

PLE research insights: how access to justice and outcomes vary by legal capability

24 February 2020

T. May

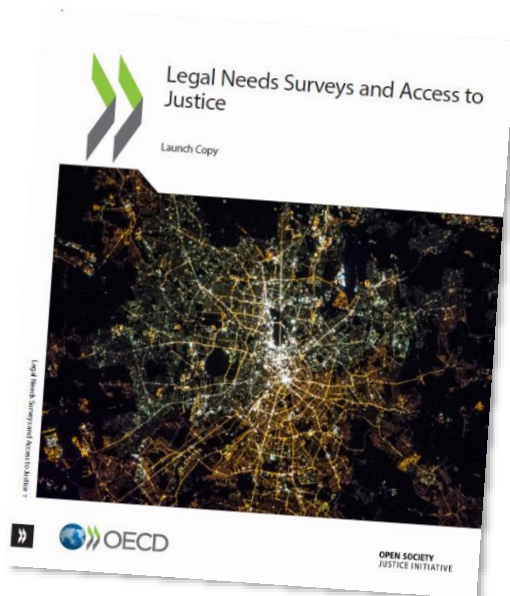
Research Manager, LSB

Introduction

- Online survey 28k adults - England & Wales 2019
- 34 legal issues
- Uses OECD guidance

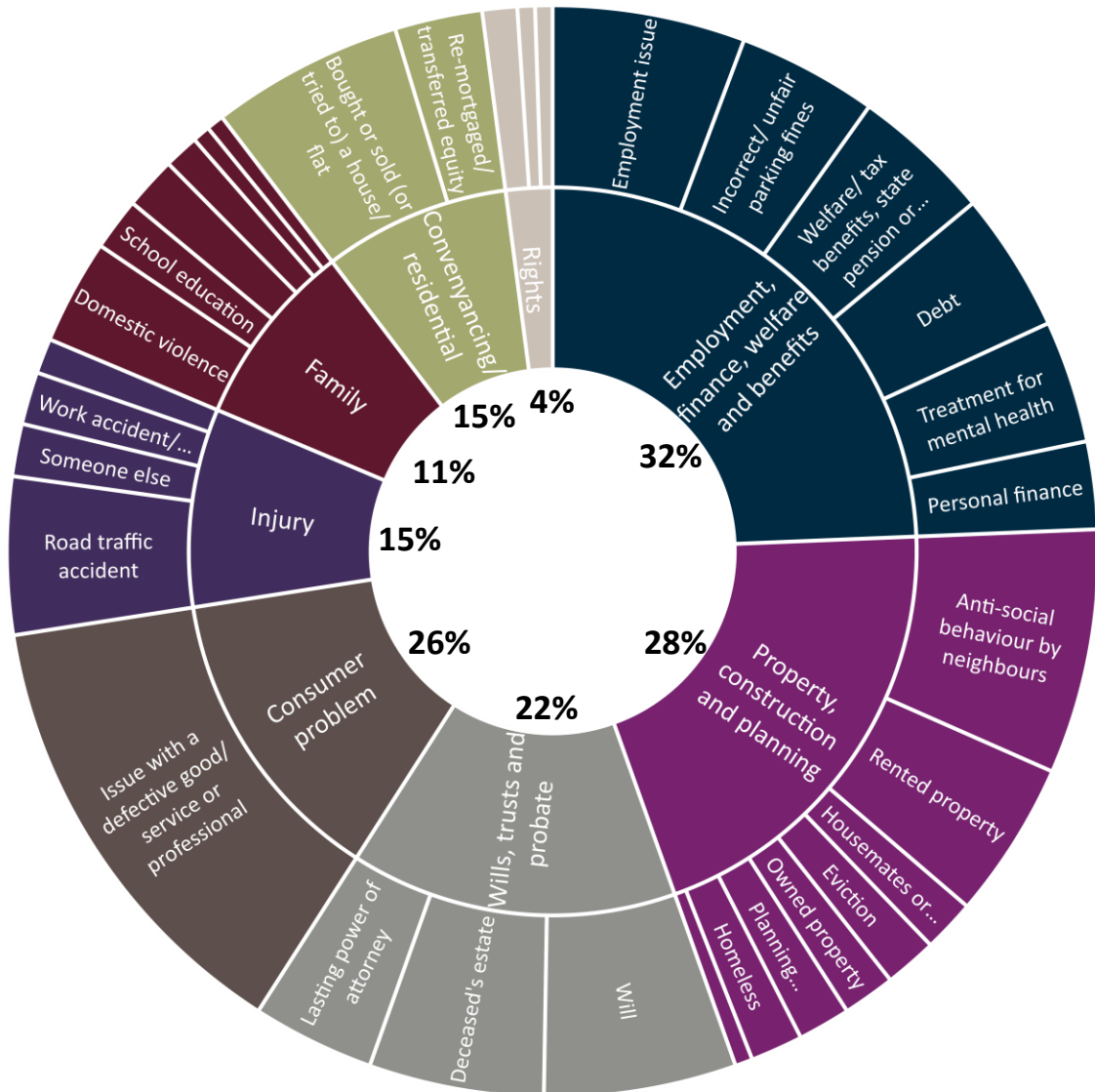
Standardised measures of:

- **Legal self efficacy** - to generally handle difficult situations in a legal context
- **Access to justice** – degree to which the justice system (excl. criminal justice) is accessible
- **Legal confidence** – could personally achieve a fair and positive outcome in legal scenarios

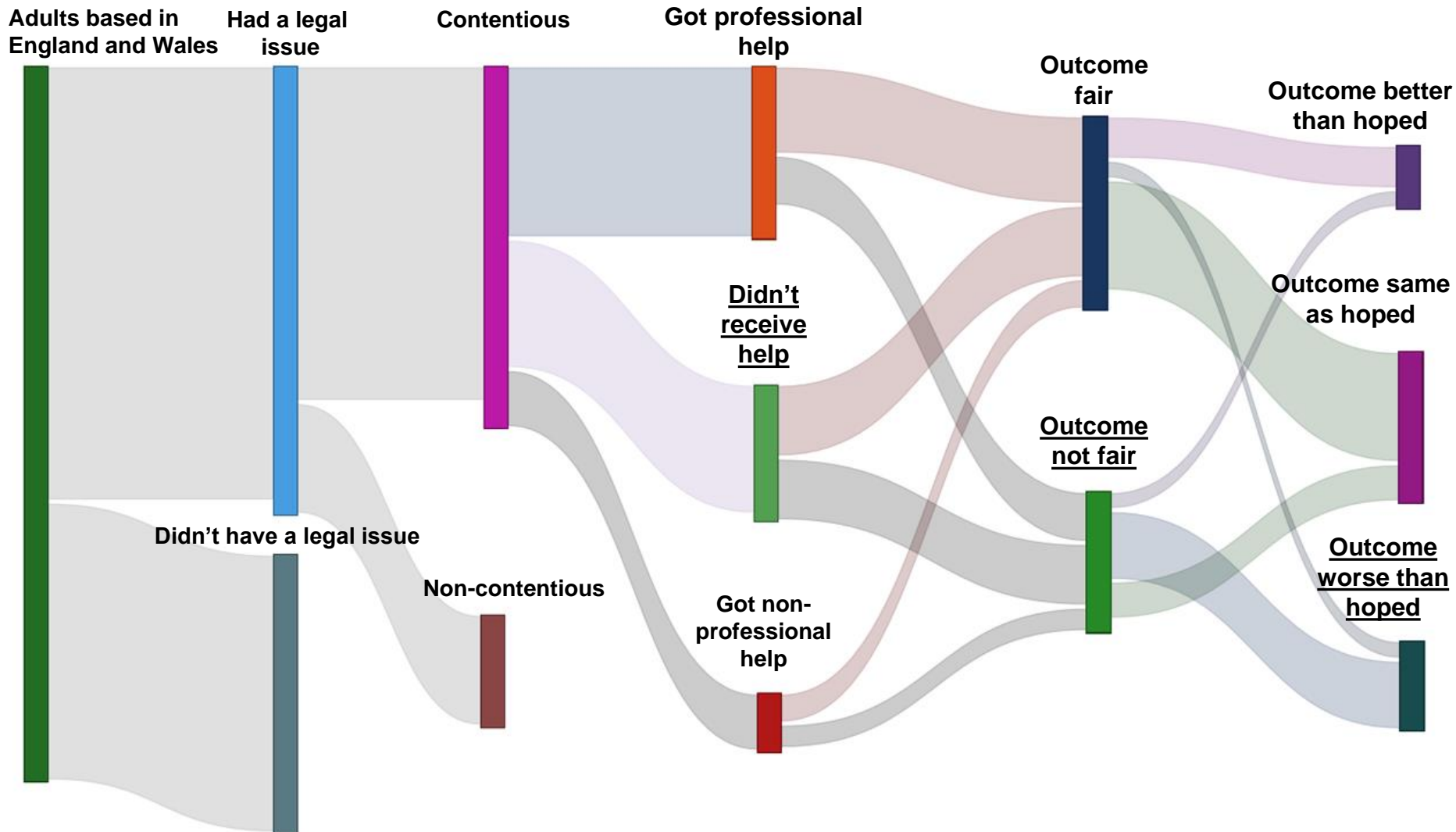


People have life events not 'legal issues'

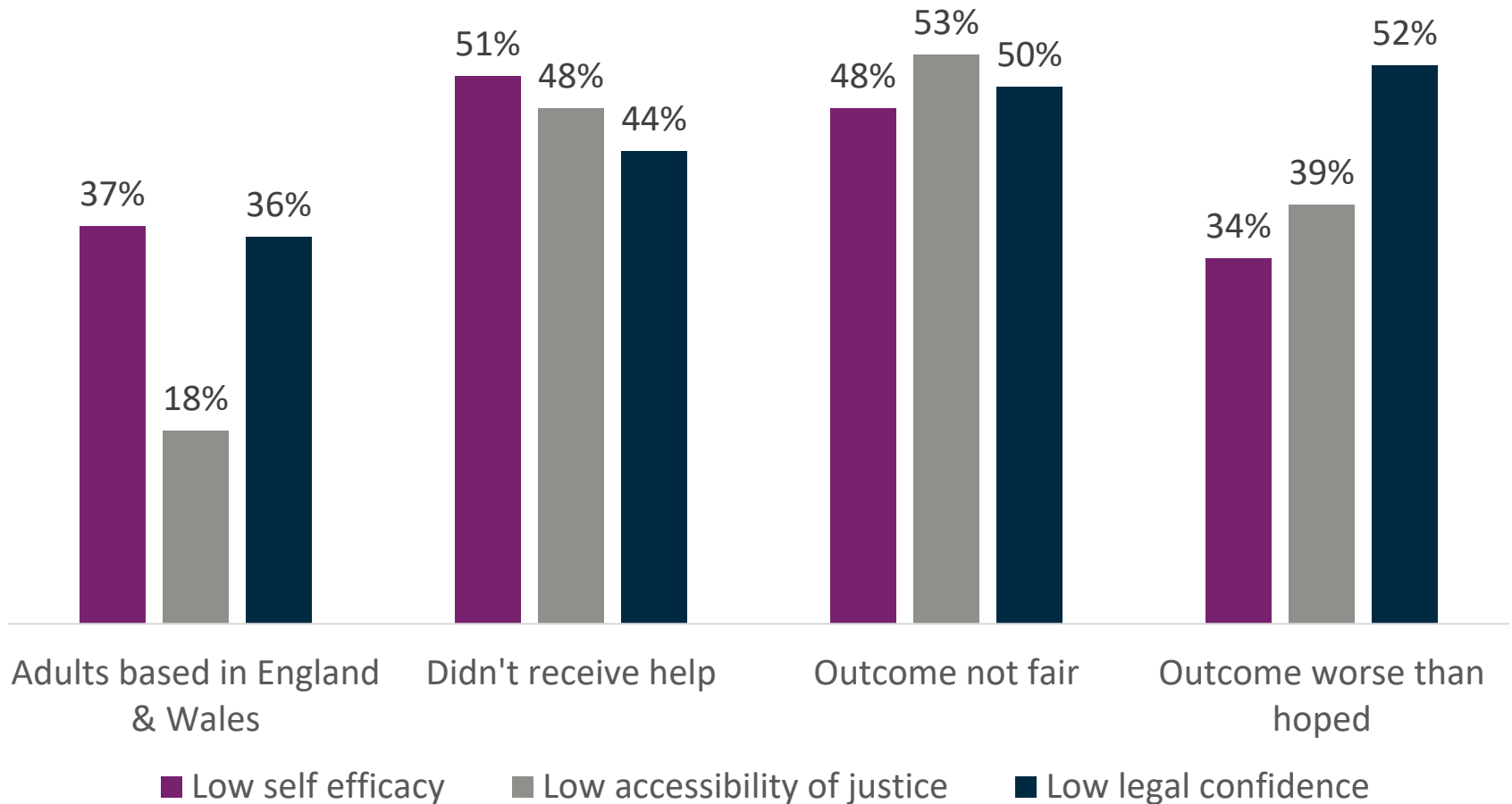
- 64% legal issue in past 4 years
- 53% contentious issue: approx 29.8 million
- Only 16% primarily describe as 'legal'
- 9% Doctor 'main advisor'



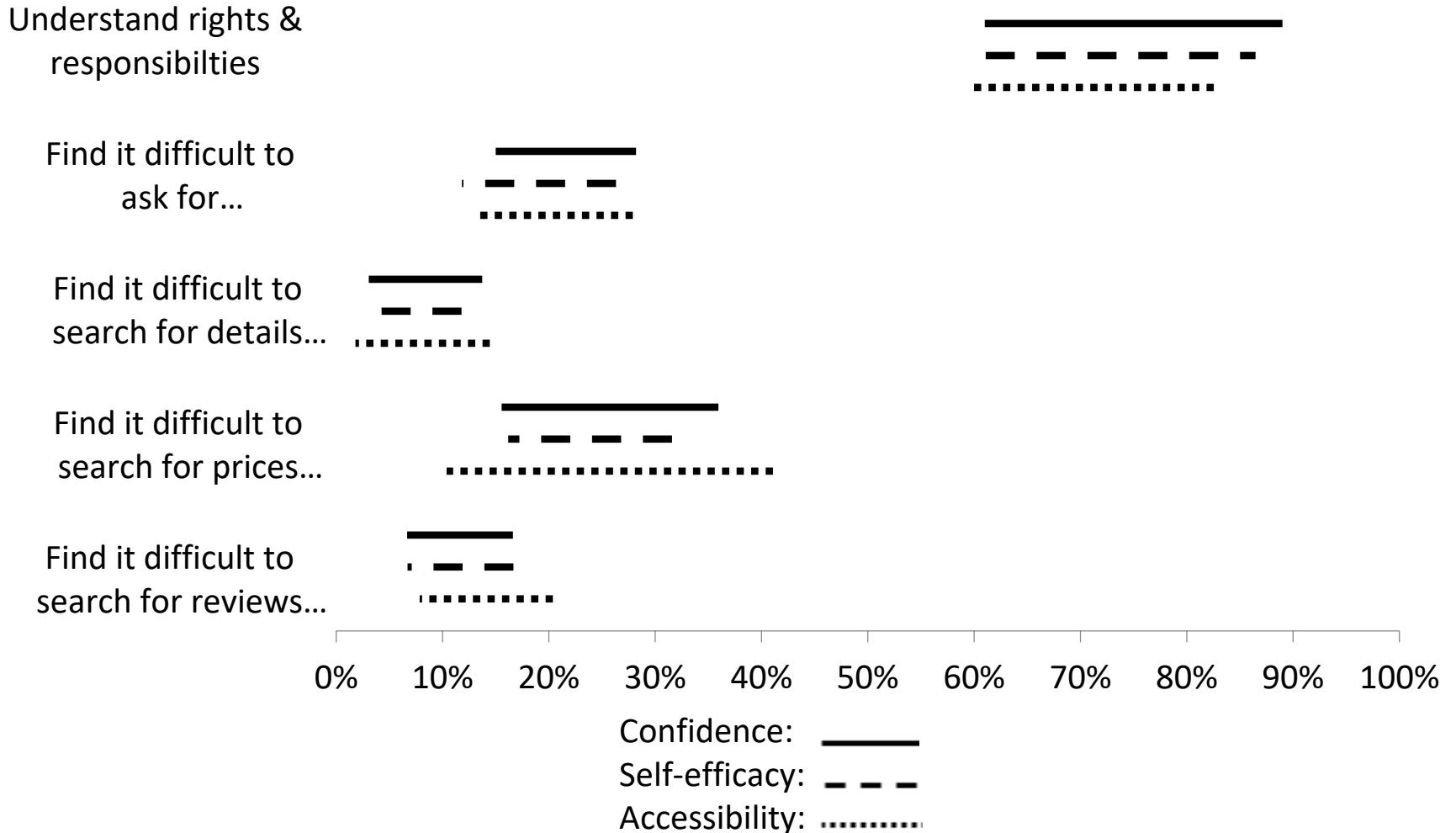
Professional help and better outcomes



Low legal capability links to worse outcomes



Gap between low and high legal capability



Demographics and legal capability



Takeaways

- People don't have 'legal issues', they have life events that legal advice may help with
- Getting professional help links to better outcomes but people with low legal capability miss out and get worse outcomes
- They find the practical steps in the user journey harder

Priorities

- A strategic reshaping of legal services to ensure they meet the needs of those who use them
- More research on redesigning services to make them more accessible

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Contact us

research@legalservicesboard.org.uk

www.legalservicesboard.org.uk