

Consumer Scotland: Understanding and Experience of Using Legal Services

February 2024

**Consumer
Scotland**

Luchd-Cleachdaidh Alba

Contents

Executive Summary	2
Background and methodology	2
Approach	2
Guidance on interpretation and analysis	3
Key findings	3
Perceptions of legal services	3
Experience of legal services	4
Decision making when selecting legal services	4
Payment for legal services	5
Satisfaction with legal services	5
Understanding of complaints process	5
Section 1: Perceptions of legal services	7
Understanding of legal services and the law	10
Legal confidence	11
Accessibility of justice	11
Prevalence of legal issues	12
Prevalence of using legal services	14
Section 2: Experience of legal services	16
Decision making when selecting legal services	20
Payment for legal services	30
Section 3: Satisfaction with legal services	41
Section 4: Understanding of complaints process	47

Executive Summary

Background and methodology

Established by the Consumer Scotland Act in 2020, Consumer Scotland is the statutory body for consumers in Scotland. To support its purpose of improving outcomes for current and future consumers, it commissioned YouGov to undertake research into legal services in Scotland. The research explores consumers' understanding of legal services, their experience of accessing legal services, their satisfaction with a recent experience of using legal services, as well as perceptions on topics like regulation and Artificial Intelligence (AI).

This research builds on a body of existing research and evidence in this area, including the Legal Services Consumer Panel's work in England and Wales, the work of the Competition and Markets Authority and the Robertson Review in Scotland. It seeks to build a baseline of evidence in relation to consumer perceptions and enable Consumer Scotland to track the impact of future reforms to the legal services market.

Approach

The findings are based on two separate surveys conducted by YouGov. First, a national sample of 1,013 adults in Scotland was conducted between 21st September and 3rd October 2023. The sample was representative of adults in Scotland by age, gender, social grade, urban/rural region, and Scottish region. This initial survey explored people's understanding of the legal services market as well as establishing incidence rates for experience and use of legal services.

After this, a separate survey of 1,504 adults who had used at least one legal service in the last two years was conducted between 23rd October and 14th November 2023. The sample was representative by the type of legal service used, based on the incidence data gained from the nationally representative sample of adults in Scotland. The legal service users survey explored in more depth people's experience with legal services, including how they chose their most recent legal service provider, information provision around payment, and satisfaction with their experience.

Guidance on interpretation and analysis

Where possible, comparison between subgroups is included. Where two or more groups are discussed, only statistically significant differences to the 95% confidence interval are mentioned.

Findings from the nationally representative survey are predominantly discussed in section one and referred to as “adults in Scotland.” Data from the separate legal service users survey is discussed in subsequent chapters and referred to as “legal service users.” Any comparisons between adults in Scotland and legal service users are provided as indicative only due to the differences in sample composition.

The legal service users sample is representative of the population by the type of legal service used. This means that total level figures are dominated by a small number of more commonly experienced legal services, such as conveyancing, wills and estates and power of attorney. The overall findings may not be reflective of consumer experiences in other, less common, areas of law such as the rights of individuals, personal injury, or family law. Further targeted research would be required to investigate the specific experiences of those legal service users.

Figures in charts/ images may not sum to 100% due to rounding or due to the question allowing multiple selections. Figures based on fewer than 50 respondents are not included.

Key findings

Perceptions of legal services

- Over half think lawyers are professional (61%), expensive (56%), and knowledgeable (55%). However, only 7% think lawyers are good value for money and 14% associate them with hidden fees.
- Sixty-three percent of adults in Scotland think it is unacceptable for the same organisation to both regulate and represent lawyers, rising to 73% of a separate sample of adults in Scotland who have recently used legal services.
- Over a third (37%) of adults in Scotland have low levels of legal confidence, meaning they are not confident they could personally achieve a good outcome in legal scenarios.
- Half (48%) have experienced a legal issue in the last two years. The most common being dealing some form of wills, trusts, and estates (18%) or an issue to do with employment, finances, welfare, and benefits (17%).
- Three in ten (31%) have used legal services in the last two years, most commonly to do with conveyancing (11%), power of attorney (7%), or will writing (7%).

Experience of legal services

- Solicitors are the most commonly used provider by those who accessed a legal service in the last two years (75%), with the majority of this group stating that the solicitor was from a local firm (78%).
- The vast majority of legal service users report that they agreed how the work would be carried out before commissioning the work (86%), with more than two-thirds (68%) stating that the legal service provider would do all the work.
- When thinking about the delivery of the work, there is a relatively equal split between the service being delivered either face to face/in person (40%) or via email or online (39%).
- The majority of legal service users report being given an outline of the work that would be carried out on their behalf (83%) prior to the work starting, with a similar proportion (82%) stating they were told the identity of the person carrying out the work. However, comparatively fewer (64%) were told who they should contact if they had any concerns about the work being done, and significantly fewer (36%) report that they were told when a complaint can be referred to the Scottish Legal Complaints Commission.

Decision making when selecting legal services

- The vast majority of legal service users report that they had at least a fair amount of choice when deciding which legal service provider to use (69%), with a quarter (25%) stating that they had a great deal of choice.
- The role of family and friends is highly valued by legal service users. One third (32%) report that the fact that their family or friends had used the provider before contributed to their decision when choosing a provider, and a sixth (16%) identified that a recommendation from family and friends contributed.
- A minority (19%) report that they shopped around before choosing their provider, while three quarters (73%) state that they did not, and 4% state that they did not, but they wanted to do and did not know how.
- When comparing different services, two thirds (66%) of those who did shop around state that they compared two or three providers, while a quarter (25%) compared four or more. Of those who knew how many providers they compared, most (54%) report that it was easy to compare the prices of these providers.
- Legal service users are most likely to report that finding out information about the cost of service was easy (64%), followed by information on how quickly the work could be done (63%) and information of the providers' expertise in the subject area (62%).
- Perceptions of ease decline when looking at issues surrounding governance and accountability, a minority of users felt that information around the following areas was easy to find: regulation (40%), whether they could complain to an independent body (35%) or professional indemnity insurance cover (23%).

Payment for legal services

- Self-funding is the most common way to pay for legal services (68%), particularly among those aged 70 and over (79%). The most commonly reported way to self-fund is through savings (55%), followed by regular income/ salary (36%).
- Just under half (48%) report being told an estimate of the total fee or the basis upon which the fee will be charged.
- Over a third (35%) report paying £1000 or less for their legal services, while a fifth (25%) paid over £1000. Over a third (36%) do not remember the total cost of the service.
- The most common way to find out the cost of the service is through a discussion with their legal service provider (44%), this is followed by being written in a terms of business statement (21%) and just over one in ten (13%) first found out the total cost when they received the bill.
- The majority (66%) state that they found it easy to understand the information about the price of their legal service, only 8% found it difficult with 2% saying it is very difficult.
- Just under two fifths (39%) of legal service users in the past two years state they received their bill calculated through a fixed fee, 12% had a free service, and 10% had an hourly rate or a combination of hourly rate and percentage-based fees.
- The majority (59%) of legal service users consider their service to be good value for money, while just over one in ten (11%) report that theirs was poor value for money.
- A majority of service users are confident that the provider they used would keep their money safe (84%), while very few are not confident (6%).

Satisfaction with legal services

- The vast majority (91%) of legal service users report that they were confident that their service provider would deliver a good service when they chose the provider, while only 6% report they were not confident about their service provider initially.
- Considering the different aspects of service provided by the legal service provider the level of professionalism they received from their service provider (84%) is the aspect users report being most satisfied with, followed by the quality of advice (83%) and the explanations given to help the user understand (82%). Aspects of service which users report being dissatisfied with is the time it took for the matter to be dealt with (12%).
- The majority are satisfied with the outcome of the legal matter (86%) and the service received (84%).
- Among those who did feel dissatisfied with the service they received from their legal provider, a third raised their concerns with the provider but did not make a formal complaint (33%).

Understanding of complaints process



- Over two-fifths (44%) of legal service users believe they understand how to make a complaint if dissatisfied with a service. Among these, most would complain directly to the firm (59%).
- However, three in ten (30%) legal service users do not know how to make a complaint and a quarter are unsure.

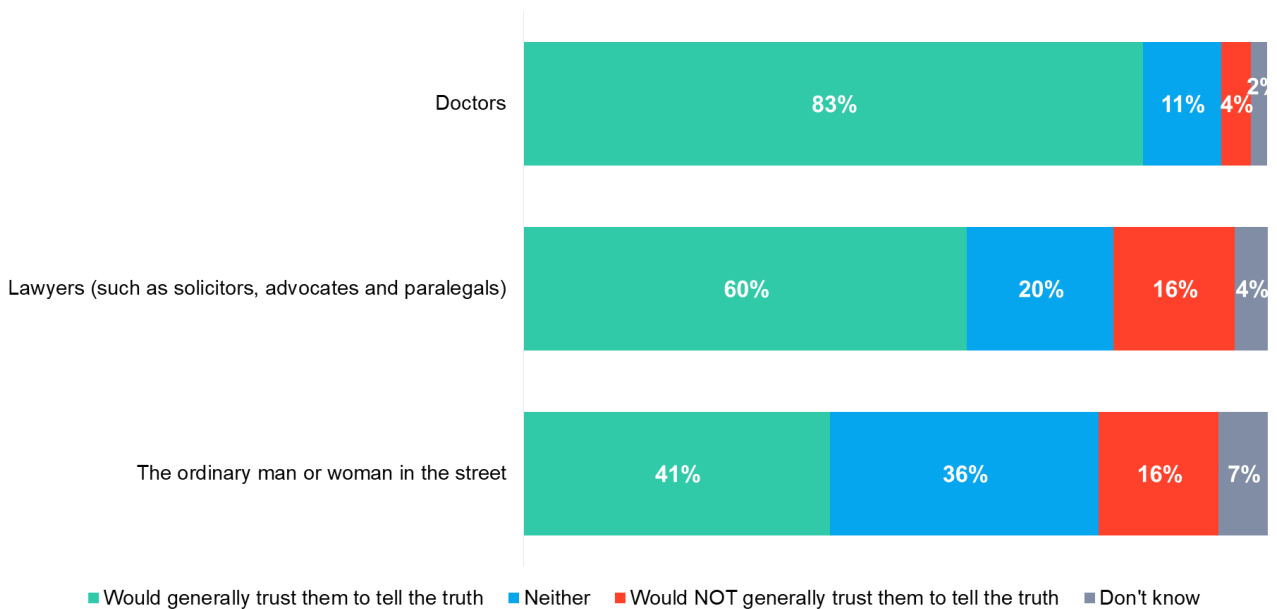
Section 1: Perceptions of legal services

The survey of adults in Scotland indicates that people do broadly trust lawyers, with six in ten saying they generally trust them to tell the truth (60%). However, a fifth are unsure (20%), while 16% disagree and would not generally trust lawyers to tell the truth. Trust in lawyers is lower than trust in doctors (83%) but higher than trust in the ordinary person on the street (41%).

Among adults in Scotland, women are more likely than men to trust lawyers (64% vs 55%). Similarly, those in higher social grades are more likely than those in low social grades to trust lawyers to tell the truth (65% vs 56%).

When looking at the separate sample of legal service users, the pattern of trust is broadly the same; doctors are the most highly trusted (87%), followed by lawyers (64%), and then the ordinary person (42%). Those who had most recently dealt with a solicitor are more likely than those who had dealt with another legal professional to say they trust lawyers (66% vs 57%).

Figure 1. Trust to tell the truth or not



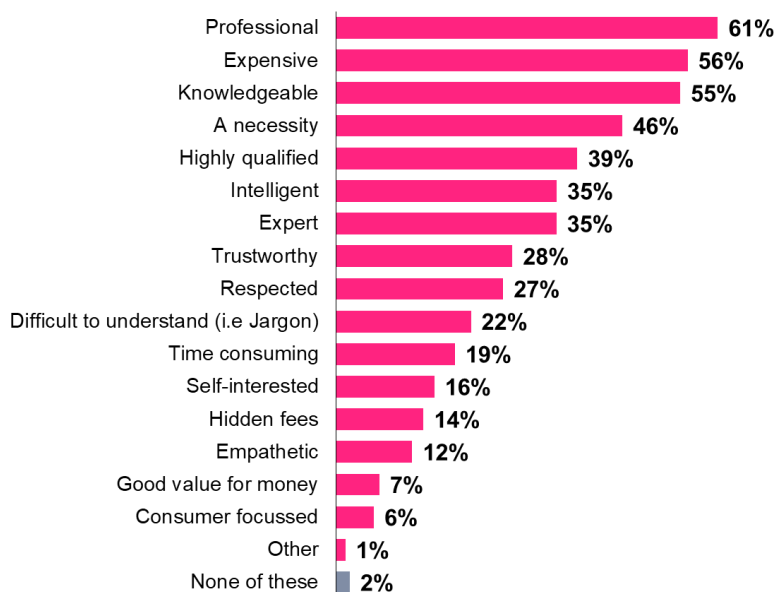
For each of the following types of people, please state whether you generally trust them to tell the truth or not?
 Base: adults in Scotland (1,013)

Thinking about lawyers and the legal profession overall, legal service users describe them as professional (61%), expensive (56%), and knowledgeable (55%). While expensive is one of the top descriptors, only 7% think that they are good value for money and 14% associate lawyers with hidden fees.

Two-fifths of legal service users (39%) think that lawyers are highly qualified and just over a third think they are intelligent (35%) or experts (35%). However, one in five say lawyers are difficult to understand (22%) or time consuming (19%).

Those who have recently used a solicitor have a more positive perception of lawyers than those who engaged with another source of legal advice. People who have used a solicitor recently are more likely than those who have engaged with other sources of legal advice and support to say lawyers are professional (64% vs 54%), knowledgeable (58% vs 48%), a necessity (50% vs 34%), trustworthy (33% vs 16%), and respected (31% vs 16%). By contrast, people who have used a solicitor are less likely than those who have used another source of legal advice to say that lawyers are self-interested (14% vs 21%).

Figure 2. Words associated with lawyers and the legal profession



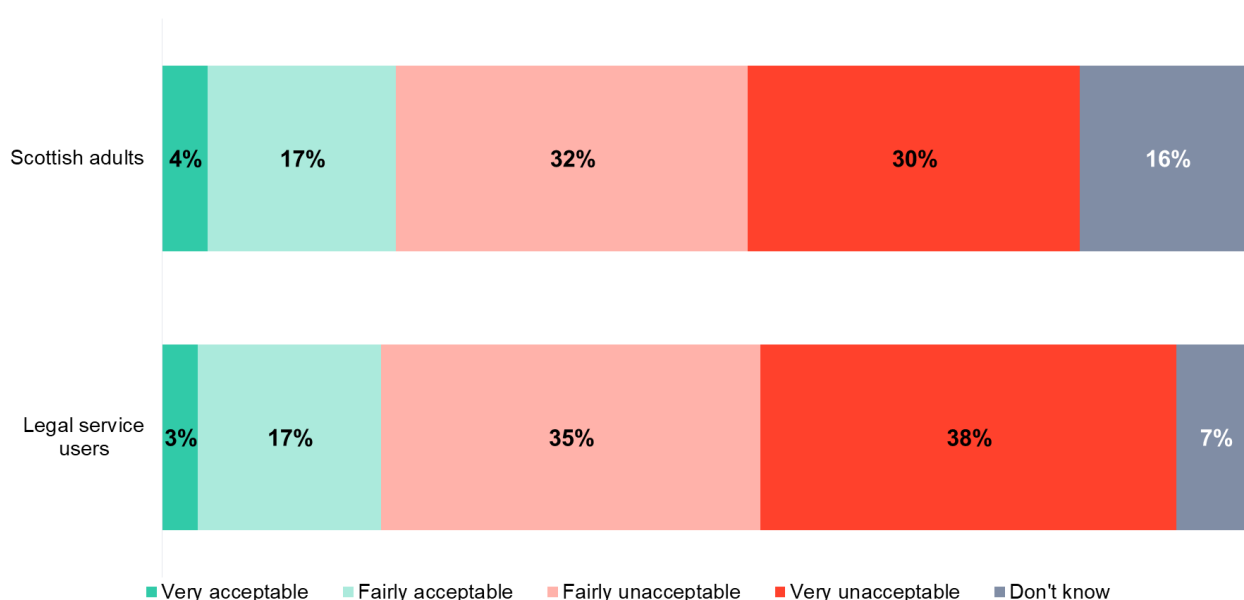
When thinking of lawyers and the legal profession, which, if any, of the following would you use to describe lawyers and the legal profession? Please think ONLY about lawyers and the legal professions, and NOT the judiciary or the courts. Please select all that apply.

Base: All legal service users (1,504)

The survey of adults in Scotland shows that the majority (63%) think it is unacceptable for the same organisation to both regulate lawyers and represent them (i.e., lobby on their behalf) (figure 3). Among those who have used legal services in the last two years, three quarters (73%) think it is unacceptable for an organisation to both regulate and represent lawyers.

The difference between the adults in Scotland and legal service users samples is predominately due to a higher proportion of adults in Scotland reporting that they “don’t know” (16% adults in Scotland vs 7% legal service users) and legal service users being more likely to say it is very unacceptable for an organisation to both represent and regulate lawyers (30% adults in Scotland vs 38% legal service users).

Figure 3. Whether it is acceptable for the same organisation to both regulate and represent lawyers



Currently, some organisations that regulate lawyers (i.e., advocates, solicitors) also represent them (i.e., they also lobby on behalf of lawyers). By "regulate", we mean setting standards and dealing with situations where rules are broken.

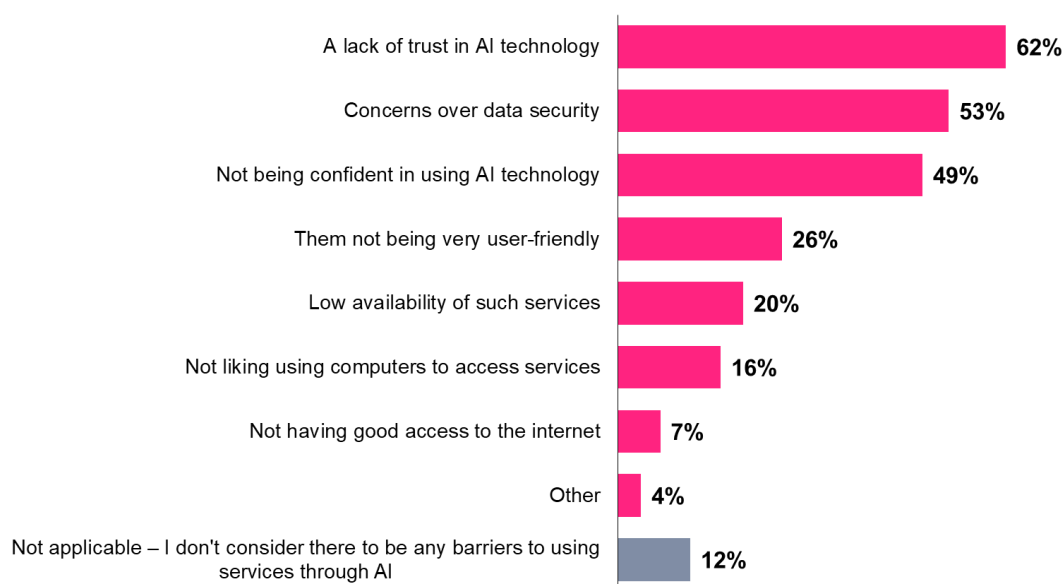
To what extent do you find it acceptable or unacceptable for the same organisation to both regulate and represent lawyers?

Base: All Adults in Scotland (1,013); All who have used legal services in the last two years (1,504)

As well as examining trust in legal professionals, we looked at how consumers feel about other non-traditional ways of delivering services. Artificial Intelligence (AI) is a growing development in how services can be delivered to consumers, with potential to be used in legal services. However, most legal service users personally feel there are barriers to using services delivered through AI – nearly nine in ten (88%) name at least one barrier to their use of these. The main barrier is a lack of trust in AI technology (62%), followed by concerns over data security (53%), and not being confident in the technology (49%).

Those who have recently used will writing or conveyancing/ estate agency services are particularly distrustful of AI (71%, 70% respectively). Similarly, those who have used the services of a solicitor are more likely than those who have used another source of legal advice to say they lack trust in AI technology delivering services (65% vs 56%).

Figure 4. Barriers to using AI services



Thinking about using 'Artificial Intelligence' (AI) to access services, such as legal services. Which of the following, if any, do you consider to be barriers to you personally using services delivered through AI?

Base: All who have used legal services in the last two years (1,504)

Understanding of legal services and the law

Using our sample of adults in Scotland we explored the public's understanding of legal services, using an analysis of standardised measures of legal confidence and perceived accessibility of justice.¹ These measures are constructed from a series of deliberately contrasting statements to gauge people's beliefs and have been psychometrically tested for their accuracy.

Legal confidence

Legal confidence explores an individual's confidence that they could personally achieve a fair and positive outcome in legal scenarios. In both surveys, respondents were provided with six hypothetical legal scenarios and asked to rate their confidence dealing with each. Their answers are grouped into an overall score out of 100, where a higher score indicates a greater legal confidence that they could personally achieve a fair and positive outcome.

Over a third (37%) of adults in Scotland have low levels of legal confidence, meaning that they are not confident they could personally achieve a positive outcome in the scenarios outlined. Over half (56%) have a medium level of confidence and less than one in ten (8%) have a high level of confidence. Legal service users have similar levels of confidence to all Scottish adults – a third (35%) of legal service users have low levels of confidence, over half (56%) have a medium level and less than one in ten (8%) have a low level of legal confidence.

Among Scottish adults, men are more likely than women to have a high level of legal confidence (10% vs 6%), while adults in Scotland with a disability are more likely than those without a disability to have low confidence (41% vs 34%).

Levels of legal confidence are associated with their overall level of trust in lawyers to tell the truth – adults in Scotland with lower levels of confidence are less likely to trust lawyers (54% low, 62% medium, 71% high). They are also less likely to think it is acceptable for organisations to both represent and regulate lawyers – 12% of those with low legal confidence think it is acceptable for organisations to do so, compared to 24% of those with medium levels of confidence and 49% of those with high levels of confidence.

Accessibility of justice

Levels of accessibility in justice explore the degree to which an individual thinks the justice system, excluding criminal justice, is accessible. Survey respondents were asked whether or not they agreed with nine statements around their general impressions and experiences of the justice system. The statements focussed on the general justice system rather than criminal justice. Respondents answers were grouped into an overall score out of 100, where a high score indicates that the respondent believes justice to be relatively easy to access.

A quarter of adults in Scotland (24%) have a low accessibility of justice score, indicating that they think justice is not particularly accessible. Six in ten (61%) have a medium level, and 14% have a high level of accessibility of justice – thinking that justice is very accessible based on the statements provided. Using legal services appears to have little impact on the perceived accessibility of justice, with a quarter (26%) of legal service users having a low level, 60% with a medium level, and 13% with a high level of accessibility of justice.

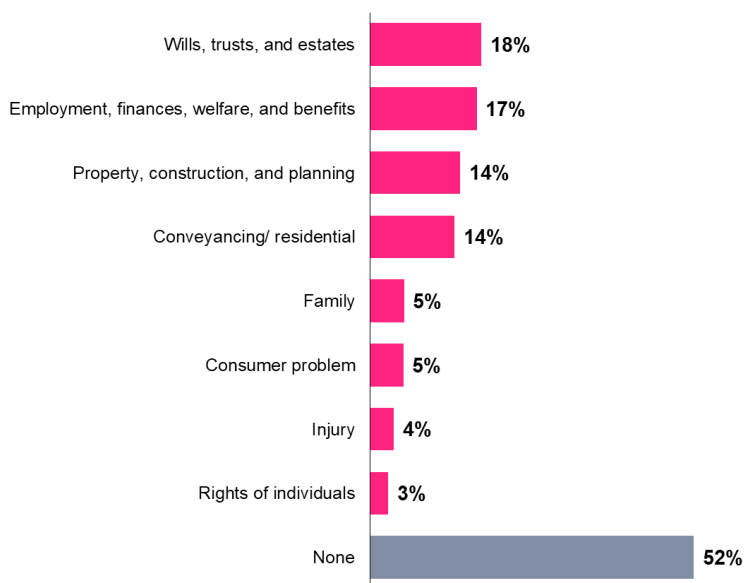
Among all adults in Scotland, those under 30 have the highest levels of accessibility of justice (21%) and there is something of a declining trend by age (14% 30 to 39s, 12% 40 to 49s, 10% 50 to 59, 9% 60 to 69s). However, those aged 70 and over are more likely to have a high score than most other age groups (17%), indicating that the youngest and oldest adults believe that the justice system is more accessible than those in the middle age groups.

Similar to levels of legal confidence, perceived accessibility of justice correlates with overall trust in lawyers to tell the truth – 63% of those with a high or medium level think lawyers generally tell the truth, compared to 49% of those with low levels of accessibility of justice.

Prevalence of legal issues

Around half of adults in Scotland have experienced something in the last two years that indicates they may have needed legal support (48%).² The most common experience is dealing with wills, powers of attorney, and estates of people who have died, followed by an issue or dispute to do with employment, finances, welfare, or benefits (figure 5).

Figure 5. Experience of legal issue in last two years



In the last two years (i.e., since September 2021), have you done any of the following? / In the last two years (i.e., since September 2021), have you experienced any problems or disputes to do with any of the following?
 Base: All adults in Scotland (1,013)

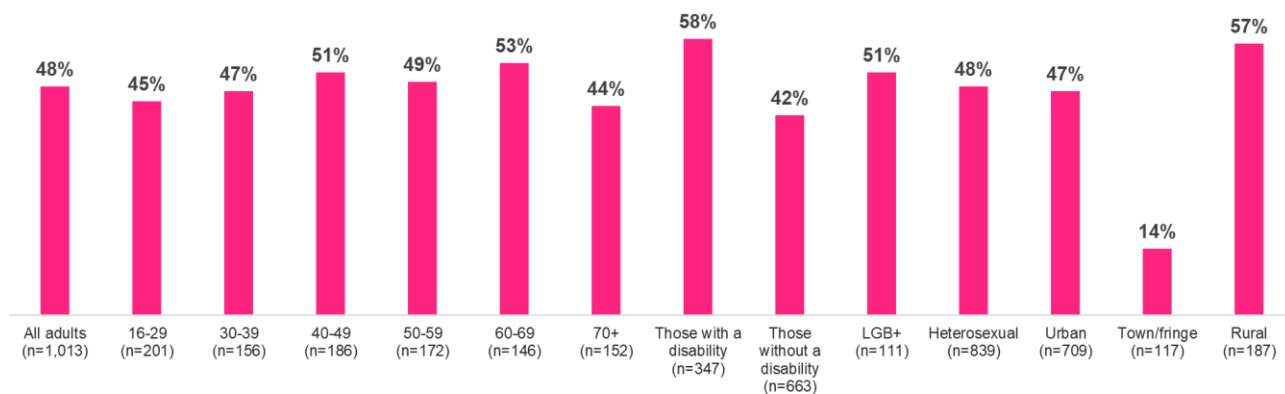
Those in rural areas are more likely than those in urban areas to have experienced a legal issue (57% vs 47%). This is mostly driven by a higher proportion of rural residents experiencing conveyancing (22% vs 11% urban) or wills and estates (24% vs 17%).

It is worth noting that higher experiences of these issues in rural areas do not directly correlate with age. There are no clear age trends for the use of conveyancing, with those aged 30 to 39 the most likely to have experienced this in the past two years (21%). There is a broad upward trend for the experience of wills and estates with younger respondents broadly less likely to have experienced this (10% 16 to 29s, 12% 30 to 39s, 15% 40 to 49s, 25% 50 to 59s, 28% 60 to 69s). However, there is a marked fall for older age groups – only a fifth (21%) of those aged 70 and over have experienced wills and estates in the last two years.

Adults in Scotland with a disability are also more likely than those without a disability to have experienced a legal issue in the last two years; they are more likely to have experienced each of the issue types listed, with the exception of conveyancing where there is no difference by disability. Although older adults are more likely to have a disability, the higher prevalence of legal issues is evident regardless of age; among those under 30, disabled adults are more likely than those without a disability to have experienced a legal issue (64% 16 to 29s with a disability vs 37% those without).

There is no difference at the overall level for LGB+ adults in Scotland and those from an ethnic minority experiencing legal issues. However, LGB+ adults are twice as likely as heterosexual adults to have experienced an issue or dispute to do with employment or finances³ (31% vs 15%), while adults from an ethnic minority are three times as likely as white adults to have experienced a family issue (13% vs 4%).

Figure 6. Experience of legal issues (net: any) – by subgroup



In the last two years (i.e., since September 2021), have you done any of the following? / In the last two years (i.e., since September 2021), have you experienced any problems or disputes to do with any of the following?

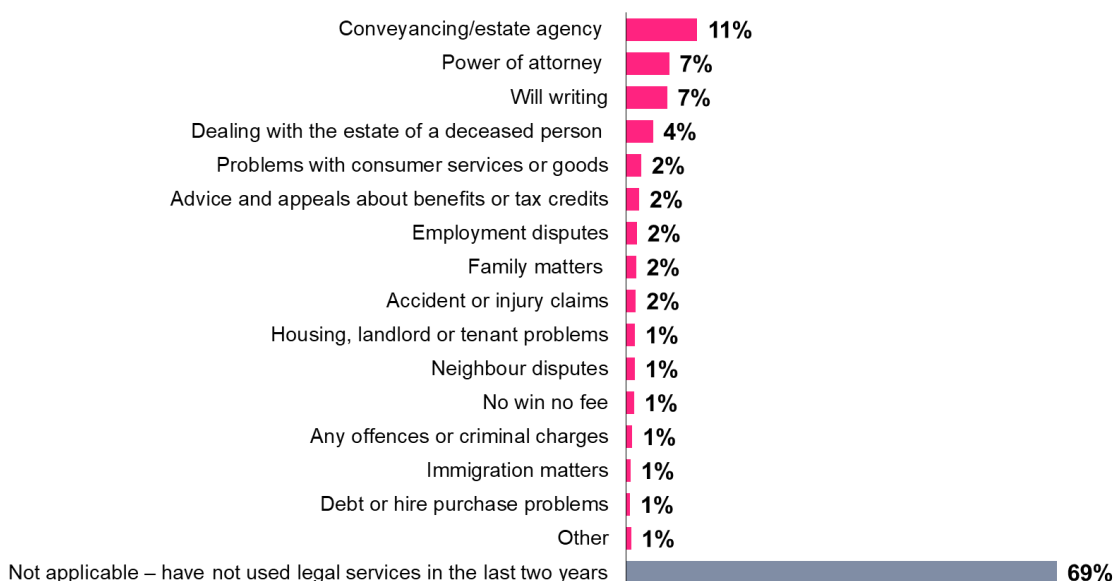
Base: All adults in Scotland (1,013)

Prevalence of using legal services

Still thinking about the general public, three in ten (31%) adults in Scotland have used legal services in the last two years. The most commonly reported legal service used is conveyancing (11%), followed by power of attorney (7%) and will writing (7%). Although 17% report experiencing an issue or dispute to do with employment, finances, welfare, and benefits⁴ in the last two years (figure 5), when asked separately about legal services they have used – only 4% report using legal services in relation to employment disputes, benefits or tax credits, or debt problems.

Overall use of legal services does not vary by household income, but the type of legal service they engage does. In particular, those with a household income of less than £20,000 per year are more likely than those earning higher amounts to report that they used legal services to deal with neighbour disputes (4% vs 0%), or housing problems (3% vs 1%). Those with a household income of more than £20,000 per year are more likely to have used legal services for conveyancing (15% vs 6%) or dealing with the estate of a deceased person (6% vs 2%).

Figure 7. Legal services used in the last two years



Which, if any, of the following legal services have you personally used in the last TWO YEARS?

Base: All adults in Scotland (1,013)

Section 2: Experience of legal services

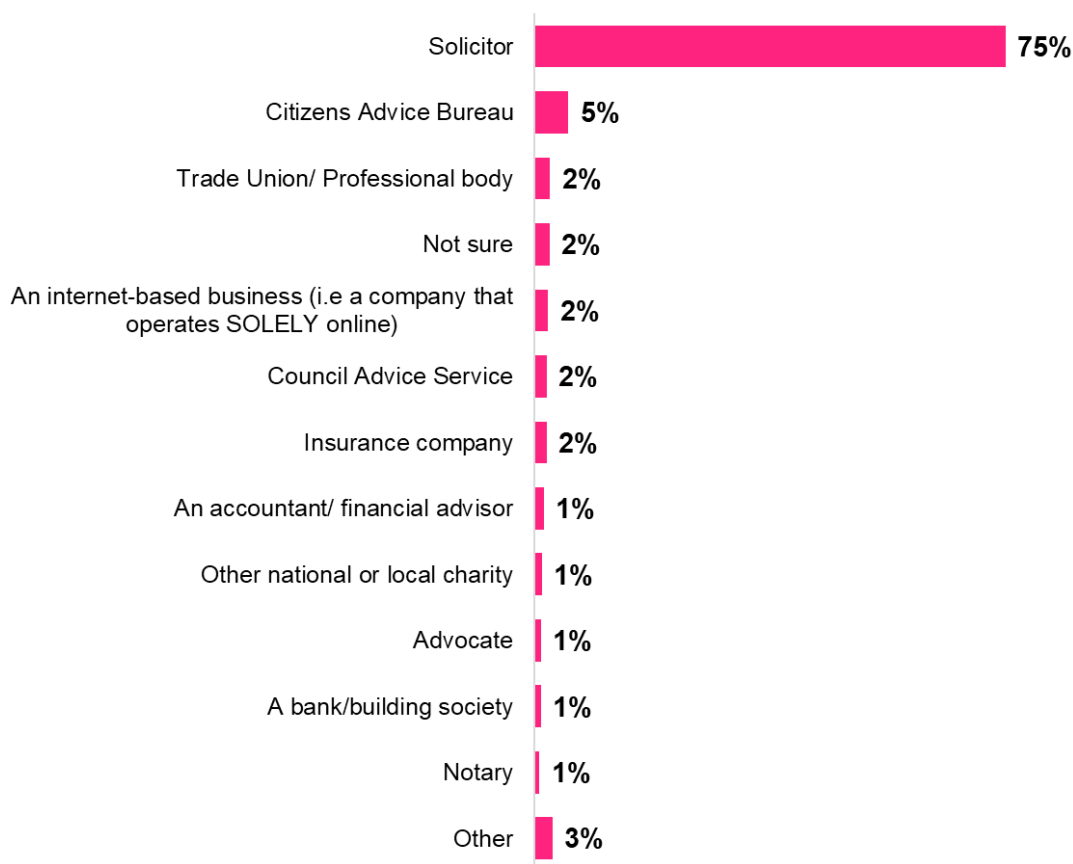
Access to legal services

Separately to the nationally representative Scottish survey, a survey of those who have used legal services in the last two years was conducted to explore specific experiences in more detail. Legal service users most commonly used a solicitor for the legal service that they accessed most recently, with three quarters (75%) stating this, a far higher proportion than any other provider. The next most commonly stated provider is a Citizens Advice Bureau (5%). Solicitors are the most commonly identified provider across all legal service issues. However, they are most frequently used by those who accessed estate executry and or confirmation (95%) or conveyancing (94%) most recently.

Older respondents are most likely to state they used a solicitor, with 85% of those aged 70 and over identifying this. Comparatively, younger respondents are more likely to state that they had used advice services: 6% of those aged 16 to 39 state they used a Citizens Advice Bureau, and 5% report they used a Council Advice Service.

Although solicitors are reported to be used by the majority of both groups, those without a disability are more likely to state solicitors provided the legal service (80%) compared to those with a disability (65%). Those with a disability are more likely to use a Citizens Advice Bureau (10%), compared to those without (3%).

Figure 8. Type of legal service provider used



What type of organisation was it that provided you with the legal service?
 Base: All who have used legal services in the last two years (1,504)

Of those who used a solicitor, the vast majority report that the solicitor was from a local firm (78%). Comparatively, nine percent state that it was from a large corporate firm and six percent state it was a national brand with a local office. Small minorities of legal service users report using either a self-employed solicitor (3%) or an online only organisation (1%). The type of firm used does not vary depending on the urban/rural location of the user, however those living in Lothians are more likely than average to report using a national brand with a local office (11%), while those in South of Scotland are more likely than average to use a local firm (87%).

Disability impacts how legal service users access solicitors. Those with a disability are more likely to report using a local firm (83%) compared to those without (76%), while in comparison, those without are more likely to report using a large corporate firm (11% vs 6%).

Agreeing the scope of work

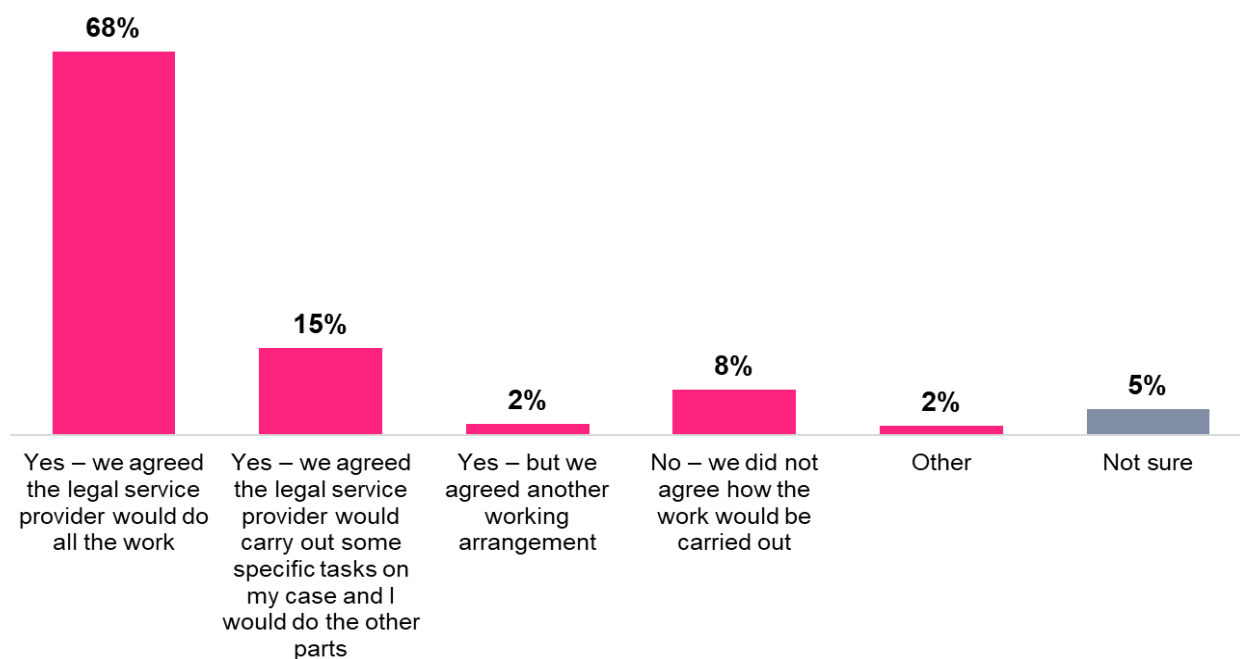
Prior to commissioning the work, the vast majority (86%) of legal service users agreed with the provider how the work would be carried out, with just over two thirds (68%) stating that they agreed the legal service provider would do all the work, while a sixth (15%) report that they agreed the legal service provider would carry out some specific tasks on their case and the user would do the other parts. Eight percent state they did not agree how the work would be carried out before commissioning the work.

When thinking about the delivery of the work, there is a relatively equal split between the service being delivered either face to face/ in person (40%) or via email/ online (39%). One sixth (16%) report it was carried out over the telephone, and a small minority (3%) state it was delivered via post.

Those living in town and fringe locations are most likely to report the service had been delivered in person (47%) compared to those in a rural location (36%). Those using a local firm are most likely to report that the service had been delivered in person (48%).

Comparatively, an online method is more commonly identified by those who used a large corporate firm (60%) or a national brand (50%).

Figure 9. Agreed how the work would be carried out prior to commissioning



Before commissioning the work, did you agree with your legal service provider how the work would be carried out?

Base: All who have used legal services in the last two years (1,504)

There are limited differences when looking across the different sub-groups of legal service users. When looking at ethnicity, those who are white are more likely to state they agreed the legal service provider would do all the work (69%), compared to just under half (48%) of those who come from an ethnic minority background. Comparatively, those from an ethnic minority background are more likely than those who are white to state they agreed a different working arrangement (8% vs 2% respectively).

Information from providers

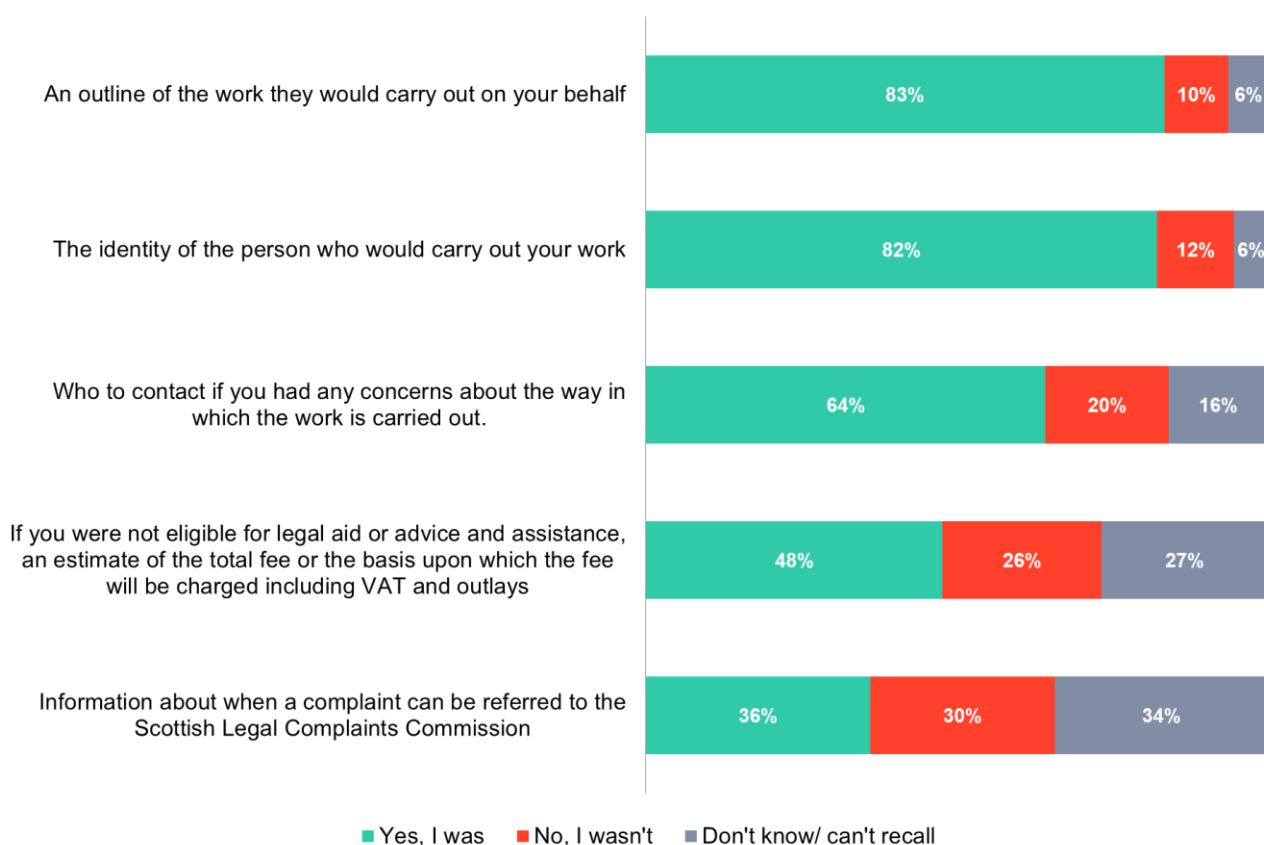
Prior to the initiation of the work, the majority of legal service users report being given an outline of the work that would be carried out on their behalf (83%), with a similar proportion (82%) stating they were told the identity of the person carrying out the work. For those who used legal services for conveyancing / estate agency work, this incidence rises to close to nine in ten for both (91% given the outline of the work; 88% told the identity of the person carrying out the work). Incidence rates for other legal services are too low to include for comparison. When considering the answers to this question it is important to bear in mind that not all legal services provided were delivered by regulated providers, therefore, some will not have been subject to the requirement to provide this information.

Legal service users of a higher social grade more commonly report that they were given an outline of the work done (85% of those classified as ABC1), compared to 78% of those from a lower social grade (C2DE). However, there are no differences by social grade when looking at the incidence of being told of who is completing the work. Legal service users from an ethnic minority background are less likely to report being told the identity of the person carrying out the work (65%) compared to white respondents (83%), although there is no difference regarding whether they report were given the outline of the work prior to it starting.

Despite over eight in ten knowing who would carry out the work, just under two thirds (64%) report being told who they should contact if they had any concerns about the work being done. In addition to this, significantly fewer (36%) report that they remember they were told when a complaint can be referred to the Scottish Legal Complaints Commission.

Incidence of being told who to contact if they have any concerns is consistent across the legal service user sub-groups, although men (67%) are slightly more likely to report being told this compared to women (61%). This pattern also emerges when looking at who reports being given information about when a complaint can be referred to the Scottish Legal Complaints Commission, just under two fifths (39%) of men report this, compared to a third (33%) of women.

Figure 10. Information provided prior to the provider starting their work



Before the legal service provider started their work... Were you given each of the below?

Base: All who have used legal services in the last two years (1,504)

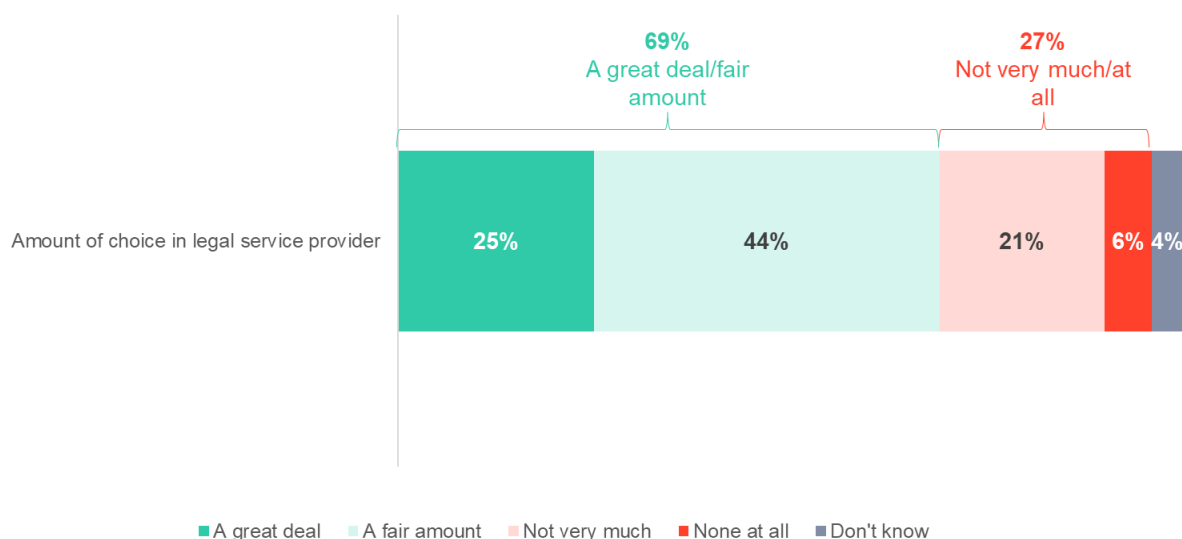
There is also less transparency in regard to the costing and price of the legal services. Just under half (48%) report being told an estimate of the total fee or the basis upon which the fee will be charged. Those with a lower household income (£20,000 or less) are the least likely to report that they were given an estimate of the total fee (36%).

Decision making when selecting legal services

The vast majority of legal service users report that they had at least a fair amount of choice when deciding which legal service provider to use (69%), with a quarter (25%) stating that they had a great deal of choice. Comparatively, a small minority (6%) report that they did not have any choice at all.

Older legal service users (aged 70 and over) are most likely to state they had a great deal of choice (36%), while comparatively, three in ten (30%) of those aged 16 to 29 report that they did not have much choice. To an extent, this could be linked to the legal services that they were accessing: those aged 70 and over are most likely to report they accessed will writing (23%) and power of attorney most recently in the past two years (27%), and those who used these services are most likely to report they had a great deal of choice (36% and 32% respectively).

Figure 11. Choice in legal service provider



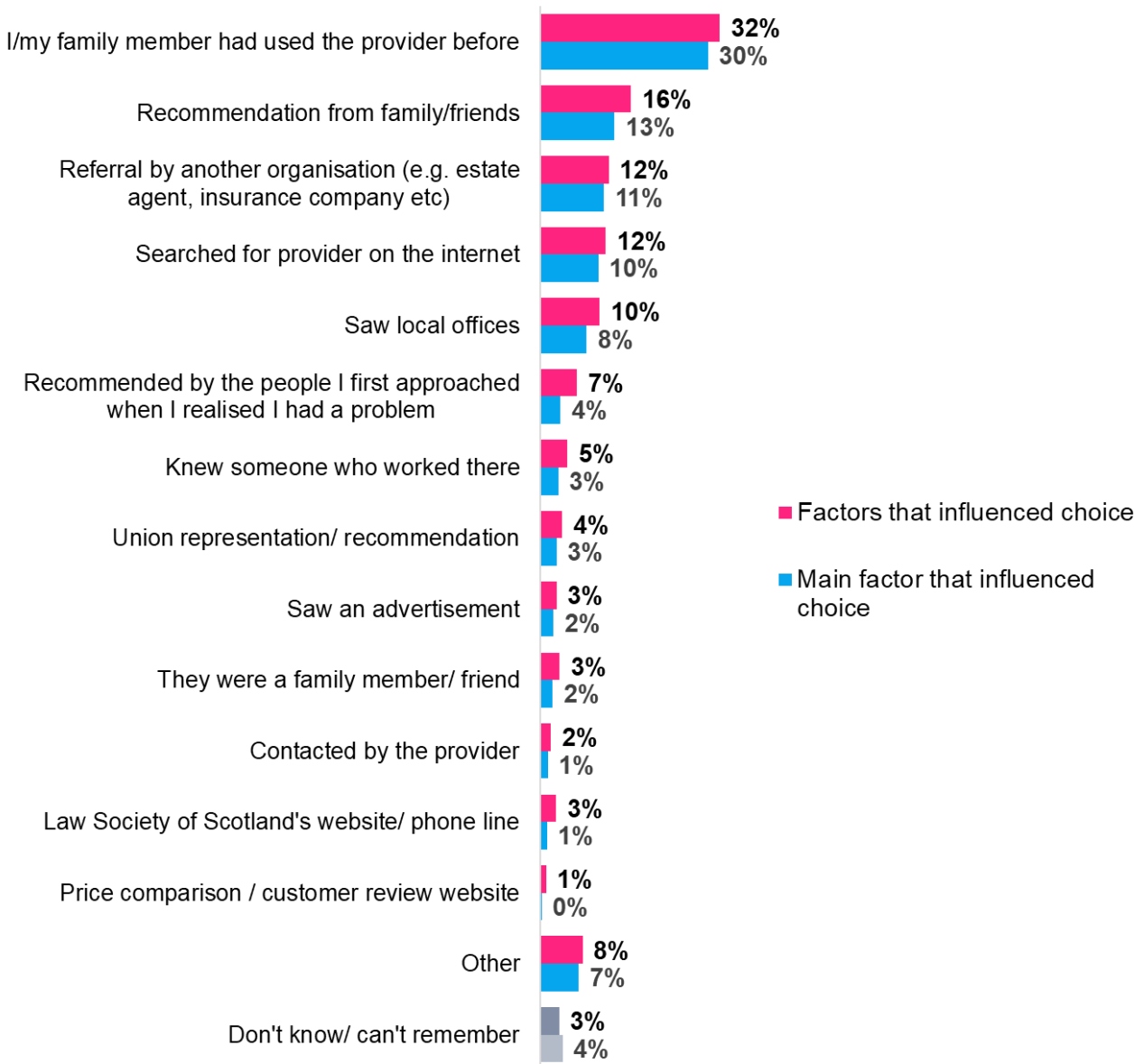
Still thinking about the LAST TIME you used a legal service, when you were deciding which provider to use... How much choice did you feel you had?
 Base: All who have used legal services in the last two years (1,504)

Those from a higher social grade (ABC1) are more likely than those from a lower social grade (C2DE) to state they had at least a fair amount of choice (71% vs 62% respectively). However, this is not due to those from a higher social grade (ABC1) having a greater income level, as perceived level of choice does not increase when looking at legal service users' who have a higher household income.

The role of family and friends in making decisions about which legal service provider to use is influential for legal service users. One third (32%) report that the fact that their family or friends had used the provider before contributed to their decision when choosing a provider, and three in ten (30%) report this as the main factor for them. Correspondingly, a sixth (16%) identify that a recommendation from family and friends had contributed, with 13% stating this had been the main contributing factor to their decision. It follows that recommendations and referrals are largely influential for the legal service users, just over one in ten state that they were influenced by a referral from another organisation (12%), or that this was the main factor for them (11%).

Only a minority (19%) report that they shopped around before choosing their provider. Three quarters (73%) state that they did not shop around before choosing their provider, while 4% state that they wanted to shop around, but that they did not because they did not know how. There are limited differences in experience when looking across sub-groups for legal service users. Although women are more likely to state that they were influenced by friends and family when choosing a provider, they are also more likely than men to state that they wanted to shop around but they did not know how to (6% vs 3% respectively).

Figure 12. Factors contributing to decision



Which, if any, of the following describe how you chose your provider? / And which ONE of the following BEST describes how you chose your provider?

Base: All who have used legal services in the last two years (1,504)

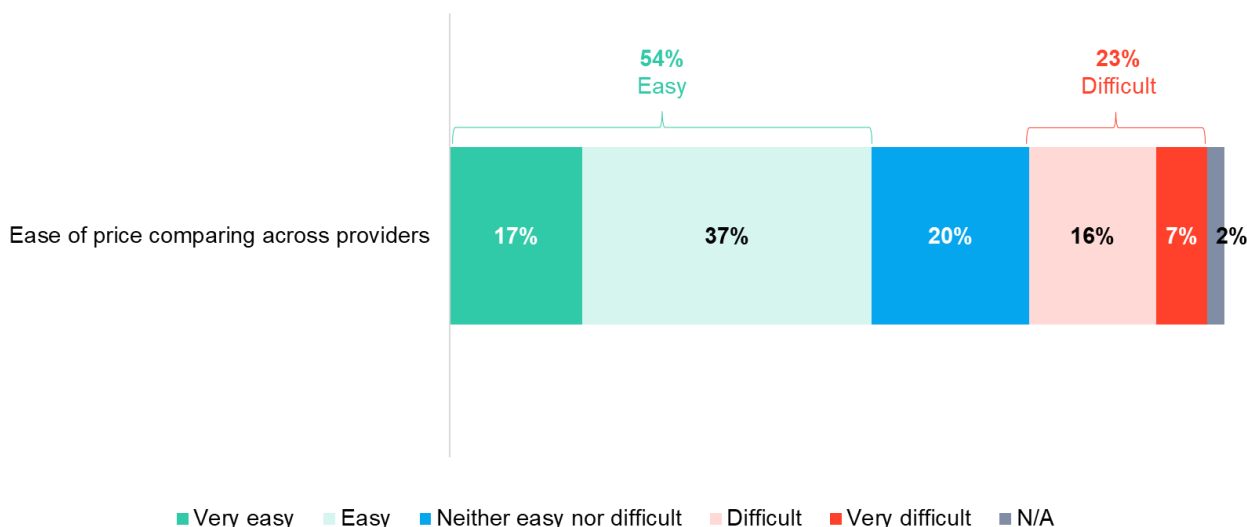
Women are more likely to report that they chose their legal provider following recommendations from family and friends (16%) compared to men (10%). Meanwhile, men are more likely than women to report that they searched for a provider on the internet (12% vs 8% respectively).

Trust in lawyers also plays a role in how users choose their provider, those who report not trusting lawyers are more likely to identify their family or friends using the provider before (32%) compared to those who trust them (23%), evidencing the importance of prior experience for this group. Comparatively, those who previously reported that they do not trust lawyers are more likely to state that they searched on the internet as their main source (15%) compared to those who trust lawyers (8%).

When comparing different services, two thirds (66%) of those who did shop around state that they compared two or three providers, while a quarter (25%) compared four or more.

Of those who knew how many providers they compared, most (54%) report that it was easy to compare the prices of these providers, with just over one sixth (17%) reporting that it was very easy. In comparison, just under a quarter (23%) state that the comparison was difficult, with 7% reporting it was very difficult.

Figure 13. Ease of price comparison



And how easy or difficult was it to make PRICE comparisons across the legal service providers?

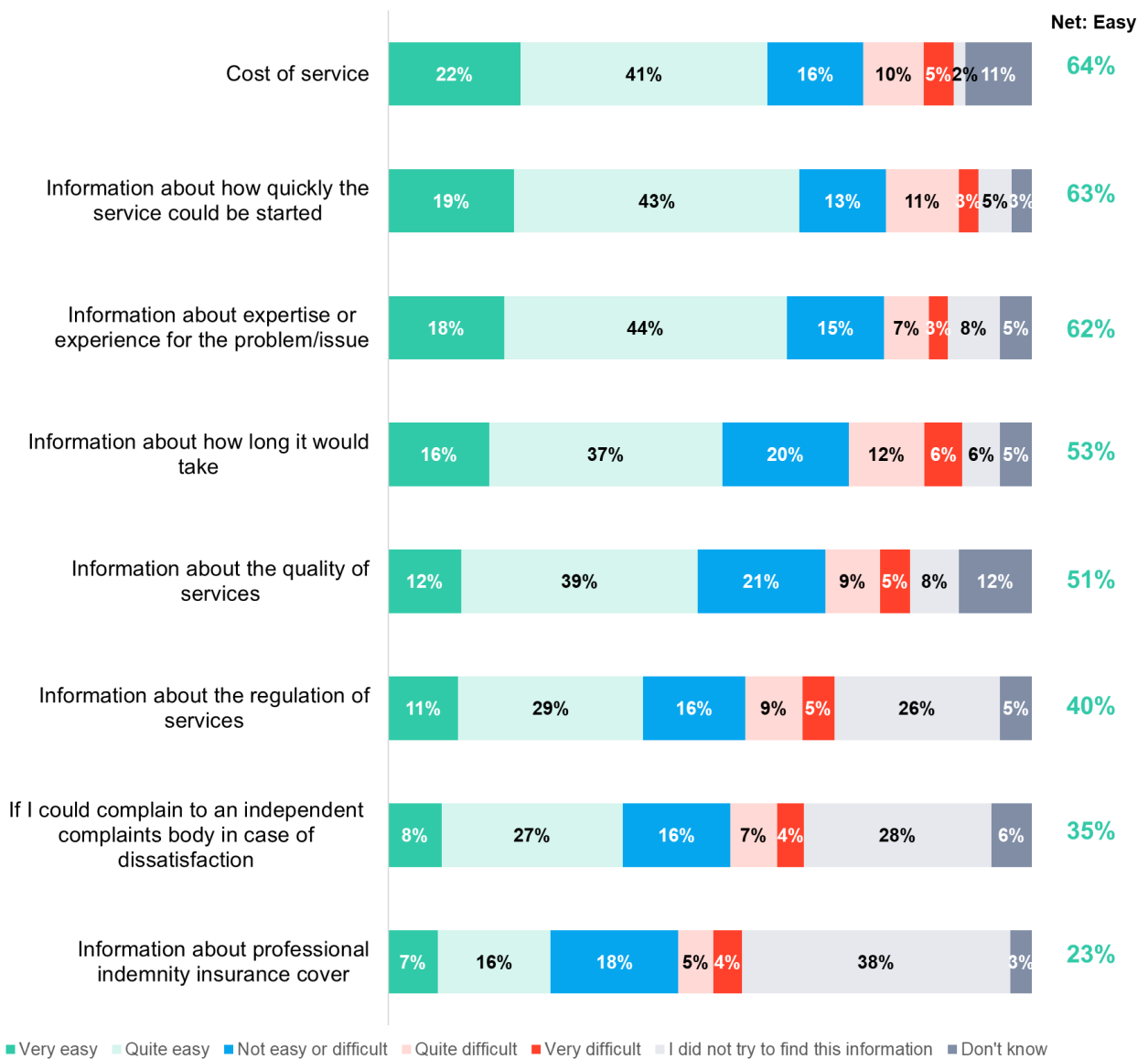
Base: All legal service users who know how many services they compared (259)

While ease of comparison increases to seven in ten (71%) when looking at those who used conveyancing or estate agency work, there are limited differences when looking across other sub-groups.

It follows that legal service users are most likely to report that finding out information about the cost of service was easy (64%), with just over a fifth (22%) reporting that it was very easy. Information on the provider’s expertise in the subject area, and how quickly the work could be started is also seen to be relatively easy to find (62% and 63% respectively).

Those who felt that it was difficult to find information on the cost were then asked why they felt this way. Although the audience size of those who had been asked this question is too low to analyse, directionally, lack of upfront information of the prices is commonly mentioned.

Figure 14. Ease of different actions when shopping around



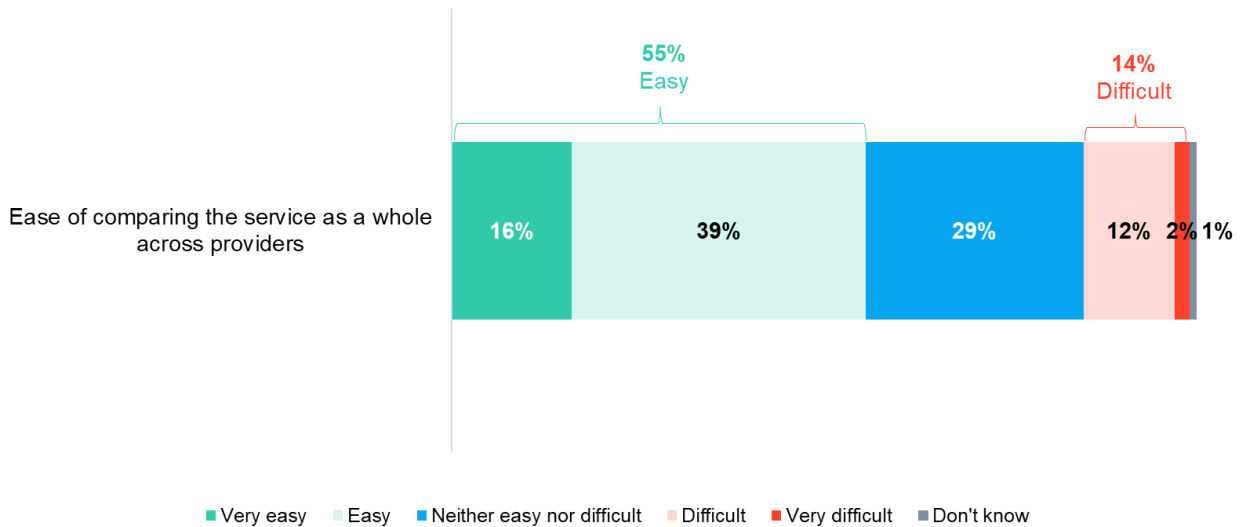
When shopping around for a legal services provider, how easy or difficult was it to find the information you wanted on each of the following?
 Base: All legal service users who shopped around for service providers (285)

Across all the measures, legal service users who shopped around are more likely to state the information was easy to find than it was difficult to find. However, a minority of users felt that information around governance and accountability was easy to find, such as: regulation (40%), whether they could complain to an independent body (35%) or professional indemnity insurance cover (23%). Although, this is often due to larger proportions stating that they did not look for this information.

Due to sample size, there are limited differences across sub-groups of those who shopped around when looking at perceptions of ease. However, those with a disability are less likely to report that it was easy to find information about how long the process would take (43%), or how quickly it would get started (52%), compared to those without a disability (59% and 68% respectively).

Over half (55%) of those who shopped around report that it was easy to compare the service as a whole across providers, with one sixth (16%) stating that it was very easy. Comparatively, 14% state that it was difficult, with 2% stating that it was very difficult.

Figure 15. Ease of service comparison



Thinking about the service as a whole, how easy or difficult was it to make comparisons between different providers?

Base: All legal service users who shopped around for service providers (285)

Of those who shopped around, those who have a disability are more likely to report that it was difficult to compare the service as whole (21%) compared to those without (10%).

Those who shopped around were asked what could have made comparisons easier between providers. For many, price comparison tools are top of mind:

“Price comparison website/tools rather than getting estimates individually and comparing them myself”

“A MoneySupermarket type platform which includes factors Inc cost, % successful outcome, customer reviews, number of complaints made about that provider to an independent body, plus info about consumer rights such as regulation and how to make a complaint”

This is in part due to the fact that many fees and estimates are presented differently by different providers:

“Comparison is difficult because service costs are presented differently or not at all.”

“I would have liked fees and estimates to be set out in a similar template by all providers. Similar to how banking fees are set out in the same template for different banks. I found it difficult to compare prices because providers included different things in their estimates - not all providers estimated costs for disbursements, VAT and CHAPs and/or did include this but it was set out differently in their estimate making it really difficult to compare costs of providers.”

Or when prices and information were provided, it was not clear:

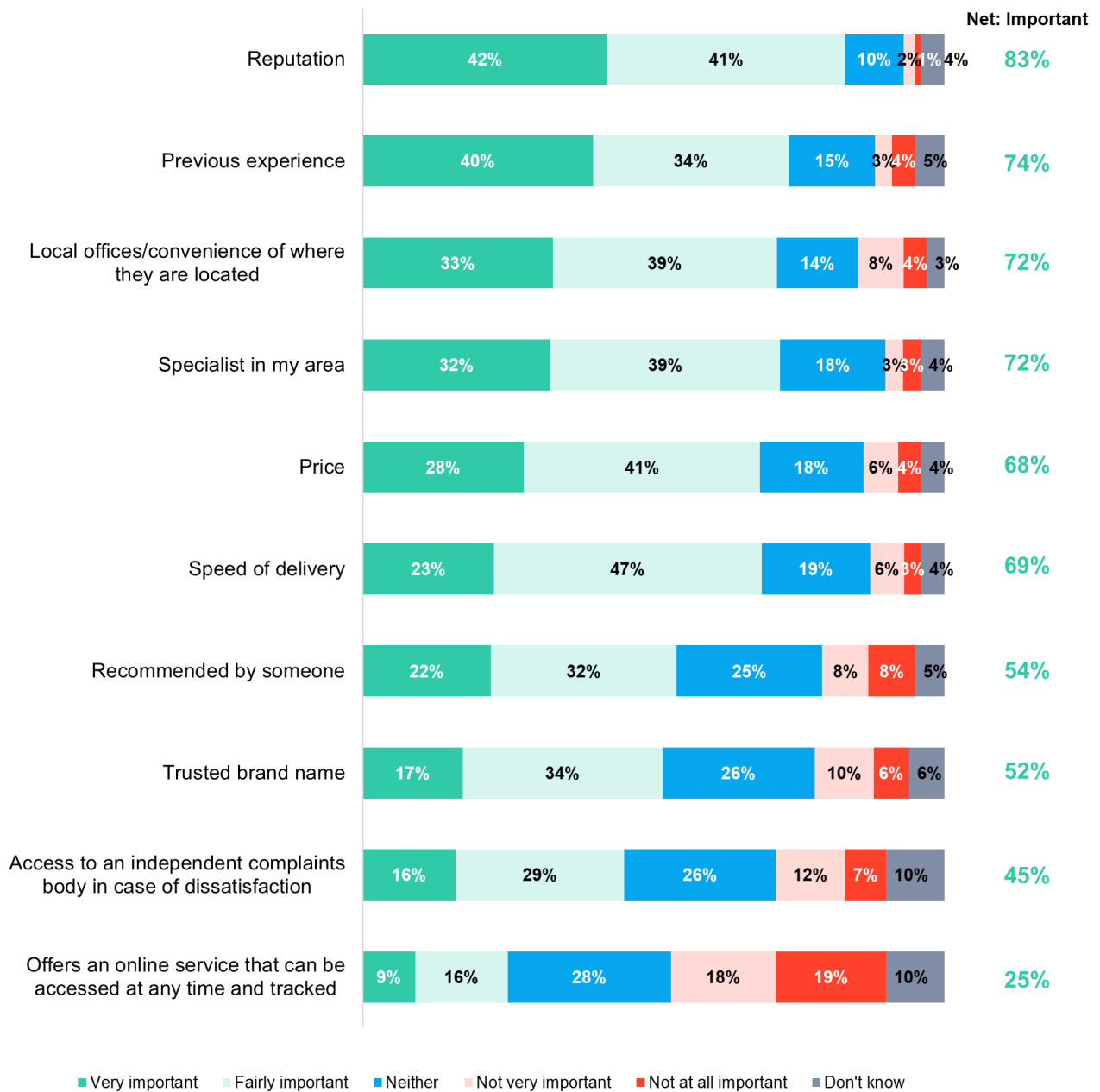
“Clearer breakdown of costs and service levels when receiving a quote; faster responses when requesting a quote. Most providers did not publish prices. It was difficult to know what to expect - when would I hear back, when and how would I know if anything was wrong...”

“There are a number of factors that need consideration when selecting legal representation. Finding all of these factors in one place was impossible, and so I really had to hunt to find what I needed”

Reputation of the service provider is considered the most important attribute for legal service users (83%), with two fifths (42%) reporting it was very important when they chose their provider. This aligns with the previously discussed importance of recommendations from family and friends when choosing a provider. Similar to the pattern seen previously when thinking about recommendations, women are more likely to report that reputation is important (86%) compared to men (80%). That being said, the importance of a recommendation is significantly lower (54%), with 22% stating it is very important. This highlights a possible discrepancy between users' perceptions of importance, and their actions when it comes to choosing a legal service provider.

Over seven in ten identify the importance of the provider's previous experience (74%), or specialism in the area (72%). Those aged 16 to 29 are more likely than any other age group to report that previous experience is not important (26%), compared to 7% on average.

Figure 16. Importance of factors when choosing a provider



How important were the following factors when choosing your provider?
 Base: All who have used legal services in the last two years (1,504)

Location is also deemed important by seven in ten (72%), with a third (33%) stating it is very important. There are no differences of opinion when looking across urban or rural status of legal service users. Instead, age drives selection of location as a factor of importance, with those aged 70 and over most likely to state that location is important (80%). Comparatively, 45% of 16 to 29 year olds report it is important, while 24% of this group state it is unimportant.

Over two thirds (68%) of legal service users state that price is important, with just under three in ten (28%) stating it is very important. While a majority identify price as important, it is comparatively lower than many other factors, which could link to the lower prevalence of legal service users comparing prices when they are searching for a provider. Younger respondents are more likely to consider the price important (80% of 16 to 29s; 81% of 30 to 39s). In line with this, higher proportions of these age groups, particularly those aged 30 to 39 previously report shopping around when looking for a provider (27%).

Payment for legal services

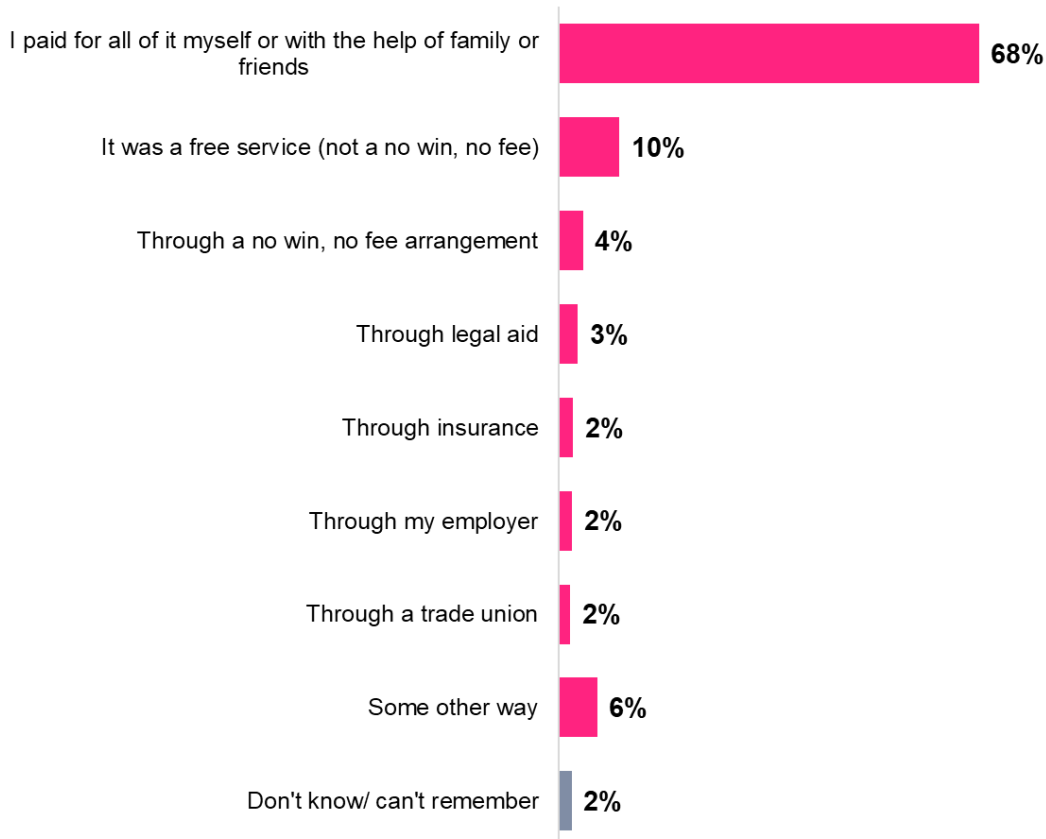
Those who have used legal services in the last two years are likely to have self-funded their service, either themselves or with the help of family and friends, with 68% of people saying this. Using free services are the second most common method (10%), followed by using a no win, no fee arrangement (4%), but these are both small proportions in comparison to the proportion who are self-funding.

Those in rural areas (75%) or who are aged 70 and over (79%) are the most likely to self-fund their legal service. While those living in rural areas are the most likely to have a household income of £60,000 or more, those aged 70 and over are the least likely to have the highest level of household income. This could be due to this age group having more in savings.

Men are significantly more likely to report using no win, no fee arrangements compared to women (6% vs 2%). Unsurprisingly, those on lower incomes are more likely to report using a free service (16%), or to fund their legal service through legal aid (13%). While the most likely to use a no win, no fee arrangement are those on a middle income of £20,000 to £39,000 (7%).

While those living in rural areas are most likely to self-fund, those in urban locations are significantly more likely to have their legal service funded by a trade union (3% urban vs 0% town and rural).

Figure 17. How the legal service was funded

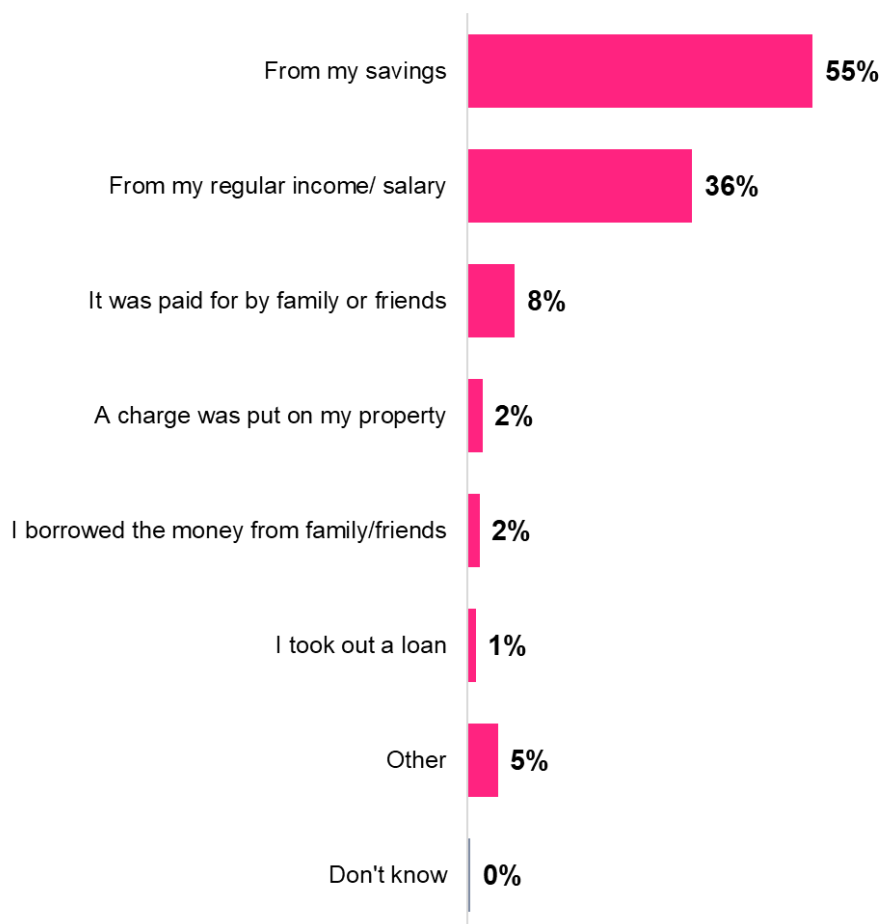


Still thinking about the LAST time you used a legal service... Which ONE of the following BEST describes how the use of the legal service was funded?
 Base: All who have used legal services in the last two years n=1,504

Out of those who report funding the payment of their legal service themselves, the most common way is to pay through savings (55%), this is followed by regular income/ salary (36%). Older respondents are the most likely to report having paid for their service through savings (63%), higher than any other age group. This goes some way to explain why those aged 70 and over are the most likely to have self-funded their legal services despite not having a high income, as they are likely to have more money saved.

Those on the lowest annual household income are the most likely to report taking out a loan to cover the costs of the legal services (7%), while those on the highest salary are the most likely to state they paid for it out of their regular income/ salary (55%). Men are also more likely to report they covered the cost by taking out a loan (3% vs 0% of women), while women are more likely to state they had the service paid for by family or friends (9% vs 6% of men).

Figure 18. Ways to self-fund the legal service



You said you paid for the legal service yourself or with the help of family or friends. How was the payment of your legal services funded? Please select all that apply.

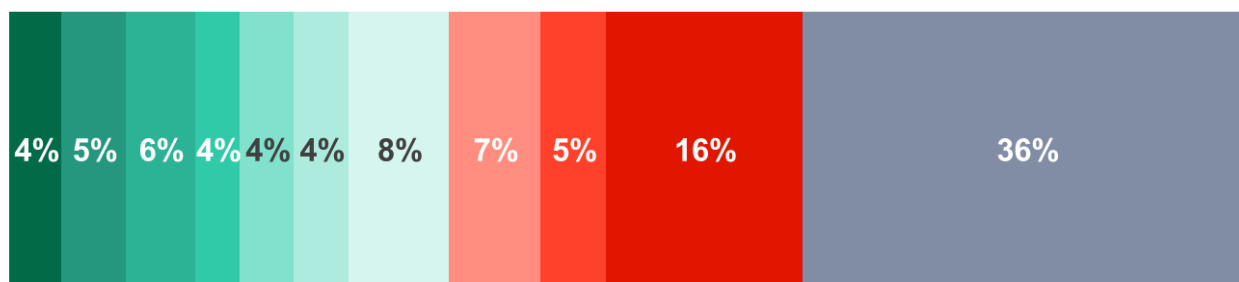
Base: All legal services users who funded the service themselves n=1,173

Over a third (35%) report paying £1000 or less for the full cost of the legal services which they received. However, there is relatively high uncertainty regarding what was paid, with around the same proportion reporting that they do not remember the full cost (36%). The legal services which are most likely to cost over £1000, are conveyancing (44%), followed by dealing with an estate (40%). The most likely services to cost £1000 or less are will writing (52%) and power of attorney (47%). Incidence rates for other legal services are too low to include for comparison.

Older legal service users aged 70 and over, are the most likely to have had the total of their service come to £1000 or less (44%), they are also the least likely age group to have had their service cost over £1000 (24%). Those aged 70 and over are the most likely to use a service for will writing, which as seen above generally costs under £1000. Those living in rural areas are more likely to pay more than £1000 for their services (36%) compared to those living elsewhere.

Among those who do not remember the total cost of the legal service, over two fifths (44%) estimate that the cost to be £1000 or less.

Figure 19. Cost of the legal service in full



- £0 to £100
- £101 to £200
- £201 to £300
- £301 to £400
- £401 to £500
- £501 to £700
- £701 to £1000
- £1001 to £1500
- £1501 to £2000
- £2001 and more
- Don't know

Please write in below what was the total cost (in pounds) of your legal service, inclusive of everything such as VAT and any add-ons. If you are unsure please give your best estimation to the nearest whole £. Please do not include disbursements within this total. Disbursements are extra fees that lawyers have to pay to other organisations on your behalf, for example local authority searches when buying a house or obtaining an expert report

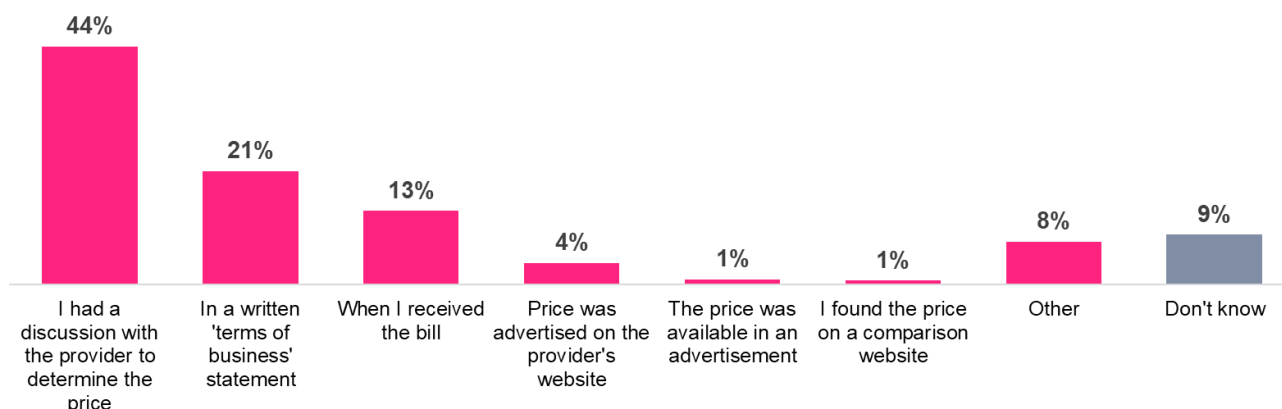
Base: All who didn't use a free service (excluding no win no fee) (1,410)

Having a discussion with the service provider to determine the price is the most common way for people who used a legal service to first find out how much their service was going to cost (44%). This is followed by it being written in a terms of business statement (21%), while 13% said they only found out the cost when the bill was received.

Younger people aged 16 to 29 are the most likely to report knowing the price before enquiring with the legal service, with one in ten (11%) who first saw the price on the providers website and 5% who saw the price in an advertisement for the service provider. Those aged 16 to 29 and 30 to 39 are as likely to report having found the price on a price comparison website (3%), this is also higher than any other age group.

Those who use a legal service for dealing with an estate are the most likely to report only seeing the price of the service in the bill (23%), higher than other legal services.

Figure 20. Way they first found out the price of the service



How did you FIRST find out what the price of the service would be?
 Base: All who have used legal services in the last two years (1,504)

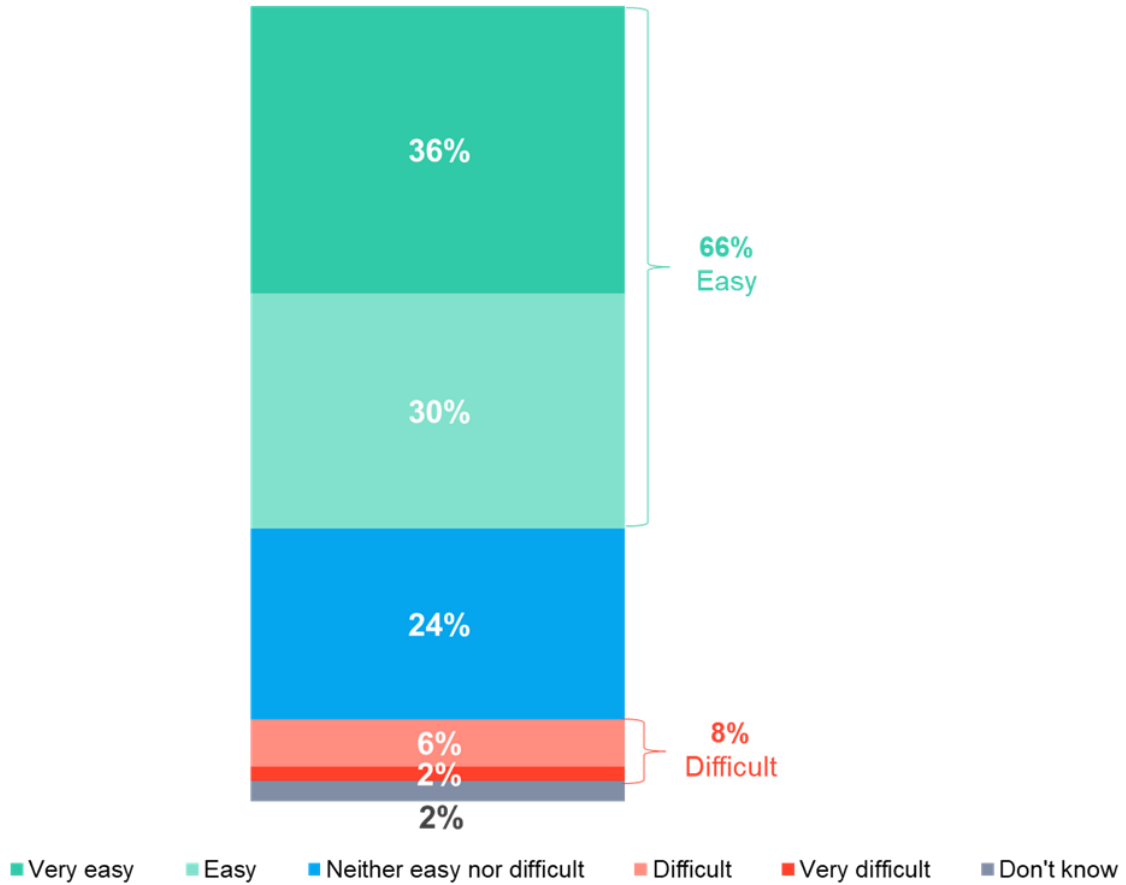
The majority (66%) find it easy to understand the information about the price of their legal service, only 8% found it difficult with 2% saying it is very difficult. Women are less likely to say they found it easy (63%), compared to men (68%), and they are more likely to say they do not know how easy they find it (4%, to 1% of men).



Those who received a written estimate for the total fee of the work before the process started are more likely to say they found the price easy to understand (78%), compared to those who did not receive an estimate (41%). Those who had a discussion with their provider to determine the price of the legal service are more likely to find it easy to understand their price (78%), while those who first found out about the total cost of their legal service through the bill are the most likely to say that they found the price difficult to understand (22%).

Those who used legal services for will writing, conveyancing and power of attorney are the most likely to find the price of the legal service easy to understand (73%, 72% and 72% respectively). Those using those legal services are also more likely than those using other services to say that they found out about the price of their service through a discussion with the provider to determine the price (will writing 50%, conveyancing 47%, power of attorney 50%). Incidence rates for other legal services are too low to include for comparison.

Figure 21. Ease of finding out information about the price of the legal service



How easy or difficult was it to understand this information about the price of the legal service?

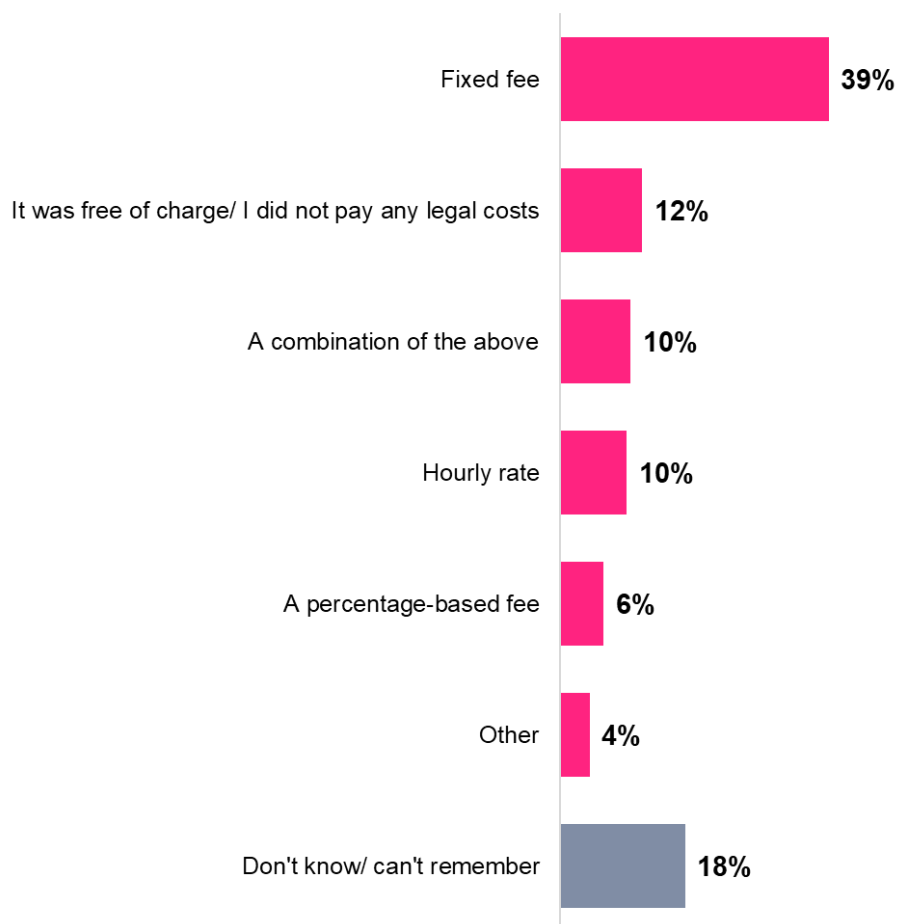
Base: All who remember how they first found out what the price of the legal service would be (1,415)

When asked whether the price of the legal service advertised was easily noticeable, a majority of legal service users (82%), said that the price of the legal service advertised was easily noticeable, while 14% do not say that it was easily noticeable.

Just under two fifths (39%) of legal service users received their bill calculated through a fixed fee, 12% had a free service, and 10% had an hourly rate or a combination of hourly rate and percentage-based fees.

Those who had a fixed fee are the most likely to say that their price was easy to understand (83%), compared to those whose cost had been calculated on an hourly rate, who are more likely to say it was difficult to understand (23%).

Figure 22. Ways the cost of the final bill was calculated

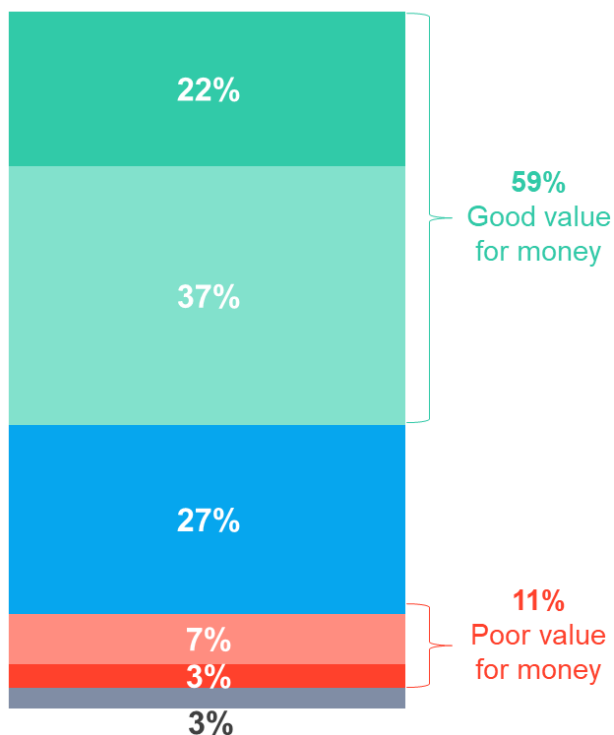


When you received the final bill, how was the cost calculated?
 Base: All who have used legal services in the last two years (1,504)

The majority (59%) of legal service users consider their service to be good value for money, while just over one in ten (11%) report that theirs was poor value for money. Those for whom the service was free are the most likely to say that their service was good value for money (78%), but 7% of this group still thought that their free service was poor value for money. Those who had been charged an hourly rate are the most likely to say that they felt the service was poor value for money (28%).

Those with the highest income are the least likely to feel the service was good value for money, with 54% reporting this, lower than any other income group. Price of the service is reported to have had an impact on opinions of whether it was good value for money, with those paying £1000 or less being the most likely to report that it was good value for money (67%), while those paying more than £1000 are the least likely to report that (49%).

Figure 23. Opinions about the services' value for money

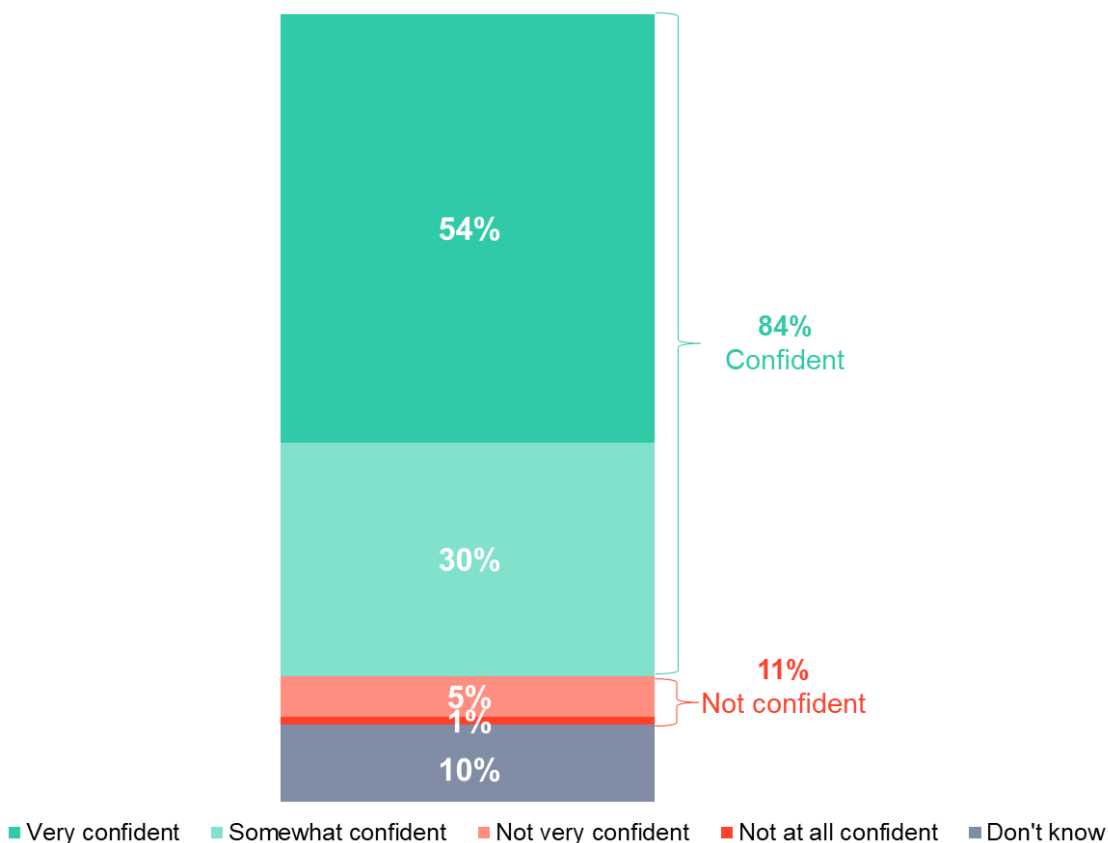


- Very good value for money
- Good value for money
- Neither good nor poor value for money
- Poor value for money
- Very poor value for money
- Don't know

Do you think the overall service and advice provided was...?
 Base: All who have used legal services in the last two years (1,504)

As seen earlier, lawyers are generally considered to be a trustworthy profession, this applies here as a majority of service users are confident that the provider they used would keep their money safe (84%), while very few are not confident about this (6%). Men are more likely to be confident than women (87% vs 81%) that the provider would keep their money safe.

Figure 24. Confidence in legal service provider to keep money safe¹



How confident or not are you that the legal services provider you used would keep your money safe?

Base: All who have used legal services in the last two years, n=1,504

Opinions on value for money are linked closely with confidence that the provider would keep the legal service users' money safe. The vast majority of those considering their service to be good value for money have confidence that the provider would keep their money safe (93%), while those who thought their service to be poor value for money are less likely to have the same confidence (54%).

¹ Please note, as this question has hypothetical framing, it was asked to all respondents, regardless of whether they paid for their service.



Experience in payment does impact legal service users' confidence. Those who paid for the service themselves are significantly more likely than those who did not to report that they are confident that their money would be kept safe (88% vs. 78% respectively).

However, this is not due to higher proportions of those who did not pay stating that they are unconfident, but instead due to higher levels of uncertainty for this group (14% vs. 7% of those who paid for the service themselves).

Section 3: Satisfaction with legal services

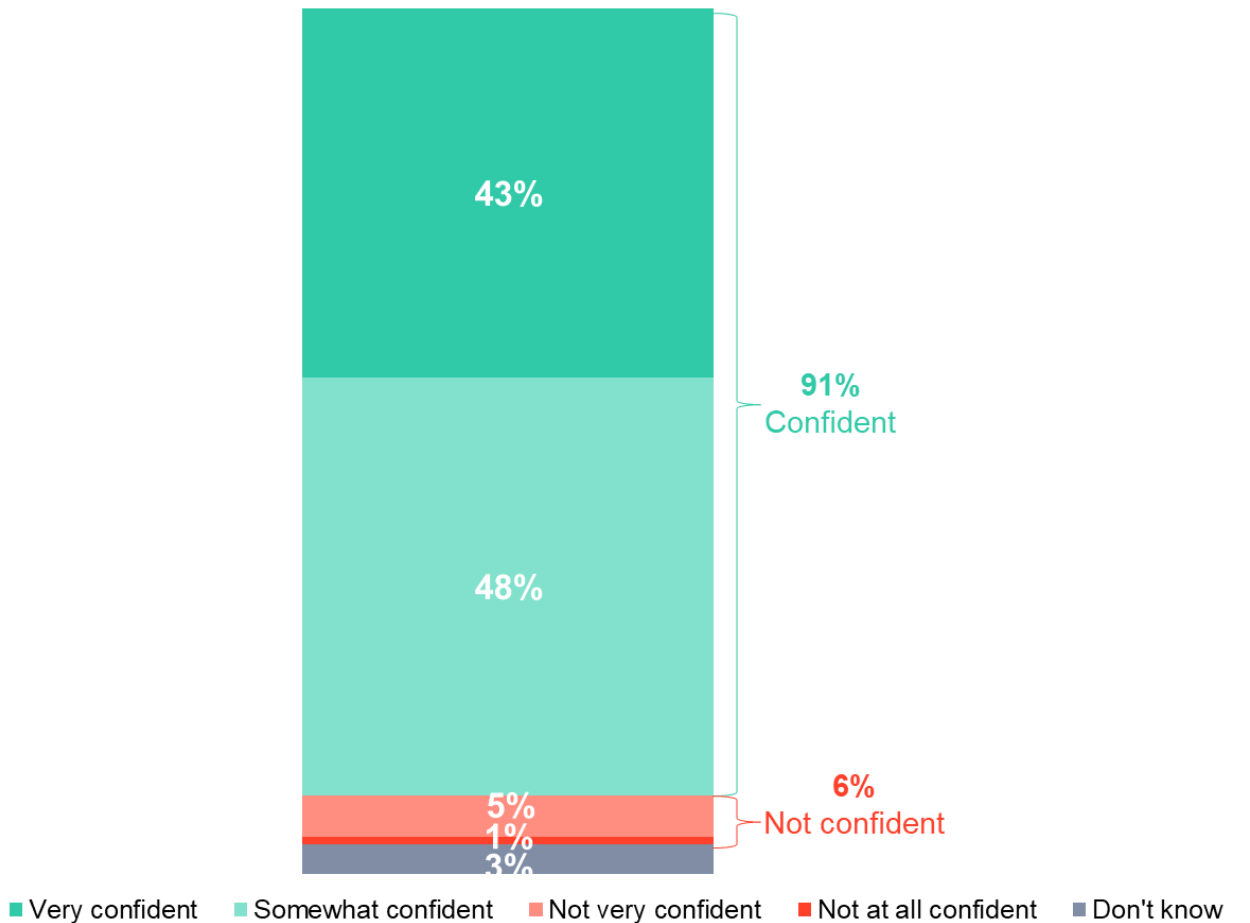
The vast majority (91%) of legal service users report that, when they chose the provider, they were confident that their service provider would deliver a good service. There is greater reported confidence among older service users, with 95% of those aged 70 and over being confident. Those whose day to day activities are limited by a disability are less likely to have been confident that their provider would deliver a good service (87%), compared to those with no disability (93%).

How service users are charged for the service also affects initial confidence about service providers. Those who paid a fixed fee are more likely to report being confident in their provider at the start of the process (95%), while those who received a free service are comparatively the least likely to report confidence (82%), and the most likely to not have felt confident in the service providers ability to deliver a good service (11%).

Users' confidence in the provider delivering a good service also links to other metrics of confidence levels for the service provider. The majority (95%) who report that they were confident that their service provider would deliver a good service, also report confidence that they would keep their money safe. While a third (35%) of those who report that they were not confident that the provider would deliver a good service were also not confident that the provider would keep their money safe. One of the ways that service providers inspire confidence in their ability to do a good service seems to be transparency on price, with 96% of legal service users who received an estimate for the overall price upfront saying they had been confident at the start of the process. This falls to 83% confidence among those who did not receive an upfront estimate.

Generally, this initial confidence seems to have been well placed, with the majority of those who had been confident at the start of the legal process being happy with both the service they received (89%), and the outcome of the legal matter (89%). While those who report that they were not confident initially with their service provider are less likely to report being satisfied with the outcome of the matter (51%) and more likely to be dissatisfied (34%). This is the same for the service they received, with those who report not being confident also being less likely to be satisfied with their service (24%) and more likely to be dissatisfied (47%).

Figure 25. Confidence in service provider at the point when choice was made to use that provider



Thinking about the provider you chose, when you made your choice, how confident or not were you that they would deliver a good service?

Base: All who have used legal services in the last two years (1,504)

Looking at satisfaction with the different aspects of service provided, legal services users are on the whole satisfied with the level of professionalism they received from their provider (84%). Other aspects which received high levels of satisfaction are the quality of advice (83%) and the explanations given to help the user understand (82%). Legal service users report the lowest level of satisfaction when thinking about cost (72%), however this is not due to high levels of dissatisfaction, and instead is related to comparatively higher proportions of those reporting they are neither satisfied nor dissatisfied (15%). On the other hand, legal service users are most likely to report being dissatisfied when thinking about the time it took for their matter to be dealt with, with 12% stating they had been dissatisfied.

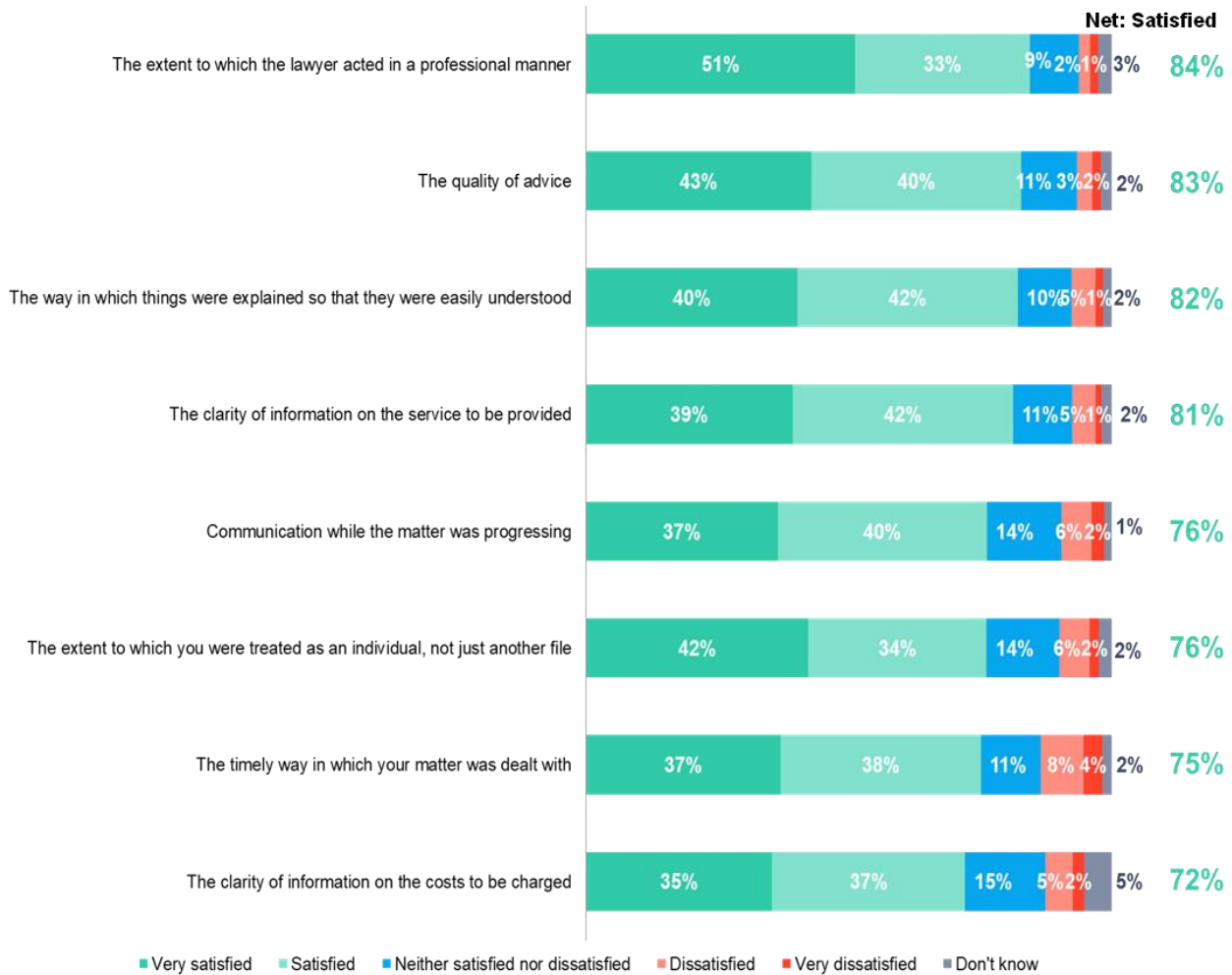
Older legal service users, aged 70 and over, are most likely to feel satisfied with every aspect of their legal service, with professionalism being the one with the highest proportion of this age group reporting satisfaction (89%), although this is only eight percentage points higher than the lowest scoring service; clarity of information on costs (81%).

Those who live in the Highlands and Islands are the least likely to report high levels of satisfaction with the services, with time being the lowest score (67%), followed by communication (70%). While those in Lothians are the most likely to be satisfied by the information on costs (78%), higher than any other region.

Cost is also linked to satisfaction, with those who paid £1000 or less for their service reporting higher satisfaction in almost all areas, with the exception of the professionalism of the provider (both 87%), and the quality of their advice (87% paid £1000 or less, 83% paid over £1000). The greatest difference in terms of satisfaction between those who paid £1000 or less and those who paid over £1000 is on the time it took for the matter to be dealt with (83% to 70% respectively), the clarity of the information provided (89% to 79% respectively) and the clarity of information on the costs of the service (83% to 73% respectively).

Those who found out the price of the service when they received the bill are less likely to report satisfaction with any aspect of the service than those who found out the price in any other way. Communication around costs is the lowest ranked aspect in terms of satisfaction (35%).

Figure 26. Satisfaction with different aspects of services provided by legal service provider



We would like to get your views on different aspects of service provided by your legal service provider. For each aspect of service, please say how satisfied or dissatisfied you were with it.

Base: All who have used legal services in the last two years, n=1,504

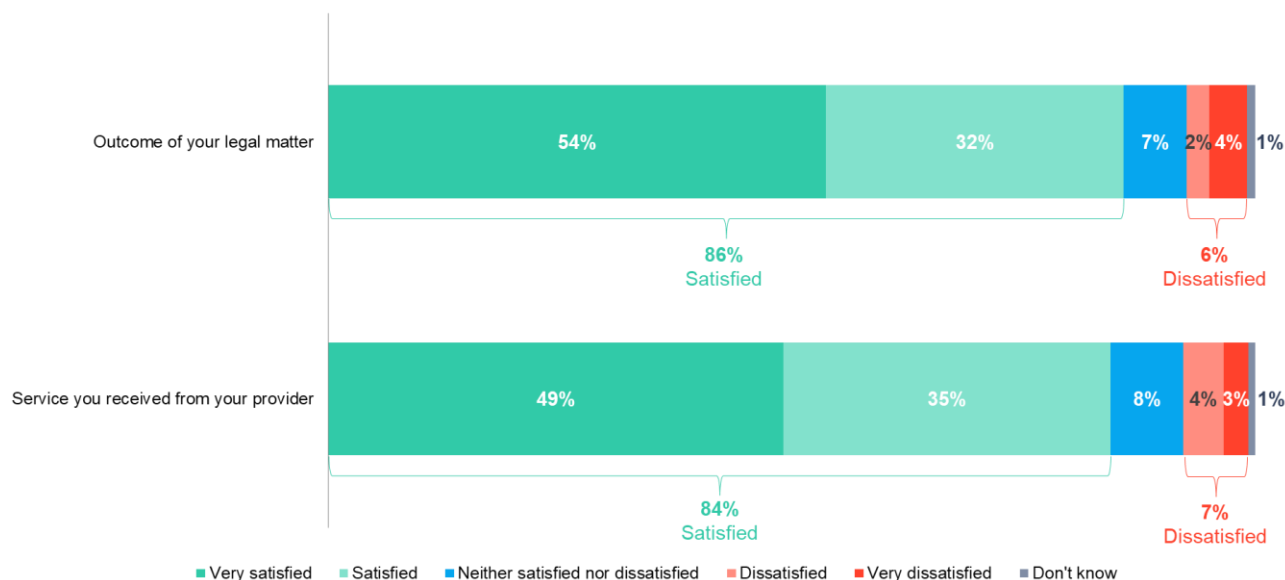
Looking more specifically at satisfaction rates of the outcome of the legal matter and the service received, the majority are satisfied with both (86% and 84% respectively). As seen throughout, older legal service users are more likely to feel satisfied generally with the legal service provider, and this is true here. Nine out of ten (90%) 70 and over legal service users report feeling satisfied about the outcome of their legal service, higher than any other age group. They are more in line with the other groups about the service they received from their provider, but they are the most likely to say they are very satisfied with their service (64%).

Those who used a legal service most recently for the purpose of will writing are the most likely to feel satisfied with the service they received (93%) and the outcome of the matter (96%). It is likely that the outcome of the legal matter has a strong bearing on the opinion of the service user about their provider.

As seen previously, the money spent on the service seems to be inversely correlated with satisfaction of the service. Those who state they spent £1000 or less are more likely to be satisfied with both the service they received (90%) and the outcome of their legal matter (91%), compared to those who spent more than £1000, where 82% state they are satisfied with the service and 86% state they are satisfied with the outcome.

However, those on the lowest household income are the least likely to feel satisfied with the outcome of their legal service (77%), compared to those on higher household income. Indeed, those who did not pay for their service but received it through legal aid or used a free service (but not no win, no fee), are less likely to feel satisfied with the outcome of their service (75%) particularly compared to those who self-funded their service (90%).

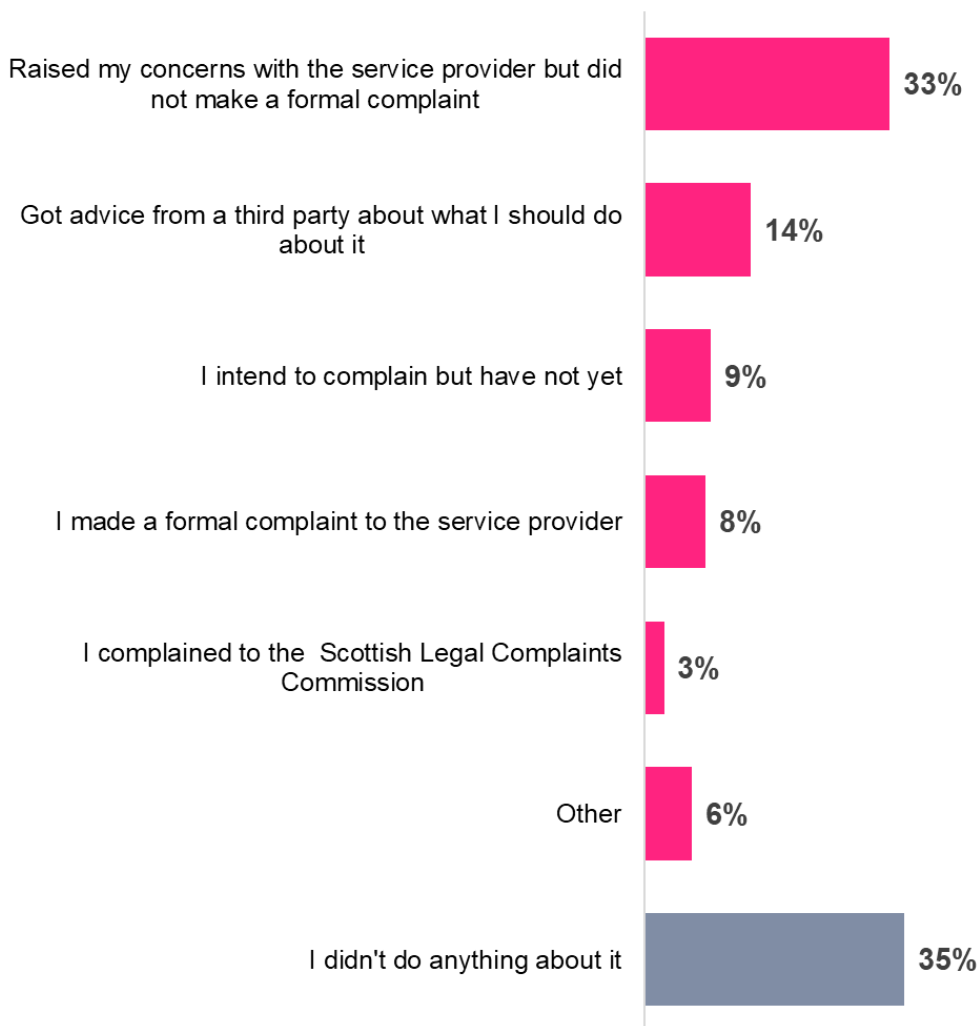
Figure 27. Satisfaction with elements from the last time a legal service provider was used



Still thinking about the LAST TIME you used a legal service... Overall, how satisfied or dissatisfied were you with the...?
 Base: All who have used legal services in the last two years (1,504)

Among those who did feel dissatisfied with the service they received from their legal provider, a third state that they raised their concerns with the provider but did not make a formal complaint (33%). While 14% report that they got advice from a third party about what to do, and just under one in ten (9%) intend to make a formal complaint. Those who are dissatisfied are most likely to not do anything about it (35%).

Figure 28. Response to dissatisfaction with service provided by legal service provider



You said you were dissatisfied with the service received from your provider.
 What was your response to being dissatisfied?
 Base: All who were dissatisfied with the service (88)

Section 4: Understanding of complaints process

Over two-fifths (44%) of legal service users say they know how to make a complaint if they are dissatisfied with the legal service used. Three in ten (30%) do not know how to make a complaint and a quarter (26%) are unsure.

Men (50%), those aged 60 or over (51%) and those in higher social grades (46% ABC1) are all more likely to report that they do know how to make a complaint if dissatisfied.

There is also a clear trend by legal confidence – those with high levels of legal confidence are more than twice as likely than those with low levels to know how to make a complaint (31% low, 47% medium, 73% high).

Amongst those who know how to make a complaint, three in five (59%) would complain directly to the firm providing the unsatisfactory legal service. Respondents who most recently used a solicitor are more likely than those who have used some other legal service to believe they would complain to the firm (63% vs 43%). Those with low legal confidence are also more likely to complain directly to the firm (65% low, 57% medium, 57% high).

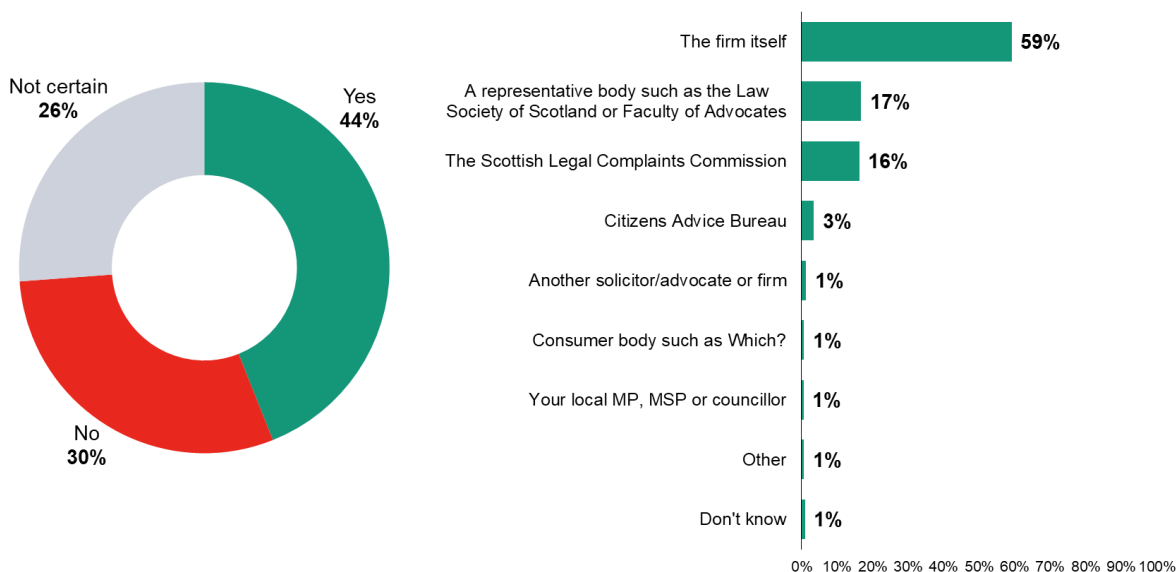
Less than a fifth would initially go to some other organisation such as a body representing members of the legal profession (17%) or the Scottish Legal Complaints Commission (16%). Those with a disability are more likely than those without a disability to say they would go directly to the Scottish Legal Complaints commission (23% vs 13%).

Respondents with a household income of less than £20,000 per year are also twice as likely as those on higher incomes to say they would complain to the Scottish Legal Complaints Commission (36% vs 13% more than £20,000 per year).

Figure 29. Proportion knowing how to make a complaint, and organisation they would complain to

Proportion who know how to make a complaint

First organisation they would complain to



Please now imagine that you were dissatisfied with the legal service that you used. Would you know how to go about making a complaint about the service you received? / Which ONE of the following would you complain to FIRST about a problem with a legal service?

Base: All legal service users (1,504)/ All who know how to complain (661)

¹ Standardised legal capability measures were developed by Professor Pascoe Pleasence and Professor Nigel Balmer. Further details can be found below:

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

For the purposes of this report, respondents answers are grouped into high, medium, and low bands:

- Legal confidence: “low” is a score of less than 40 out of 100, “medium” is a score of 40 to 69, and “high” is a score of 70 or more.
- Accessibility of justice: For the purposes of this report, “accessibility of justice” is an inverse of the standardised “inaccessibility of justice” measure. A “low” inaccessibility score is discussed as a “high” accessibility score. “Low” accessibility is thus a score of 70 or higher, “medium” is a score of 51 to 69, and “high” is a score of 50 or less.

² For the purposes of this survey, adults in Scotland are asked if they had experienced any of 27 legal issues. The table below shows each of these issues and how they have been grouped for the purpose of analysis.

Legal need	Group
Issue to do with a defective good/ service	Consumer problem
Issue to do with employment	Employment, finance, welfare, and benefits
Issue to do with benefits, state pension, or student loans	
Issue to do with treatment for mental health	
Issue to do with debt or personal finance	
Issue to do with incorrect/ unfair parking fines	
Domestic abuse	
Divorce or issue as part of a relationship break-up	
Issue to do with child protection	
Issue to do with their or their child's education	
Adopted/ fostered, tried to adopt/ foster, or applied to become an approved foster carer or kinship carer	
Been involved in a road traffic accident	Injury
Injury/ illness caused by someone else (e.g. an accident due to working conditions, caused by a health professional, or someone else)	
Buying/ selling/ re-mortgaging a property (including transferring equity)	Conveyancing
Issue to do with property they own (including issues with tenants)	Property, construction, and planning
Issue to do with property they rent (including issues with housemates/ sub-tenants)	
Dealt with a planning application	
Issue to do with anti-social behaviour by neighbours	
Being threatened with/ having a property repossessed	

Being evicted/ threatened with eviction from a rented property	
Being homeless/ threatened with being homeless	
Made/ tried to make a will	Wills, trusts, and estates
Made/ tried to make, register or ended a lasting power of attorney	
Dealt with the estate of someone who has died	
Been treated badly by the police	Rights of individuals
Been arrested	
An issue to do with immigration	

The questions asked to establish are a simplified form of the full list of legal issues established in the OCED guidance for legal need surveys. The questions asked do not establish if a legal need arose from the experience of the legal issue. An example of the full legal needs analysis is included in the Law Society's 2019 report [Legal Needs of Individuals in England and Wales](#).

³ ibid

⁴ ibid