



**Ipsos MORI**  
Social Research Institute

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# Online survey of individuals' handling of legal issues in England and Wales 2015

## Appendices



The Law Society





# Appendices:

A: Technical modelling results

B: Multivariate Analysis Predicted Probabilities

C: Adult survey questionnaire

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## Appendices

### 10.1 Annex A: Technical modelling results

Factors associated with handling strategy (using logistic regression)							
		Odds Ratio	Std. Error	t-value	Pr(> t )	95% confidence interval	
<i>Do nothing = reference strategy</i>							
Advice Sector advice							
Age	<i>under 24</i>						
	25-34	2.01	0.22	3.14	0.00	1.30	3.10
	35-44	2.52	0.22	4.19	0.00	1.64	3.89
	45-54	3.81	0.22	6.06	0.00	2.47	5.87
	55-64	3.69	0.23	5.68	0.00	2.35	5.79
	65-74	2.96	0.26	4.15	0.00	1.77	4.94
	75+	2.63	0.42	2.33	0.02	1.17	5.93
Ethnicity							
	<i>White</i>						
	White other	1.08	0.17	0.47	0.64	0.78	1.50
	Mixed	1.68	0.21	2.51	0.01	1.12	2.53
	Asian	0.92	0.21	-0.41	0.68	0.61	1.38
	Black	0.86	0.31	-0.50	0.62	0.47	1.57
Gender							
	<i>female</i>						
	male	0.94	0.08	-0.80	0.43	0.80	1.10
Family type							
	<i>lone parent</i>						
	couple living with dependent children	0.86	0.16	-0.98	0.33	0.63	1.17
	couple without children	0.79	0.16	-1.47	0.14	0.58	1.08
	single	0.73	0.15	-2.04	0.04	0.54	0.99
Employment							
	<i>employed</i>						
	self-employed	1.02	0.15	0.11	0.92	0.76	1.36
	not employed	0.95	0.10	-0.47	0.64	0.78	1.16
Qualifications							
	<i>degree or above</i>						
	some	1.21	0.09	2.23	0.03	1.02	1.44
	none	0.67	0.28	-1.48	0.14	0.39	1.14
Legal characterisation							
	<i>no 'legal' characterisation</i>						
	'legal' characterisation	1.95	0.31	0.16	0.87	0.57	1.94

Perceived Severity	<i>not severe</i>						
	mildly severe	3.08	0.14	8.18	0.00	2.35	4.02
	moderately severe	3.54	0.14	8.84	0.00	2.67	4.68
	very severe	4.34	0.15	9.65	0.00	3.22	5.85
Tenure	<i>owned outright, buying or renting</i>						
	free	0.87	0.10	-1.52	0.13	0.72	1.04
Scope	<i>Out of scope</i>						
	In-scope for eligible	0.95	0.10	-0.55	0.58	0.78	1.15
Professed Knowledge of rights	<i>Good level of knowledge</i>						
	limited knowledge	1.30	0.10	2.51	0.01	1.06	1.59
	no knowledge	0.45	0.10	-7.86	0.00	0.37	0.55
Income	<i>£32,000-£59,999</i>						
	Missing/Refused	1.12	0.15	0.76	0.45	0.84	1.49
	less than £32,000	1.03	0.11	0.28	0.78	0.83	1.27
	£60,000 plus	0.66	0.15	-2.66	0.01	0.49	0.90
Issue Type	<i>Conveyancing</i>						
	Other personal injury	0.45	0.36	-2.17	0.03	0.22	0.93
	Mental health	2.47	0.34	2.66	0.01	1.27	4.80
	Problems with a landlord	2.34	0.30	2.89	0.00	1.31	4.18
	Planning application	1.45	0.39	0.97	0.33	0.68	3.09
	Tenant	2.10	0.35	2.11	0.04	1.05	4.18
	Squatters	2.97	0.47	2.33	0.02	1.19	7.42
	Repossession/eviction	2.54	0.35	2.70	0.01	1.29	5.01
	Other owned property	1.86	0.33	1.88	0.06	0.97	3.56
	Neighbours	1.46	0.30	1.27	0.21	0.81	2.64
	Relationship breakdown	2.40	0.28	3.13	0.00	1.39	4.16
	Re Mortgaged /Transfer of equity	1.56	0.36	1.23	0.22	0.77	3.17
	Welfare benefits, tax benefits, pensions or student loans	7.95	0.27	7.73	0.00	4.70	13.44
	Discrimination	0.64	0.31	-1.42	0.16	0.35	1.18
	Been arrested	0.32	0.65	-1.76	0.08	0.09	1.14
	Legal problems with children	3.55	0.41	3.07	0.00	1.58	7.98
	Immigration	1.28	0.41	0.61	0.54	0.58	2.83
	Domestic violence	0.53	0.41	-1.55	0.12	0.24	1.18
	Homelessness	1.97	0.33	2.08	0.04	1.04	3.72

	Been treated badly by the police	0.66	0.39	-1.07	0.28	0.31	1.41
	Problem with employer	2.07	0.29	2.53	0.01	1.18	3.63
	Clinical negligence	0.68	0.33	-1.17	0.24	0.35	1.30
	Divorce/dissolution	1.68	0.35	1.47	0.14	0.84	3.34
	Probate	4.11	0.32	4.40	0.00	2.19	7.71
	Consumer	7.23	0.26	7.72	0.00	4.37	11.94
	Made a will	2.49	0.30	3.06	0.00	1.39	4.45
	Debt/money problems	7.12	0.26	7.58	0.00	4.28	11.82
	Been injured at work	1.05	0.31	0.16	0.87	0.57	1.94
	Involved in a road traffic accident	0.71	0.40	-0.87	0.39	0.32	1.55
Categories in italics are the reference category							
McFadden's Pseudo R-Square = 15.1%							

Factors associated with handling strategy (using logistic regression)							
		Odds Ratio	Std. Error	t-value	Pr(> t )	95% confidence interval	
<i>Do nothing = reference strategy</i>							
<i>Legal Professional</i>							
Age	<i>under 24</i>						
	25-34	1.90	0.19	3.41	0.00	1.32	2.75
	35-44	2.55	0.19	5.00	0.00	1.76	3.67
	45-54	3.85	0.19	7.20	0.00	2.67	5.57
	55-64	4.25	0.19	7.54	0.00	2.92	6.20
	65-74	4.25	0.21	6.99	0.00	2.83	6.37
	75+	3.56	0.29	4.41	0.00	2.03	6.27
Ethnicity	<i>White</i>						
	White other	0.94	0.14	-0.47	0.64	0.72	1.23
	Mixed	0.97	0.19	-0.18	0.86	0.66	1.41
	Asian	0.65	0.17	-2.50	0.01	0.47	0.91
	Black	1.13	0.24	0.52	0.61	0.70	1.83
Gender	<i>female</i>						
	male	0.86	0.06	-2.40	0.02	0.76	0.97
Family type	<i>lone parent</i>						
	couple living with dependent children	0.67	0.13	-3.09	0.00	0.52	0.86
	couple without children	0.80	0.13	-1.69	0.09	0.62	1.04
	single	0.69	0.13	-2.86	0.00	0.54	0.89
Employment	<i>employed</i>						
	self-employed	1.24	0.11	1.88	0.06	0.99	1.54
	not employed	1.05	0.08	0.57	0.57	0.89	1.23

Qualifications	<i>degree or above</i>						
	some	0.95	0.07	-0.72	0.48	0.84	1.09
	none	0.64	0.21	-2.13	0.03	0.43	0.97
Legal characterisation	<i>no 'legal' characterisation</i>						
	'legal' characterisation	3.42	0.07	16.54	0.00	2.95	3.95
Perceived Severity	<i>not severe</i>						
	mildly severe	1.68	0.09	5.99	0.00	1.42	2.00
	moderately severe	2.12	0.10	7.92	0.00	1.76	2.55
	very severe	4.10	0.10	13.63	0.00	3.34	5.02
Tenure	<i>owned outright, buying or renting</i>						
	free	1.36	0.08	3.82	0.00	1.16	1.60
Scope	<i>Out of scope</i>						
	In-scope for eligible	1.03	0.14	0.17	0.86	0.77	1.36
Professed Knowledge of rights	<i>Good level of knowledge</i>						
	limited knowledge	1.09	0.08	1.09	0.28	0.93	1.28
	no knowledge	0.32	0.08	-14.39	0.00	0.27	0.37
Income	<i>£32,000-£59999</i>						
	Missing/Refused	1.00	0.11	-0.02	0.99	0.80	1.24
	less than £32,000	0.78	0.08	-3.03	0.00	0.67	0.92
	£60000 plus	0.91	0.10	-0.95	0.34	0.75	1.10
Issue Type	<i>Conveyancing</i>						
	Other personal injury	0.20	0.17	-9.25	0.00	0.15	0.29
	Mental health	0.17	0.29	-6.22	0.00	0.10	0.29
	Problems with a landlord	0.11	0.26	-8.74	0.00	0.06	0.17
	Planning application	0.24	0.23	-6.17	0.00	0.16	0.38
	Tenant	0.33	0.23	-4.95	0.00	0.21	0.51
	Squatters	0.25	0.39	-3.59	0.00	0.12	0.53
	Repossession/eviction	0.09	0.34	-7.06	0.00	0.05	0.17
	Other owned property	0.46	0.19	-4.04	0.00	0.32	0.67
	Neighbours	0.12	0.22	-9.98	0.00	0.08	0.18
	Relationship breakdown	0.35	0.17	-6.05	0.00	0.25	0.49
	Re Mortgaged /Transfer of equity	0.45	0.19	-4.30	0.00	0.31	0.64
	Welfare benefits, tax benefits, pensions or student loans	0.07	0.33	-8.17	0.00	0.04	0.13
	Discrimination	0.05	0.23	-13.18	0.00	0.03	0.08

	Been arrested	0.69	0.23	-1.63	0.10	0.44	1.08
	Legal problems with children	0.70	0.30	-1.18	0.24	0.39	1.26
	Immigration	0.22	0.27	-5.76	0.00	0.13	0.36
	Domestic violence	0.17	0.22	-7.94	0.00	0.11	0.26
	Homelessness	0.07	0.31	-8.44	0.00	0.04	0.14
	Been treated badly by the police	0.18	0.22	-7.95	0.00	0.12	0.28
	Problem with employer	0.14	0.21	-9.63	0.00	0.09	0.21
	Clinical negligence	0.17	0.18	-9.52	0.00	0.12	0.25
	Divorce/dissolution	0.92	0.20	-0.39	0.70	0.62	1.38
	Probate	2.07	0.19	3.79	0.00	1.42	3.01
	Consumer	0.12	0.23	-9.36	0.00	0.08	0.19
	Made a will	1.48	0.15	2.65	0.01	1.11	1.98
	Debt/money problems	0.07	0.29	-9.12	0.00	0.04	0.13
	Been injured at work	0.17	0.19	-9.33	0.00	0.11	0.24
	Involved in a road traffic accident	0.47	0.17	-4.44	0.00	0.33	0.65
Categories in italics are the reference category							
McFadden's Pseudo R-Square = 15.1%							

Factors associated with handling strategy (using logistic regression)							
		Odds Ratio	Std. Error	t-value	Pr(> t )	95% confidence interval	
	<i>Do nothing = reference strategy</i>						
	<i>Alone or with informal help</i>						
Age	<i>under 24</i>	1.04	0.10	0.43	0.67	0.86	1.27
	25-34	0.99	0.10	-0.07	0.95	0.81	1.21
	35-44	1.20	0.11	1.72	0.09	0.98	1.47
	45-54	1.29	0.11	2.27	0.02	1.04	1.60
	55-64	1.39	0.13	2.54	0.01	1.08	1.80
	65-74	1.25	0.22	1.04	0.30	0.82	1.93
	75+	1.04	0.10	0.43	0.67	0.86	1.27
Ethnicity	<i>White</i>						
	White other	1.06	0.10	0.63	0.53	0.88	1.29
	Mixed	1.56	0.13	3.40	0.00	1.21	2.03
	Asian	1.08	0.11	0.72	0.48	0.87	1.35
	Black	1.13	0.18	0.69	0.49	0.80	1.60
Gender	<i>female</i>						
	male	0.93	0.05	-1.55	0.12	0.84	1.02
Family type	<i>lone parent</i>						
	couple living with dependent children	0.81	0.10	-2.06	0.04	0.67	0.99
	couple without children	0.93	0.10	-0.70	0.49	0.76	1.14



	single	0.88	0.10	-1.35	0.18	0.72	1.06
Employment	<i>employed</i>						
	self-employed	1.01	0.09	0.12	0.91	0.84	1.21
	not employed	1.07	0.06	1.05	0.29	0.95	1.21
Qualifications	<i>degree or above</i>						
	some	1.05	0.05	0.87	0.39	0.95	1.16
	none	0.70	0.16	-2.27	0.02	0.52	0.95
Legal characterisation	<i>no 'legal' characterisation</i>						
	'legal' characterisation	0.95	0.07	-0.82	0.41	0.83	1.08
Perceived Severity	<i>not severe</i>						
	mildly severe	1.50	0.07	6.11	0.00	1.32	1.71
	moderately severe	1.57	0.07	6.24	0.00	1.36	1.81
	very severe	1.60	0.08	5.68	0.00	1.36	1.87
Tenure	<i>owned outright, buying or renting</i>						
	free	1.07	0.06	1.19	0.24	0.96	1.21
Scope	<i>Out of scope</i>						
	In-scope for eligible	0.95	0.10	-0.55	0.58	0.78	1.15
Professed Knowledge of rights	<i>Good level of knowledge</i>						
	limited knowledge	0.86	0.07	-2.25	0.03	0.75	0.98
	no knowledge	0.32	0.06	-19.07	0.00	0.29	0.36
Income	<i>£32,000-£59,999</i>						
	Missing/Refused	0.88	0.09	-1.43	0.15	0.74	1.05
	less than £32,000	0.87	0.07	-2.08	0.04	0.77	0.99
	£60,000 plus	0.92	0.08	-1.05	0.29	0.79	1.08
Issue Type	<i>Conveyancing</i>						
	Other personal injury	0.39	0.15	-6.31	0.00	0.29	0.52
	Mental health	1.02	0.20	0.12	0.91	0.70	1.50
	Problems with a landlord	1.59	0.15	3.06	0.00	1.18	2.14
	Planning application	2.46	0.17	5.18	0.00	1.75	3.45
	Tenant	2.24	0.19	4.30	0.00	1.55	3.24
	Squatters	1.67	0.31	1.67	0.10	0.92	3.03
	Repossession/eviction	1.82	0.22	2.79	0.01	1.20	2.77
	Other owned property	1.61	0.17	2.83	0.01	1.16	2.23
	Neighbours	1.54	0.14	3.09	0.00	1.17	2.03

	Relationship breakdown	1.39	0.15	2.26	0.02	1.05	1.85
	Re Mortgaged /Transfer of equity	1.38	0.16	2.05	0.04	1.01	1.87
	Welfare benefits, tax benefits, pensions or student loans	2.35	0.16	5.49	0.00	1.73	3.19
	Discrimination	0.50	0.14	-4.98	0.00	0.38	0.66
	Been arrested	1.21	0.22	0.89	0.37	0.79	1.86
	Legal problems with children	3.38	0.26	4.67	0.00	2.03	5.63
	Immigration	0.85	0.22	-0.73	0.47	0.55	1.31
	Domestic violence	1.29	0.16	1.62	0.11	0.95	1.77
	Homelessness	1.55	0.19	2.38	0.02	1.08	2.23
	Been treated badly by the police	0.68	0.18	-2.22	0.03	0.48	0.96
	Problem with employer	1.27	0.15	1.61	0.11	0.95	1.71
	Clinical negligence	0.42	0.16	-5.34	0.00	0.31	0.58
	Divorce/dissolution	2.02	0.19	3.64	0.00	1.38	2.94
	Probate	4.90	0.19	8.60	0.00	3.41	7.04
	Consumer	4.18	0.13	10.94	0.00	3.24	5.41
	Made a will	1.56	0.15	3.06	0.00	1.17	2.07
	Debt/money problems	1.79	0.15	4.03	0.00	1.35	2.38
	Been injured at work	0.47	0.16	-4.85	0.00	0.35	0.64
	Involved in a road traffic accident	1.06	0.15	0.36	0.72	0.78	1.43
Categories in italics are the reference category							
McFadden's Pseudo R-Square = 15.1%							

Factors associated with handling strategy (using logistic regression)							
		Odds Ratio	Std. Error	t-value	Pr(> t )	95% confidence interval	
	<i>Do nothing = reference strategy</i>						
	'Other' advice						
Age	<i>under 24</i>						
	25-34	1.19	0.14	1.21	0.23	0.90	1.57
	35-44	1.36	0.14	2.15	0.03	1.03	1.80
	45-54	2.00	0.15	4.79	0.00	1.51	2.65
	55-64	2.25	0.15	5.36	0.00	1.67	3.02
	65-74	1.97	0.17	3.92	0.00	1.41	2.77
	75+	1.30	0.30	0.87	0.39	0.72	2.35
Ethnicity	<i>White</i>						
	White other	0.89	0.13	-0.89	0.37	0.69	1.15
	Mixed	1.32	0.17	1.64	0.10	0.95	1.85
	Asian	0.85	0.15	-1.06	0.29	0.63	1.15
	Black	1.42	0.21	1.64	0.10	0.93	2.16

Gender	<i>female</i>						
	male	0.82	0.07	-3.17	0.00	0.72	0.93
Family type	<i>lone parent</i>						
	couple living with dependent children	0.68	0.13	-2.99	0.00	0.53	0.88
	couple without children	0.75	0.13	-2.23	0.03	0.59	0.97
	single	0.77	0.12	-2.17	0.03	0.60	0.97
Employment	<i>employed</i>						
	self-employed	1.06	0.12	0.48	0.63	0.84	1.33
	not employed	1.12	0.08	1.39	0.16	0.96	1.30
Qualifications	<i>degree or above</i>						
	some	1.06	0.07	0.82	0.41	0.93	1.20
	none	1.05	0.19	0.27	0.79	0.73	1.52
Legal characterisation	<i>no 'legal' characterisation</i>						
	'legal' characterisation	1.62	0.08	6.14	0.00	1.39	1.90
Perceived Severity	<i>not severe</i>						
	mildly severe	1.88	0.09	6.86	0.00	1.57	2.25
	moderately severe	2.58	0.10	9.82	0.00	2.14	3.12
	very severe	3.31	0.11	11.19	0.00	2.68	4.08
Tenure	<i>owned outright, buying or renting</i>						
	free	1.02	0.08	0.19	0.85	0.87	1.18
Scope	<i>Out of scope</i>						
	In-scope for eligible	0.88	0.13	-1.01	0.32	0.68	1.13
Professed Knowledge of rights	<i>Good level of knowledge</i>						
	limited knowledge	1.25	0.08	2.69	0.01	1.06	1.46
	no knowledge	0.46	0.08	-10.06	0.00	0.39	0.53
Income	<i>£32,000-£59999</i>						
	Missing/Refused	0.79	0.11	-2.10	0.04	0.63	0.98
	less than £32,000	0.77	0.08	-3.19	0.00	0.66	0.90
	£60000 plus	0.77	0.10	-2.55	0.01	0.63	0.94
Issue Type	<i>Conveyancing</i>						
	Other personal injury	0.40	0.25	-3.76	0.00	0.25	0.64
	Mental health	1.26	0.28	0.83	0.41	0.73	2.17

	Problems with a landlord	1.23	0.23	0.89	0.37	0.78	1.92
	Planning application	4.49	0.22	6.85	0.00	2.92	6.91
	Tenant	3.10	0.24	4.75	0.00	1.95	4.95
	Squatters	1.93	0.39	1.67	0.10	0.89	4.16
	Repossession/eviction	2.65	0.26	3.69	0.00	1.58	4.45
	Other owned property	1.88	0.23	2.74	0.01	1.20	2.94
	Neighbours	3.77	0.18	7.20	0.00	2.63	5.41
	Relationship breakdown	0.76	0.23	-1.17	0.24	0.48	1.20
	Re Mortgaged /Transfer of equity	3.03	0.21	5.27	0.00	2.01	4.58
	Welfare benefits, tax benefits, pensions or student loans	2.45	0.21	4.20	0.00	1.61	3.72
	Discrimination	0.68	0.21	-1.88	0.06	0.45	1.02
	Been arrested	0.60	0.37	-1.40	0.16	0.29	1.23
	Legal problems with children	5.11	0.31	5.33	0.00	2.81	9.31
	Immigration	1.12	0.30	0.39	0.70	0.63	2.01
	Domestic violence	1.68	0.22	2.36	0.02	1.09	2.57
	Homelessness	2.07	0.24	3.03	0.00	1.29	3.31
	Been treated badly by the police	0.72	0.26	-1.24	0.22	0.43	1.21
	Problem with employer	2.40	0.20	4.42	0.00	1.63	3.53
	Clinical negligence	0.56	0.23	-2.48	0.01	0.36	0.89
	Divorce/dissolution	0.70	0.31	-1.16	0.25	0.38	1.28
	Probate	2.56	0.25	3.80	0.00	1.58	4.16
	Consumer	3.43	0.19	6.62	0.00	2.38	4.95
	Made a will	2.37	0.20	4.29	0.00	1.60	3.50
	Debt/money problems	2.09	0.20	3.64	0.00	1.41	3.11
	Been injured at work	0.95	0.22	-0.22	0.83	0.62	1.46
	Involved in a road traffic accident	5.00	0.19	8.47	0.00	3.45	7.26

Categories in italics are the reference category

McFadden's Pseudo R-Square = 15.1%

## 10.2 Annex B: Multivariate Analysis Predicted Probabilities

		Did nothing	Alone or informal help	Legal professional	Advice sector	Other advice
Age	under 24	18.2	64.3	4.5	2.4	10.6
	25-34	16.4	60.4	7.6	4.3	11.4
	35-44	16.0	56.1	9.8	5.3	12.8
	45-54	12.8	54.0	11.9	6.4	15.0
	55-64	11.9	54.3	12.2	5.8	15.7
	65-74	11.8	57.9	12.1	4.6	13.6
	75+	13.5	59.8	11.7	4.7	10.3
Ethnicity	White	14.3	56.7	10.3	5.1	13.6
	'white other'	14.1	59.1	9.5	5.4	11.9
	Mixed or other	10.2	63.6	7.2	6.1	12.8
	Asian	14.5	62.2	6.9	4.7	11.7
	Black	12.6	56.3	10.3	3.8	17.0
Family Type	lone parent	12.2	55.5	11.5	5.4	15.3
	couple living with dependent children	15.1	56.3	9.7	5.8	13.1
	couple without children	13.7	58.1	10.4	4.8	13.0
	single	14.4	57.5	9.5	4.7	13.9
Gender	male	14.9	57.7	9.7	5.1	12.6
	female	13.6	57.0	10.3	5.0	14.1
Income	£32,000-£59999	12.9	57.2	10.4	4.8	14.8
	Missing/Refused	14.2	55.5	11.4	5.9	12.9
	less than £32,000	14.8	57.2	9.3	5.6	13.0
	£60000 plus	14.4	58.8	10.6	3.5	12.7
Perceived Knowledge of Rights	Good level of knowledge	10.7	62.5	10.3	4.5	12.0
	limited knowledge	11.1	55.6	11.7	6.1	15.5
	no knowledge	25.6	48.5	7.9	4.9	13.2
Problem Characterisation	'legal' characterisation	11.6	45.1	20.5	6.9	15.8
	no 'legal' characterisation	14.8	60.6	7.7	4.5	12.4
Qualifications	degree or above	14.3	57.2	10.5	4.7	13.2
	some	13.8	57.6	9.7	5.5	13.4
	none	18.3	51.3	8.7	4.0	17.8
Perceived Severity	not severe	20.3	59.2	7.7	2.8	9.9
	mildly severe	13.6	59.4	8.7	5.8	12.5
	moderately severe	12.3	56.2	9.9	6.1	15.5
	very severe	10.6	49.4	16.4	6.5	17.1
Tenure	owned or buying	13.8	57.4	10.8	4.7	13.2

	renting or rent free	14.7	57.0	8.5	5.8	13.9
Issue Type	Conveyancing	14.9	36.6	38.8	2.4	7.2
	Remortgaging/Transfer of equity	13.8	46.4	16.0	3.5	20.3
	Problems with a landlord	16.3	63.2	4.6	6.3	9.7
	Problems with a Tenant	10.9	59.5	9.4	3.8	16.5
	Squatters	14.0	56.9	9.2	6.9	12.9
	Repossession/eviction	13.6	60.0	3.2	5.7	17.5
	Other problems with owned home	13.6	53.4	16.4	4.2	12.4
	Homelessness	15.8	60.1	3.1	5.1	15.9
	Planning	9.9	59.7	6.4	2.3	21.7
	Divorce/dissolution	11.2	55.1	26.9	3.1	3.8
	Probate	5.0	59.1	26.5	3.3	6.1
	Relationship breakdown	16.5	55.8	15.2	6.5	6.0
	Children	7.1	58.2	13.0	4.1	17.5
	Domestic Violence	18.2	57.4	8.1	1.6	14.8
	Consumer	6.9	70.7	2.4	8.3	11.6
	Wills	9.8	37.4	37.5	4.0	11.3
	Debt/Money	12.8	56.3	2.7	15.2	13.1
	Been injured at work	31.2	35.6	13.4	5.4	14.4
	Road traffic accident	13.6	35.2	16.6	1.5	33.0
	Personal injury	36.5	34.5	19.3	2.7	7.0
	Unfair treatment by police	27.8	46.2	13.2	3.0	9.8
	Clinical negligence	34.8	36.1	15.7	3.9	9.5
	Mental Health	20.2	50.4	8.9	8.3	12.3
	Welfare benefits	10.6	60.8	2.1	14.0	12.6
	Discrimination	36.0	43.7	4.8	3.8	11.8
	Immigration	22.8	47.3	12.7	4.8	12.4
	Neighbours	14.0	52.7	4.4	3.4	25.6
	Been arrested	16.2	48.8	29.4	0.8	4.7
	Employment	16.7	52.0	6.2	5.7	19.4

## 10.3 Annex C: Adult survey questionnaire

### Structure of survey

Block A: Identifying incidence

Block B: Dates and strategy identification

Block C: For those who handled alone

Block D: For those who did nothing about a problem

Block F: For those who got advice or assistance

Block G: For those who dealt with the issue with family and friends

Block H: For those who tried but failed to get advice, then deal with themselves

Block I: For those who tried but failed to get advice, then did nothing

Block J: For those who tried handle alone, then obtained advice

Block K: Sociodemographics for all respondents

### Block A: Identifying Incidence

Thank you very much for agreeing to take part in this survey. This survey seeks to explore the issues and problems people experience within their lives and how they go about dealing with them. The survey lasts 15 minutes on average, although this will vary depending on paths you have taken to deal with any issues you have experienced.

#### QA1 SA

Are you...? Please select one

Male

Female

Prefer not to say

#### QA2 SA

Please tell us your date of birth

Date of birth

AGE <16 y.o. TERMINATE

#### QA3 OE

Please enter your postcode:

The next three questions are about different kinds of issues or problems you might have had in the past three years. Please only include issues or problem that you have experienced yourself and NOT by any business you/your partner run.

Please include issues or problems you have experienced since September 2012. This could be an issue or problem which began before September 2012, but was still ongoing within the past three years.

#### QA4a MA

In the past three years, have you experienced any of the following issues or problems?

Please select all that apply

- 1 Bought/sold a house (conveyancing)
- 2 Re Mortgaged current property/Transfer of equity (conveyancing)
- 3 Divorce/dissolution of marriage or civil partnership
- 4 Dealt with the estate of a deceased relative (probate/estate management)
- 5 Had a consumer problem (e.g. faulty goods from a store, hire purchase agreements etc.)
- 6 Made a will
- 7 Got into debt/money problems (been unable to manage with debts)
- 8 Been injured at work
- 9 Involved in a road traffic accident
- 10 Other personal injury that was not your fault (for example, tripped on broken pavement)
- 11 Legal problems with mental health issues (unsatisfactory treatment in care/hospital, difficulties obtaining a discharge)
- 99 None of These

#### QA4b MA

In the past three years, have you experienced any of the following issues or problems? Please select all that apply

- 12 Problems with a landlord
- 13 Dealt with a planning application
- 14 Had problems with a tenant
- 15 Had problems with squatters
- 16 Had my home repossessed/faced eviction from a rented property
- 17 Other problems with a property I own or am/ was buying or selling
- 18 Disputes with neighbours
- 99 None of these

#### QA4c MA

In the past three years, have you experienced any of the following issues or problems? Please select all that apply

- 19 Problems following a relationship breakdown (including contact with children and residence)
- 20 Had problems getting the right welfare benefits, tax benefits, pensions or student loans
- 21 Discrimination (the unjust or prejudicial treatment of different categories of people, especially on the grounds of race, age, or sex)
- 22 Been arrested
- 23 Legal problems with children (e.g. care proceedings, adoption, problems with children's schooling)
- 24 Immigration Problem
- 25 Domestic violence (verbal, physical or emotional mistreatment within the home)



- 26 Homelessness (being homeless or threatened with being homeless)
- 27 Been treated badly by the police (police misconduct)
- 28 Problem with employer (e.g. Problems over pay, redundancy, unfair dismissal etc.)
- 29 Clinical negligence (injury or health problems after treatment from medical professional)
- 99 None of these

## QA5 MA

FOR EACH OF THE CODES MENTIONED AT QA4A-C PLEASE ASK THE FOLLOWING FOR EACH OF THE HEADINGS IN BOLD. SHOW PROBLEM IN BOLD ABOVE THE LIST (E.G. Had a consumer problem – goods and services)

Regarding the issue or problem you identified previously, which of the following relates most closely to what you experienced?

### Had a consumer problem – goods and services

(CODE 5 AT QA4a)

- 1 Purchasing faulty high value household or personal items (e.g. washing machine, furniture suite).
- 2 Purchasing faulty cars, motorcycles, etc. or defective repairs to cars, motorcycles, etc.
- 3 Defective building work (e.g. a new roof)
- 4 Defective work by trades people (e.g. plumbers, painters and decorators)
- 5 Holidays that fell substantially short of descriptions by tour agents
- 6 Disputes concerning major travel delays
- 7 Major disruption in the supply of utilities (e.g. water, gas, Internet)
- 8 Other

### Employment

(CODE 28 AT QA4c)

- 9 Threatened with or being sacked or made redundant
- 10 Being unfairly rejected for a job interview / unfairly not selected following interview
- 11 Getting pay or a pension to which you were entitled
- 12 Other rights at work, e.g. maternity leave, sickness pay, holiday entitlement, working hours
- 13 Changes to your terms and conditions of employment that made things worse
- 14 Unsatisfactory or dangerous working conditions
- 15 Unfair disciplinary procedures or other treatment
- 16 A grievance not being taken seriously or adequately dealt with
- 17 Harassment at work
- 18 Other

### Owning or buying residential property

(CODE-17 AT QA4b)

- 19 Communal repairs or maintenance
- 20 Being several mortgage payments in arrears

- 21 Boundaries or rights of way or access to your property (including passage of services (e.g. water, electricity, etc.) over other people's land)
- 22 Damage caused by a problem (e.g. fire) on adjoining land
- 23 Other

### (CODE 12 AT QA4b)

#### Problems concerning living in rented accommodation

- 24. Getting the landlord to do repairs or maintain the property
- 25. Unsafe or unsuitable living conditions
- 26. Getting a deposit back
- 27. Being several rent payments in arrears
- 28. Getting the landlord to provide services under the terms of the lease or tenancy, such as furniture
- 29. Agreeing the terms of your lease with your landlord (e.g. on rent, housing benefit payments, pre-payment meters for utilities)
- 30. Getting your landlord to provide a written tenancy agreement (or statement of the main terms of the tenancy)
- 31. Transfer of lease or tenancy
- 32. Harassment by your landlord
- 33. Rights of way or access to your property
- 34. Other

### (CODE 7 AT QA4a)

#### Problems to do with debt

- 35 Being behind with and unable to pay
  - (35\_1) Credit cards, store cards or personal loans (excluding mortgages)
  - (35\_2) Hire Purchase or on-credit purchases
  - (35\_3) Utility bills (e.g. water, electricity, gas, phone, internet)
  - (35\_4) TV licence
  - (35\_5) Council tax, income tax or VAT
  - (35\_6) Court fines
- 36 Severe difficulties managing to pay money you owe(d) (including money owed to family or friends)
- 37 Unreasonable harassment from people or organisations to whom you owe(d) money
- 38 Other

### (CODE 7 AT QA4a)

#### Problems related to money

- 39. Getting someone to pay money that they owe you
- 40. Insurance companies unfairly rejecting claims
- 41. Incorrect information about you leading to a refusal of credit
- 42. Disagreement over division of property after death
- 43. Being given incorrect information or advice that led you to buy insurance, pensions, mortgages or other financial products
- 44. Mismanagement of a pension fund resulting in financial loss
- 45. Mismanagement of an investment other than a pension resulting in financial loss
- 46. Incorrect or disputed (large) bills, excluding rent/mortgage payments
- 47. Incorrect tax assessment, including council tax
- 48. Repeated incorrect/excessive charges by banks or utilities
- 48a. Other

**(CODE 20 AT QA4c)****Problems concerning welfare benefits, tax credits, or state pensions**

- 49. Your entitlement to welfare benefits or tax credits (including council tax benefit)
- 50. Your entitlement to a state pension or pension credits
- 51. Error in the assessed amount of welfare benefits or tax credits (including council tax benefit)
- 52. Error in the assessed amount of a state pension or pension credits
- 53. Unreasonable time processing a claim/application for benefits, tax credits, a state pension or pension credits.
- 53a. Other

**(CODE 25 AT QA4c)****Problems concerning domestic violence**

- 54. Suffering physical violence from a current partner, ex-partner or other family/household member
- 55. Suffering threats of physical violence from a current partner, ex-partner or other family/household member
- 56. Suffering other abuse from a current partner, ex-partner or other family/household member
- 57. Another adult or child in your household suffering physical violence from a current partner, ex-partner or other family/household member
- 58. Another adult or child suffering threats of physical violence from a current partner, partner or other family/household member
- 59. Another adult or child suffering other abuse from a current partner, ex-partner or other family/household member
- 59a. Other

**(CODE19 AT QA4c)****Problems linked to the break-up of relationships**

- 60. Disagreement over the division of property, pensions, savings, investments, other assets, or debts
- 61. Difficulties obtaining maintenance from a former partner for yourself (excluding payments for children)
- 62. Difficulties agreeing to pay maintenance to a former partner (excluding payments for children)
- 63. Difficulties obtaining child support payments
- 64. Difficulties agreeing to pay child support payments
- 65. Difficulties with residence (custody) arrangements for children
- 66. Difficulties with contact (access) arrangements for children
- 66a. Other

**(CODE 3 at QA4a)****Divorce or separation or dissolution of civil partnerships**

- 67. Divorce (including divorce proceedings)
- 68. Formal separation from spouse
- 69. Dissolution of a formal Civil Partnership
- 70. Formal separation from a Civil Partner
- 71. Break-up with partner you were living with
- 71a. Other

**(CODE 23 AT QA4c)**

## Problems with education

- 72 Difficulties obtaining a place at a school (you/your children) are or were eligible to attend
- 73 Difficulties with (you/your children) receiving an appropriate education (e.g. special needs)
- 74 (You/your children) being unfairly excluded or suspended from school
- 75 A school not properly protecting (you/your children) from bullying
- 76 School or local authority action following repeated truancy or other unauthorised absence
- 76a Other

## (CODE 23 AT QA4c)

### Problems to do with children

- 77 Children being considered for inclusion on the Child Protection Register
- 78 Children being considered for a Child Protection Plan
- 79 Children being placed on the Child Protection Register
- 80 Children being subject to a Child Protection Plan
- 81 The possibility of children being taken into care
- 82 Children being taken into care
- 82a Other

### Care relating to your mental health (CODE 11 at QA4a)

- 87 Mental health treatment or care you received in hospital
- 88 Mental health treatment or care you received after leaving hospital
- 89 Other mental health treatment or care you received
- 90 Admission/discharge from hospital in connection with mental health
- 91 Problems with the manner of admission to hospital for mental health problems
- 92 Problems obtaining a discharge from hospital for mental health problems
- 93 Problems with restrictions or conditions of discharge from hospital for mental health problems
- 93a Other

### Problems to do with immigration (CODE 24 AT QA4c)

- 94 Obtaining UK citizenship
- 95 Dispute over nationality
- 96 Obtaining authority to remain in the UK
- 97 Difficulties with partner or children entering the UK
- 98 Conditions under which you are allowed to remain in the UK
- 99 Seeking Asylum
- 100a Other

### Problems to do with unfair treatment by the police (CODE27at QA4c)

- 100 Being unfairly arrested
- 101 Being assaulted by a police officer
- 101a Other

### Problems to do with discrimination (CODE 21 at QA4c)

- 102 Being discriminated against because of race

- 103 Being discriminated against because of gender
- 104 Being discriminated against because of disability
- 105 Being discriminated against because of sexual orientation
- 106 Being discriminated against because of age
- 107 Being discriminated against because of religion
- 107a Other

#### Problems to do with neighbours (CODE-18 at QA4b)

- 108 Regular and excessive noise
- 109 Threats
- 110 Violence
- 111 Damage to your property or garden
- 112 Other vandalism
- 112a (other)

If **CODE 25 AT QA4c**

If you would like any more information on ways in which you can get support on the problems you have experienced you can visit this website

IF QA1 = 2 and **CODE 25 AT QA4c** SHOW

I <http://www.refuge.org.uk>

IF QA1=1 and **CODE 25AT QA4c** SHOW

<http://www.mankind.org.uk/>

#### QA5X MA

Which of these sources of information or advice do you know something about, for example what they do? Please select all that apply

1. Citizens Advice
2. Solicitors
3. Law Centres
4. 'Civil Legal Advice'
5. Ombudsman services, such as the Local Government Ombudsman or Financial Ombudsman Service
6. Notary
7. Probate practitioner
8. Licensed conveyancer
9. Mediator
10. Costs lawyer [ADD IN HOVER DEFINITION FOR TEXT TO RIGHT OVER 'COSTS LAWYER'] Costs Lawyers can help with any legal matter that has legal costs associated with it such as general advice on costs, bills of costs, points of disputes, costs management and costs budgeting
11. None [SA]

#### QA6 MA

Which of these people or organisations have you ever contacted, on your own behalf? Please select all that apply

1. Citizens Advice
2. Solicitors
3. Law Centres
4. 'Civil Legal Advice'
5. Ombudsman services, such as the Local Government Ombudsman or Financial Ombudsman Service
6. Notary
7. Probate practitioner
8. Licensed conveyancer
9. Mediator

Costs lawyer [ADD IN HOVER DEFINITION FOR TEXT TO RIGHT OVER 'COSTS LAWYER'] Costs Lawyers can help with any legal matter that has legal costs associated with it such as general advice on costs, bills of costs, points of disputes, costs management and costs budgeting

- 10.
11. None [SA]

#### QA7 SA PER ROW

For the following types of problems, do you know whether or not help can be provided with funding from Legal Aid?

Legal Aid is where the government pays for a lawyer to provide legal advice and/or representation in court for those who cannot afford their own legal advice.

#### COLUMNS

- 1 Yes
- 2 No
- 3 Don't know

#### ROWS

- 1 Employment problems
- 2 Problems with housing
- 3 Debt problems
- 4 Welfare benefits problems
- 5 Personal injury
- 6 Clinical negligence
- 7 Problems related to relationship breakdown
- 8 Domestic violence
- 9 Mediation for problems related to relationship breakdown
- 10 Costs lawyer [ADD IN HOVER DEFINITION FOR TEXT TO RIGHT OVER 'COSTS LAWYER'] Costs Lawyers can help with any legal matter that has legal costs associated with it such as general advice on costs, bills of costs, points of disputes, costs management and costs budgeting

RESPONDENTS TO BE ASKED ABOUT UP TO 3 OF THE PROBLEMS THEY HAVE EXPERIENCED IN THE PAST 3 YEARS. LOOP FROM BLOCK B FOR EACH OF THE QUESTIONS. PLEASE SELECT PROBLEMS BASED ON THE LOWEST INCIDENT PROBLEMS SELECTED AT QA4a-c.

IF RESPONDENT IS ASKED ABOUT EACH PROBLEM AT QA5 THEN ROUTE TO PROBLEM AT RANDOM FROM ONE OF THOSE SELECTED WITHIN EACH CATEGORY AT QA7 5

IF MORE THAN THREE RESPONSES THEN PLEASE SELECT LOWEST THREE INCIDENCE PROBLEMS

CODE 5 AT QA4a	If more than one code selected from 1 to 8 at Q5A,, then display a single code from 1 to 7 if code 8 selected alone, than display Had a consumer problem
CODE 28 AT QA4c	If more than one code selected from 9 to 18 at Q5A,, then display a single code from 9 to 17 if code 18 selected alone, than display Employment
CODE 17 AT QA4b	If more than one code selected from 19 to 23 at Q5A,, then display a single code from 19 to 22 if code 23 selected alone, than display Owning or buying residential property
CODE 12 AT QA4b	If more than one code selected from 24 to 34 at Q5A, then display a single code from 24 to 33 if code 34 selected alone, than display Problems concerning living in rented accommodation
CODE 7 AT QA4a	If more than one code selected from 35 to 38 at Q5A, then display a single code from 35 to 37 if code 38 selected alone, than display Problems to do with debt
CODE 7 AT QA4a	If more than one code selected from 39 to 48a at Q5A, then display a single code from 39 to 48 if code 48a selected alone, than display Problems related to money
CODE 20 AT QA4c	If more than one code selected from 49 to 53a at Q5A,, then display a single code from 49 to 53 if code 53a selected alone, than display Problems concerning welfare benefits, tax credits, or state pensions
CODE 25 AT QA4c	If more than one code selected from 54 to 59a at Q5A,, then display a single code from 54 to 59 if code 59a selected alone, than display Problems concerning domestic violence
CODE 19 AT QA4c	If more than one code selected from 60 to 66a at Q5A , then display a single code from 60 to 66 if code 66a selected alone, than display Problems linked to the break-up of relationships
CODE 3 at QA4a	If more than one code selected from 67 to 71a at Q5A, then display a single code from 67 to 71 if code 71a selected alone, than display Divorce or separation or dissolution of civil partnerships
CODE 23 AT QA4c	If more than one code selected from 72 to 76a at Q5A, then display a single code from 72 to 76 if code 76a selected alone, than display Problems with education
CODE 23 AT QA4c)	If more than one code selected from 77 to 82a at Q5A, then display a single code from 77 to 82

	if code 82a selected alone, than display Problems to do with children
CODE 11 at QA4a	If more than one code selected from 87to 93a at Q5A,, then display a single code from87 to 93 if code 93a selected alone, than display Care relating to your mental health
CODE 24 AT QA4c	If more than one code selected from 94to 100a at Q5A,, then display a single code from 94 to 100a if code 100a selected alone, than display Problems to do with immigration
CODE27at QA4c	If more than one code selected from 100 to 101a at Q5A,, then display a single Code from 100 to 101a if code 101a selected alone, than display Problems to do with unfair treatment by the police
CODE 21 at QA4c	If more than one code selected from 102 to 107a at Q5A,, then display a single Code from 102 to 107 if code 107a selected alone, than display Problems to do with discrimination
CODE 18 at QA4b	If more than one code selected from 108 to 112a at Q5A, then display a single code from 108 to 112 if code 112a selected alone, than display Problems to do with neighbours

## Block B: Dates and Strategy Identification

IF EXPERIENCED MORE THAN ONE LEGAL NEED [MORE THAN 1 CODE AT QA4A-C except none of these code 99]

PLEASE NOTE: As you have experienced several problems or legal issues in the past 3 years the interview will be longer, but for completing it you will receive a larger incentive.

ASK ALL ABOUT RELEVANT LEGAL ISSUE FROM QA4A-C except code 99 none of these

For the following questions please answer them in relation to the following problem or issue [INSERT ISSUE FROM QB4A-C OR ANSWER FROM QA5 IF ASKED]

**QB1 OE** [ALLOW ANSWERS FROM 1950 - 2015

Approximately what month and year did the problem or issue arise?

MONTH AND YEAR

IF 1-3 PROBLEMS THEN ASK ABOUT EACH PROBLEM [LOWEST INCIDENCE PROBLEM FIRST]. IF 4 OR MORE THEN SELECT THREE PRIORITISING LOWEST INCIDENCE PROBLEMS. LIMIT TO THREE IN TOTAL.

**QB2 SA**

At the time the issue first arose did you think of it as a legal problem or issue?

1. Yes
2. No
3. Don't know



**QB3 SA**

Thinking about the time the problem or issue first arose, to what extent did you understand your legal position - for example, what your legal rights were?

1. Completely
2. Mostly
3. Partly
4. Not at all
- 5 Don't know

**QB4 OE MULTI-RESPONSE UP TO 3 TYPES OF LEGAL SERVICE PROVIDERS**

At the time of your legal problem, which types of legal service providers were you aware of as **potentially** being able to help with the problem?

99 I was not aware of any legal service providers

For the remainder of the survey we will refer to the problems or issues you have faced as 'legal problems or issues'

**QB8 SA**

Which of these descriptions best indicates how you went about dealing with your issue or problem? Please select one

- 1 Did nothing/Took no action – BLOCK D
- 2 Dealt with it myself without help – BLOCK C
- 3 Dealt with it myself with the help of family/friends – BLOCK G THEN C4-14
- 4 Obtained advice/assistance/help - BLOCK F
- 5 Tried but failed to get advice then dealt with it myself – BLOCK H
- 6 Tried and failed to get advice then did nothing – BLOCK I
- 7 Tried to handle alone then obtained help/advice/assistance – BLOCK J THEN BLOCK F

**QB9 SA**

Is the problem or legal issue...?

1. Now over/sorted out
2. Most likely now over/sorted-out
3. Ongoing
4. Too early to say whether it has been sorted out

If QB9 = 1 OR QB9 = 2 ASK QB10

**QB10 OE** "Please select a year and month which is after the year and month your issue or problem started"  
And approximately what month and year did the problem or legal issue end?

MONTH AND YEAR [ALLOW ANSWERS 2012-2015 ONLY]

If QB9 = 1 OR QB9 = 2 ASK QB11

**QB11 SINGLE CODE**

Which of the following descriptions best describes how the problem or legal issue concluded? Please select one

1. Decision of a court/tribunal
2. Decision/action of an independent third party (e.g. the police, a regulator, an ombudsman)
3. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
4. Agreement reached directly with the other side
5. Issue resolved as tasks completed
6. The other side acted independently to sort out problem or issue
7. You acted independently of the other side to sort out problem
8. The problem sorted itself out without you or the other side doing anything
9. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
10. You are just putting up with the problem
11. I decided that it did not need to be dealt with
12. Other (specify)
13. Don't know

#### QB12

Consider a scale of 1 – 20 where 1 means that a problem was not at all serious and 20 means that the problem was very serious. To provide some examples, a score of 4 might be purchasing a washing machine which proves to be faulty and a score of 18 might be being made homeless.

So, what number best represents the seriousness of the [problem descriptor identified at QA5a-c] issue or problem you have experienced? **[SCRIPTER: PLEASE INCLUDE HORIZONTAL LINE WHERE 1 IS ONE END AND 20 THE OTHER]. PLEASE INCLUDE A MID-POINT DASH/LINE. DO NOT SHOW ANY OTHER VALUE, HOWEVER PLEASE INCLUDE VALUES BETWEEN 1-20 TO SIT/HIDE BEHIND.**

Block C: Handled Alone must be seen by if (CODE 2 AT QB8)

ASK IF HANDLED ALONE (CODE 2 AT QB8)

#### QC1 SA

From this list, what was the main reason you chose to deal with the problem or issue yourself?

Please select one

- 1 Did not think the legal need/issue would be difficult to resolve
- 2 I was waiting to see what might happen next
- 3 I thought solving the legal need would cost too much
- 4 I thought that it would take too long to reach a solution
- 5 I did not know where to go to get advice
- 6 I did not know I could get advice for this problem
- 7 I had the support of friends/family to help me handle it
- 8 I had successfully handled a similar problem on my own before
- 9 I had got help with a problem before and did not find it useful
- 10 I thought that it was not worth the hassle (of getting advice)
- 11 I was confident I could handle it alone
- 12 Other (WRITE IN) \_\_\_\_\_
- 13 Don't know

IF QC1 = 3 ASK QC2a

#### QC2a SA

What aspects of costs did you think would be too much? Please select all that apply

1. Cost of the advisor's service
2. Cost of court fees
3. Cost of my time in communicating with an advisor
4. Cost of having to take time off work
5. Other costs, please specify
6. Don't know

IF QC1 = 3 ASK QC2b MA

QC2b Did you do any of the following to find out about the potential costs of advice or assistance? Please select all that apply

1. Asked someone I knew who had got similar advice before
2. Actively looked for prices online
3. Actively looked for prices on the high street
4. Contacted providers to ask about prices
5. None of the above

If QC2b = 5 ASK QC3

#### QC3 SA

Why did you not find out about the potential costs of advice or assistance? Please select all that apply

- 1 I assumed the cost would be too high so did not investigate further
- 2 I looked but could not find the information on costs I wanted
- 3 Other, please specify
- 4 Don't know

ASK IF HANDLED ALONE (CODE 2 AT QB8)

#### QC4 MA

Before dealing with the problem or issue yourself, did you do any of the following? Please select all that apply

1. Look for information about your rights
2. Look for information about how to deal with the problem or issue
3. Obtain documents needed to deal with the problem or issue
4. Look for recommendations about how to deal with the problem or issue

If QC4= 3 ASK

#### QC4a SA

Did you have to pay for any of the documents you obtained to deal with the problem or issue?

1. Yes

2. No
3. Don't know

If QC4a = 1 ASK

#### QC4b OE

What was the name of the organisation/company that you paid for the documents?

ASK IF HANDLED ALONE (CODE 2 AT QB8)

#### QC5 MA

Before dealing with the problem or issue yourself did you do any of the following? Please select all that apply

1. Looked for prices online
2. Looked for services online
3. Looked for services on the high street
4. Approached a number of providers to ask about prices
5. Looked for information about which services had the right expertise or experience for the problem/issue
6. Looked for recommendations online
7. Looked for services which had quality marks or other standards
8. Looked for services which were regulated
9. Looked for services which had professional indemnity insurance (Insurance that regulated lawyers must take out to compensate clients for damages or loss caused by any work related mistakes)
10. Looked for information about how quickly services could be accessed
11. None

#### QC5a SA

Did you consider getting help from a professional independent advisor at any time?

- 1 Yes
- 2 No

If = No PLEASE ASK QC5b

If = Yes PLEASE SKIP TO QC5c

#### QC5b SA

Why did you not consider getting help from a professional independent advisor? Please select all that apply

- 1 Did not know that they could help with this problem or issue
- 2 Did not know how to find an advisor
- 3 Assumed it would be too expensive
- 4 Problem/issue not important enough
- 5 I did not need help/I knew enough myself
- 6 Other

If QC5a = Yes ASK QD5c

QC5c SA

When dealing with your legal issue/problem, did you try to get advice from a solicitor?

- 1 Yes
- 2 No
- 3 Don't know

ASK ALL THAT DID NOT TRY TO USE A SOLICITOR (CODE 2 AT Qc5c or code 2 Qc5a)

QC5d MA ROTATE

When dealing with your legal issue/problem, why did you not try to use a solicitor? Please select all that apply

- 1 Did not know that they could help with this problem or issue
- 2 I did not trust solicitors
- 3 I did not think solicitors would offer value for money
- 4 I did not think a solicitor would help me resolve my problem
- 5 I did not think the solicitor would offer sufficient additional support
- 6 I did not think a solicitor could do much more to help me than I could myself
- 7 I did not know how to find a solicitor
- 7 Assumed it would be too expensive
- 8 Problem/issue not important enough
- 9 I did not need help/I knew enough myself
- 11 Other

ASK ALL WHO DID NOT CONSIDER USING A SOLICITOR

(CODE 2 AT Qc5c or code 2 Qc5a)

ASK FOR EACH CODE MENTIONED AT QD4D. INCLUDE AS GRID WITH REASONS IN COLUMN AND IMPORTANCE IN ROW

QC5E Thinking about each of the following reasons for not trying to deal with a solicitor, how important were these reasons why you did not try using one?

1. Very important
2. Fairly important
3. Not very important
4. Not at all important
5. Don't know

ASK ALL THAT TRIED TO USE A SOLICITOR (CODE 1 AT QC5c)

QC5f MA

When dealing with your problem/legal issue, why did you consider trying to use a solicitor? Please select all that apply

- 1 I knew that solicitors could help with this problem or issue
- 2 I trust solicitors
- 3 I think solicitors offer value for money
- 4 I thought a solicitor would help me resolve my problem

- 5 I thought the solicitor would offer sufficient additional support
- 6 I thought a solicitor could do much more to help me than I could myself
- 7 I knew how to find a solicitor
- 8 I did not think they would be too expensive
- 9 The problem/issue was important enough
- 10 I needed the help a solicitor would offer
- 11 Other

#### QD5G SA

ASK FOR EACH CODE MENTIONED AT QC5f. INCLUDE AS GRID WITH REASONS IN COLUMN AND IMPORTANCE IN ROW

Thinking about each of the following reasons for dealing with a solicitor, how important were these reasons for you trying to use one?

1. Very important
2. Fairly important
3. Not very important
4. Not at all important
5. Don't know

ASK IF HANDLED ALONE (CODE 2 AT QB8)

#### QC6 SA

Thinking about dealing with the problem or issue yourself how easy or difficult did you think it was going to be to deal with your problem or issue before you started? Please select one

- 1 Very easy
- 2 Easy
- 3 Neither easy nor difficult
- 4 Difficult
- 5 Very difficult
- 6 Don't know

#### QC7 SA

Thinking about once you started dealing with the problem or issue yourself, actually, how easy or difficult was it? Please select one

- 1 Very easy
- 2 Easy
- 3 Neither easy nor difficult
- 4 Difficult
- 5 Very difficult
- 6 Don't know

#### QC8 RESPONDENT CAN SELECT UP TO FIVE OBJECTIVES

Which of the following were your main objectives for taking action in relation to your issue or problem?

Please select up to five objectives, ranking 1 as your most important and 5 as your least important. If you did not have five objectives select as many that apply to you.

#### ROWS

- 1 I wanted to obtain or preserve money or property
- 2 I wanted to get the compensation
- 3 I wanted to prove that I was right
- 4 I wanted to clear my name
- 5 I wanted to change the behaviour of a person
- 6 I was motivated by the sense of injustice
- 7 I desired to put right something that had gone wrong
- 8 I wanted to prevent something that had gone wrong from going wrong again
- 9 I wanted to obtain recognition of a mistake/receive an apology
- 10 I wanted to understand what had happened
- 11 Other, please specify

FIVE COLUMNS WITH SA FOR EACH. MINIMUM OF ONE SELECTED AND NO MORE THAN FIVE. SELECTIONS SHOULD ALWAYS BE 1 FIRST, FOLLOWED BY SECOND, THEN THIRD, THEN FOURTH, THEN FIFTH.

- 1 1 – least important objective
- 2 2
- 3 3
- 4 4
- 5 5 – most important objective

ASK IF HANDLED ALONE (CODES 2 AT QB8)

#### QC9 SA

Would you say that your main objective has been?

1. Achieved completely
2. Achieved in part
3. Not achieved at all
4. Too early to say whether it has been achieved

If QB9 = 1 OR = 2 ASK QC11

#### QC11 SA

How satisfied or dissatisfied, if at all, are you with the outcome of your problem or issue?

- 1 Very satisfied
- 2 Fairly satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Fairly dissatisfied
- 5 Very dissatisfied

If QB9 = 3 OR Q9B = 4 ASK QC12

#### QC12 SA

How satisfied or dissatisfied, if at all, are you with how things are turning out so far with your problem or issue?

- 1 Very satisfied
- 2 Fairly satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Fairly dissatisfied
- 5 Very dissatisfied

ASK IF HANDLED ALONE (CODES 2 OR 5 OR 3 AT QB8)

#### QC13 SA

Is there anything that you wish you had done differently about trying to sort out the problem/deal with the issue?

1. Yes
2. No
3. Don't know
4. Refused

IF QC13 = 1 ASK QC14

#### QC14 MA

What do you wish you had done differently? Please select all that apply

- 1 Got advice
- 2 Acted (in general) sooner
- 3 Tried harder / been more resolved or assertive
- 4 Avoided the problem
- 5 Used a formal process / used formal process sooner
- 6 Got information / more information
- 7 Got more information about costs of advice
- 8 Did nothing
- 9 Other (specify)
- 10 Don't know [SA]

Block D: Did Nothing (CODE 1 AT QB8)

ASK IF DID NOTHING (CODE 1 AT QB8)

#### QD1 SA

From this list, what was the main reason you chose to do nothing about the problem or issue? Please select one

1. I thought nothing could be done
2. I was waiting to see what might happen next
3. I thought it would cost too much
4. I thought that it would take too long to reach a solution
5. I did not know where to go to get advice
6. I did not know I could get advice for this problem
7. No dispute with anybody/ I thought other person was right
8. I did not think I needed advice or information
9. Problem was resolved
10. I did not think it would make any difference to the outcome
11. The people/organisations were too far away



12. I had tried seeking advice before and not found it useful
13. I did not think I could get help
14. I was fed up so let it go
15. I thought that it was not worth the hassle
16. I was too scared to do something
17. I do not trust lawyers/advisers
18. Did not think it was very important
19. Thought it would be too stressful
20. Thought it would damage relationship with other side
21. The costs of doing something were greater than any benefits I would receive
22. Not important enough to deal with
23. Other (specify) \_\_\_\_\_
24. Don't know [SA]
25. Refused [SA]

IF QD1 = 3 ASK QD2

#### QD2 MA

What aspects of costs did you think would be too much?

1. Cost of the advisor's service
2. Cost of court fees
3. Cost of my time in communicating with an advisor
4. Cost of having to take time off work
5. Other costs, please specify
6. Don't know

IF QD1 = 3 ASK QD3

#### QD3 MA

Did you do any of the following to find out about the potential costs of advice or assistance? Please select all that apply

1. Asked someone I knew who had got similar advice before
2. Actively looked for prices online
3. Actively looked for prices on the high street
4. Contacted providers to ask about prices
5. None of the above [SA]

If QD3 = 5 ASK QD4

#### QD4 MA

Why did you not find out about the potential costs of advice or assistance?

1. I assumed the cost would be too high so did not investigate further
2. I looked but could not find the information on costs I wanted
3. Other, please specify
4. Don't know [SA]

ASK IF DID NOTHING (CODE 1 AT QB8)

### QD4a SA

Did you consider getting help from a professional independent advisor at any time?

1. Yes
2. No

If QD4a = No ASK QD4b

If QD4a = YES SKIP to QD4C

### QD4b MA

Why did you not consider getting help from a professional independent advisor? Please select all that apply

- 1 Did not know that they could help with this problem or issue
- 2 Did not know how to find an advisor
- 3 Assumed it would be too expensive
- 4 Problem/issue not important enough
- 5 I did not need help/I knew enough myself
- 6 Other
- 7 None of the above - exclusive

If QD4a = Yes ASK QD4c

### QD4c SA

When dealing with your legal issue/problem, did you try to get advice from a solicitor?

- 1 Yes
- 2 No
- 3 Don't know

ASK ALL THAT DID NOT TRY TO USE A SOLICITOR (CODE 2 AT QD4c or code 2 QD4a)

### QD4d MA ROTATE

When dealing with your legal issue/problem, why did you not try to use a solicitor? Please select all that apply

- 1 Did not know that they could help with this problem or issue
- 2 I did not trust solicitors
- 3 I did not think solicitors would offer value for money
- 4 I did not think a solicitor would help me resolve my problem
- 5 I did not think the solicitor would offer sufficient additional support
- 6 I did not think a solicitor could do much more to help me than I could myself
- 7 I did not know how to find a solicitor
- 8 Assumed it would be too expensive
- 9 Problem/issue not important enough
- 10 I did not need help/I knew enough myself
- 11 Other

ASK ALL THAT DID NOT TRY TO USE A SOLICITOR (CODE 2 AT QD4c or code 2 QD4a)

ASK FOR EACH CODE MENTIONED AT QD4D. INCLUDE AS GRID WITH REASONS IN COLUMN AND IMPORTANCE IN ROW

QD4E Thinking about each of the following reasons for not trying to deal with a solicitor, how important were these reasons why you did not try using one?

6. Very important
7. Fairly important
8. Not very important
9. Not at all important
10. Don't know

ASK ALL THAT TRIED TO USE A SOLICITOR (CODE 1 AT QD4c)

QD4F MA

When dealing with your problem/legal issue, why did you consider trying to use a solicitor? Please select all that apply

- 12 I knew that solicitors could help with this problem or issue
- 13 I trust solicitors
- 14 I think solicitors offer value for money
- 15 I thought a solicitor would help me resolve my problem
- 16 I thought the solicitor would offer sufficient additional support
- 17 I thought a solicitor could do much more to help me than I could myself
- 18 I knew how to find a solicitor
- 19 I did not think they would be too expensive
- 20 The problem/issue was important enough
- 21 I needed the help a solicitor would offer
- 22 Other

QD5G SA

ASK FOR EACH CODE MENTIONED AT QD4f. INCLUDE AS GRID WITH REASONS IN COLUMN AND IMPORTANCE IN ROW

Thinking about each of the following reasons for dealing with a solicitor, how important were these reasons for you trying to use one?

5. Very important
6. Fairly important
7. Not very important
8. Not at all important
9. Don't know

**ASK IF DID NOTHING (CODE 1 AT QB8)****QD5 MA**

Before deciding to do nothing about your problem or issue did you do any of the following? Select all that apply

1. Look for information about your rights
2. Look for information about how to deal with the problem or issue
3. Obtain documents needed to deal with the problem or issue
4. Look for recommendations about how to deal with the problem or issue
5. None of the above - exclusive

If QD5 = 3 ASK QD5a

**QD5a SA**

Did you have to pay for any of the documents you obtained to deal with the problem or issue?

1. Yes
2. No
3. Don't know

If QD5a = 1 ASK QD5b

**QD5b OE**

What was the name of the company or service that you paid for the documents?

**ASK IF DID NOTHING (CODE 1 AT QB8)****QD6 MA**

Before deciding to do nothing about your problem or issue did you do any of the following? Please select all that apply

1. Looked for prices online
2. Looked for services online
3. Looked for services on the high street
4. Approached a number of providers to ask about prices
5. Looked for information about which services had the right expertise or experience for the problem/issue
6. Looked for recommendations online
7. Looked for services which had quality marks or other standards
8. Looked for services which were regulated
9. Looked for services which had professional indemnity insurance (Insurance that regulated lawyers must take out to compensate clients for damages or loss caused by any work related mistakes)
10. Looked for information about how quickly services could be accessed
11. None

If QB9= 1 OR = 2 ASK QD7

**QD7 SA**

How satisfied or dissatisfied, if at all, are you with the outcome of your problem or issue?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

If QB9 = 3 OR QB9 = 4 ASK QD8

**QD8 SA**

How satisfied or dissatisfied, if at all, are you with how things are turning out so far with your problem or issue?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

ASK IF DID NOTHING (CODE 1 AT QB8)

**QD9 SA**

Is there anything that you wish you had done differently about trying to sort out the problem/deal with the issue?

1. Yes
2. No
3. Don't know
4. Refused

IF QD9 = 1 ASK QD10

**QD10 MA**

What do you wish you had done differently? Please select all that apply

1. Got advice
2. Acted (in general) sooner
3. Tried harder / been more resolved or assertive
4. Avoided the problem
5. Used a formal process / used formal process sooner
6. Got information / more information
7. Got more information about costs of advice
- 8 I would not have done anything differently
9. Other (specify)

Block F: Got advice or assistance must be seen by if (CODE 4 or 7 AT QB8)

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8codes 4 or 7)

**QF1 MC**

Please select which of the following advisers or representatives you got help from. Please select all that apply

**Local Council**

- 1 General Enquiries at your local council
- 2 Council Advice Service
- 3 Trading Standards
- 4 Another Council/Government Department (please specify)

**Advice Agency**

- 5 Advice Agency (please specify)
- 6 Citizens Advice Bureau
- 7 Law Centre

**Legal Professional**

- 8 Solicitor
- 9 Barrister —
- 10 Licensed Conveyancer
- 11 Notary
- 12 Trade Mark Attorney
- 13 Patent Attorney
- 14 Costs Lawyer [ADD IN HOVER DEFINITION FOR TEXT TO RIGHT OVER 'COSTS LAWYER'] Costs Lawyers can help with any legal matter that has legal costs associated with it such as general advice on costs, bills of costs, points of disputes, costs management and costs budgeting
- 15 Other Lawyer
- 16 Employment Adviser
- 17 Immigration Advisers
- 18 Probate practitioner
- 19 A legal executive

**Trade Union or Professional Body**

- 20 Trade Union/Professional body

**Other Person or Organisation**

- 21 Public body (please specify)
- 22 National or local charity (please specify)
- 23 Specialist will-writer
- 24 The Police
- 25 Your employer
- 26 An insurance company
- 27 A doctor or other health worker
- 28 A Jobcentre
- 29 A social worker

- 30 An MP or local councillor
- 31 Accountant
- 32 Bank/Building Society
- 33 Financial Adviser
- 34 Trust Corporation
- 35 Claims Management Company
- 36 McKenzie Friend
- 37 A court assistant
- 38 Use of online service/company for advice
- 39 Business/Human Resources consultancy
- 40 Any other body/organisation/individual professional (PLEASE SPECIFY)

ALL WHO ACCESSED A BARRISTER (QF1 code 9)

**QF1a SA** Was the barrister you got help from was a direct access barrister or a barrister instructed by a solicitor?

1. Direct access barrister
2. Barrister instructed by a solicitor
3. Don't know

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 codes 4 or 7)

**QF2 SA**

Which of the advisers that you mentioned did you contact first?

[LIST OUT EACH OF THE ADVISORS MENTIONED AT QF1]

**QF3 SA**

Approximately what month and year did you contact the first advisor?

Month Year [YEARS UP TO 1970-2015] [ANY MONTH]

ASK F6 and F7 if more than one option selected at F1. IF one option selected at F1 skip to F8

**QF6 SA**

And, which of the people that you contacted was your MAIN advisor?

[LIST ALL ADVISORS MENTIONED AT QF1]

If advisor selected at QF6 is the same as the advisor selected at QF2 then do not ask QF7

**QF7 SA** - error message read "Please select a year and month which is after the year and month you contacted your first advisor"

Approximately what month and year did you contact the MAIN advisor?

Month Year

[YEARS UP TO 1970-2015 ] [ANY MONTH]

### QF7a SA

How confident are you about the accuracy of the date?

- Very confident
- Fairly confident
- Not very confident
- Not at all confident

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 code 4 OR 7)

### QF8 SA

How did you find the MAIN provider you used? Please select one

1. Internet Search
2. Friend or relative recommended
3. The provider contacted me eg through cold telephone call
4. Trade Union
5. Advertisement in Newspaper/Magazine
6. Advertisement on TV or radio
7. Yellow Pages
8. Leaflet
9. Walked past offices
10. Already knew the provider, but had not used
11. Had previously used the provider
12. Referred to by another advisor (e.g. social worker)
13. Referred to by a business (e.g. estate agent, bank)
14. I was approached by the provider
15. Other (write in) \_\_\_\_\_
16. Don't know

IF QF8 = 1 ASK QF9

### QF9 MA

You said you used the internet, which of the following did you do? Please select all that apply

1. Used a search engine e.g. Google
2. Went to a price comparison or customer review site
3. Went to a Charity/advice site
4. Law Society - Find a Solicitor service
5. Specific Law firm site
6. Recommendation through Social Media – e.g. Facebook or Twitter



7. Other (write in) \_\_\_\_\_

IF QF9 = 2 ASK QF10

### QF10 OE

Please write in below the name of this Legal Comparison site?

Please type in \_\_\_\_\_

1. Don't know

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 CODES 4 or 7)

### QF12 MA

When choosing your MAIN advisor, did you do any of the following? Please select all that apply

- 1 Looked for prices online
- 2 Looked for services online
- 3 Looked for services on the high street
- 4 Approached a number of providers to ask about prices
- 6 Looked for information about which services had the right expertise
- 7 6 Looked for recommendations online
- 7 Looked for any unfavourable information about them, (e.g. complaints history, disciplinary record, online feedback by disappointed past customers)
- Looked for recommendations online
- 8 Looked for services which had quality marks or other standards
- 9 Looked for services which were regulated
- 10 Looked for services which had professional indemnity insurance (Insurance that regulated lawyers must take out to compensate clients for damages or loss caused by any work related mistakes)
- 9 Looked for information about how quickly services could be accessed
- Looked for the nearest advice service
- 14 Other (please specify)

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 CODES 4 or 7)

### QF13 MA

Before choosing your MAIN advisor what information did you WANT to help you make your decision? Please select all that apply

- 1 Cost of service
- 2 Information about the quality of services
- 3 Information about regulation of services
- 4 Information about professional indemnity insurance (Insurance that regulated lawyers must take out to compensate clients for damages or loss caused by any work related mistakes)
- 5 Information about expertise or experience for the problem/issue
- 6 Information about how quickly services could be accessed
- 7 Information about how long it would take

8 Other (please specify)

9 Did not require any information [SA]

FOR EACH INFORMATION MENTIONED AT QF13 ASK Q14

#### QF14 SA

How easy or difficult was it to find the information you wanted about your MAIN provider?

#### ROTATE CODES

LIST EACH PIECE OF INFORMATION SELECTED AT QF13. FOR CODE 8 SHOW FRE TEXT ENTERED AT QF13 (CODE 8)

#### ROWS

- 1 Cost of service
- 2 Information about the quality standards of services
- 3 Information about regulation of services
- 4 Information about professional indemnity insurance (Insurance that regulated lawyers must take out to compensate clients for damages or loss caused by any work related mistakes)
- 5 Information about expertise or experience for the problem/issue
- 6 Information about how quickly services could be accessed
- 7 Information about how long it would take
- 8 [INSERT TEXT AT QF13] [CODES MENTIONED AT CODE 8 QF13]

#### COLUMNS

- 1 Very easy
- 2 Quite easy
- 3 Not easy or difficult
- 4 Quite difficult
- 5 Very Difficult
- 6 I did not try to find the information I wanted [SA]
- 7 Don't know [SA]

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 CODES 4 or 7)

#### QF15 SA

What were the most import factors in your choice of MAIN advice or representative provider? Please select up to five factors with 1 being the most important factor and 5 being the least important factor. If there were not five factors select as many that apply to you.

- 1 Distance from where you live
- 2 Convenience of where they are located
- 3 Their reputation
- 4 Whether you have used them previously
- 5 Cost of advice
- 6 Speed of delivery
- 7 Quality mark
- 8 Specialist in the area of law
- 9 Gender of the adviser
- 10 Recommended by another advisor
- 11 Ethnicity of provider
- 12 They offered the right language skills

- 13 The right to complain if things went wrong
- 14 That they had indemnity insurance
- 15 Friend referral/word of mouth
- 16 Other (specify) \_\_\_\_\_
- 17 Don't know

FIVE COLUMNS WITH SA FOR EACH. MINIMUM OF ONE SELECTED AND NO MORE THAN FIVE. SELECTIONS SHOULD ALWAYS BE 1 FIRST, FOLLOWED BY SECOND, THEN THIRD, THEN FOURTH, THEN FIFTH.

- 1 1 – most important factor
- 1 2
- 2 3
- 3 4
- 4 5 – least important factor

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 CODES 4 or 7)

### QF17 SC

Did you check whether your MAIN provider was regulated?

Add info box on what is meant by regulation as follows:

"By "regulated" we mean providers that are authorised and must comply with requirements set out by a specific regulating body, including requirements concerning complaints handling (e.g. solicitors are regulated by the Solicitors Regulation Authority)."

- 1. Yes
- 2. No
- 3. Don't know

IF QF17 = 2 ASK QF18

### QF18 ~~SC~~ MC

Why did you not check whether your MAIN provider was regulated? Please select all that apply

- 1 Did not know how to find that information
- 2 Did not know what regulation meant
- 3 Did not think regulation was important
- 4 I just assumed they would be regulated
- 5 Other, please specify
- 6 Don't know

IF QF17 = 1 ASK QF19

#### QF19 MA

How did you check whether your MAIN provider was regulated? Please select all that apply

- 1 I phoned the regulator
- 2 I checked on the regulator's website
- 3 I asked my provider
- 4 My provider told me they were regulated
- 5 It was obvious from the provider's website or correspondence (e.g. from logos)
- 6 Other, please specify

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 CODES 4 or 7)

#### QF20 SA

How did you first contact your MAIN provider? Please select one

- 1 Face to face/in person
- 2 Via telephone
- 3 Email
- 4 Internet
- 5 Post
- 6 Other
- 7 Not sure

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 CODES 4 or 7)

#### QF21 SA

What was the main channel of communication through the process with your MAIN provider? Please select one

- 1 Face to face/in person
- 2 Via telephone
- 3 Email
- 4 Internet
- 5 Post
- 6 Other
- 7 Not sure

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 CODES 4 or 7)

#### QF25 MA

Which, if any, of these did the advice or representative provider actually do for you? Please select all that apply

- 1 Provided moral support
- 2 Suggested where I could get further help
- 3 Provided information about the legal position

- 4 Provided information about procedures or next steps
- 5 Provided information about my options
- 6 Provided practical support (e.g. writing letters, drawing up legal documents)
- 7 Provided assistance with mediation
- 8 Negotiated on my behalf
- 9 Accompanied me to court or tribunal
- 10 Represented me in court or tribunal
- 11 Other, please specify
- 12 Don't know [SA]

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 codes 4 or 7)

### QF26 MA

When the professional service provider was FIRST instructed to go ahead with your matter which, if any, of the following were you told about?

Please select all that apply

- 1 How long the matter would take
- 2 The likely outcome
- 3 The likely cost
- 4 Potential additional costs e.g. court fees and disbursements
- 5 Potential problems with addressing legal issue
- 6 Who would be dealing with it at the organisation
- 7 How to complain if things go wrong
- 8 The Legal Ombudsman
- 9 None of the above
- 10 Don't know [SA]

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 codes 4 or 7)

### QF27 MA

During the first meeting were you told about any of the following

Please select all that apply

- 1 How long the matter would take
- 2 The likely outcome
- 3 The likely cost
- 4 Potential additional costs
- 5 Potential problems with addressing legal issue
- 6 How to complain if things go wrong
- 7 Who would be dealing with it at the organisation
- 8 The Legal Ombudsman
- 9 None of the above [SA only]
- 10 Don't know [SA only]

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (Q8codes 4 or 7)

**QF32 SA**

For the services you received from your main adviser, did you have to directly pay for all or part of the help you received?  
Please select one

1. Yes - paid for all of it
2. Yes - paid for part of it
3. No win no fee agreement
4. No - it was free
5. No - it was covered by the estate
6. Don't know [SA]
7. Refused [SA]

IF QF32 = 1 OR = 2 ASK

**QF33 MA**

How did you fund the payment of your legal services? Please select all that apply

- 1 From savings
- 2 From my regular income/salary
- 3 I took out a loan
- 4 I borrowed the money from family/friends
- 5 A charge was put on my property
- 6 It was paid for by family or friends
- 7 Other, please specify
- 8 Don't know [SA]
- 9 Refused [SA]

IF QF32 = 1 OR = 2 ASK QF34

**QF34 MA**

Below are some statements about how the payment terms were presented, please indicate whether any of them applies to your experience?

Please select all that apply

- 1 I was quoted a fixed price for the work which is what I paid for
- 2 I was quoted a fixed price which was different to what I actually paid for
- 3 I was given an estimate of what the advice might cost
- 4 I was given a ratecard/pricing structure
- 5 I was given an hourly rate but not given an estimate of the hours required
- 6 I was given an hourly rate and was told roughly how many hours would be required
- 7 I was not told what the price would be [SA]
- 8 I was given a breakdown of costs, (including disbursements and VAT)

IF QF32 = 1 OR =2 ASK QF37 QF34a

**QF34a SA**

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

- 1 Yes – we agreed the legal service provider would do all the work
- 2 Yes – we agreed the legal service provider would carry out some specific tasks on  $\pounds$  my case and I would do the other parts
- 4 3Yes – but we agreed another working arrangement
- 5 4No – we did not agree how the work would be carried out
- 6 5Don't know / can't remember

IF QF32 = 1 OR =2 ASK QF37

**QF37 SA**

Thinking about your experience would you say that the services you received offered value for money? Do you:

- 1 Agree strongly
- 2 Agree
- 3 Neither agree nor disagree
- 4 Disagree
- 5 Disagree strongly
- 6 Don't know

IF QF32 = 4 ASK QF38

**QF38 MA**

Which of these people, organisations or schemes paid for/part paid for the help you received? Please select all that apply

- 1 Legal Aid, Legal Services Commission or Community Legal Service Fund
- 2 No win, no fee ("conditional fee")
- 3 Insurance company (or you through insurance premiums)
- 4 Trade Union or professional body (or you through trade union subscriptions)
- 5 Your employer
- 6 Friends or family paid for it
- 7 The service was provided free by the advisor or organisation
- 8 Other (Specify) \_\_\_\_\_
- 9 Don't know [SA]
- 10 Refused [SA]

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 codes 4 or 7)

**QF39 SA**

If someone else experienced the same legal issue, how likely are you to recommend them to use the same type of provider as a source of advice? Please select one

- 1 Very likely
- 2 Fairly likely



- 3 Neither likely nor unlikely
- 4 Fairly unlikely
- 5 Very unlikely
- 6 Don't know / not sure

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 codes 4 or 7)

**QF40 SA**

Thinking about the different aspects of service provided by your legal service provider, please say how satisfied, you have been with each aspect of service. If you are still going through the process, please give your rating so far.

Please select one for each

**ROW**

- 1.The clarity of information about the service you would be provided
- 2.The clarity of information on the costs to be charged
- 3.The quality of advice
- 4.The extent to which the service provider acted in a professional manner
- 5.The way in which things were explained so that they were easily understood
- 6.The extent to which you were treated as an individual
- 7.Communication while the matter was progressing
- 8.The length of time in which your matter was dealt with\_

**COLUMN**

- 1. Very satisfied
- 2. Fairly satisfied
- 3. Neither satisfied nor dissatisfied
- 4. Fairly dissatisfied
- 5. Very dissatisfied
- 6. Don't know/ can't remember
- 7. Not applicable

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 codes 4 or 7)

**QF41SA** Thinking about your experience of using the service overall, how satisfied or dissatisfied, if at all, were you with the service?

Please select one

- 1. Very satisfied
- 2. Fairly satisfied
- 3. Neither satisfied nor dissatisfied
- 4. Fairly dissatisfied
- 5. Very dissatisfied
- 6. Don't know/ can't remember
- 7. Not applicable

IF QF41 = 4 OR = 5 ASK QF42

#### QF42MA

What were the reasons for your dissatisfaction?

Please select all that apply

- 1 Delays to the amount of time the matter took
- 2 Mistakes were made by them in dealing with the matter
- 3 I was not kept up to date on progress
- 4 Legal advice proved to be wrong
- 5 The quality of service provided was poor or not up to scratch
- 6 I was not treated very well by staff
- 7 The person dealing with me did not seem to know what he or she was doing
- 8 The person dealing with my matter was more junior than the person I was led to believe would be dealing with it
- 9 Lost paperwork
- 10 The final bill was higher than I expected
- 11 Breach of confidentiality
- 12 Failed to follow my instructions
- 13 Poor value for money
- 14 Other (Please Specify) \_\_\_\_\_
- 15 Don't know/ can't remember [SA]

IF QF41 = 4 OR = 5 ASK QF43

#### QF43 SA

Following your dissatisfaction with the service you experienced, what was your INITIAL response to being dissatisfied?

Please select one

1. Raised my concerns with the service provider but did not make a formal complaint
2. Got advice from a third party about what I should do about it
3. I made a formal complaint to the professional service provider
4. Complained/ sought advice from The Citizens Advice Bureau
5. I complained to the Legal Ombudsman
6. Complained to someone else (please specify) \_\_\_\_\_
7. I intend to complain but have not yet
8. I didn't do anything about it
9. Other Response (Please specify) \_\_\_\_\_

IF QF41 = 4 OR = 5 ASK QF44

#### QF44 MA

What other response did you make? Please select all that apply

1. Raised my concerns with the professional service provider but did not make a formal complaint
2. Got advice from a third party about what I should do about it
3. I made a formal complaint to the professional service provider
4. Complained/ sought advice from The Citizens Advice Bureau
5. I complained to the Legal Ombudsman
6. Complained to someone else (please specify) \_\_\_\_\_
7. I intend to complain but have not yet
8. Posted feedback online/social media
9. I didn't do anything about it [SA]
10. Other Response (Please specify)\_\_\_\_\_

IF QF43 = 3 OR QF44 = 3 ASK QF45

#### QF45 MA

After the complaint had been processed by the professional service provider; did any of the following happen? Please select all that apply

- 1 You received an apology from the legal professional service provider against whom you made the complaint
- 2 You were provided a full explanation about why things went wrong
- 3 You received back documents that they were holding on to
- 4 The legal service professional service provider did further work to correct what had gone wrong
- 5 Your legal fees were reduced or refunded
- 6 You were awarded compensation
- 7 The professional service provider did not respond
- 8 You took your complaint to a complaints body
- 9 None of the above [SA]
- 10 Don't know/ can't remember [SA]

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 codes 4 or 7)

#### QF46 SA MA

Did you at any stage approach one of the following legal services regulators for any reason regarding the handling of your issue? Please select all that apply

ROW

- 1 Solicitors Regulation Authority (SRA), which regulates solicitors
- 2 Bar Standards Board (BSB), which regulates barristers
- 3 Council for Licensed Conveyancers (CLC), which regulates licensed conveyancers
- 4 Chartered Institute of Legal Executives (CILEx), which regulates legal executives
- 5 Costs Lawyer Standards Board (CLSB), which regulates costs lawyers
- 6 Intellectual Property Regulation Board (IPReg), which regulates patent attorneys and trade mark attorneys
- 7 Master of the Faculties, which regulates notaries
- 8 Institute of Chartered Accountants in England and Wales (ICAEW), which regulates probate practitioners

- 9 None [SC]
- 10 Don't know [SC]

Column

- 1. Yes
- 2. No
- 3. Don't know

IF QF46 = 1 ASK QF48

#### QF48 SA

How satisfied or dissatisfied, if at all, were you with how the regulator (insert statement from QF46 if QF46 = 1 yes) dealt with your matter?

- 1 Very satisfied
- 2 Fairly satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Fairly dissatisfied
- 5 Very dissatisfied

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (Q8B codes 4 or 7)

#### QF49 SA

If you were in a similar situation again, would you take advice or help again from the main provider in your matter?

Please select one

- 1.Yes – the same provider
- 2.Yes – the same **type** of provider
- 3.No – but would seek help from another type of provider
- 4.No
- 5.Don't know

If QB9 = 1 OR QB9 = 2 ASK QF50

#### QF50 SA

How satisfied or dissatisfied, if at all, are you with the outcome of your issue?

- 1 Very satisfied
- 2 Fairly satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Fairly dissatisfied
- 5 Very dissatisfied

If QB9 = 3 OR QB9 = 4 ASK QF51

## QF51 SA

How satisfied or dissatisfied, if at all, are you with how things are turning out so far with your issue?

- 1 Very satisfied
- 2 Fairly satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Fairly dissatisfied
- 5 Very dissatisfied

## QF52 SA

Is there anything that you wish you had done differently about trying to sort out the problem/deal with the issue?

1. Yes
2. No
3. Don't know [SA]
4. Refused [SA]

IF QF52 = 1 ASK QF53

## QF53 MA

What do you wish you had done differently? Please select all that apply

- 1 Got more advice
- 2 Got advice elsewhere
- 3 Got advice sooner
- 4 Found out more about the costs of getting advice
- 5 Acted (in general) sooner
- 6 Tried harder / been more resolved or assertive
- 7 Not get advice
- 8 Avoided the problem
- 9 Used a formal process / used formal process sooner
- 10 Got information / more information
- 11 Got more information about costs of advice
- 12 Other (specify)
- 13 Did nothing [SA]
- 14 Don't know [SA]

## QF54 SA

Which of the following were your main objectives for taking action in relation to your issue or problem?

Please select up to five objectives, ranking 1 as your most important and 5 as your least important. If you did not have five objectives select as many that apply to you.

- 1 I wanted to obtain or preserve money or property
- 2 I wanted to get the compensation
- 3 I wanted to prove that I was right
- 4 I wanted to clear my name
- 5 I wanted to change the behaviour of a person / people / a company

- 6 I was motivated by the sense of injustice
- 7 I desired to put right something that had gone wrong
- 8 I wanted to prevent something that had gone wrong from going wrong again
- 9 I wanted to obtain recognition of a mistake/receive an apology
- 10 I wanted to understand what had happened
- 11 Other, please specify
- 1 Don't know

FIVE COLUMNS WITH SA FOR EACH. MINIMUM OF ONE SELECTED AND NO MORE THAN FIVE. SELECTIONS SHOULD ALWAYS BE 1 FIRST, FOLLOWED BY SECOND, THEN THIRD, THEN FOURTH, THEN FIFTH.

- 1 1 – least important objective
- 1 2
- 2 3
- 3 4
- 4 5 – most important objective

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (QB8 CODES 4 or 7)

#### QF55 SA

Would you say that your main objective has been?

- 1 Achieved completely
- 2 Achieved in part
- 3 Not achieved at all
- 4 Too early to say

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (Q8 CODES 4 or 7)

#### QF57 SA

Overall, did the advice or help you received help you to achieve your main objective?

Please select one

- 1 Yes - in part
- 2 Yes -completely
- 3 No
- 4 Don't know

ALL WHO GOT HELP FROM ADVISORS OR REPRESENTATIVES (Q8B CODES 4 or 7)

#### QF58 SA

And thinking about the service you have received, do you feel this has exceeded, met or fell short of your expectations?

Please select one

- 1 Exceeded expectations
- 2 Met expectations
- 3 Fell short of expectations

4 Don't know

ASK IF CODE 8 AT QF1

**QF59 MA ROTATE BUT 'OTHER' should always be at the bottom**

When dealing with your problem/legal issue, why did you decide to use a solicitor?

- 1 I knew that solicitors could help with this problem or issue
- 2 I trust solicitors
- 3 I think solicitors offer value for money
- 4 I thought a solicitor would help me resolve my problem
- 5 I thought the solicitor would offer sufficient additional support
- 6 I thought a solicitor could do much more to help me than I could myself
- 7 I knew how to find a solicitor
- 8 I did not think they would be too expensive
- 9 The problem/issue was important enough
- 10 I needed the help a solicitor would offer
- 11 Other

AF59a SA

ASK FOR EACH CODE MENTIONED AT Qf59. INCLUDE AS GRID WITH REASONS IN COLUMN AND IMPORTANCE IN ROW

Thinking about each of the following reasons for not dealing with a solicitor, how important were these reasons for you choosing to use one?

1. Very important
2. Fairly important
3. Not very important
4. Not at all important
5. Don't know

ASK IF DID NOT SELECT CODE 8 AT QF1

**QF60 MA ROTATE**

When dealing with your problem/legal issue, why did you not consider using a solicitor? Please select all that apply

- 1 Did not know that they could help with this problem or issue
- 2 I did not trust solicitors
- 3 I did not think solicitors would offer value for money
- 4 I did not think a solicitor would help me resolve my problem
- 5 I did not think the solicitor would offer sufficient additional support
- 6 I did not think a solicitor could do much more to help me than I could myself
- 7 I did not know how to find a solicitor
- 8 Assumed it would be too expensive
- 9 Problem/issue not important enough
- 10 I did not need help/I knew enough myself

## 11 Other

## AF60a SA

ASK FOR EACH CODE MENTIONED AT QF60. INCLUDE AS GRID WITH REASONS IN COLUMN AND IMPORTANCE IN ROW

Thinking about each of the following reasons for not considering using a solicitor, how important were these reasons for you choosing not to use one?

1. Very important
2. Fairly important
3. Not very important
4. Not at all important
5. Don't know

BLOCK G: Dealt with the issue with family and friends must be seen by if (CODE 3 AT QB8)

(QB8 = 3 ASK QG1)

## QG1 SA

From this list, what was the main reason you chose to deal with the problem or issue yourself, with the help of family/friends?

Please select one

- 1 Did not think the legal need/issue would be difficult to resolve
- 2 I was waiting to see what might happen next
- 3 I thought solving the legal need would cost too much
- 4 I thought that it would take too long to reach a solution
- 5 I did not know where to go to get advice
- 6 I did not know I could get advice for this problem
- 7 I had the support of friends/family to help me handle it
- 8 I had successfully handled a similar problem on my own before
- 9 I had got help with a problem before and did not find it useful
- 10 I thought that it was not worth the hassle (of getting advice)
- 11 I was confident I could handle it alone
- 12 Other (WRITE IN) \_\_\_\_\_
- 13 Don't know

(QB8 = 3 ASK QG2)

QG2 Did any of the family/friends who helped you ever work as one of the following? MA Please select all that apply

- 1 A lawyer
- 2 In an organisation that provides legal advice
- 3 A law teacher
- 4 None of these
- 5 Don't know



IF QG1 = 3 ASK QUESTIONS QC2a and QC2b and IF QC2b = 5 ASK QC3

ALL IN BLOCK G THEN ASK QUESTIONS QC4 through to QC14 AND THEN ASK BLOCK K

Block H: Tried to get advice but failed, then handled problem or issue myself  
must be seen by if (CODE 5 AT QB8)

If QB8 = 5 ask

#### QH1 MA

Why were you unable to get the advice or information you sought? Please select all that apply

- 1 Could not find any
- 2 The people/organisations were too far away
- 3 The opening hours were not convenient
- 4 Did not understand advice or information
- 5 The services were too expensive to use
- 6 Could not get through on the phone
- 7 I could not get a free service
- 8 Kept waiting too long when went to see them
- 9 Appointment too far in the future
- 10 They were not able/willing to help
- 11 Got no reply to letter/email
- 12 Organisation was listed online but did not exist when I tried to get in contact
- 13 Other, please specify
- 14 Don't know

IF QH1 = 5 ASK QH2

#### QH2 MA

Did you do any of the following to find out about the costs of advice or assistance? Please select all that apply

1. Asked someone I knew who had got similar advice before
2. Actively looked for prices online
3. Actively looked for prices on the high street
4. Contacted providers to ask about prices
5. Tried to negotiate on price
6. None of the above

If QH2 = 6 ASK QH3

#### QH3 MA

Why did you not find out about the potential costs of advice or assistance?

- 1 I assumed the cost would be too high so did not investigate further
- 2 I looked but could not find the information on costs I wanted
- 3 Other, please specify
- 4 Don't know

#### QH4 MA

When trying to get advice or assistance with your problem/issue did you do any of the following? Please select all that apply

- 1 Looked for prices online
- 2 Looked for services online
- 3 Looked for services on the high street
- 4 Looked for prices on the high street
- 5 Approached a number of providers to ask about prices
- 6 Looked for information about which services had the right expertise or experience for the problem/issue
- 7 Looked for recommendations online
- 8 Looked for services which had quality marks or other standards
- 9 Looked for services which were regulated
- 10 Looked for services which had professional indemnity insurance (Insurance that regulated lawyers must take out to compensate clients for damages or loss caused by any work related mistakes)
- 11 Looked for information about how quickly services could be accessed

#### QH5 SA

Having tried to get advice and failed, from this list, what was the main reason you chose to deal with the problem or issue yourself?

Please select one

- 1 Did not think the legal need/issue would be difficult to resolve
- 2 I was waiting to see what might happen next
- 3 I thought solving the legal need would cost too much
- 4 I thought that it would take too long to reach a solution
- 5 I did not know where to go to get advice
- 6 I did not know I could get advice for this problem
- 7 I had the support of friends/family to help me handle it
- 8 I had successfully handled a similar problem on my own before
- 9 I had got help with a problem before and did not find it useful
- 10 I thought that it was not worth the hassle (of getting advice)
- 11 I was confident I could handle it alone
- 12 Other (WRITE IN) \_\_\_\_\_
- 13 Don't know

#### QH6 MA

Before dealing with the problem or issue yourself, did you do any of the following? Select all that apply

- 1 Look for information about your rights
- 2 Look for information about how to deal with the problem or issue
- 3 Obtain documents needed to deal with the problem or issue
- 4 Look for recommendations about how to deal with the problem or issue

If QH6= 3 ASK QH7

#### QH7 SA

Did you have to pay for any of the documents you obtained to deal with the problem or issue?

1. Yes
2. No
3. Don't know

If QH7 = 1 ASK QH8

QH8 OE

What was the name of the organisation/company that you paid for the documents?

If QB9 = 1 OR QB9 = 2 ASK QH9

QH9 SA

How satisfied or dissatisfied, if at all, are you with the outcome of your issue?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

If QB9 = 3 OR QB9 = 4 ASK QH10

QH10 SA

How satisfied or dissatisfied, if at all, are you with how things are turning out so far with your issue?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

ALL WHO WERE UNABLE TO GET INFORMATION OR ADVICE WHO SOUGHT IT (5 AT QB8) ASK

QH11 SA

Is there anything that you wish you had done differently about trying to sort out the problem/deal with the issue?

1. Yes
2. No
3. Don't know
4. Refused

IF QH11 = 1 ASK QH12

QH12 MA

What do you wish you had done differently? Please select all that apply

- 1 Looked for advice elsewhere
- 2 Looked for advice sooner
- 3 Acted (in general) sooner
- 4 Tried harder / been more resolved or assertive
- 5 Not tried to get advice
- 6 Avoided the problem
- 7 Used a formal process / used formal process sooner
- 8 Got information / more information
- 9 Got more information about costs of advice
- 10 Other (specify)
- 11 Did nothing [SA]
- 12 Don't know [SA]

ALL WHO WERE UNABLE TO GET INFORMATION OR ADVICE WHO SOUGHT IT (5 AT QB8)

#### QH13 SA

What was your main objective for taking action in relation to the problem or legal issue? Please select one

- 1 I wanted to obtain or preserve money or property
- 2 I wanted to get the compensation
- 3 I wanted to prove that I was right
- 4 I wanted to clear my name
- 5 I wanted to change the behaviour of a person
- 6 I was motivated by the sense of injustice
- 7 I desired to put right something that had gone wrong
- 8 I wanted to prevent something that had gone wrong from going wrong again
- 9 I wanted to obtain recognition of a mistake/receive an apology
- 10 I wanted to understand what had happened
- 11 Other, please specify
- 12 Don't know [SA]

#### QH13b SA

When dealing with your legal issue/problem, did you try to get advice from a solicitor?

- 1 Yes
- 2 No
- 3 Don't know

ASK ALL THAT DID NOT TRY TO USE A SOLICITOR (CODE 2 AT QH13b)

#### Qh13c MA ROTATE

When dealing with your legal issue/problem, why did you not ~~try~~ try to use a solicitor? Please select all that apply

- 1 Did not know that they could help with this problem or issue
- 2 I did not trust solicitors

- 3 I did not think solicitors would offer value for money
- 4 I did not think a solicitor would help me resolve my problem
- 5 I did not think the solicitor would offer sufficient additional support
- 6 I did not think a solicitor could do much more to help me than I could myself
- 7 I did not know how to find a solicitor
- 10 Assumed it would be too expensive
- 11 Problem/issue not important enough
- 12 I did not need help/I knew enough myself
- 11 Other

ASK ALL WHO DID NOT CONSIDER USING A SOLICITOR

QH13B ASK QH13D

ASK FOR EACH CODE MENTIONED AT QH13c. INCLUDE AS GRID WITH REASONS IN COLUMN AND IMPORTANCE IN ROW

QH13d Thinking about each of the following reasons for not trying to deal with a solicitor, how important were these reasons why you did not try using one?

- 11. Very important
- 12. Fairly important
- 13. Not very important
- 14. Not at all important
- 15. Don't know

ASK ALL THAT TRIED TO USE A SOLICITOR (CODE 1 AT QH13B)

QH13e MA

When dealing with your problem/legal issue, why did you consider trying to use a solicitor? Please select all that apply

- 23 I knew that solicitors could help with this problem or issue
- 24 I trust solicitors
- 25 I think solicitors offer value for money
- 26 I thought a solicitor would help me resolve my problem
- 27 I thought the solicitor would offer sufficient additional support
- 28 I thought a solicitor could do much more to help me than I could myself
- 29 I knew how to find a solicitor
- 30 I did not think they would be too expensive
- 31 The problem/issue was important enough
- 32 I needed the help a solicitor would offer
- 33 Other

QH13f SA

ASK FOR EACH CODE MENTIONED AT QH13e. INCLUDE AS GRID WITH REASONS IN COLUMN AND IMPORTANCE IN ROW

Thinking about each of the following reasons for dealing with a solicitor, how important were these reasons for you trying to use one?

10. Very important
11. Fairly important
12. Not very important
13. Not at all important
14. Don't know

ALL WHO WERE UNABLE TO GET INFORMATION OR ADVICE WHO SOUGHT IT (5 AT QB8)

#### QH14 SA

Would you say that your main objective has been?

- 1 Achieved completely
- 2 Achieved in part
- 3 Not achieved at all
- 4 Too early to say

Block I: Tried to get advice but failed, then did nothing must be seen by if (CODE6 AT QB8)

ALL WHO WERE UNABLE TO GET INFORMATION OR ADVICE WHO SOUGHT IT THEN DID NOTHING (6 AT QB8)

#### QI1MA

Why were you unable to get the advice or information you sought? Please select all that apply

1. Could not find any
2. The people/organisations were too far away
3. The opening hours were not convenient
4. Did not understand advice or information
5. The services were too expensive to use
6. Could not get through on the phone
7. I could not get a free service
8. Kept waiting too long when went to see them
9. Appointment too far in the future
10. They were not able/willing to help
11. Got no reply to letter/email
12. Other, please specify
13. Don't know [SA]

IF QI1 = 5 ASK QI2

#### QI2 MA

Did you do any of the following to find out about the costs of advice or assistance? Please select all that apply

1. Asked someone I knew who had got similar advice before
2. Actively looked for prices online
3. Actively looked for prices on the high street
4. Contacted providers to ask about prices
5. Tried to negotiate on price

6. None of the above [SA]

If Q12 = 6 ASK Q13

#### Q13MA

Why did you not find out about the potential costs of advice or assistance?

- 1 I assumed the cost would be too high so did not investigate further
- 2 I looked but could not find the information on costs I wanted
- 3 Other, please specify
- 4 Don't know [SA]

ALL WHO WERE UNABLE TO GET INFORMATION OR ADVICE WHO SOUGHT IT (5 or 6 AT QB8)

#### Q14 MA

When trying to get advice or assistance with your problem/issue did you do any of the following? Please select all that apply

- 1 Looked for prices online
- 2 Looked for services online
- 3 Looked for services on the high street
- 4 Looked for prices on the high street
- 5 Approached a number of providers to ask about prices
- 6 Looked for information about which services had the right expertise or experience for the problem/issue
- 7 Looked for recommendations online
- 8 Looked for services which had quality marks or other standards
- 9 Looked for services which were regulated
- 10 Looked for services which had professional indemnity insurance (Insurance that regulated lawyers must take out to compensate clients for damages or loss caused by any work related mistakes)
- 11 Looked for information about how quickly services could be accessed

If QB9 = 1 OR QB9 = 2 ASK Q15

#### Q15 SA

How satisfied or dissatisfied, if at all, are you with the outcome of your issue?

- 1 Very satisfied
- 2 Fairly satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Fairly dissatisfied
- 5 Very dissatisfied

If QB9 = 3 OR QB9 = 4 ASK Q16

#### Q16 SA

How satisfied or dissatisfied, if at all, are you with how things are turning out so far with your issue?

- 1 Very satisfied

- 2 Fairly satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Fairly dissatisfied
- 5 Very dissatisfied

ALL WHO WERE UNABLE TO GET INFORMATION OR ADVICE WHO SOUGHT IT (5 or 6 AT QB8) ASK Q17

#### Q17 SA

Is there anything that you wish you had done differently about trying to sort out the problem/deal with the issue?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

IF Q17 = 1 ASK Q18

#### Q18 MA

What do you wish you had done differently? Please select all that apply

- 1 Looked for advice elsewhere
- 2 Looked for advice sooner
- 3 Acted (in general) sooner
- 4 Tried harder / been more resolved or assertive
- 5 Not tried to get advice
- 6 Avoided the problem
- 7 Used a formal process / used formal process sooner
- 8 Got information / more information
- 9 Got more information about costs of advice
- 10 Other (specify)
- 11 Did nothing [SA]
- 12 Don't know [SA]

ALL WHO WERE UNABLE TO GET INFORMATION OR ADVICE WHO SOUGHT IT (5 or 6 AT QB8)

#### Q19 SA

What was your main objective for taking action in relation to the problem or legal issue? Please select one

- 1 I wanted to obtain or preserve money or property
- 2 I wanted to get the compensation
- 3 I wanted to prove that I was right
- 4 I wanted to clear my name
- 5 I wanted to change the behaviour of a person
- 6 I was motivated by the sense of injustice
- 7 I desired to put right something that had gone wrong
- 8 I wanted to prevent something that had gone wrong from going wrong again
- 9 I wanted to obtain recognition of a mistake/receive an apology
- 10 I wanted to understand what had happened



- 11 Other, please specify
- 12 Don't know

ALL WHO WERE UNABLE TO GET INFORMATION OR ADVICE WHO SOUGHT IT (6 AT QB8)

### QI10SA

Would you say that your main objective has been?

- 1 Achieved completely
- 2 Achieved in part
- 3 Not achieved at all
- 4 Too early to say

ALL WHO WERE UNABLE TO GET INFORMATION OR ADVICE WHO SOUGHT IT (6 AT QB8)

### QI11 MA

Which of the following were your main objectives for taking action in relation to your issue or problem?

Please select up to five objectives, ranking 1 as your most important and 5 as your least important. If you did not have five objectives select as many that apply to you.

- 1 I wanted to obtain or preserve money or property
- 2 I wanted to get the compensation
- 3 I wanted to prove that I was right
- 4 I wanted to clear my name
- 5 I wanted to change the behaviour of a person
- 6 I was motivated by the sense of injustice
- 7 I desired to put right something that had gone wrong
- 8 I wanted to prevent something that had gone wrong from going wrong again
- 9 I wanted to obtain recognition of a mistake/receive an apology
- 10 I wanted to understand what had happened
- 11 Other, please specify
- 12 Don't know [SA]

FIVE COLUMNS WITH SA FOR EACH. MINIMUM OF ONE SELECTED AND NO MORE THAN FIVE. SELECTIONS SHOULD ALWAYS BE 1 FIRST, FOLLOWED BY SECOND, THEN THIRD, THEN FOURTH, THEN FIFTH.

- 1 1 –least important objective
- 1 2
- 2 3
- 3 4
- 4 5 – most important objective

### ~~QI22~~ QI12 SA

Having tried and failed to get advice, from this list, what was the main reason you chose to do nothing about the issue?  
Please select one

- 1. I thought nothing could be done

2. I was waiting to see what might happen next
3. I thought it would cost too much
4. I thought that it would take too long to reach a solution
5. I did not know where to go to get advice
6. I did not know I could get advice for this problem
7. No dispute with anybody/ I thought other person was right
8. I did not think I needed advice or information
9. Problem was resolved
10. I did not think it would make any difference to the outcome
11. The people/organisations were too far away
12. I had tried seeking advice before and not found it useful
13. I did not think I could get help
14. I was fed up so let it go
15. I thought that it was not worth the hassle
16. I was too scared to do something
17. I do not trust lawyers/advisers
18. Did not think it was very important
19. Thought it would be too stressful
20. Thought it would damage relationship with other side
21. The costs of doing something were greater than any benefits I would receive
22. Other (specify) \_\_\_\_\_
23. Don't know
24. Refused

### ~~Q123a~~ Q113a SA

When dealing with your legal issue/problem, did you try to get advice from a solicitor?

- 1 Yes
- 2 No
- 3 Don't know

ASK ALL THAT DID NOT TRY TO USE A SOLICITOR (CODE 2 AT Q113a)

### ~~Q123b~~ Q113b MA ROTATE

When dealing with your legal issue/problem, why did you not ~~try~~ try to use a solicitor?

- 1 Did not know that they could help with this problem or issue
- 2 I did not trust solicitors
- 3 I did not think solicitors would offer value for money
- 4 I did not think a solicitor would help me resolve my problem
- 5 I did not think the solicitor would offer sufficient additional support
- 6 I did not think a solicitor could do much more to help me than I could myself
- 7 I did not know how to find a solicitor
- 13 Assumed it would be too expensive
- 14 Problem/issue not important enough
- 15 I did not need help/I knew enough myself
- 11 Other

ASK ALL WHO DID NOT CONSIDER USING A SOLICITOR

Q123c QI13c SA SA

ASK FOR EACH CODE MENTIONED AT QI13a. INCLUDE AS GRID WITH REASONS IN COLUMN AND IMPORTANCE IN ROW

Thinking about each of the following reasons for not trying to deal with a solicitor, how important were these reasons why you did not try using one?

- 6 1. Very important
- 7 2. Fairly important
- 8 3. Not very important
- 9 4. Not at all important
- 10 5. Don't know

ASK ALL THAT TRIED TO USE A SOLICITOR (CODE 1 AT QI23a)

Q123d QI13d MA

When dealing with your problem/legal issue, why did you consider trying to use a solicitor?

- 1 1. I knew that solicitors could help with this problem or issue
- 2 2. I trust solicitors
- 3 3. I think solicitors offer value for money
- 4 4. I thought a solicitor would help me resolve my problem
- 5 5. I thought the solicitor would offer sufficient additional support
- 6 6. I thought a solicitor could do much more to help me than I could myself
- 7 7. I knew how to find a solicitor
- 8 8. I did not think they would be too expensive
- 9 9. The problem/issue was important enough
- 10 10. I needed the help a solicitor would offer
- 11 11. Other

Q123e QI13e SA

ASK FOR EACH CODE MENTIONED AT QI13d . INCLUDE AS GRID WITH REASONS IN COLUMN AND IMPORTANCE IN ROW

Thinking about each of the following reasons for dealing with a solicitor, how important were these reasons for you trying to use one?

- 6 1. Very important
- 7 2. Fairly important
- 8 3. Not very important
- 9 4. Not at all important
- 10 5. Don't know

Block J Tried to handle alone then obtained help/advice/assistance must be seen by if (CODE 7 AT QB8)  
ASK IF QB8=7

### QJ1 SA

From this list, what was the main reason you chose to deal with the problem or issue yourself?

Please select one

- 1 Did not think the legal need/issue would be difficult to resolve
- 2 I was waiting to see what might happen next
- 3 I thought solving the legal need would cost too much
- 4 I thought that it would take too long to reach a solution
- 5 I did not know where to go to get advice
- 6 I did not know I could get advice for this problem
- 7 I had the support of friends/family to help me handle it
- 8 I had successfully handled a similar problem on my own before
- 9 I had got help with a problem before and did not find it useful
- 10 I thought that it was not worth the hassle (of getting advice)
- 11 I was confident I could handle it alone
- 12 Other (WRITE IN) \_\_\_\_\_
- 13 Don't know

IF QJ1 = 3 ASK QJ2a

### QJ2a MA

What aspects of costs did you think would be too much? Please select all that apply

1. Cost of the advisor's service
2. Cost of court fees
3. Cost of my time in communicating with an advisor
4. Cost of having to take time off work
5. Other costs, please specify
6. Don't know

IF QJ1 = 3 ASK QJ2b

### QJ2b MA

Did you do any of the following to find out about the potential costs of advice or assistance? Please select all that apply

1. Asked someone I knew who had got similar advice before
2. Actively looked for prices online
3. Actively looked for prices on the high street
4. Contacted providers to ask about prices
5. None of the above [SA]

If QJ2b = 5 ASK QJ3

### QJ3 MA

Why did you not find out about the potential costs of advice or assistance?

- 1 I assumed the cost would be too high so did not investigate further
- 2 I looked but could not find the information on costs I wanted
- 3 Other, please specify
- 4 Don't know [SA]

ASK IF QB8=7

### QJ4 MA

Before dealing with the problem or issue yourself, did you do any of the following? Select all that apply

1. Look for information about your rights
2. Look for information about how to deal with the problem or issue
3. Obtain documents needed to deal with the problem or issue
4. Look for recommendations about how to deal with the problem or issue
5. None of the above

If QJ4= 3 ASK

### QJ5a SA

Did you have to pay for any of the documents you obtained to deal with the problem or issue?

1. Yes
2. No
3. Don't know

If QJ5a = 1 ASK

### QJ5b OE

What was the name of the organisation/company that you paid for the documents?

### QJ6 MA

Before dealing with the problem or issue yourself did you do any of the following? Please select all that apply

1. Looked for prices online
2. Looked for services online
3. Looked for services on the high street
4. approached a number of providers to ask about prices
5. Looked for information about which services had the right expertise or experience for the problem/issue
6. Looked for recommendations online
7. Looked for services which had quality marks or other standards
8. Looked for services which were regulated
9. Looked for services which had professional indemnity insurance (Insurance that regulated lawyers must take out to compensate clients for damages or loss caused by any work related mistakes)

10. Looked for information about how quickly services could be accessed

### QJ7 SA

Thinking about dealing with the problem or issue yourself on your own, how easy or difficult did you think it was going to be before you started? Please select one

- 1 Very easy
- 2 Easy
- 3 Neither easy nor difficult
- 4 Difficult
- 5 Very difficult
- 6 Don't know

### QJ8 SA

Thinking about once you started dealing with the problem or issue yourself, actually, how easy or difficult was it? Please select one

- 1 Very easy
- 2 Easy
- 3 Neither easy nor difficult
- 4 Difficult
- 5 Very difficult
- 6 Don't know

### THEN ASK BLOCK F

#### Block K: Sociodemographics

ASK ALL

And finally, before we finish with the survey, we have some questions which will help us group together all the interviews we get.

### QK1 SA

To which of these ethnic groups do you consider you belong?

Please select one

#### White

- 1 British
- 2 Any other white background

#### Mixed

- 3 White & Black Caribbean
- 4 White & Black African
- 5 White & Asian
- 6 Another Mixed background

**Asian or Asian British**

- 7 Indian
- 8 Pakistani
- 9 Bangladeshi
- 10 Any other Asian background

**Black or Black British**

- 11 Caribbean
- 12 African
- 13 Any other Black background
- 14 Chinese
- 15 OTHER (PLEASE WRITE IN)
- 16 Prefer not to say \_\_\_\_\_

**QK2 SA**

Is your home...?

Please select one

- 1 Owned outright (ie without a mortgage)
- 2 Buying it with the help of a mortgage or loan
- 3 Part rent and part owned (shared ownership)
- 4 Rented from private landlord
- 5 Rented from local authority/housing association
- 6 Living rent free with family/friends
- 7 Living with family/friends and paying rent
- 7 Other, please specify

**QK3 SA**

Are you...?

Please select one

- 1 Single
- 2 Married
- 3 Cohabiting
- 4 Divorced/Separated
- 5 Widowed

ASK ALL UNLESS SELECTS CODE 5 AT QK3

**QK4 SA**

Are you living with someone in the same household as a couple?

- 1. Yes
- 2. No

ASK ALL

QK5 SA

Do you/ your partner have any children aged 0-16 living in your household? Please select one

1. Yes, have children
2. No

IF QK5 = 1 ASK QK6

QK6 OE [ALLOW NUMERIC UP TO 15]

How many children do you have aged 0-16?

Number [Allow between 1-15]

ASK IF YES (CODE 1) AT QK5

QK6a OE

And do you have any children aged between 11-15?

- Yes  
No

QK7 SA

And do you have any children aged between 16 and 18 who are still in full time education and live with you in your household?

- Yes  
No

IF QK7 = 1 ASK QK8

QK8 OE [ALLOW NUMERIC UP TO 8]

How many children aged between 16 and 18 who are still in full time education live with you in your household?

Number [Allow between 1-15]

ASK ALL

QK9 SA

Thinking about your employment now, are you? Please select one

1. Working for an employer full-time (that is for 30 or more hours per week)
2. Working for an employer part-time (that is for less than 30 hours per week)
3. Self-employed (with or without workers)
4. Unemployed and looking for work
5. Unemployed and not looking for work



6. Retired
7. Student
8. Permanently sick/disabled
9. Temporarily sick (no job to go to)
10. Looking after home
11. Other, please specify

ASK ALL

#### QK10 SA

Which is your highest qualification? Please select one

1. A degree, equivalent or above
2. A level or equivalent
3. O level or GCE or GCSE equivalent
4. Trade apprenticeships or equivalent
5. Another qualification
6. None of the above

ASK ALL

QK11 Do you speak a language other than English at home?

1. Yes
2. No
3. Don't know

If QK11 = 1 ASK QK11a

#### QK11a SA

Are any of these other languages your primary/first language?

1. Yes
2. No
3. Don't know

ASK ALL

#### QK12 SA

Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

- 1 Yes
- 2 No
- 3 Don't know

QK15 SA Which, if any, of the following do you have access to at home or elsewhere for personal use? Please select all that apply

- 1 A fixed line telephone

- 2 A mobile telephone with internet access
- 3 A mobile phone with no internet access
- 4 High speed Internet access into the home
- 5 Other internet access
- 6 Cable, satellite or digital TV

### QK16 SA

How would you rate your ability to use the Internet to find information?

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor
- 5 Bad
- 6 Don't use the internet

### QK17 MA

Do you have regular use of any of the following...

1. Car or light van
2. Motor cycle, moped or scooter
3. Other type of motor vehicle
4. None - exclusive

The next few questions are going to be asking about your income and savings. We are asking these questions to understand whether you would be eligible for legal aid. This is where the government pays for a lawyer to provide legal advice and/or **representation in court for those who cannot afford their own legal advice**. These responses will help us understand the impact of recent changes to legal aid eligibility. As with the rest of the survey, everything you say will be kept ~~confidentially~~ confidential and will not be passed on to a third party.

### QK18 MA

Are you in receipt of any of the following benefits?

- 1 Income Support
- 2 Income related Employment and Support Allowance
- 3 Income based Job-seekers Allowance
- 4 Guaranteed Pension Credit/Universal Credit
- 6 Other state benefits (please specify)
- 7 None

ASK ALL AGED 18+

### QK19a SA

What is your household income\_(that is the income of you and your partner/spouse where you are living in the same home) from all sources during the past 12 months. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

Is your ANNUAL income before any deductions such as income tax or National Insurance more than £32,000?

£32,000 IS EQUIVALENT TO A MONTHLY INCOME OF £2,666 PER MONTH OR A WEEKLY INCOME OF £615 PER WEEK, BEFORE TAX

1. Yes, more than £32,000
2. No, £32,000 or less

IF QK19 = 1 ASK QG20

#### QK20 SA

Is your household ANNUAL income before any deductions such as income tax or National Insurance?

1. £32,000 - £39,999
2. £40,000-£59,999
3. £60,000-£79,999
4. £80,000 or above
5. Don't know
6. Refused

IF QK19 = 2 ASK QK21

#### QK21 SA

Is your household ANNUAL income before any deductions such as income tax or National Insurance?

1. Under £4,000
2. £4,000 - £14,999
3. £15,000 – £32,000
4. Don't know
5. Refused

ASK ALL

#### QK22SA

Do you and your spouse/partner have more than £8,000 in savings, shares or investments?

1. Yes
2. No
3. Don't Know
4. Refused

ASK ALL

#### QK23 OE

How much do you pay for rent or mortgage of your home per month?

ENTER AMOUNT TO NEAREST POUND [Allow between £0-£15,000]

ASK ALL

Re-contact question

Would you be willing to take part in a follow-up more in-depth discussion with an Ipsos MORI interviewer at some point over the next few months? The interview would be at a time and location of your choosing, and could be carried out either over the phone or face-to-face. You would receive around £30 as a thank you for participating in the research. If you say yes, one of our recruitment team may be in touch later this year to arrange an interview time. Are you happy to be re-contacted?

1.Yes

2.No

QK24. This survey is being carried out by Ipsos MORI, an independent social research company. Occasionally we need to speak to people more than once. If we need to come back to you with other connected research, would you be willing to help us?

Yes – willing to be re-contacted

No – not willing to be re-contacted

IF YES AT QK6a

CHILD SURVEY CONSENT QUESTION

Thank you very much for participating in the study. Ipsos MORI is also running a study which will ask young people to share their views and experiences of legal issues. As a parent of a child aged between 11-15, we are asking if you would consent to allow us to approach your child about possibly taking part in the survey.

The young person's survey, which will be completed online, asks young people to share their views and experiences in areas such as:

- Knowledge and understanding of legal rights;
- Experience of legal issues;
- Views on legal rights and young people; and
- Internet access and use.

The information collected will be used for social research only. The online survey would take around 15 minutes to complete.

Ipsos MORI has lots of experience of doing this sort of research dealing with potentially sensitive issues among young people. We can assure you that the identity of any young person who participates and the answers they provide will remain strictly confidential. Your child does not have to answer any questions that they don't want to and they can stop the interview at any point. If your child consents to taking part but then does wish to participate, they are free not to take part.

Some of the topics will ask children about specific legal problems they have encountered in their lives. If they identify themselves as having experienced a problem they will be automatically offered web-links to a range of organisations that support young people on each matter, should they wish to contact them.

All the information will be treated in the strictest confidence; the findings will not identify individuals or families and names of those who take part will not be passed on to anyone outside of Ipsos MORI, or used for any purpose other than this research project. If your child decides to take part in the survey, Ipsos MORI may link your answers to those that your children have provided for the purpose of research data analysis only. The anonymity and confidentiality of you or your child will not be affected.

The only exception to confidentiality in this study is if a child indicates a threat or harm to themselves or others who cannot speak for themselves. Ipsos MORI has a duty of care to take appropriate action to prevent this harm and so we would be obliged to share this information with the relevant authorities.

If you consent we will send you an invitation to forward onto your child, inviting them to participate in the research. Your child will be provided with information about the study, along with assurances about their confidentiality. They will be told that they do not have to take part in the study if they do not wish to.

If you have any further concerns or questions, please do not hesitate to contact Connor Leckey at the address below, by telephone on 020 7347 3347 or by e-mail at [connor.leckey@ipsos.com](mailto:connor.leckey@ipsos.com).

PC

Parent consent

We would also like to invite your child to participate in a confidential online interview with Ipsos MORI?

1. Yes (proceed to child consent)
2. No (close)

IF YES: Please enter your email address so we can send you a link to the survey for you to then send to your child.

Parent's email address [ENTER EMAIL ADDRESS]

## 10.4 Annex D: Young people survey

Under 16s Legal Needs Survey 2015 – FINAL

### Structure of survey

Block A: About the Respondent

Block B: Knowledge and understanding of rights

Block C: Experience of issues

Block D: Views on legal rights and young people

Block E: Internet access and use

### Block A: About You

Thank you for your help with this survey!

Please read each question carefully and fill in the answer that applies to you. We're interested in what young people think about a range of issues.

This isn't a test – there are no right or wrong answers; we would just like to know what you think.

You do not have to answer any questions you do not want to – just click on the forward arrow to continue with the questionnaire.

Your answers are confidential. Nobody else will see them and Ipsos MORI will not pass on your details to anyone else.

For most questions, you simply need to select the answer that describes you best. If you don't know, select the 'don't know' box.

If you have any problems, please contact Connor Leckey at Ipsos MORI on either [connor.leckey@ipsos.com](mailto:connor.leckey@ipsos.com) or on 0207 347 3347.

On each page in the survey you will see a link to a page which will include details of organisations if you would like details on where you can find personal support.

We hope you enjoy taking part in the research.

Thanks for your help!

In this section we want you to answer some questions about yourself.

QA1 SA

Are you a?

1. Boy
2. Girl
3. Other
4. Prefer not to say

#### QA2 SA

Please enter your date of birth?

FREE TEXT INSERT DATE OF BIRTH

#### QA3 SA

Do you have any brothers or sisters?

1. Yes
2. No

IF QA3 = YES (CODE 1), ASK QA4

#### QA4 OE

How many are older than you?

Number between 0 and 10

#### QA5 OE

What year are you in at school?

Number between 3-11

#### QA6 SA

Do you have separate lessons on Citizenship at school?

Citizenship lessons include things you can do to make your school and community a better place.

1. Yes
2. No
3. Don't know

#### QA7 SA

Do you get free school lunches/meals?

Free school meals are where the school pays for a pupil's lunch

1. Yes
2. No
3. Don't know

Block B: Knowledge and Understanding of Rights

We are now going to ask you some questions to find out what you know about young people's legal rights.

### QB1 SA

How much do you think you know about your legal rights?

Legal rights are what you can and can't do by law. This includes criminal law and laws which protect people's rights

1. Nothing at all
2. A little bit
3. Quite a bit
4. A lot
5. Not sure

### QB2 SA

How much do you think your parents or carers know about young people's legal rights?

1. Nothing at all
2. A little bit
3. Quite a bit
4. A lot
5. Not sure

### QB3 SA PER ROW

How much have you learned about young people's legal rights from? Please tick all that apply

#### COLUMNS

1. Nothing at all
2. A little bit
3. Quite a bit
4. A lot
5. Not sure

#### ROWS

1. School
2. Friends
3. Youth Groups
4. Social Media (e.g. Twitter, Facebook)
5. YouTube
6. TV
7. Brothers and sisters
8. Parents or Carers
9. Other Internet Sites

IF CODES 2-4 AT QB3 STATEMENT 1 [SCHOOL] ASK QB3a

### QB3a MA

Where in school have you learned about young people's legal rights?



1. PSHE/PSE lessons
2. Assemblies
3. Your own study
4. Citizenship lessons
5. Other subject lessons
6. Directly from a teacher
7. Directly from another pupil
8. Other

**QB4 OE ASK ALL 13-15 YEAR OLDS**

At what age can a young person be charged with a any crime (anything against the law)?

Number 0 to 99

Don't know I would be guessing

**QB5 OE ASK ALL 13-15 YEAR OLDS**

At what age can you apply for your own passport without permission from your parents or carers?

Number 0 to 99

Don't know I would be guessing

**QB6 OE ASK ALL 13-15 YEAR OLDS**

At what age can a young person get a part-time job (e.g. working in a shop)?

Number 0 to 99

Don't know I would be guessing

**QB7 OE ASK ALL 13-15 YEAR OLDS**

How many hours can a young person work on a school day?

Number 0 to 24

Don't know I would be guessing

**QB8 OE ASK ALL 13-15 YEAR OLDS**

What is the maximum number of days that a young person can be excluded from school in any one school year for any action?

Number 0 to 365

Don't know I would be guessing

**QB9 SA PER ROW ASK ALL 13-15 YEAR OLDS**

Do you find the following statements true, false or are you not sure?

**COLUMNS**

1. True
2. False
3. Not sure

**ROWS**

1. If you are under 16, you need a parent or guardian to get medical treatment from a doctor or dentist
2. If you are under 16, the police can't stop and search you in a public place
3. If their parents separate, young people have no say about which parent they can live with

**QB10 SA**

How well do you know your rights when...?

**COLUMNS**

Very well  
Fairly well  
Not very well  
Not at all well  
Don't know

**ROWS**

1. You visit a doctor
2. During school time
3. When you are on public transport
4. When buy something in a shop

**Block C: Experiences of Issues**

This section asks you about experiences that you may have had. All the responses here will be kept strictly confidential (nobody will be able to identify you from your answers)

**QC1 SA PER ROW****ASK ALL**

In the past two years have you ever...?

**COLUMNS**

1. Yes
2. No
3. Unsure
4. Prefer not to answer

**ROWS ROTATE**

1. Bought something that turned out not to work properly

2. Had problems accessing health services
3. Had a problem getting into a school that you wanted to go to
4. Been bullied at school
5. Been involved in disagreements over contact with a member of your family that involved solicitors, social workers or the courts
6. Had any legal conversations about your care, fostering or adoption
7. Been excluded from school
8. Had to get help from school because you have a special educational need
9. Been treated unfairly by an employer in a part-time job
10. Had to deal with issues around your immigration status [include dropdown definition] Problems about whether you are allowed to live in the UK
11. Been pressured into borrowing money from someone outside your family
12. Been spoken to by the police
13. Been treated unfairly by the police (i.e. the police have acted with misconduct)
14. Been bullied online
15. Been a victim of a crime
16. Run away from home
17. Been in trouble because of something you posted on social media

#### QC2 SA PER ROW

In the past two years do you feel that you have you ever been treated unfairly because of your...?

##### COLUMNS

1. Yes
2. No
3. Unsure

##### ROWS

1. Age
2. Gender
3. Religious background
4. Race or ethnic background
5. Disability

#### QC3 SA

In the past two years have you ever had a problem which made you think that you might need some advice from someone who knows about the law?

1. Yes
2. No
3. Not sure

FOR THOSE WHO ANSWERED YES (CODE 1) TO ANY OF QC1, QC2 OR QC3 ASK QC4. PLEASE ASK FOR EACH ISSUE EXPERIENCED QC1, QC2 AND QC3.

#### QC4 SA

What did you do about each of the following things you experienced?

INSERT ROW FOR EACH ISSUE EXPERIENCED AT QC1, QC2 OR QC3

IF THE ISSUE EXPERIENCED AT QC1 = 4,5,7,9,11,12,13,14,15,17 PLEASE REPLACE THE WORD 'being' (lower case b)

IF THE ISSUE EXPERIENCED AT QC1= 1 PLEASE REPLACE THE WORD BOUGHT WITH 'buying' (lower case b)

IF THE ISSUE EXPERIENCED AT QC1 = 2,3,8,10 PLEASE REPLACE THE WORD HAD WITH 'having' (lower case h)

IF THE ISSUE EXPERIENCED AT QC1 = 16 PLEASE REPLACE THE WORD RUN WITH 'running' (lower case r)

FOR QC3 PLEASE CHANGE ISSUE TO "Had a problem which made you think that you might need some advice from someone who knows about the law"

FOR QC2 PLEASE INCLUDE WORDING "~~BEEN~~-BEING TREATED UNFAIRLY BECAUSE OF YOUR {INSERT RELEVANT CODE}"

1. Did nothing
2. Dealt with it myself
3. Asked my parents or carers to deal with it
4. Asked another adult to deal with it

IF QC4 = DID NOTHING (CODE 1) ASK QC5

QC5 MA

IF THE ISSUE EXPERIENCED AT QC1 = 4,5,7,9,11,12,13,14,15,17 PLEASE REPLACE THE WORD 'BEEN' WITH 'being' (lower case b)

FOR QC3 PLEASE CHANGE ISSUE TO "Had a problem which made you think that you might need some advice from someone who knows about the law"

FOR QC2 PLEASE INCLUDE WORDING "~~BEEN~~-BEING TREATED UNFAIRLY BECAUSE OF YOUR {INSERT RELEVANT CODE}"

Why did you do nothing about [INSERT LEGAL NEED]?

26. I didn't know anything could be done
27. I didn't know how to get help
28. I was too scared to do anything
29. I didn't think anyone would listen to me
30. I did not think it was very important
31. I was too stressed out to do anything
32. Other (please specify)
33. Don't know [ALLOW SINGLE CODE ONLY]
34. Refused [ALLOW SINGLE CODE ONLY]

QC6 SA

IF THE ISSUE EXPERIENCED AT QC1 = 4,5,7,9,11,12,13,14,15,17 PLEASE REPLACE THE WORD 'being' (lower case b)

IF THE ISSUE EXPERIENCED AT QC1= 1 PLEASE REPLACE THE WORD BOUGHT WITH 'buying' (lower case b)

IF THE ISSUE EXPERIENCED AT QC1 = 2,3,8,10 PLEASE REPLACE THE WORD HAD WITH 'having' (lower case h)

IF THE ISSUE EXPERIENCED AT QC1 = 16 PLEASE REPLACE THE WORD RUN WITH 'running' (lower case r)

FOR QC3 PLEASE CHANGE ISSUE TO "Had a problem which made you think that you might need some advice from someone who knows about the law"

FOR QC2 PLEASE INCLUDE WORDING "~~BEEN~~-BEING TREATED UNFAIRLY BECAUSE OF YOUR {INSERT RELEVANT CODE}"

Did you try to get advice about [INSERT LEGAL NEED]?

1. Yes
2. No
3. Not sure

IF QC6 = YES (CODE 1) ASK QC7

QC7 MA

IF THE ISSUE EXPERIENCED AT QC1 = 4,5,7,9,11,12,13,14,15,17 PLEASE REPLACE THE WORD 'BEEN' WITH 'being' (lower case b)

IF THE ISSUE EXPERIENCED AT QC1= 1 PLEASE REPLACE THE WORD BOUGHT WITH 'buying' (lower case b)

IF THE ISSUE EXPERIENCED AT QC1 = 2,3,8,10 PLEASE REPLACE THE WORD HAD WITH 'having' (lower case h)

IF THE ISSUE EXPERIENCED AT QC1 = 16 PLEASE REPLACE THE WORD RUN WITH 'running' (lower case r)

FOR QC3 PLEASE CHANGE ISSUE TO "Had a problem which made you think that you might need some advice from someone who knows about the law"

FOR QC2 PLEASE INCLUDE WORDING "~~BEEN~~-BEING TREATED UNFAIRLY BECAUSE OF YOUR {INSERT RELEVANT CODE}"

Who did you try and get advice from about the following? Please tick all that apply

[INSERT LEGAL NEED]

1. Parents or Carers
2. School
3. Friends
4. Other family members
5. Someone in my community e.g. youth worker
6. Internet
7. Independent advice service [\[Include link definition\]](#) An organisation offering free advice, information and support about legal things
8. Telephone helpline
9. The Police
10. Solicitor/lawyer
11. Other (please specify)

IF QC6 = YES (CODE 1) ASK QC8

QC8 SA

How helpful was the advice that you got?

IF THE ISSUE EXPERIENCED AT QC1 = 4,5,7,9,11,12,13,14,15,17 PLEASE REPLACE THE WORD 'being' (lower case b)

IF THE ISSUE EXPERIENCED AT QC1= 1 PLEASE REPLACE THE WORD BOUGHT WITH 'buying' (lower case b)

IF THE ISSUE EXPERIENCED AT QC1 = 2,3,8,10 PLEASE REPLACE THE WORD HAD WITH 'having' (lower case h)

IF THE ISSUE EXPERIENCED AT QC1 = 16 PLEASE REPLACE THE WORD RUN WITH 'running' (lower case r)

FOR QC3 PLEASE CHANGE ISSUE TO "Had a problem which made you think that you might need some advice from someone who knows about the law"

FOR QC2 PLEASE INCLUDE WORDING "~~BEEN~~BEING TREATED UNFAIRLY BECAUSE OF YOUR {INSERT RELEVANT CODE}"

COLUMNS [INCLUDE ALL SELECTED AT QC7]

#### ROWS

1. Extremely helpful
2. Very helpful
3. A bit helpful
4. Not helpful at all
5. Not sure

#### Block D: Views and attitudes on legal rights and young people

In this section we want to get your views on your legal rights as well as the best way to give information about legal rights to young people.

#### QD1 MA PER COL

Do you think young people (including you) need information and advice relating to rights on any of the following?

Please tick yes for each issue if you agree young people need information and advice

#### COLUMNS

1. Yes

#### ROWS ROTATE

1. Buying something that turns out not to work properly
2. Problems accessing health services
3. A problem getting into a school that you want to go to
4. Being bullied at school
5. Being involved in family disputes about contact with a parent or family member that you don't live with
6. Being involved in legal issues related to care, fostering or adoption
7. Being excluded from school
8. Having to get help from school because you have a special educational need
9. Being treated unfairly by an employer in a part-time job
10. Issues around immigration status
11. Being pressured into borrowing money from someone outside your family
12. Being spoken to by the police

13. Being treated unfairly by the police (i.e. the police have acted with misconduct)
14. Online bullying
15. Being a victim of a crime
16. Running away from home
17. Being in trouble because of something you post on social media
18. None of these

#### QD4a SA PER ROW

Here are some ways that young people can learn about their rights. For each one, please rate the idea.

##### COLUMNS

1. Excellent
2. Pretty good
3. OK
4. Bad

##### ROWS

1. Young people should be taught about their rights in school
2. Citizenship lessons should focus on teaching young people about the law
3. When young people turn 16 they should be sent information about the rights which affect them
4. Young people should learn about their rights from other young people who have been trained to teach them
5. Information about young people's rights should be online at one website
6. Videos about young people's rights should be available on YouTube
7. Social Media (Facebook/Twitter) should be used to give young people information about their rights
8. When children and young people have a problem with someone in power, like the Council or Government, they should always be given information on their rights

#### QD4b SA

Here are some things that other young people have said about their rights. Please say how much you agree or disagree with these statements?

##### COLUMNS

1. Strongly agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Strongly disagree
6. Don't know

##### ROWS

1. All public services should be required by law to ~~uphold~~ maintain young people's rights
2. Young people should be supported to campaign on issues concerning their rights
3. Young people receive enough information about their rights in school
4. The Police have respect for young people's legal rights
5. I have a strong interest in learning more about my rights and the law

6. Teachers have respect for young people's legal rights

ASK ALL WHO WOULD BE INTERESTED IN LEARNING MORE ABOUT LEGAL RIGHTS (A QD4B\_5 = Code 1 or Code 2)

#### QB12 SA PER ROW

In which of the following describes the best ways for you to learn about your rights and the law? Please select up to three ways, ranking them from 1 to 3.

#### COLUMNS

1. Best Way
2. 2<sup>nd</sup> Best Way
3. 3<sup>rd</sup> Best Way

#### ROWS

1. On the internet in the classroom
2. On the internet at home
3. In the classroom
4. By reading a book
5. By reading leaflets
6. Through games
7. Through role plays
8. Through watching videos online
9. Through watching documentaries
10. Through watching films/TV shows where the characters are experiencing a problem relating to their rights/the law
11. None of these

#### QD2 SA PER ROW

And now thinking about if you experienced a legal need, how comfortable would you be in getting help with a legal need from each of the following, assuming it was free?

**INCLUDE A HOVER UNDER LEGAL NEED IN QUESTION SAYING "A legal need is when you have a problem related to your rights"**

#### COLUMNS

1. Completely uncomfortable
2. Quite uncomfortable
3. Quite comfortable
4. Completely comfortable
5. Not sure

#### ROWS



1. Citizen's Advice Bureau [Add highlighted definition] The Citizens Advice Bureau is somewhere you can get online of face-to-face help about legal problems
2. A service at your local Council
3. An advice service for young people
4. The internet
5. Police
6. Solicitor
7. A teacher

### QD3 MA

In which of the following ways would you like to get help for a legal need?

1. Telephone
2. Text
3. Face to Face
4. Online via LiveChat
5. Online where I can put my problem in and get advice back
6. Through watching a video on YouTube
7. From reading comments on a chatroom/forum
8. Other (please specify)
9. None of these

### BLOCK E: Internet access and use

In this section we ask questions about your access to and use of the internet. The internet is a way of connecting your PC, laptop, phone, tablet or any other device online.

### QE1 MA

Where do you use the internet?

Please tick every place where you use the internet

1. School or college
2. At home in the living room or other shared space
3. Friend's home
4. Own bedroom or other private space
5. Internet café (include highlighted definition) Any sort of shop where you can also log onto the internet with their computers or your own
6. Public library
7. When 'out and about'
8. I don't use the internet (SA)

IF QE1 = I DON'T USE THE INTERNET (CODE 8), SKIP TO QE5

### QE2\_1 SA per col

Which of these devices do you use for the internet IN THE PAST 7 DAYS? Please say yes or no to each of the following...

		Yes	No	No answer
A	Your own PC (desktop computer)			
B	Your own laptop or a laptop that you mainly use and can take to your own room			
C	A desktop computer that can be shared with other members of your family			

D	A laptop (that can be moved around) that is shared with other members of your family and that you cannot take to your own room			
E	A mobile phone			
F	A games console such as a Playstation			
G	A Television set (TV)			
H	Other handheld portable devices e.g. iPod Touch, Nintendo DS			

**QE2 MA**

Which of the following things have you done on the internet in the past 7 days?

1. Created a character, pet or avatar
2. Used file sharing sites
3. Spent time in a virtual world (e.g. Moshi Monsters)
4. Posted photos, videos, or music to share with others
5. Read/watched the news online
6. Visited a chatroom
7. Posted a message on a website
8. Played games with other people on the internet
9. Used the internet for school or work
10. Watched videoclips eg YouTube
11. Used instant messaging (e.g. Whatsapp)
12. Visited a social networking profile
13. Prefer not to say [ALLOW SINGLE CODE ONLY]
14. None of these

**QE3 SA**

Do you have your own profile on a social networking site?

1. Yes
2. No
3. Not sure
4. Prefer not to say

**QE4 SA PER ROW**

Which of these things do you know how to do?

**COLUMNS**

1. Yes
2. No
3. Not sure

**ROWS**

1. Change filter preferences for online materials (i.e. deciding what you can or can't see or be sent)
2. Block unwanted adverts or junkmail or spam
3. Compare different websites to decide if information is true
4. Find information on how to use the internet safely
5. Delete the record of which websites you have visited
6. Change privacy settings on a social networking site

7. Bookmark a website
8. Block messages from someone you don't want to hear from
9. Use a search engine to find information (e.g. Google or Bing)

### QE6 QE5 SA

How true of you is the following statement?

#### COLUMNS

1. Very true
2. A bit true
3. Not at all true
4. Not sure/don't know

#### ROWS

1. I know more about the internet than my parents

### Scripting instruction

[Here we will link to a closing page that signposts all young people to national sources of support]

Please include a link to this page in the top right of every survey page. Please label it 'Click here if you would like support.' The young person should then be able to click back to the survey.

IF FILLING IN THIS SURVEY HAS MADE YOU WANT TO FIND OUT MORE INFORMATION ABOUT ANY OF THE ISSUES RAISED HERE ARE SOME CONTACT POINTS....

- Childline - ChildLine is a private and confidential service for children and young people up to the age of 19. You can contact a ChildLine counsellor about anything -no problem is too big or too small. <https://www.childline.org.uk> or 0800 1111
- Children's Commissioner - The *Children's Commissioner* promotes and protects children's right to make life better for children and young people in England. The website details the legal rights of children and young people. <http://www.childrenscommissioner.gov.uk>
- Young Minds- YoungMinds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people. We also provide expert knowledge to professionals, parents and young people through our Parents' Helpline, online resources, training and development, outreach work and publications. <http://www.youngminds.org.uk/about>
- Get Connected - *Get Connected* is the UK's free, confidential helpline service for young people under 25 who need help, but don't know where to turn. <http://www.getconnected.org.uk/>

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