggests that 11% of adults based in England and Wales have bought or sold, or tried to buy or sell, a property in the past four year. This is a very comparable figure, particularly when considering that the survey also covered respondents who sold a property, as well as those who tried unsuccessfully to buy/sell.

We have also chosen to look at the survey's recorded incidence of domestic violence in comparison with wider available statistics. Results from the Crime Survey for England and Wales indicate that six percent of people aged 16-59 were victims of domestic abuse in the past year (ending March 2018), which is consistent with the incidence of six percent recorded through our survey. However, it is not a direct comparison in that the ONS incidence figure represents a single year in comparison with our four year period.

Suitable statistics are not available to compare against all *legal issues* measured in this survey. However, we feel that these comparisons drawn for divorce, home purchase and domestic violence demonstrate confidence in the accuracy of the survey data.

14 Appendix D – A comparison between data from people who live in England and those who live in Wales

This section provides a spotlight on the findings compared between the populations of England and Wales. The table below summarises a series of key statistics for England and Wales. Statistically significant differences for Wales have been highlighted in green or red font.

Measure	Sample group	Overall	England	Wales
Experienced a legal issue within the last 4 years	Combined	64%	64%	63%
Experienced a contentious legal issue	Contentious	53%	53%	51%
Experienced a non-contentious legal issue	Non-contentious	27%	27%	28%
Described it as "legal"	Contentious	16%	16%	15%
Average rating of seriousness	Contentious	5.3	5.3	5.4
Understood rights & responsibilities	Contentious	69%	69%	71%
Understand rights & responsibilities	Contentious	76%	76%	77%
High self-efficacy	Combined	17%	17%	17%
High legal confidence	Combined	11%	11%	13%
High accessibility of justice	Combined	23%	23%	24%

Received help	Combined	66%	66%	68%
Receive professional help	Combined	83%	83%	86%
Receive family help	Combined	17%	17%	14%
Try to but do not obtain help	Combined	39%	39%	40%
Main adviser - Solicitor	Combined	30%	29%	36%
Search/ obtain details of services	Combined	36%	36%	32%
Search/ obtain pricing	Combined	22%	22%	18%
Compared prices of more than one provider	Combined	57%	57%	58%
Ease of searching for services - Very easy	Combined	48%	48%	61%
Understand what regulation is	Combined	52%	52%	53%
Satisfaction with main adviser	Combined	86%	86%	88%
Did not look for information	Combined	11%	11%	10%
Had a legal need	Contentious	53%	53%	52%
paid for all or part of services	Combined	35%	35%	36%
received legal aid	Combined	4%	4%	5%

value for money	Combined	86%	86%	88%
Easy to deal with	Combined	58%	58%	59%
Wanted more information	Contentious	11%	11%	11%

Overall, findings indicate that individuals in England and Wales have very similar experiences when it comes to *legal needs*.

There is no statistically significant difference in the incidence of people in England versus Wales having experienced either a contentious (53% vs. 51%) or non-contentious (27% vs. 28%) *legal issue* in the past four years.

Among those who have experienced a *contentious legal issue* during this time, people in England and Wales are equally likely to describe it as ‘legal’ in nature (16% vs. 15%) and assign it roughly the same rating of seriousness (5.3 vs. 5.4).

Similarly, there is consistency in their perceptions of the legal system. As a starting point, no differences emerge in people’s understanding of their rights and responsibilities before or after experiencing issues. In addition, their scoring for *self-efficacy* (17% vs. 17%), *legal confidence* (11% vs. 13%) and *accessibility of justice* (23% vs. 24%) is on a par.

In response to experiencing a *legal issue*, people in England and Wales are equally likely to have received help generally (66% vs. 68%), as well as to have specifically received professional (83% vs. 86%) or family (17% vs. 14%) help. There is also no difference in the proportion who tried unsuccessfully to obtain help (39% vs. 40%).

However, a difference does emerge when looking more closely at the type of advice they received, as people in Wales (36%) are more likely than those in England (29%) to have had a solicitor as their *main adviser*.

Another difference between the two nations becomes evident when assessing how people compare providers when choosing their *main adviser*, with people in Wales being less likely than those in England to have searched/obtained prices (18% vs. 22%) or details of services (32% vs. 36%). However, there are no significant differences between England and Wales in the number of services or prices which they obtained the details of.

Interestingly, another difference emerges when looking at reported ease of searching for services. Among people with a *legal issue* who searched for services, those in Wales (61%) are much more likely than those in England (48%) to have found it to be very easy to do so. As seen previously, they are also less likely to have searched at all. There could be a variety of reasons to explore, perhaps including the volume of choice available in Wales versus England.

In many other ways, however, people in England and Wales continue to report very similar experiences in relation to their *legal issue*. They are equally satisfied with their *main adviser* (86% vs. 88%) and show no difference in their perception of the issue being easy to deal with (58% vs. 59%).

Similarly, when looking at price and costs, the experiences of people in England and Wales who have had a *legal issue* in the past four years mirror each other. Just over a third paid for all or part of the services from their *main adviser* (35% vs. 36%) and a very small proportion received Legal Aid (4% vs. 5%). In addition, the vast majority in both nations feel their *main adviser* provided value for money (86% vs. 88%).

15 Appendix E – Acknowledgements

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