

Public access training

1. In what year did you qualify to undertake public access work?

- 2012
- 2011
- 2010
- 2009
- 2008
- 2007
- 2006
- 2005
- 2004

2. How useful did you find the public access training course in preparing you to undertake public access instructions?

- Very useful
- Useful
- Neither
- Not very useful
- Not at all useful

3. Which training provider did you use?

- The Bar Council
- 4 King's Bench Walk/ Barristers Direct
- College of Law
- Westgate Chambers

4. How would you rate the training provider?

- Very good
- Good
- Neither
- Bad
- Very bad

5. Did the training course prepare you to identify cases where it would be in the client's best interests to instruct a solicitor?

- Yes
- No

6. Do you think the training course should contain more information about how to identify cases where it would be in the client's best interests to instruct a solicitor?

- Yes
- No

7. Did the training course assist you in identifying and dealing with vulnerable clients?

A vulnerable client is a client who is vulnerable for any physical, social, or psychological reason. Examples might include a client with a learning or physical disability, a client whose first language is not English, a client with a physical or mental illness or a reduction in physical or mental capacity; or children and young people under 18.

- Yes
- No

8. How did the public access course assist you in doing this?



9. Do you think the public access training course should contain more information to help barristers identify and deal with vulnerable clients?

A vulnerable client is a client who is vulnerable for any physical, social, or psychological reason. Examples might include a client with a learning or physical disability, a client whose first language is not English, a client with a physical or mental illness or a reduction in physical or mental capacity; or children and young people under 18.

- Yes
- No

10. Did you feel competent to take public access instructions upon completion of the training course?

Yes

No

11. Why did you not feel competent to undertake public access instructions after the training course?

12. Are there any other topics you think would add value to the public access course that are not currently included?

- Yes
- No

13. What topics would you like to see added?

Public access instructions

14. For which reasons primarily did you qualify to undertake public access work? Please tick all that apply.

- Due to demand from clients
- To build a public access practice
- In case it became necessary within my practice
- To expand the range of work offered
- I was encouraged to do so by colleagues
- In order to make up for a decrease in instructions/drop in traditional sources of income
- To increase my income
- To obtain CDP points

Other (please specify)

15. Has your overall volume of instructions increased as a result of public access training?

- Yes, it has increased a lot
- Yes, it has increased slightly
- No

16. What proportion of your overall practice is public access work?

- The majority of my work/ 90% - 100%
- A large proportion of my work/ 60% - 89%
- Approximately half of my work/ 40% - 59%
- A small proportion of my work/ 10% - 39%
- Very little of my work/ 1% - 9%
- None of my work

17. How do clients find out about your public access practice? Please tick all that apply.

- Advertisements
- Chambers website
- Bar Council public access directory
- Existing client
- Word of mouth
- Referral
- Recommendation
- Via an intermediary
- Do not know

If other, please specify

18. What is the primary way clients find out about your practice?

- Advertisements
- Chambers website
- Bar Council public access directory
- Existing client
- Word of mouth
- Referral
- Recommendation
- Via an intermediary
- Do not know

If other, please specify

19. What type of clients approach you with public access instructions?

- Natural persons (e.g. private clients)
- Legal persons (unsophisticated; purchasers without in-house legal teams. This includes charities, corporate firms and government bodies purchasing legal services also purchased by corporate firms. SMEs are defined by 2003/361/EC as having staff of up to 250 and either turnover not exceeding €50m or balance sheet not exceeding €43m)
- Legal persons (sophisticated; for example larger companies, sophisticated charities and purchasers with inhouse legal teams)
- Government

Other (please specify)

20. What type of client do you accept public access instructions from?

Please number in order of receipt of instructions

i.e. 1 accounts for the majority of your public access instructions, 2 for the next largest amount etc

	Natural persons	Legal persons (less sophisticated e.g. small and medium enterprises, charities etc)	Legal persons (sophisticated e.g. large companies)	Government	Other
1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other, please specify

21. Do you accept public access instructions from vulnerable clients?

A vulnerable client is a client who is vulnerable for any physical, social, or psychological reason. Examples might include a client with a learning or physical disability, a client whose first language is not English, a client with a physical or mental illness or a reduction in physical or mental capacity; or children and young people under 18.

- Yes
- No

22. Have you ever declined public access instructions?

- Yes
- No

23. Please tick each reason for turning down public access instructions applicable to you.

- It was in the client's best interest to instruct a solicitor
- It was in the interest of justice to instruct a solicitor
- You lacked sufficient experience or competence to handle the matter
- Other professional commitments
- Conflict or a risk of conflict

If other, please specify

24. For what type of public access work are you primarily instructed?

- Advice (contentious/non-contentious)
- Drafting/provision of legal opinions
- Leading arbitration or mediation
- Advocacy

If other, please specify

25. Have you ever received a complaint from a public access client?

- Yes
- No

26. How many complaints have you received from public access clients in the last 12 months?

Number of complaints
received from public access
clients

27. How many of these complaints were resolved without referral to the BSB or Legal Ombudsman?

Number of complaints
resolved without referral to
the BSB or Legal
Ombudsman

28. Please provide a short summary of the types of complaints received.

29. Have any claims for damages been made against you in connection with your public access work?

- Yes
- No

30. What was the outcome of the claim(s) for damages made against you?

31. Have you experienced any difficulties (that did not result in a complaint or claim for damages) with a public access instruction?

- Yes
- No

32. What type of difficulty or difficulties did you experience?

33. Have you ever provided advice on a public access basis but the client has chosen to represent themselves in court?

- Yes
- No
- Do not know

34. Do you use the model client care letter that is available on the Bar Council and BSB websites?

- Yes
- No

35. How useful do you find the model client care letter?

- Very Useful
- Useful
- Neither
- Not very useful
- Not at all useful

36. Why do you not use the model client care letter?

37. Are there any changes that could be made to the model client care letter?

38. In which areas of practice do you accept public access instructions?

Please tick the three main areas you accept public access instructions in.

- Criminal
- Civil
- Mixed Civil and Crime
- Patent or IP
- Professional Negligence
- Planning and Environment
- Revenue
- International or EC
- Admiralty or Shipping
- Commercial
- Chancery
- Construction
- Personal Injury
- Family
- Landlord and Tenant
- Employment
- Public Law
- Immigration

Other (please specify)

About you and your practice

39. How do you conduct your practice?

- A self employed barrister in chambers
- A sole practitioner
- A barrister practising in a dual capacity
- An employed barrister

40. What type of client do you accept non public access/traditional instructions from?

Please number in order of receipt of instructions

i.e. 1 accounts for the majority of your non public access instructions, 2 for the next largest amount etc

	Publically funded natural persons e.p private clients on legal aid	Privately funded natural persons e.g. private clients not recieving legal aid	Legal persons (less sophisticated e.g. small and medium enterprises, charities etc)	Legal persons (sophisticated e.g. large companies)	Government	Other
1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other, please specify

41. When were you called to the Bar?

- 2000 - 2010
- 1990 - 1999
- 1980 - 1989
- 1970 - 1979
- 1960 - 1969
- Prior to 1960

42. What is your gender?

- Male
- Female

43. Do you have a disability as defined in the 2010 Equality Act?

The Equality Act protects people with a disability who have ‘a physical or mental impairment, which has a substantial long-term adverse effect on [their] ability to carry out normal day-to-day activities. Long term means 12 months or more.’

Yes

No

44. What is your ethnic group? (These are the categories used in the 2011 UK census; please select one)

Any other ethnic group (please specify)

45. We may conduct further research on this topic in the future. If you would be interested in participating in more research on public access, please write your name and contact details in the space below.

Name

Email address

Thank you for completing this survey