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# Access to transactional justice: A comparison of consumer responses to transactional and justiciable problems

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Services Board

Or...

What influences the choices people make when dealing with their legal problems?

# Benchmarking consumers experience of legal needs

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- 4,017 online interviews with people who answered yes to:
  - *“Have you had a legal need within the past 3 years”*
- Legal need defined by respondent with reference to 28 different problem types
- Supplemented with a qualitative stage that looked in-depth at the conveyancing market and those taking advice from 3rd Sector providers

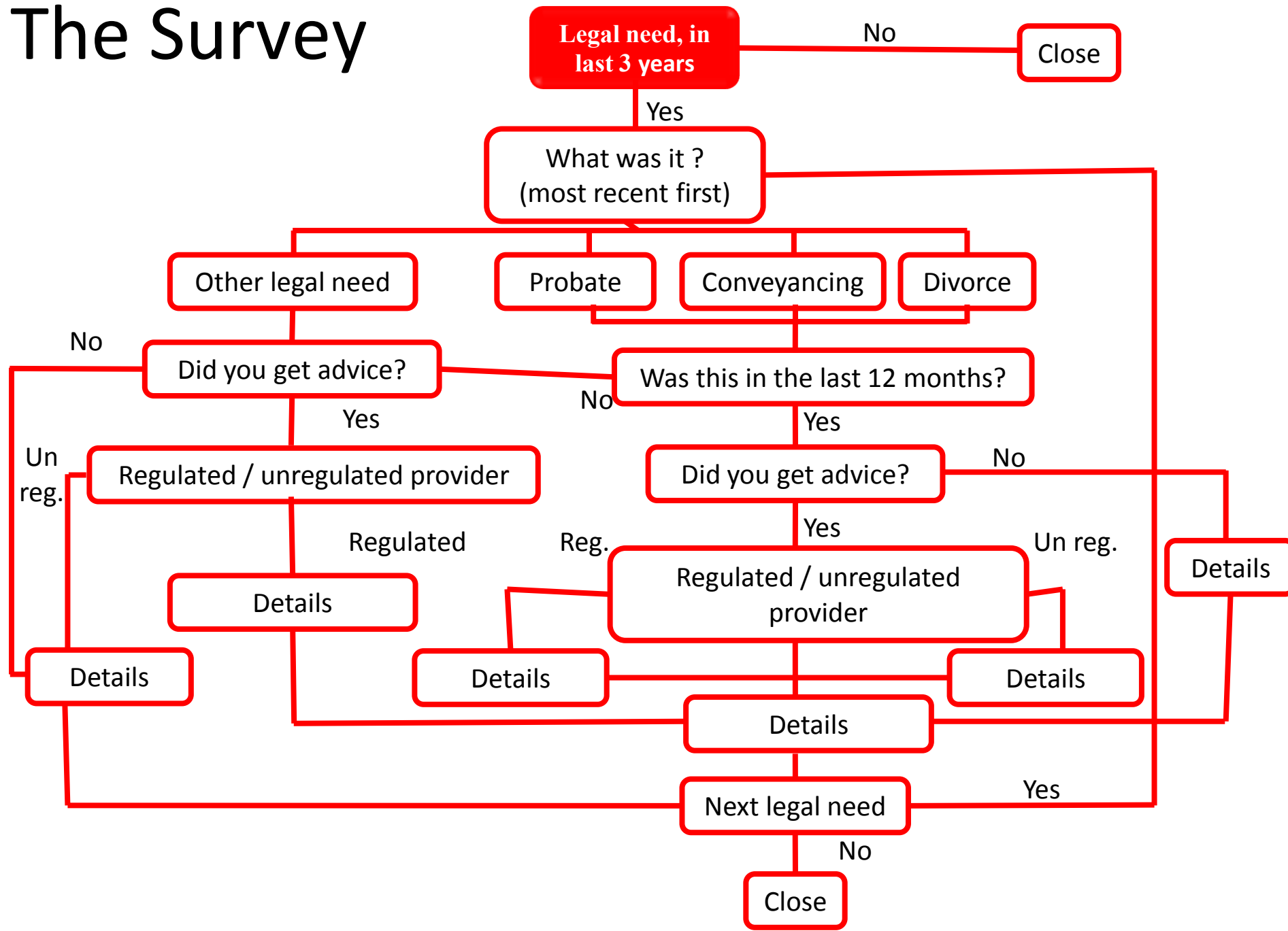
# Benchmarking consumers experience of legal needs

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- Approach taken follows robust ‘Legal needs’ survey methodology – e.g *Civil & Social Justice Survey*
- BUT wider range of problem types covered
- Not just consumer experience – incidence and response to legal problems – broader than MoJ *Benchmarking consumer of legal services*
- Representative of Adult population in E&W

# The Survey



# Benchmarking consumers experience of legal needs

## Profile of People with Legal Needs



Those experiencing legal need are more likely to be U35 (M/F) & overall Male

Source: Profile  
Base: All (4017)

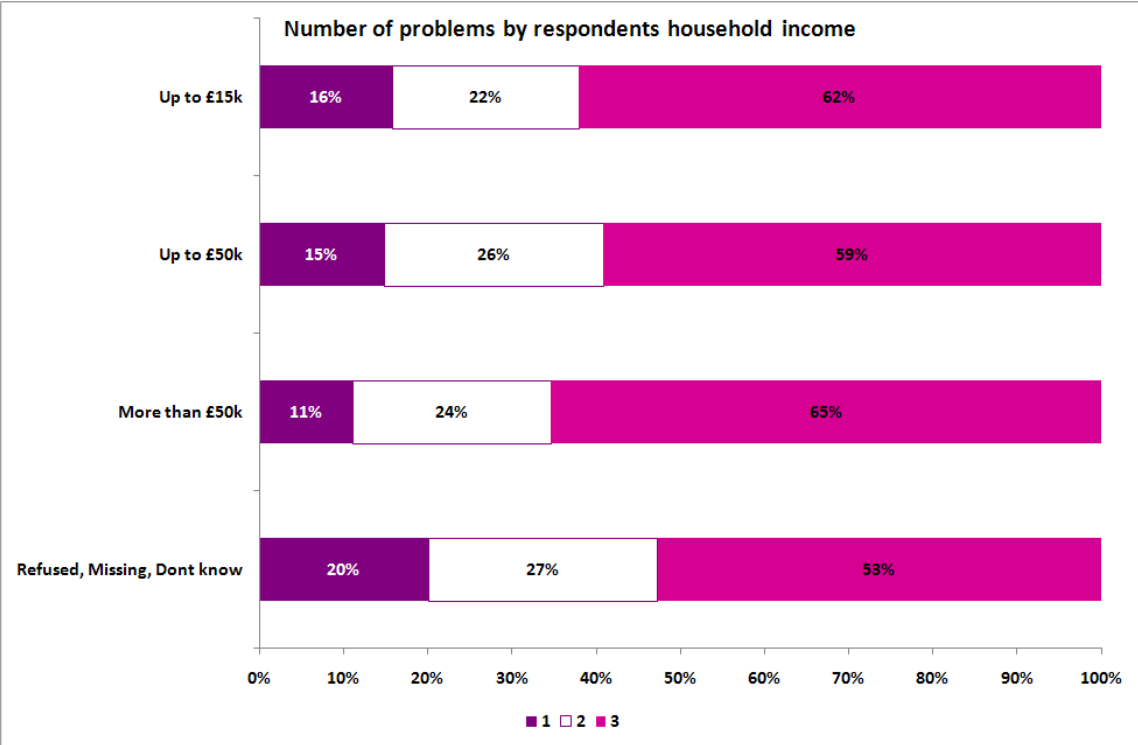
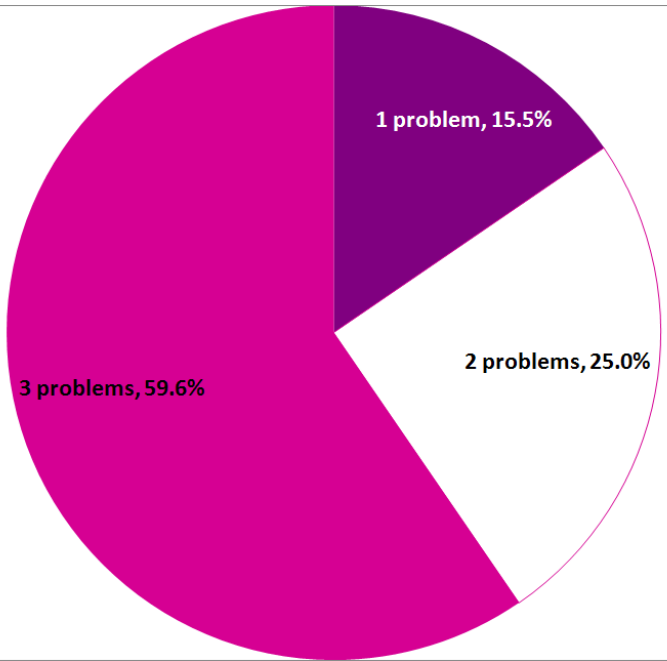
# Things to remember

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- Individuals had multiple legal problems
- Our analysis looks at problem numbers not numbers of individual consumers
- This is our best guess at split between transactional and justiciable
- The data-set is large, much more analysis is possible

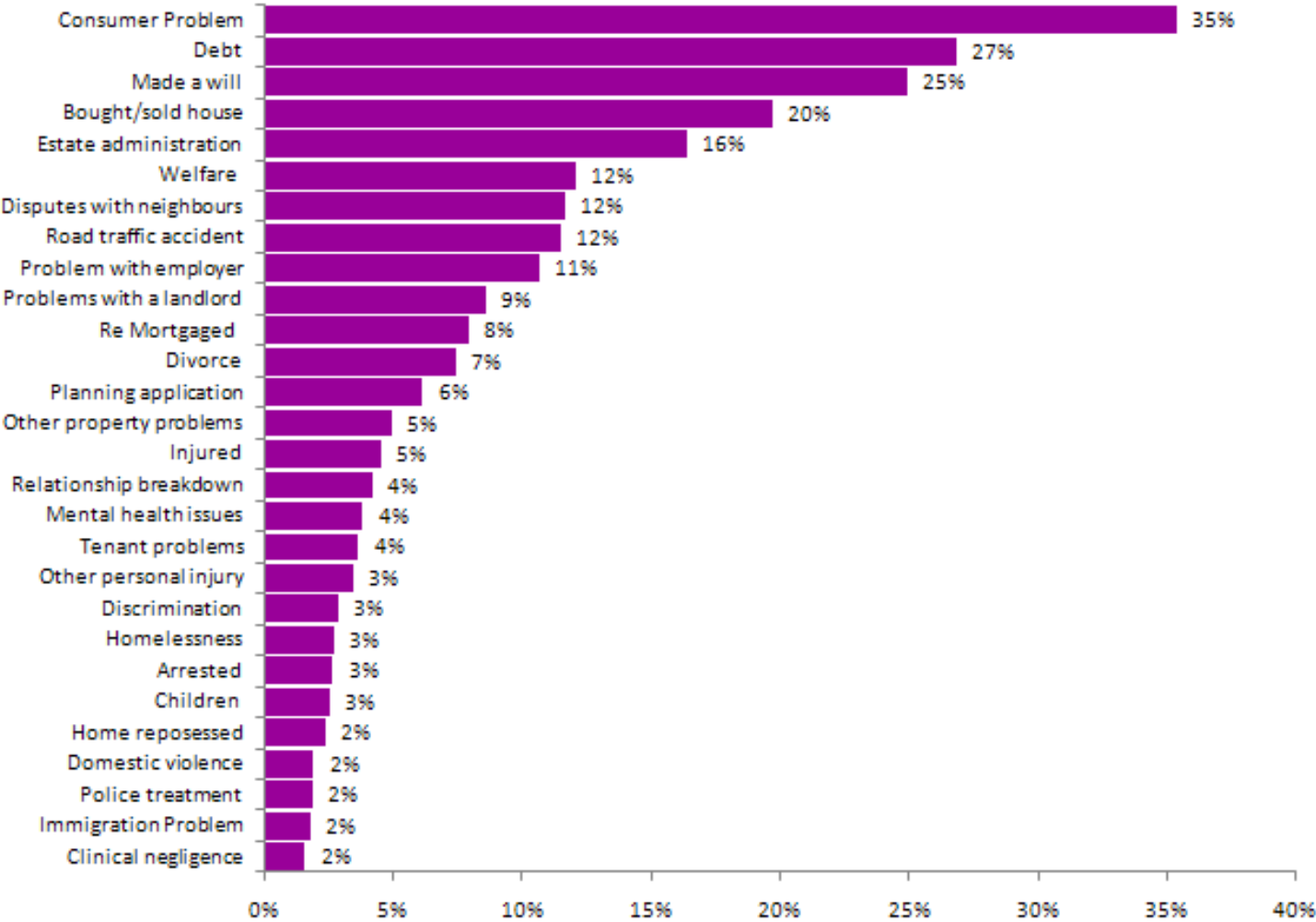
# Frequency of problems





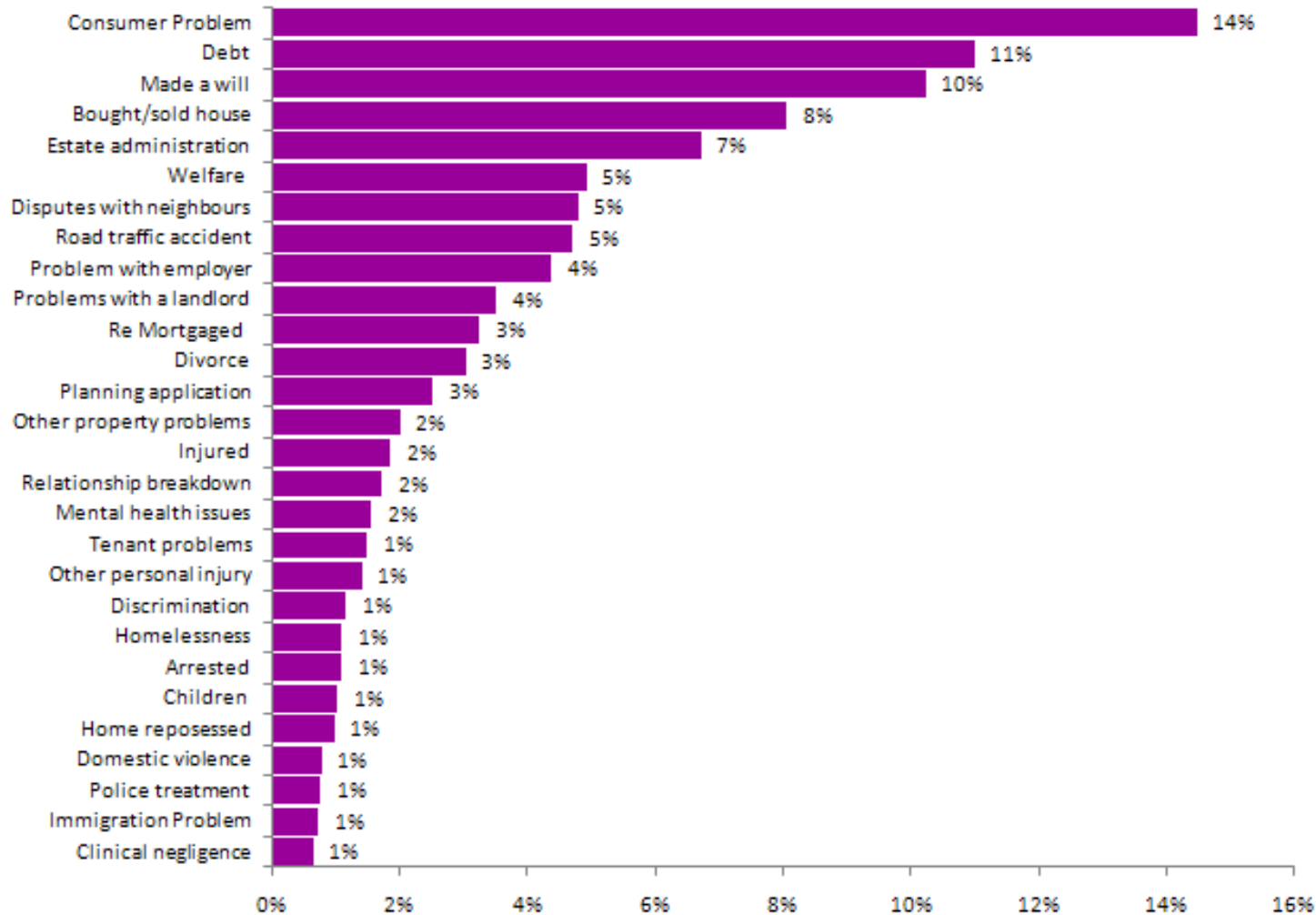
# Frequency of legal needs

(% of individuals experiencing problem) n=9,806

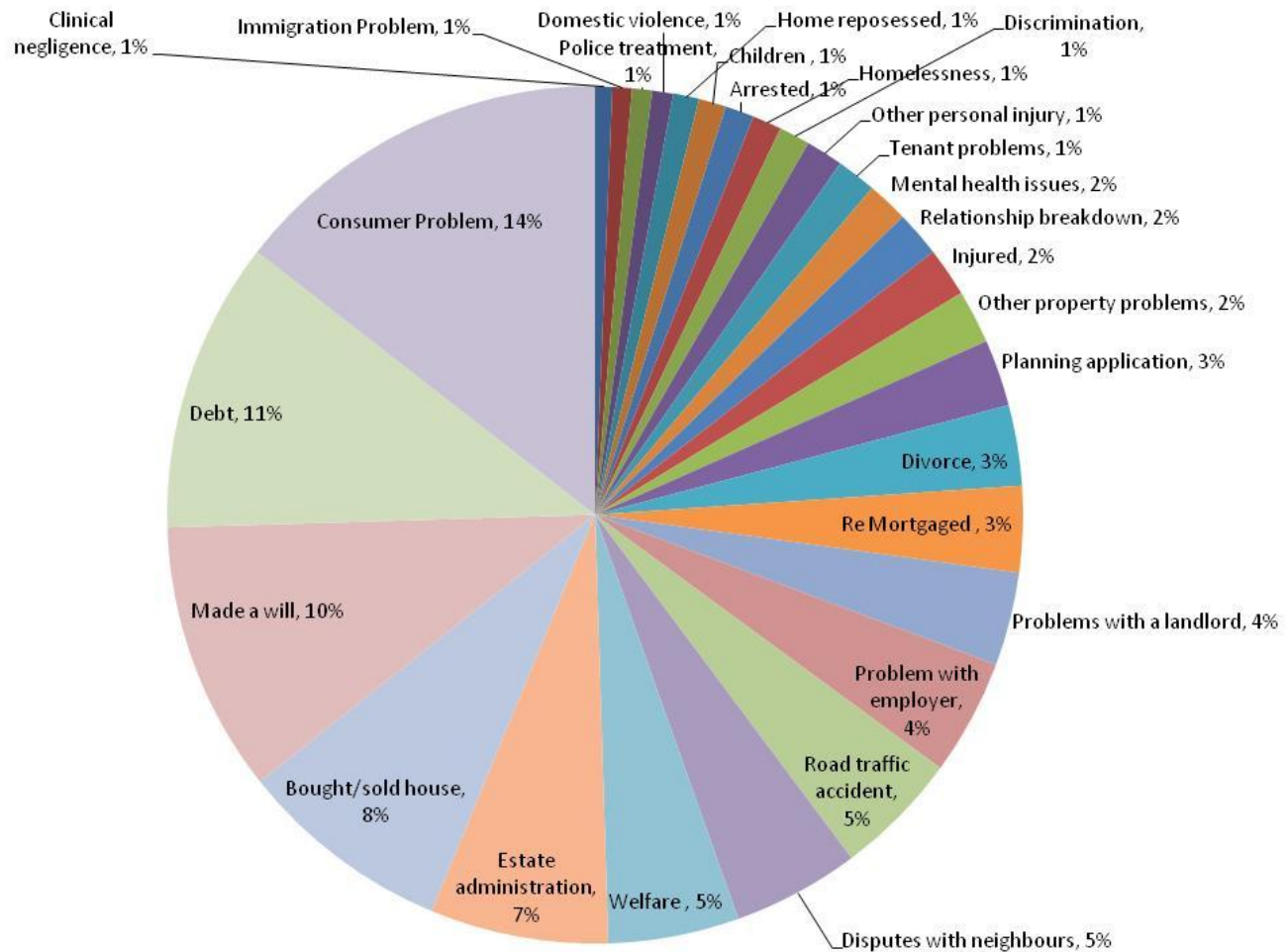


# Frequency of legal needs

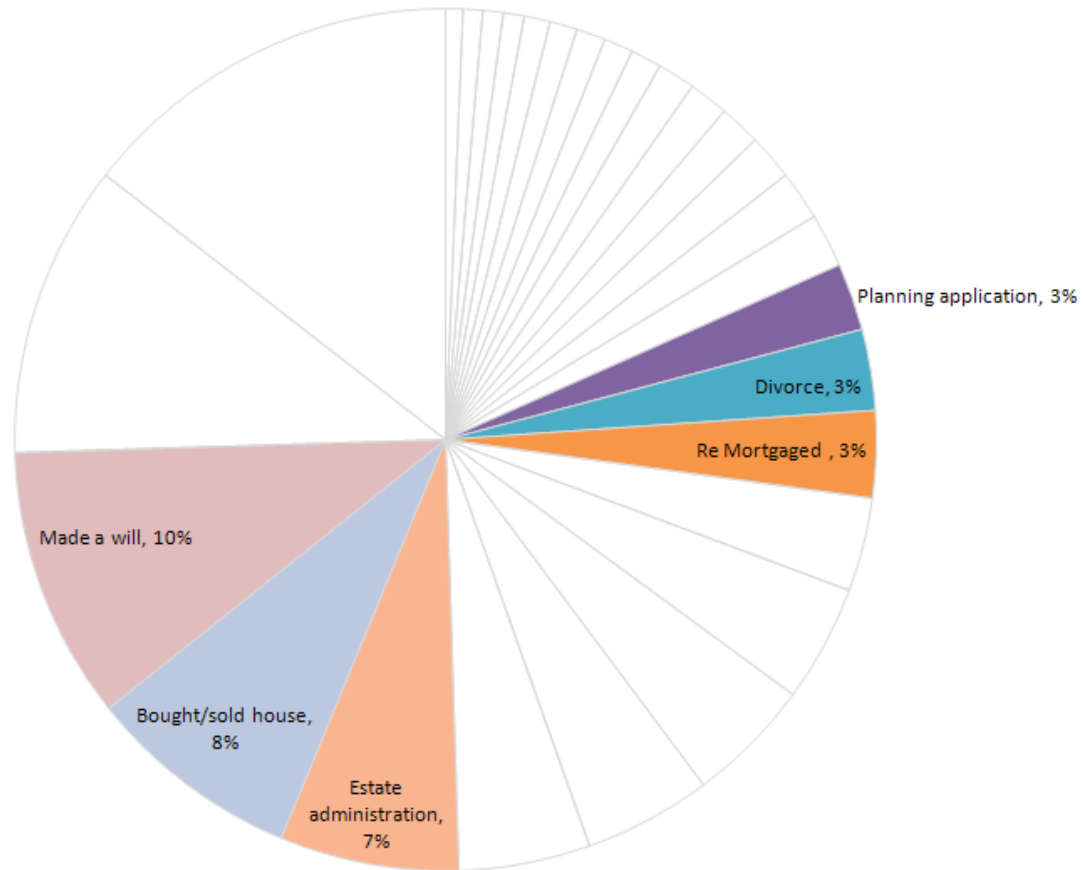
(% problems) n=9,806



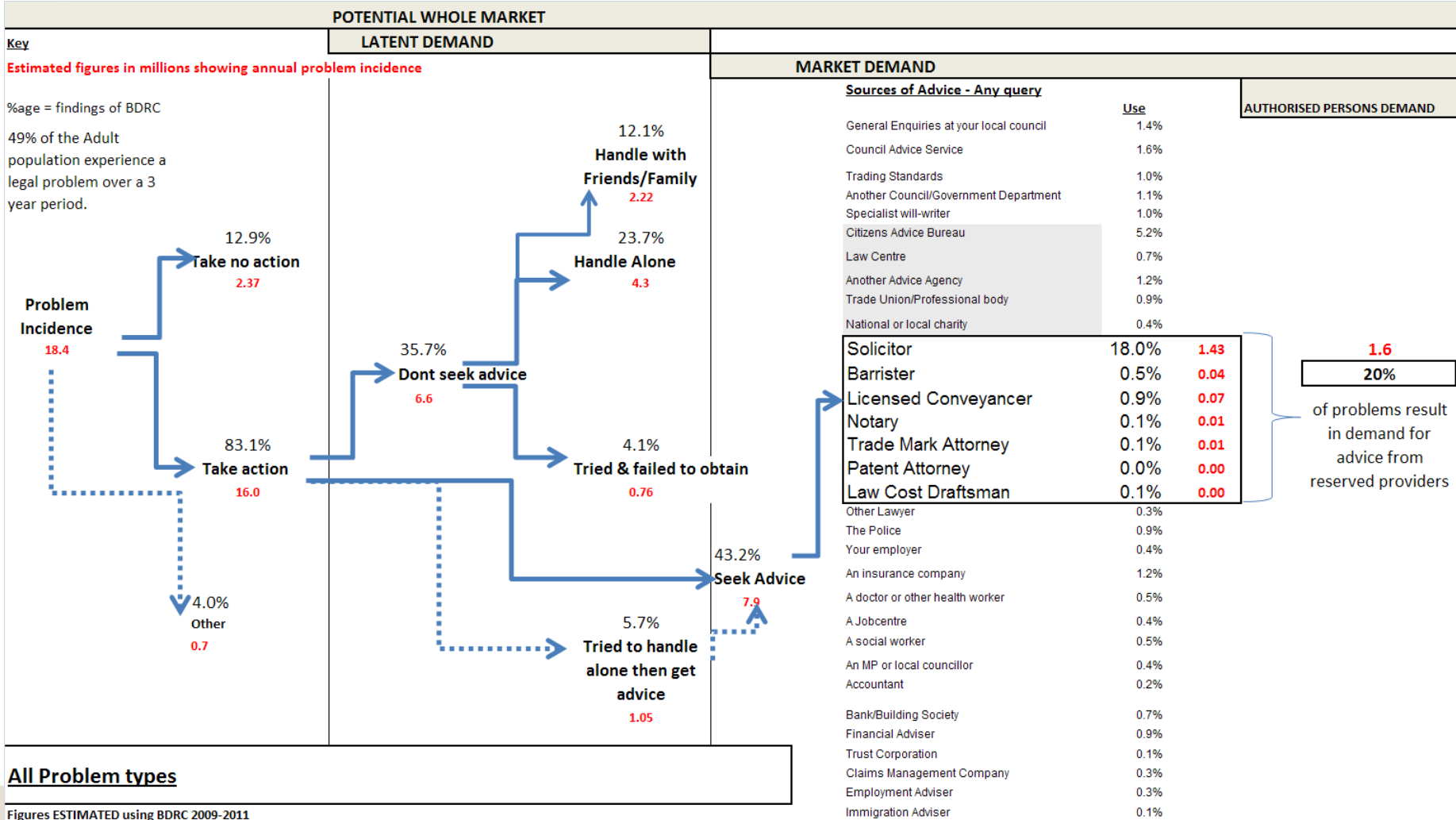
# Legal needs experienced



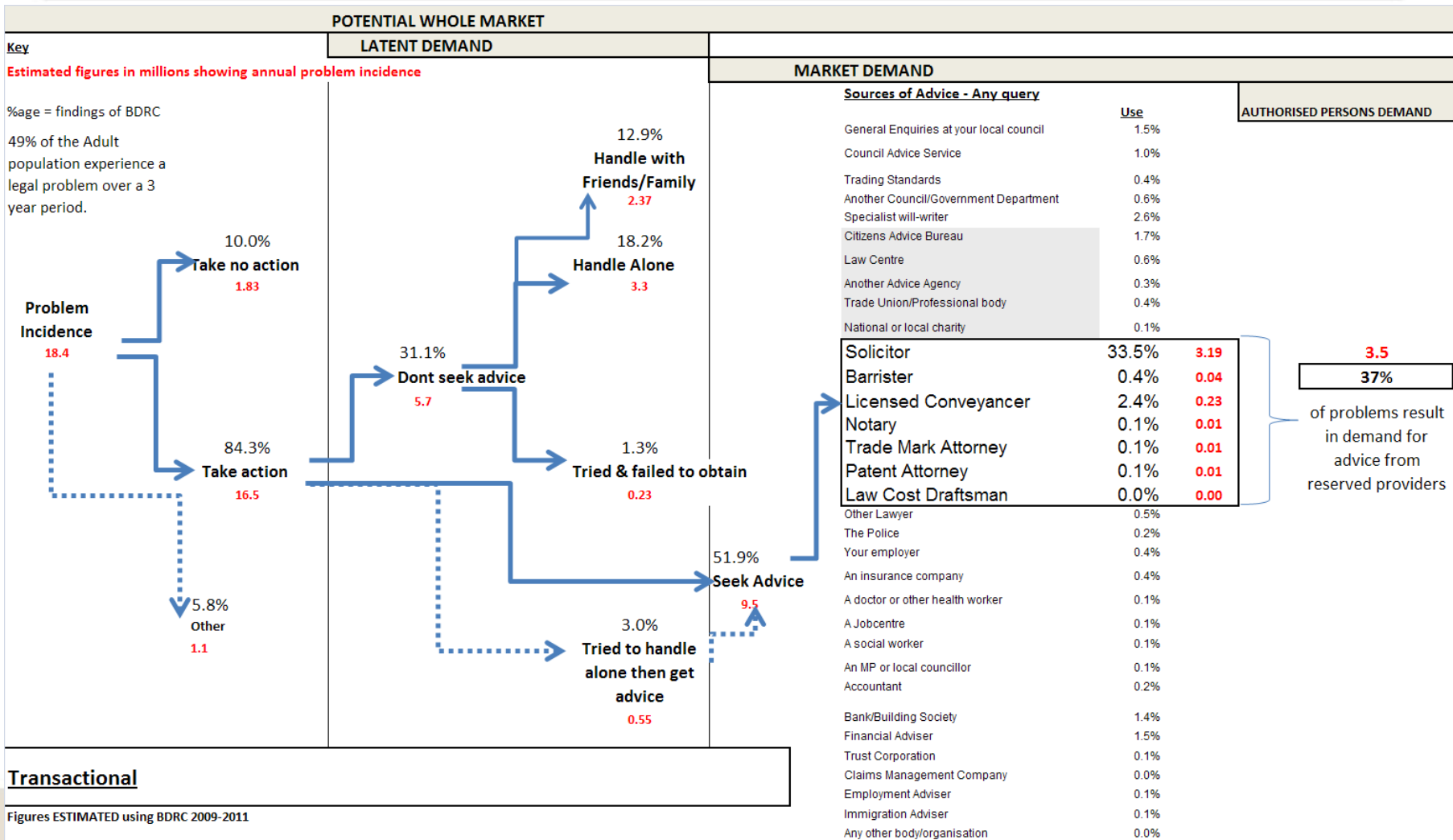
# Transactional legal needs experienced



# Most common response to legal need



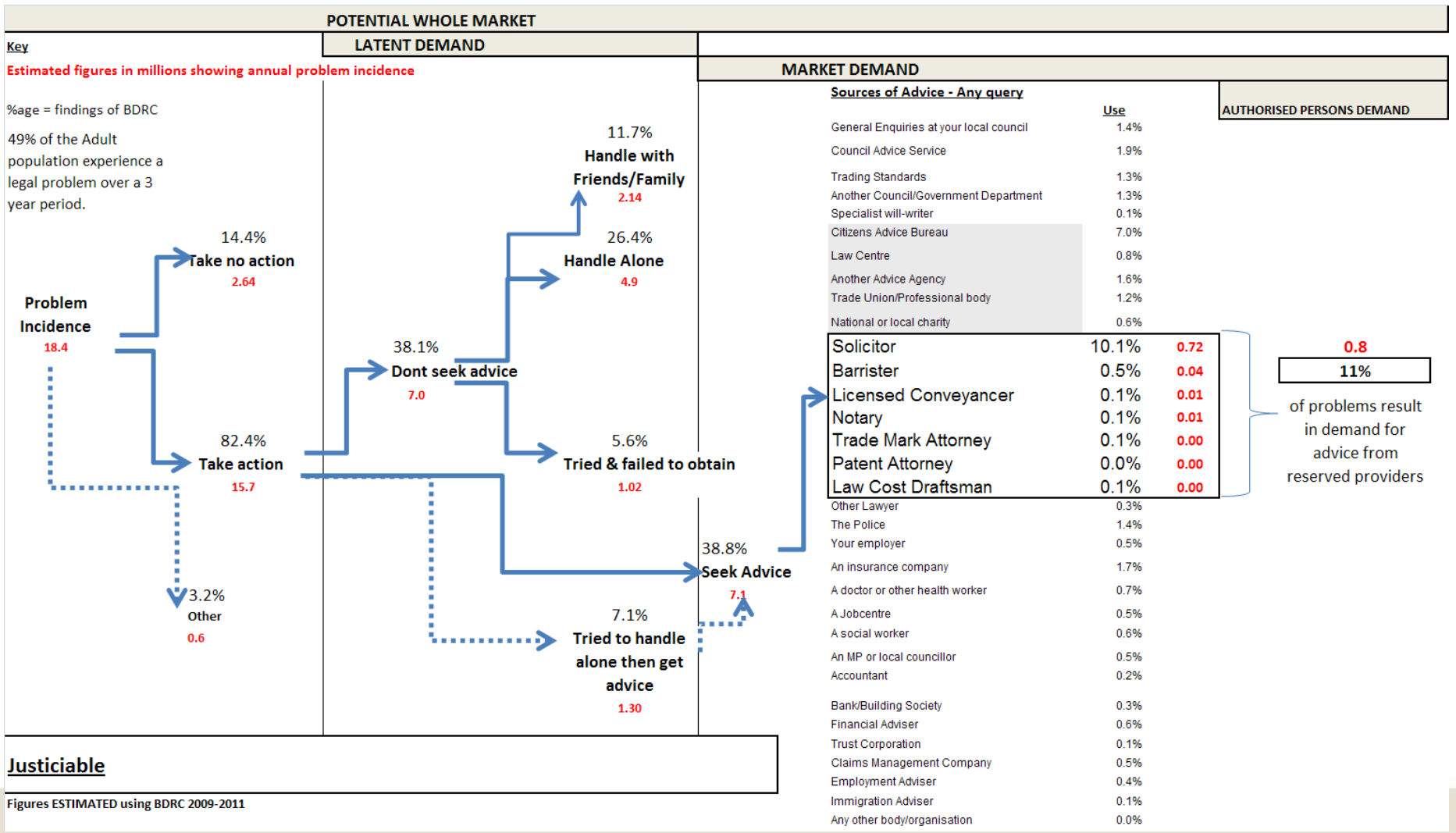
# Most common response to legal need - Transactional



**Transactional**

Figures ESTIMATED using BDRC 2009-2011

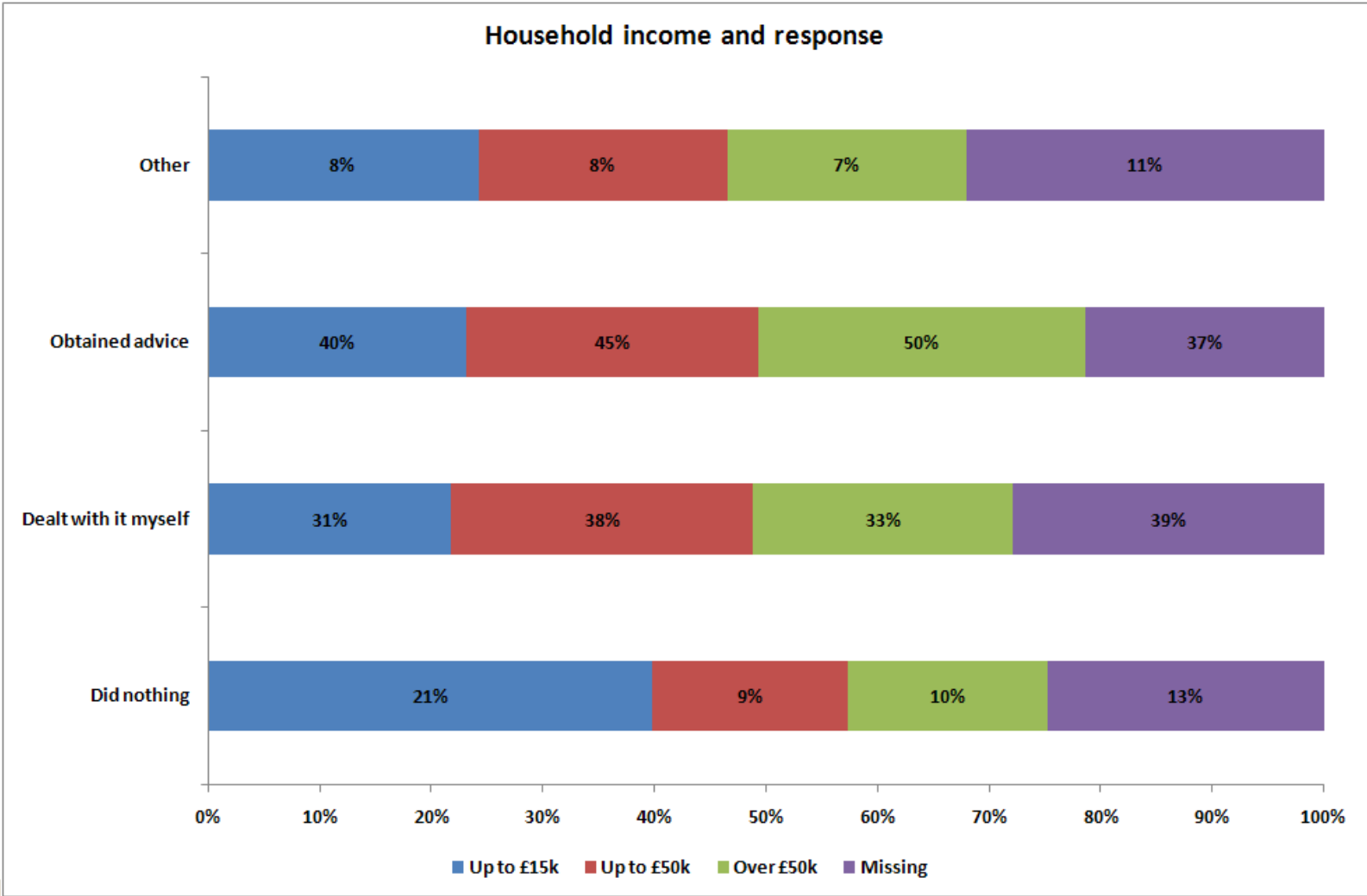
# Most common response to legal need - Justiciable



Figures ESTIMATED using BDRC 2009-2011

# Response to needs by Household Income

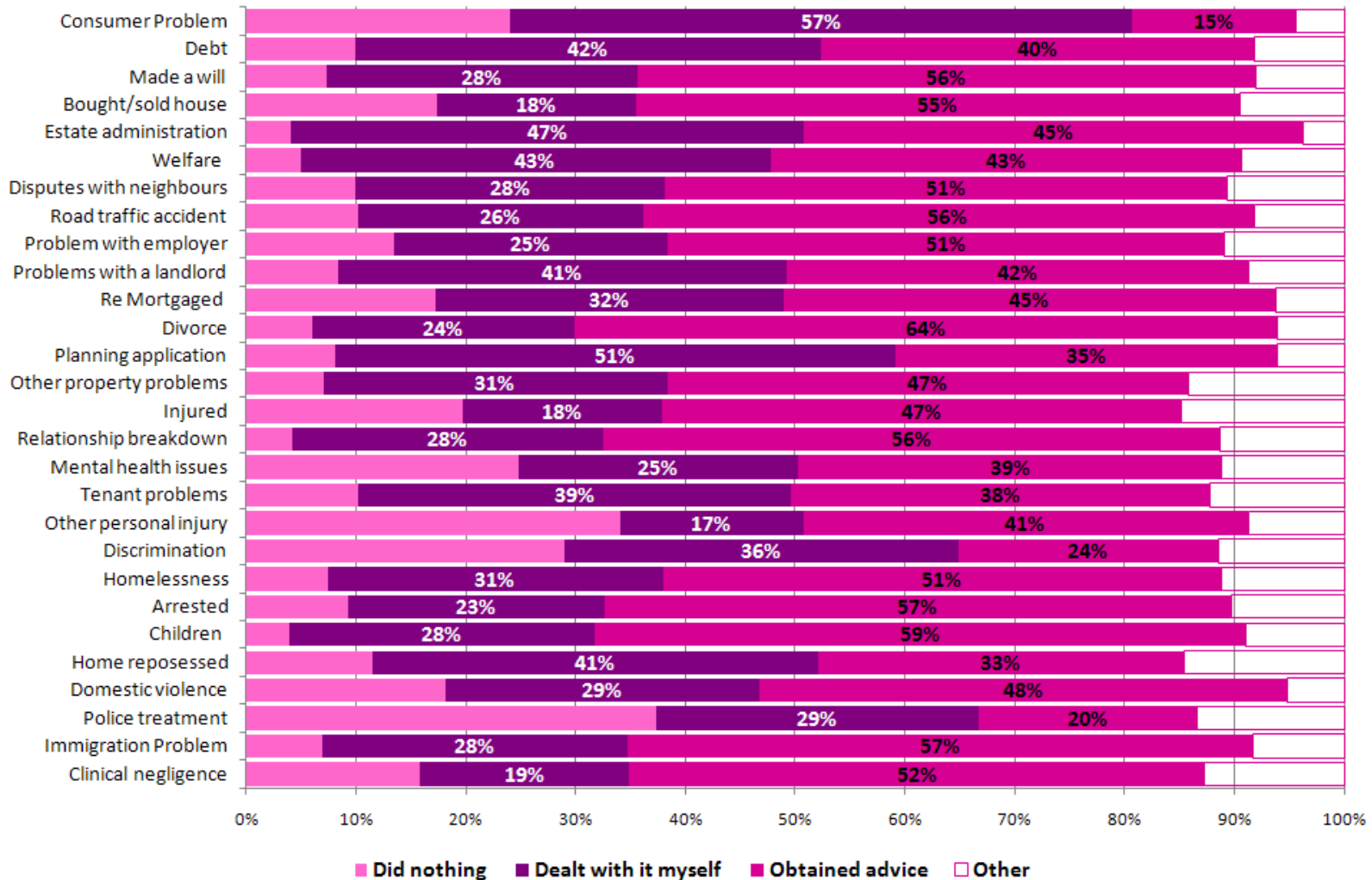
n=9,806





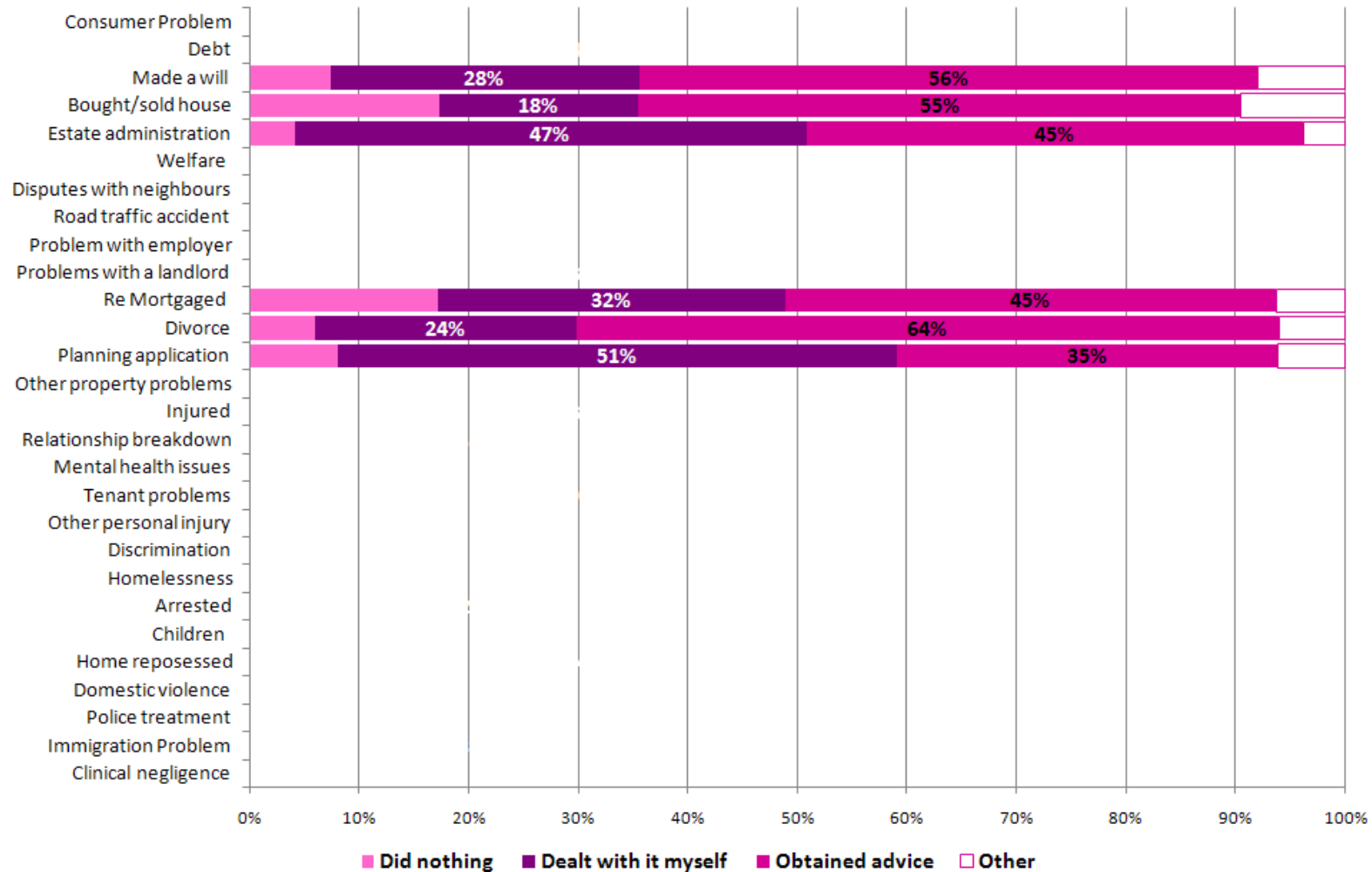
# Seeking advice?

n =9,806

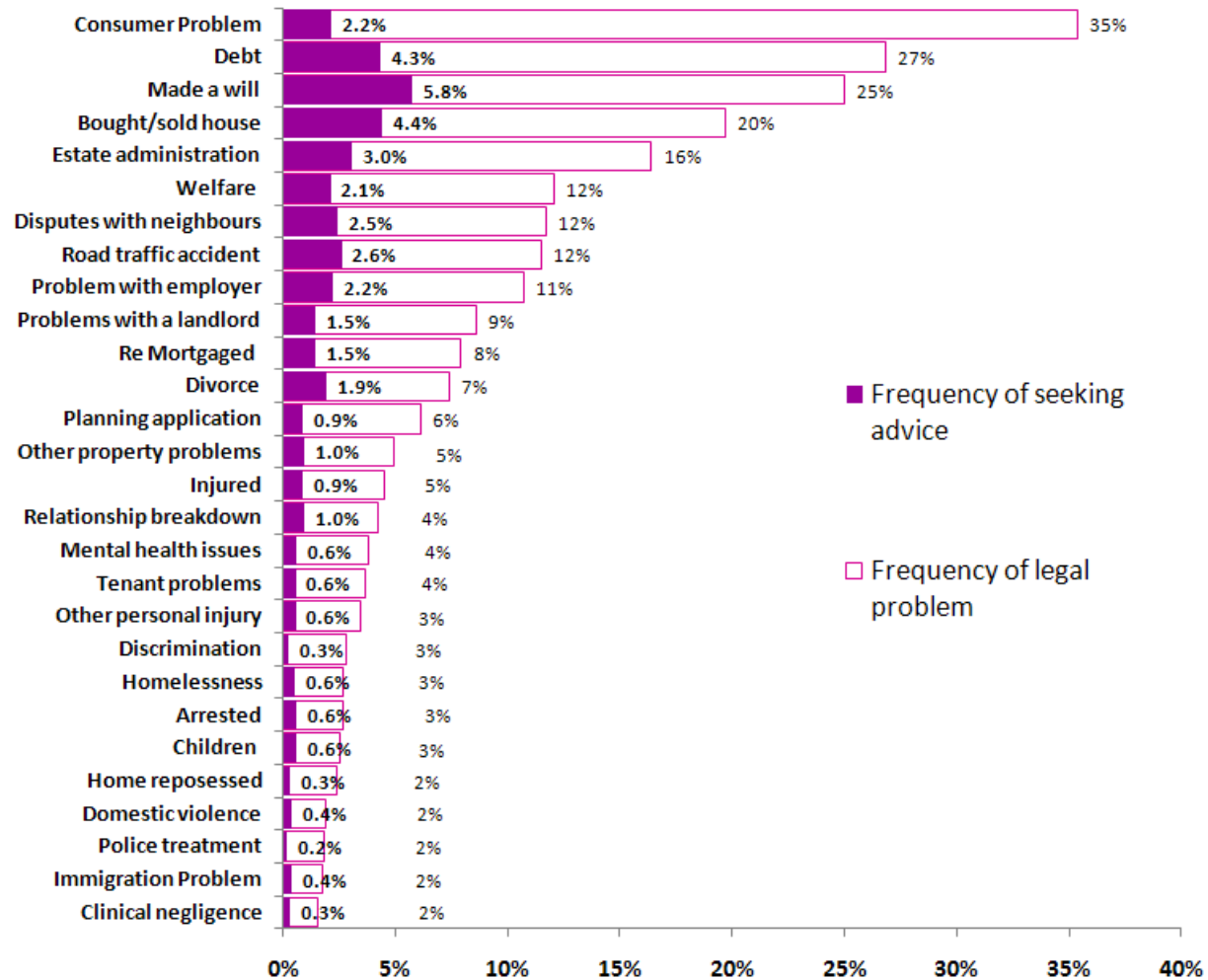


# Seeking transactional advice?

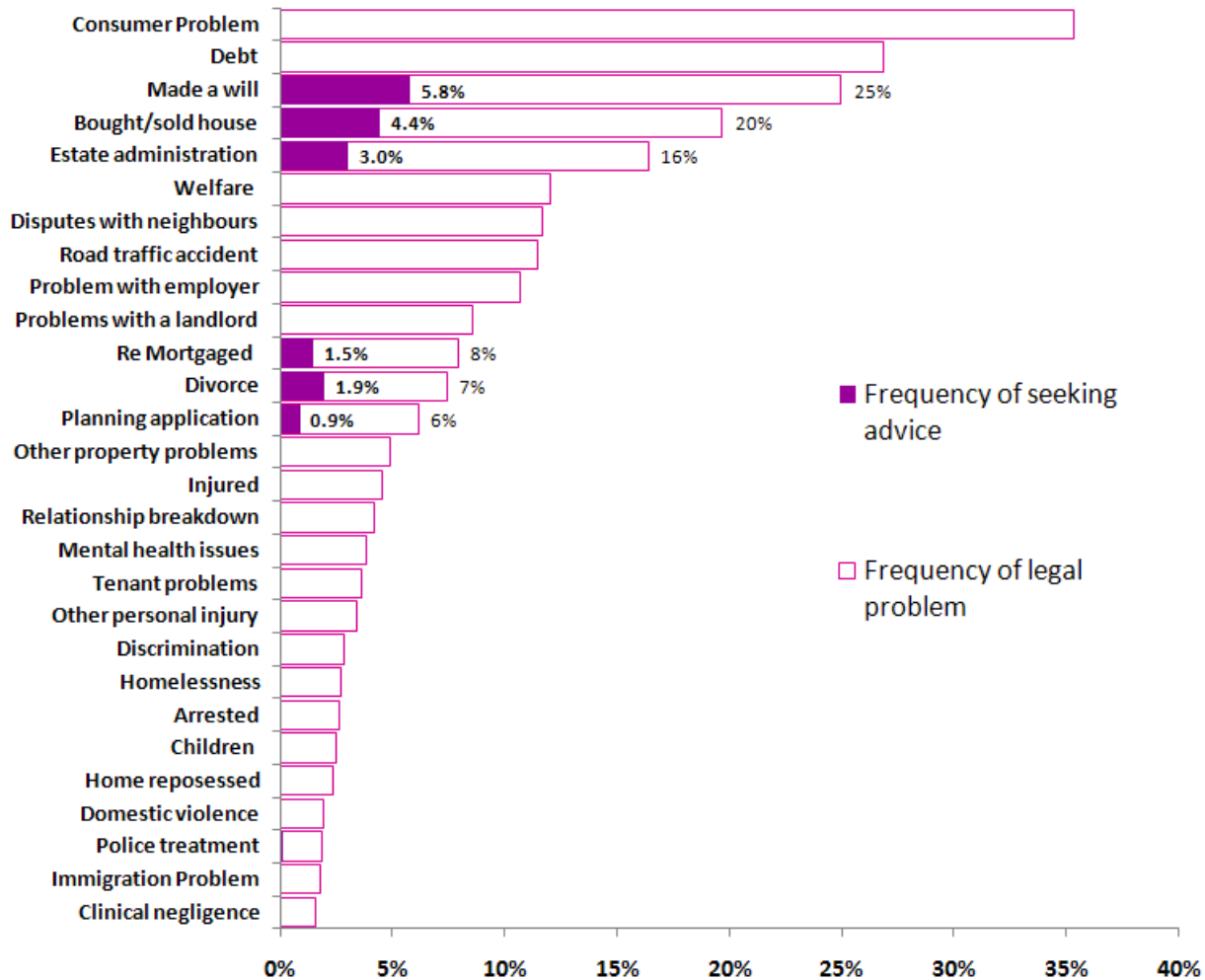
n =3,317



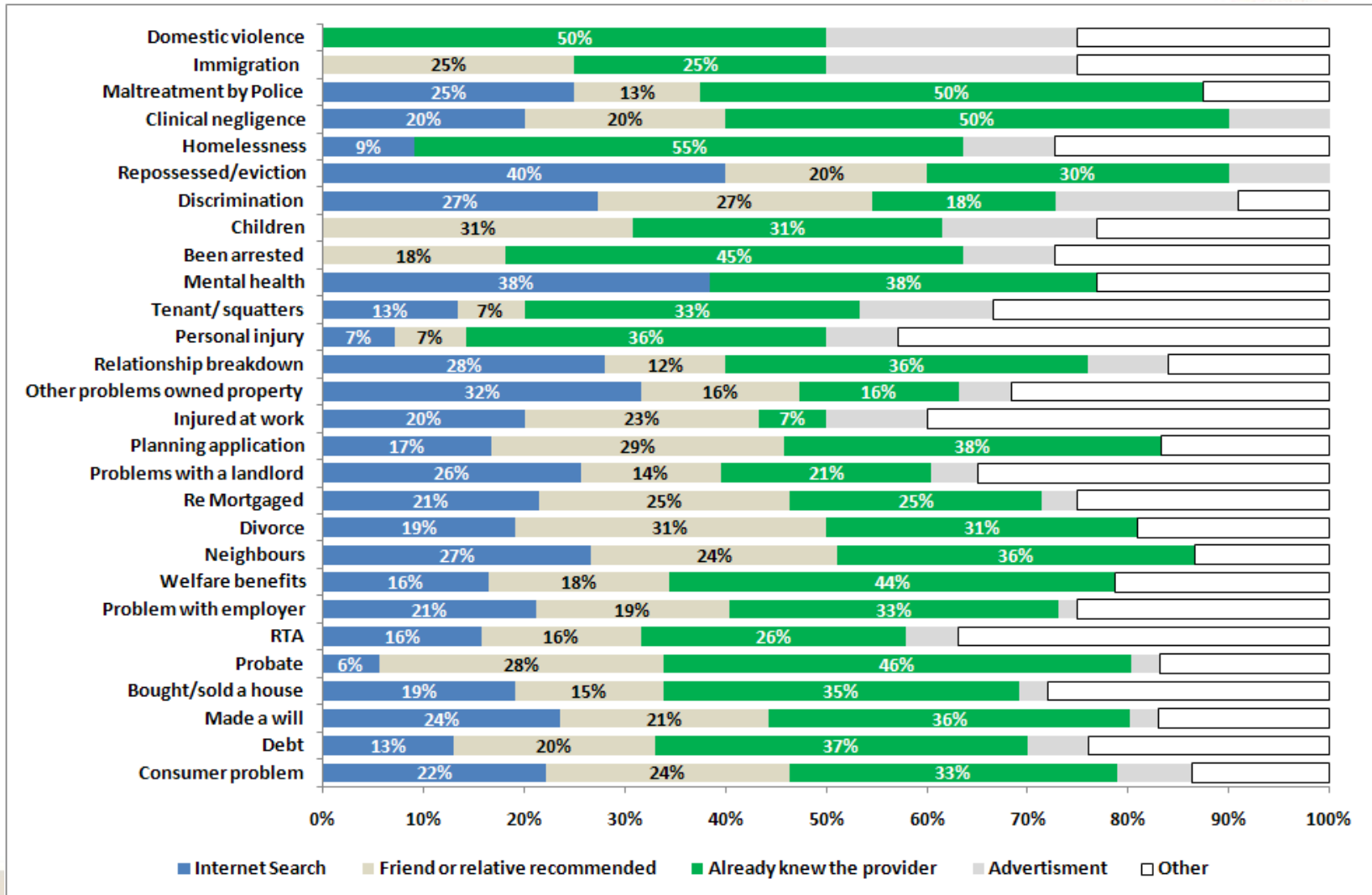
# Seeking advice n=4,235



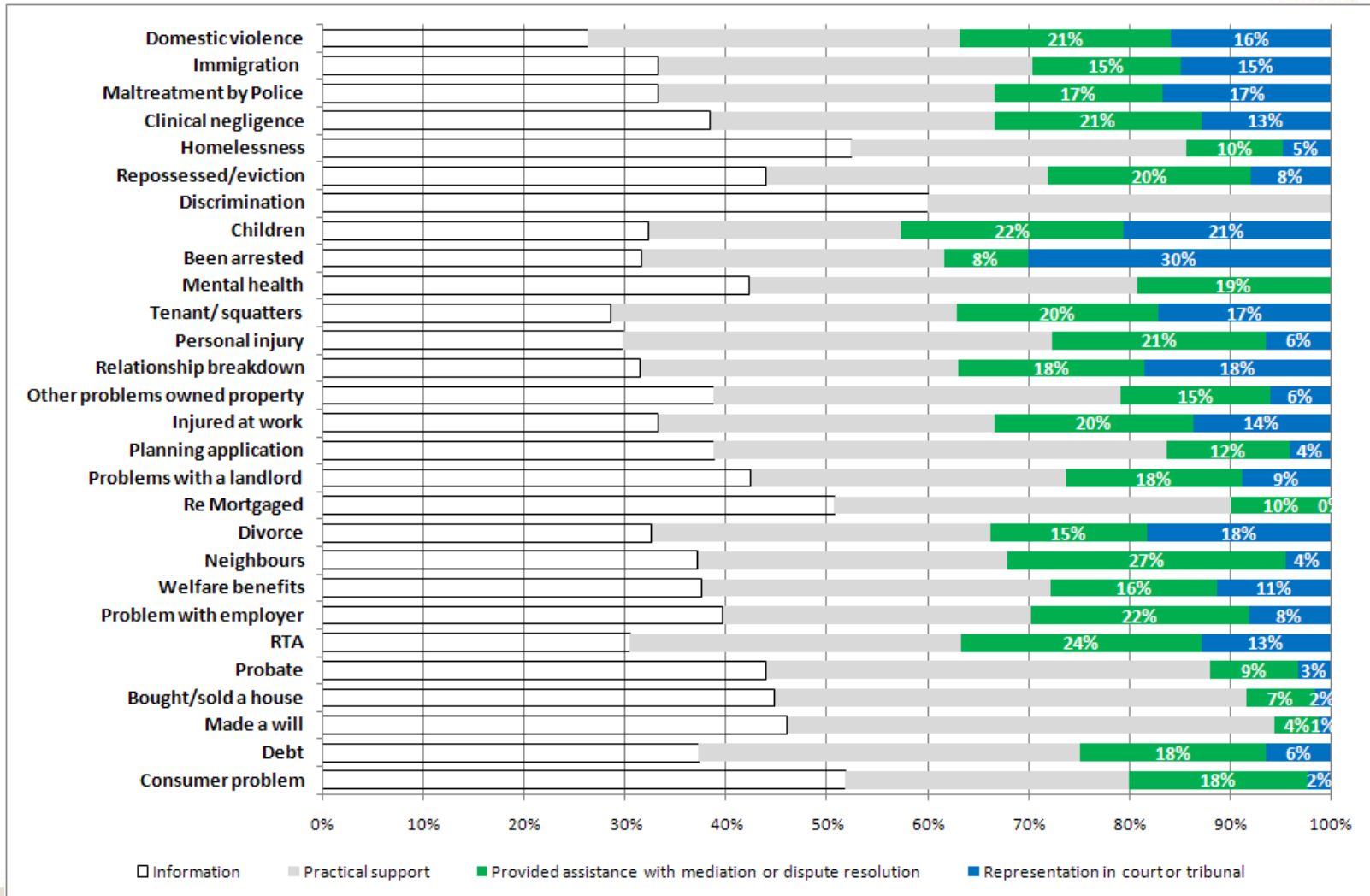
# Seeking transactional advice n=1,720



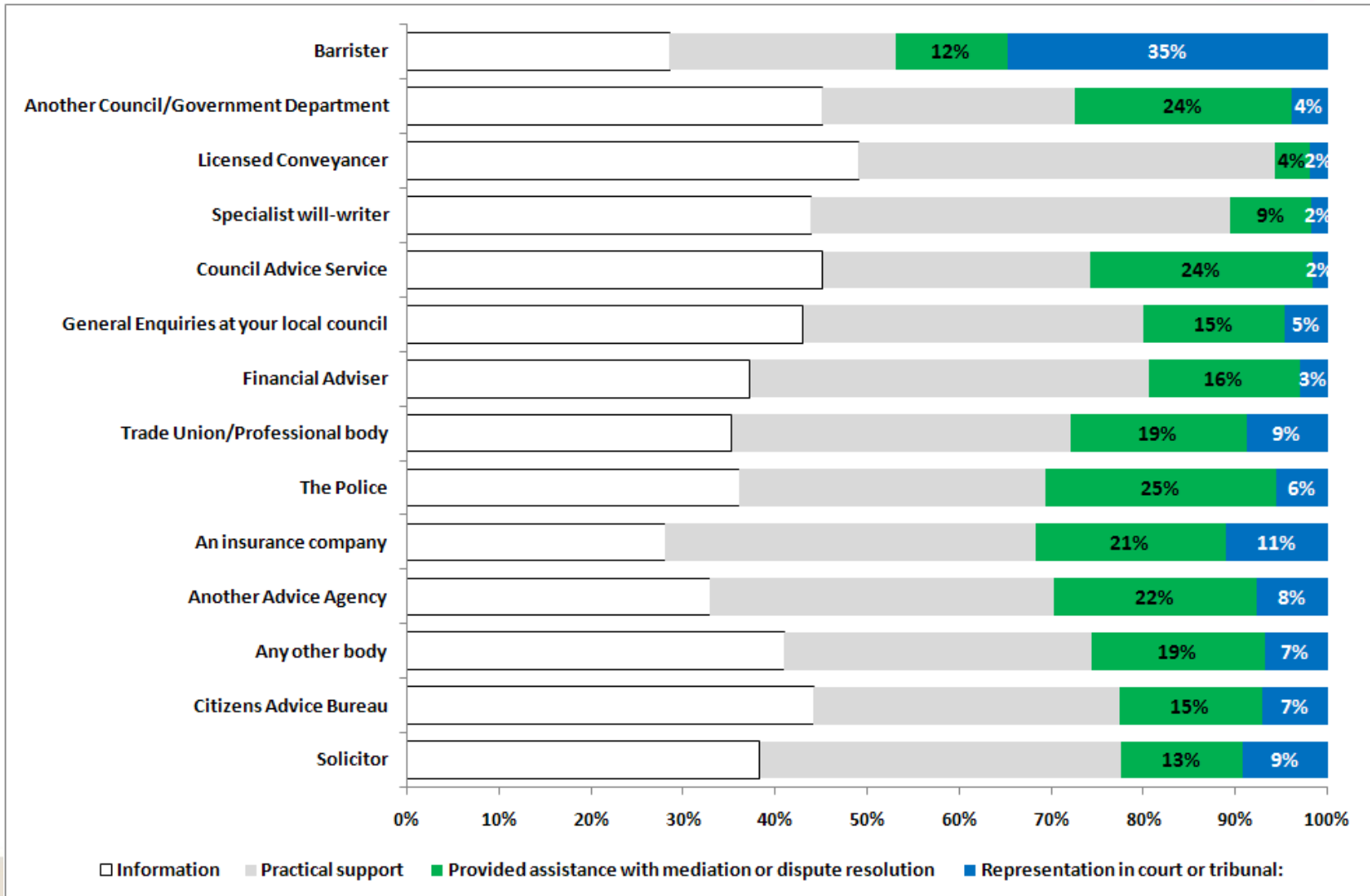
# Finding advice



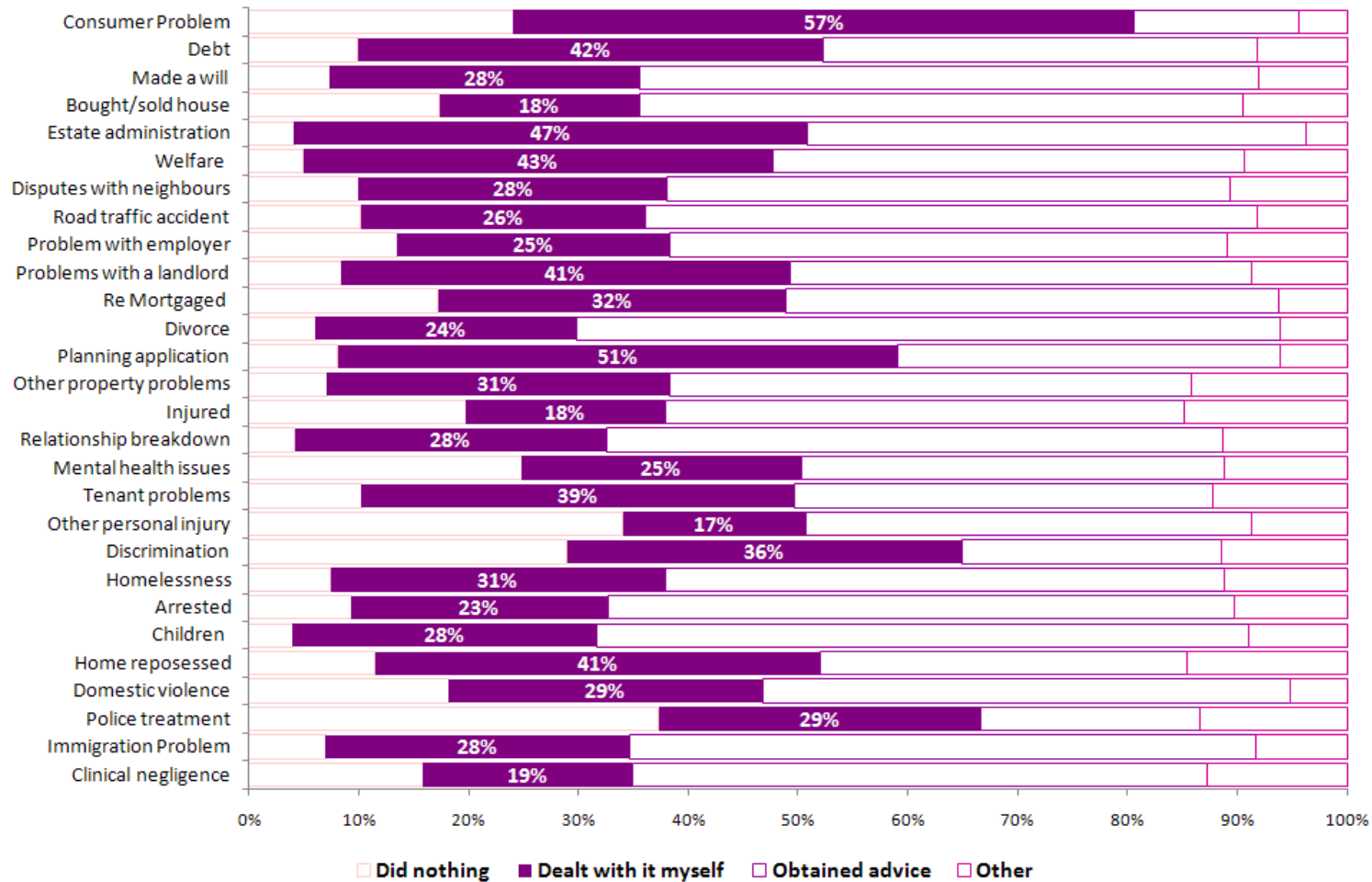
# Advice received



# Advice received



# How significant is handling alone?



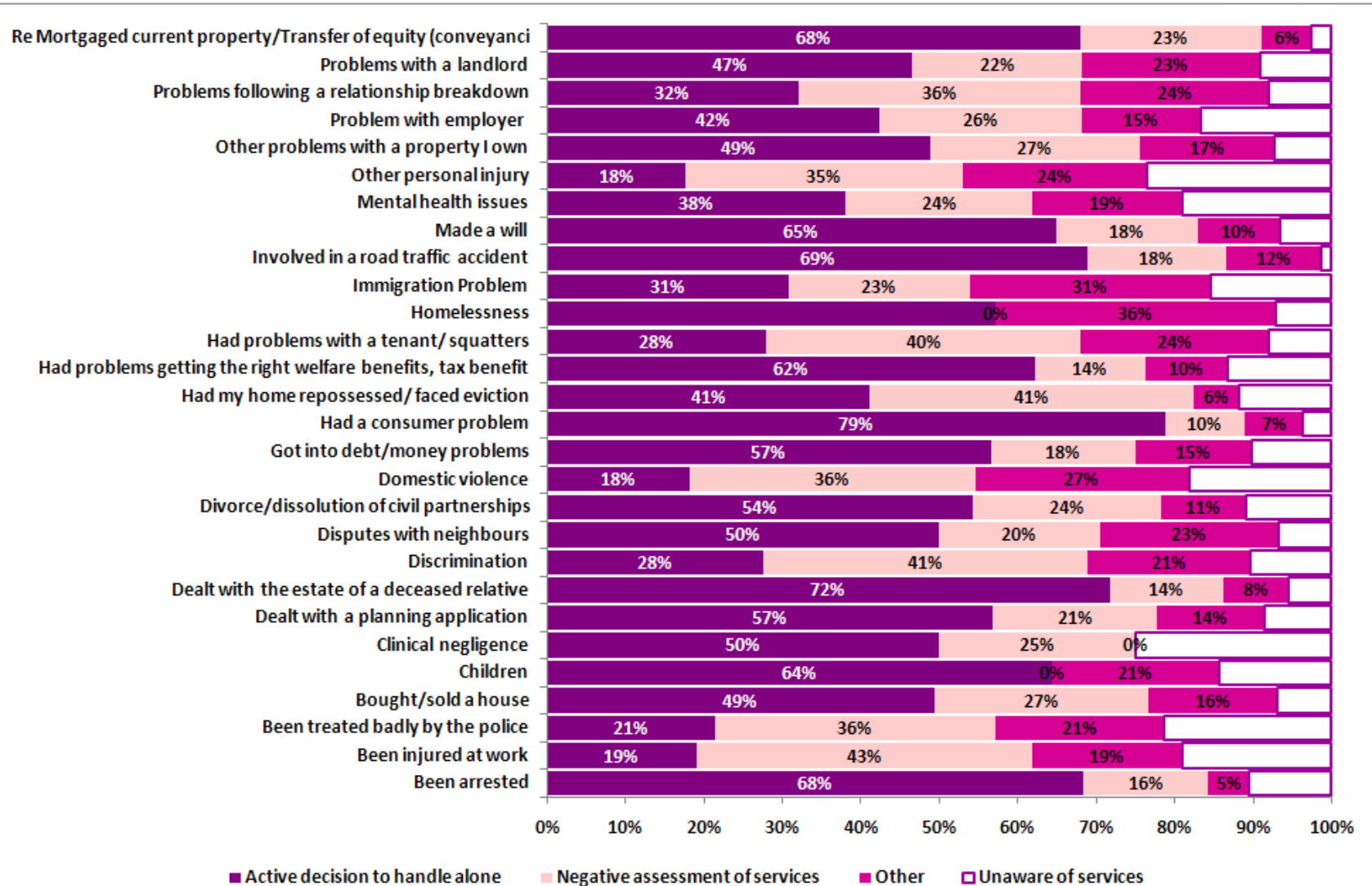


# How significant is handling transactional alone?



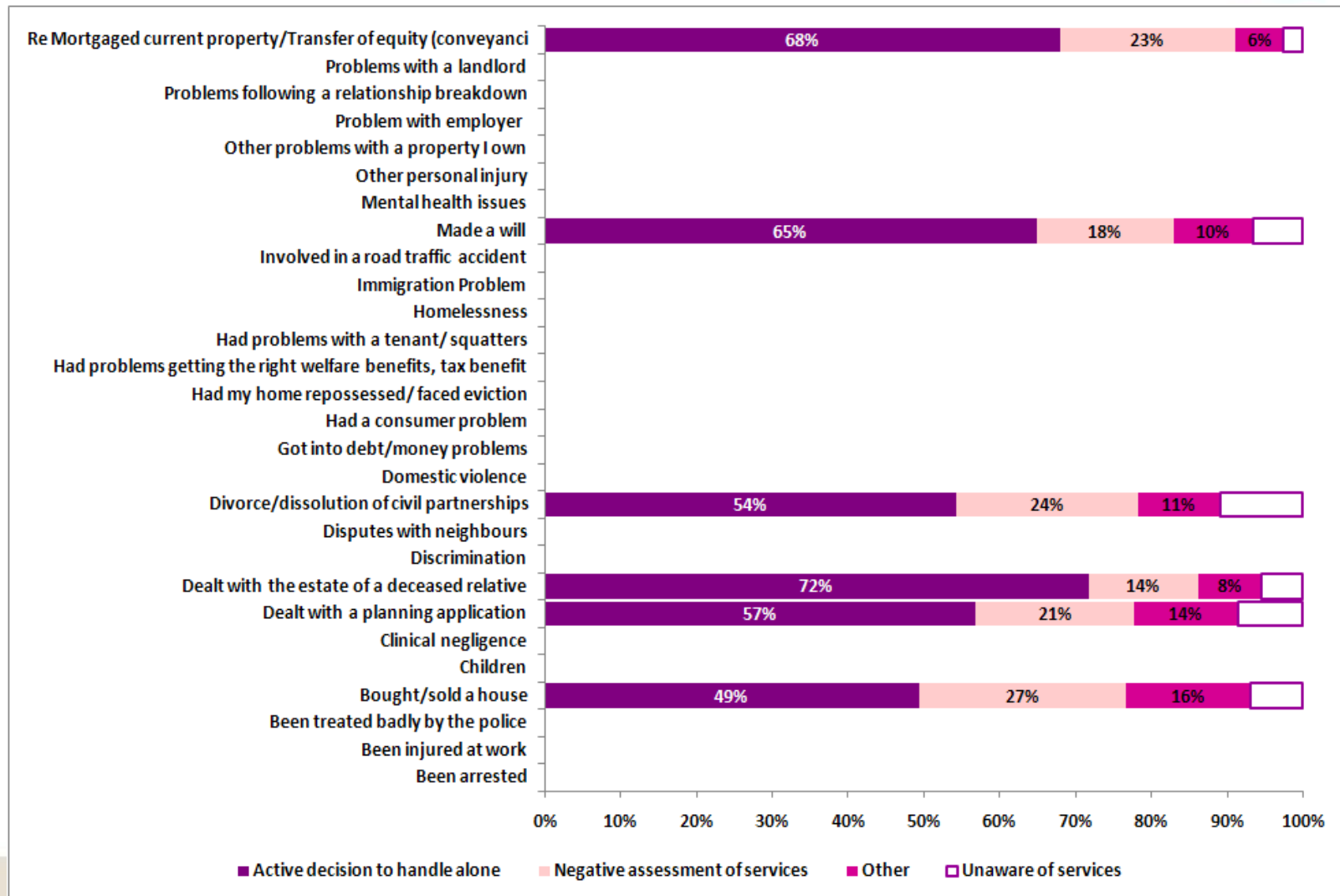
# Reasons for Handling alone

n =2,320



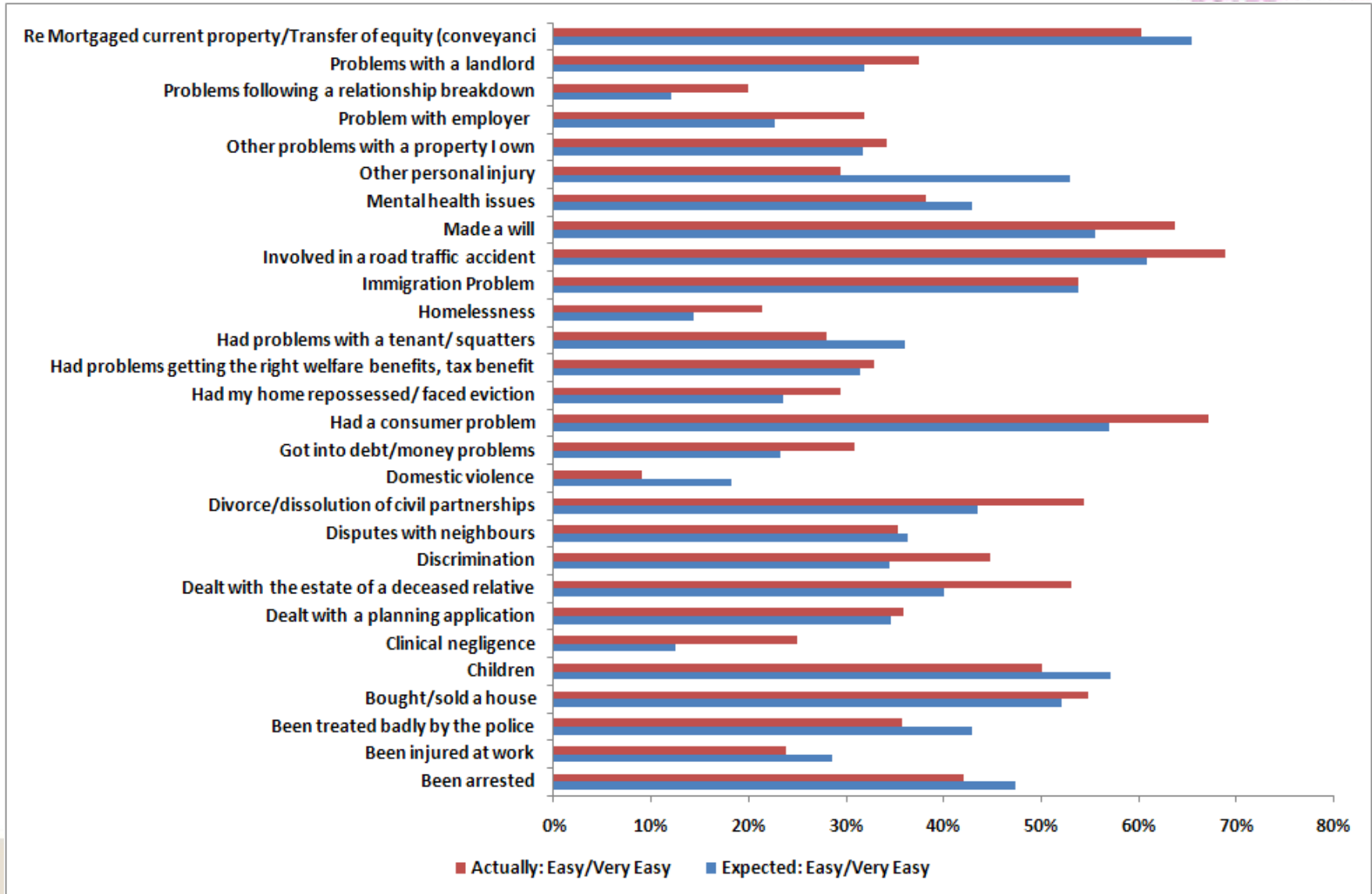
# Reasons for handling transactional alone

n =2,320



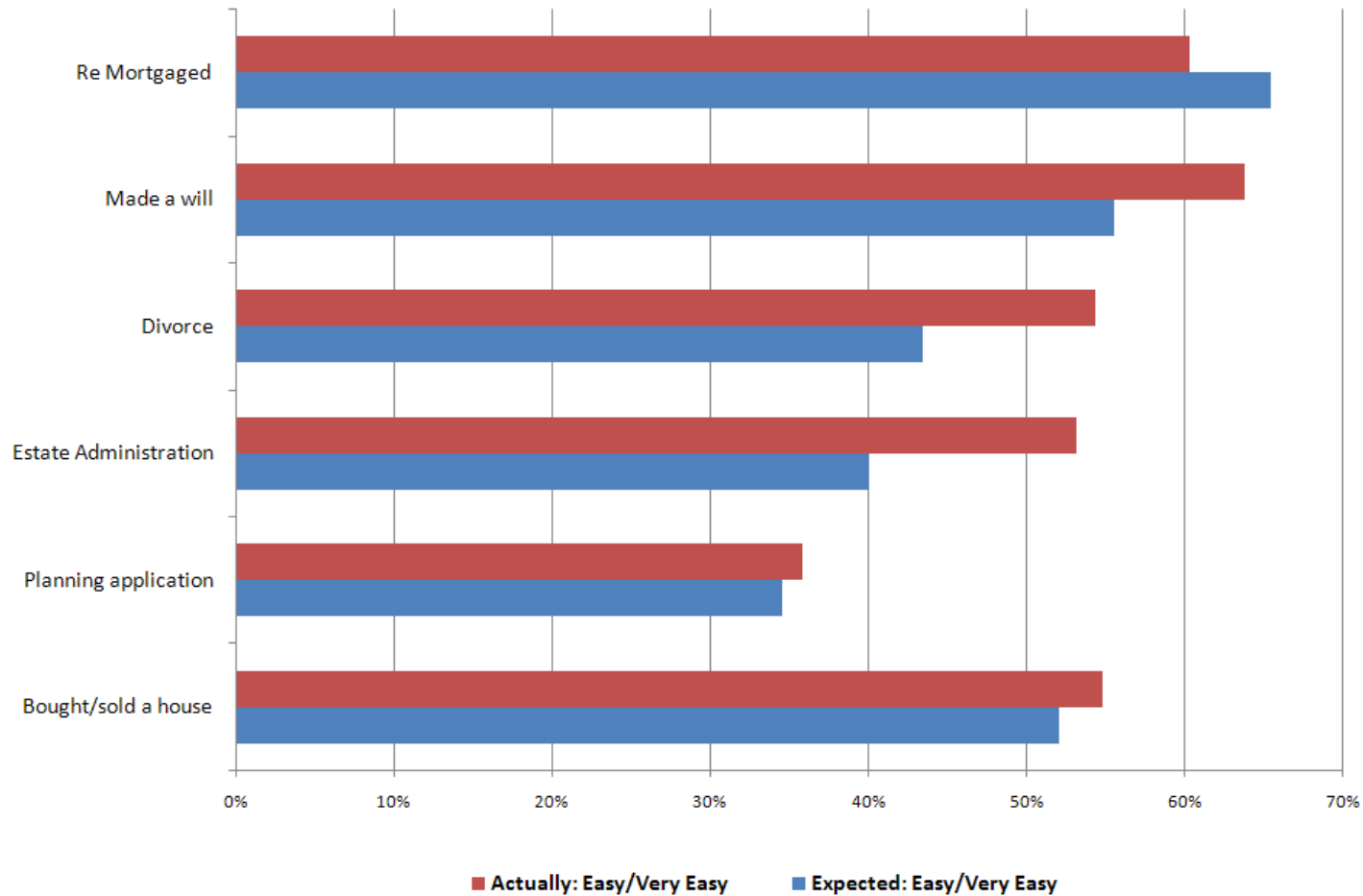
# Experience of Handling alone

n =2,320



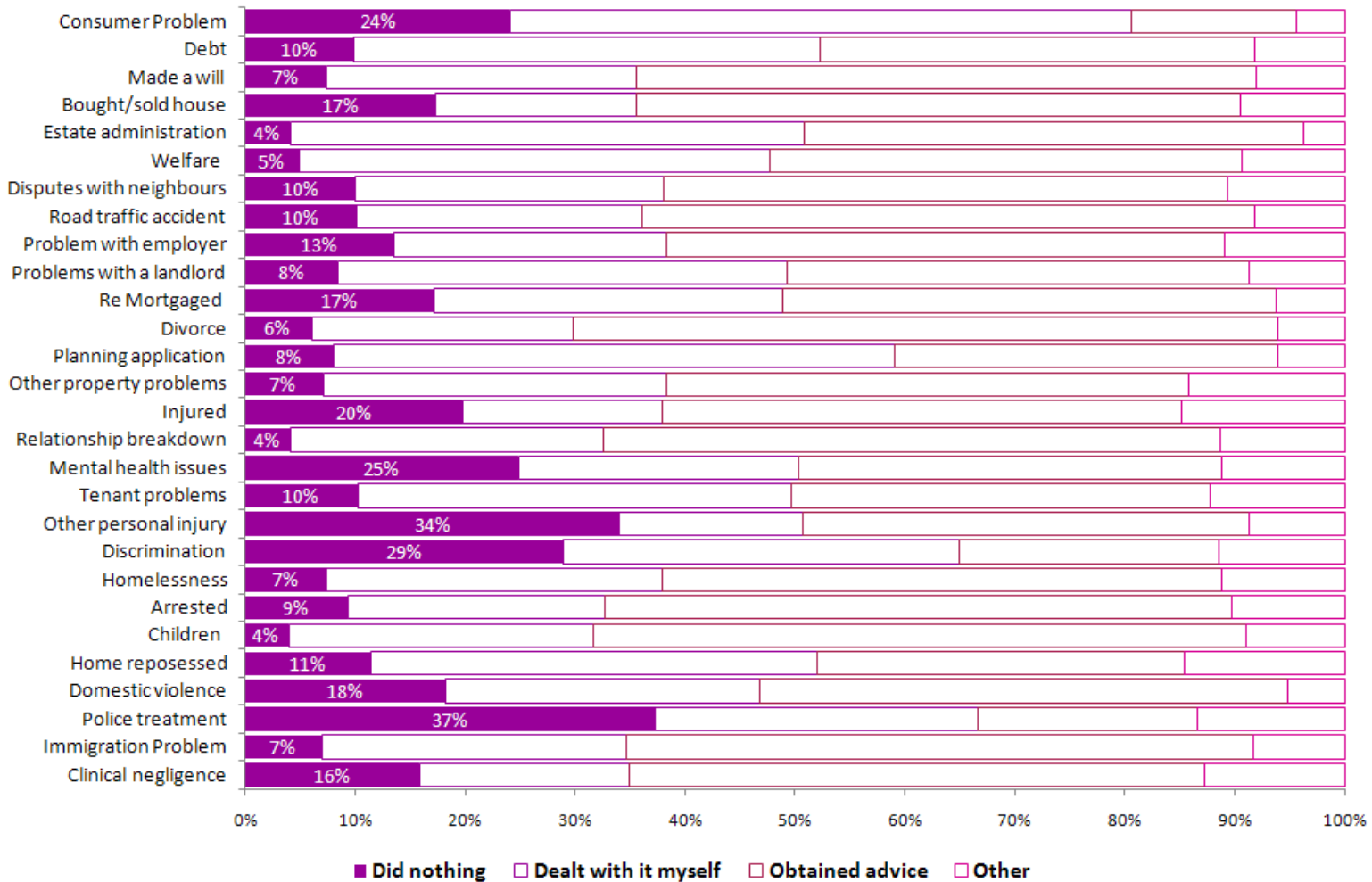
# Experience of handling transactional alone

n = 2,320



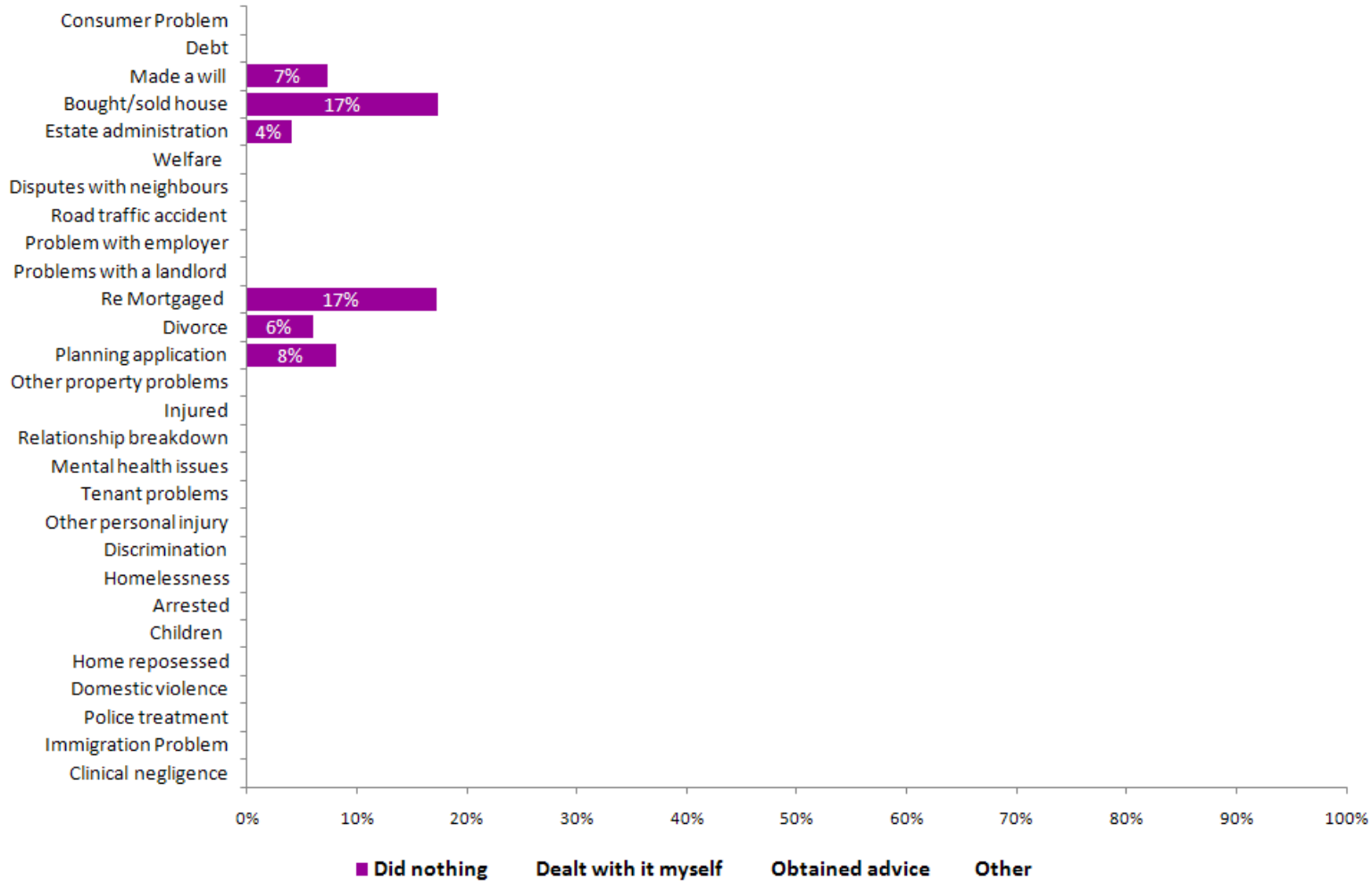
# How significant is doing nothing?

n = 1,265



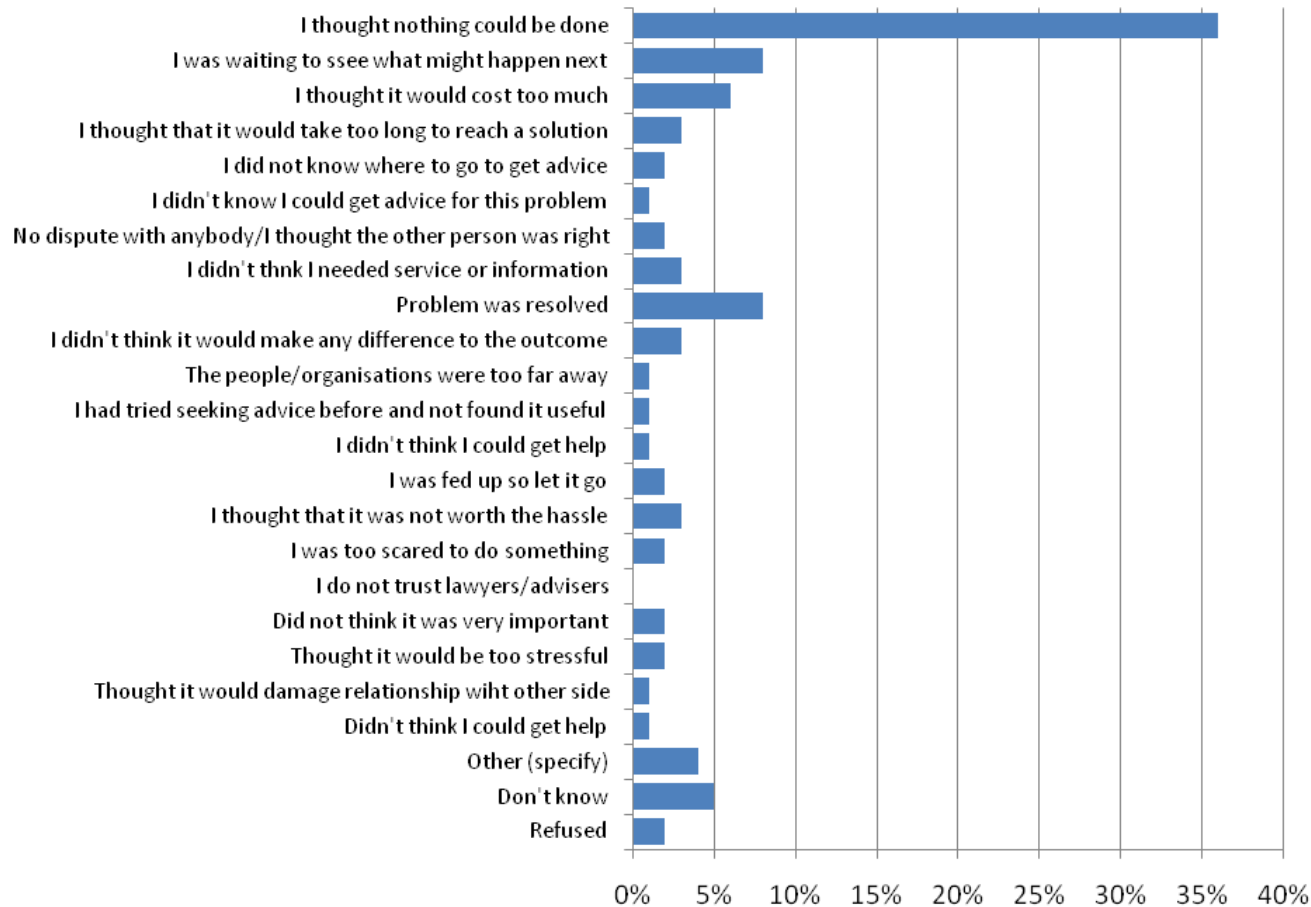
# How significant is doing nothing?

n = 1,265



# Reasons for doing nothing?

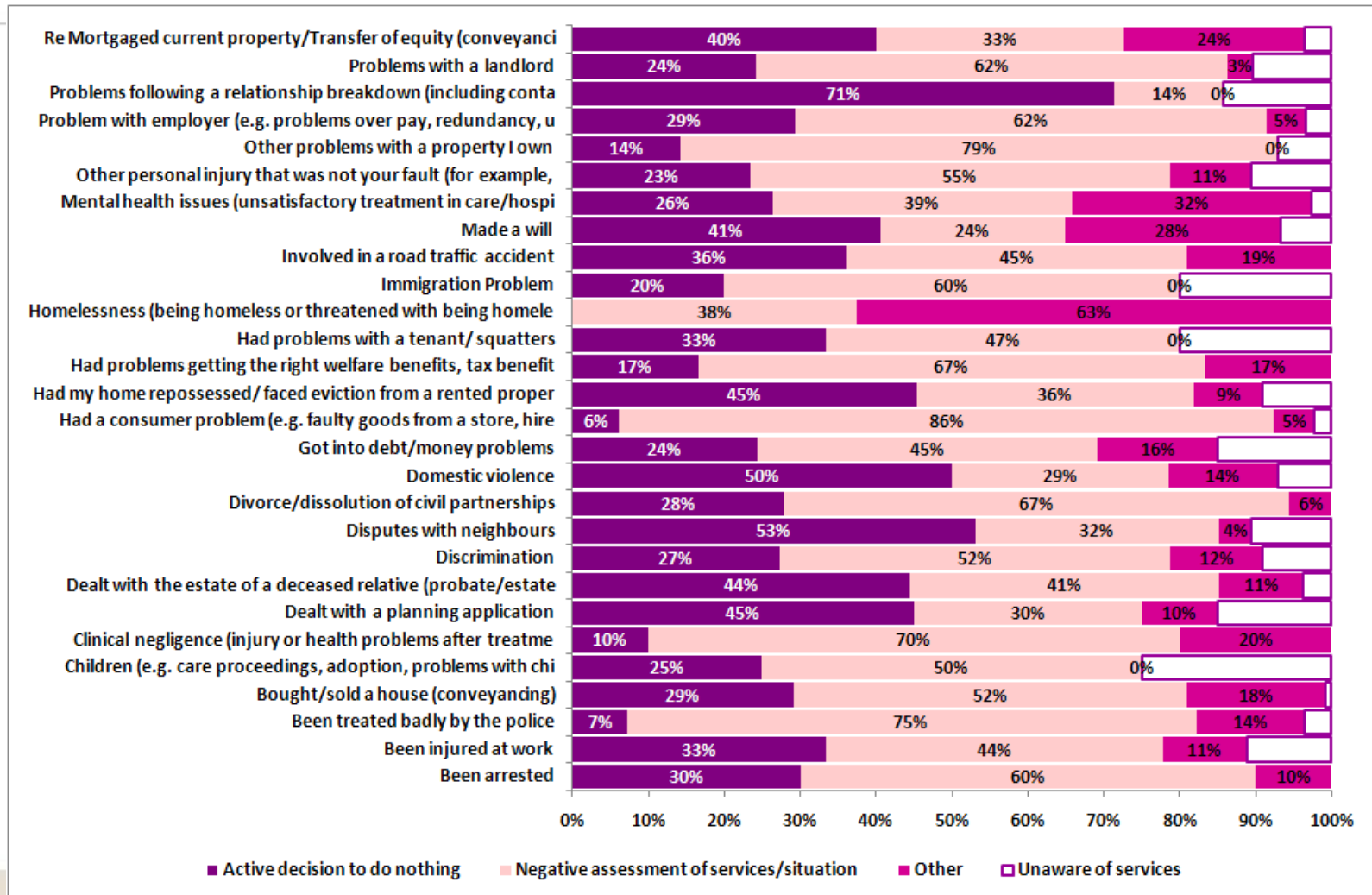
n =1,265





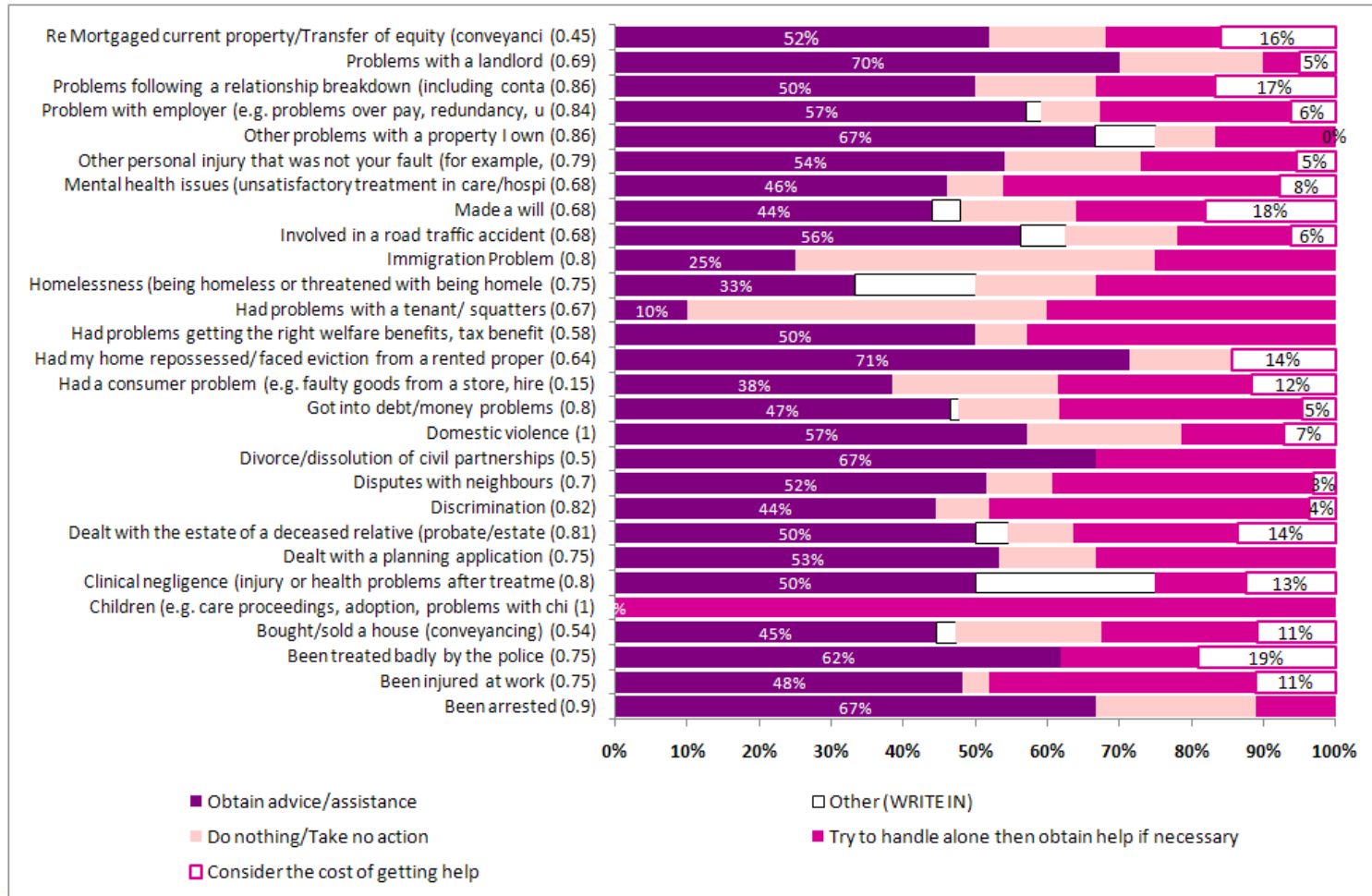
# Why do nothing?

n = 1,265



# Next time?

n =1,265



# Conclusions

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- New dataset provides an opportunity for more analysis of how people deal with their legal problems
- People seem to be making rational choices:
  - simple legal problems are handled alone
  - many legal problems resolve themselves
  - where they have time they invest the time in handling the legal problem
- Some concerns remain –
  - Can we do more to ensure legal tools are available to help them deal with problems?
  - Can we do more to help people choose between providers of legal services?

# For more information

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- LSB research pages for all research reports
  - [http://www.legalservicesboard.org.uk/what we do/Research](http://www.legalservicesboard.org.uk/what_we_do/Research)
- Market impacts of the LSA Interim report
  - [http://www.legalservicesboard.org.uk/what we do/Research/Publications/pdf/market impacts of the legal services act interim baseline report.pdf](http://www.legalservicesboard.org.uk/what_we_do/Research/Publications/pdf/market_impacts_of_the_legal_services_act_interim_baseline_report.pdf)
  - Interim report published for comment
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  - [Alex.roy@legalservicesboard.org.uk](mailto:Alex.roy@legalservicesboard.org.uk)
  - [Robert.cross@legalservicesboard.org.uk](mailto:Robert.cross@legalservicesboard.org.uk)