

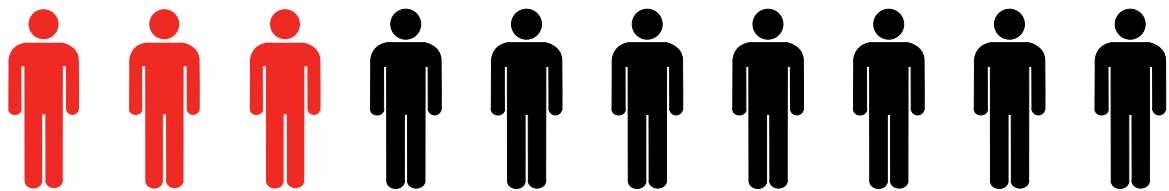


Legal Problem & Resolution Survey 2014-2015

Overview

The Legal Problem and Resolution Survey (LPRS) is a nationally representative general population survey of adults aged 18 and over living in households in England and Wales. Telephone interviews were conducted with 10,058 respondents between November 2014 and March 2015. Respondents were asked if they had experienced a range of problems or disputes in the 18 months before the interview and the ways in which they went about resolving these problems.

Problems Experienced

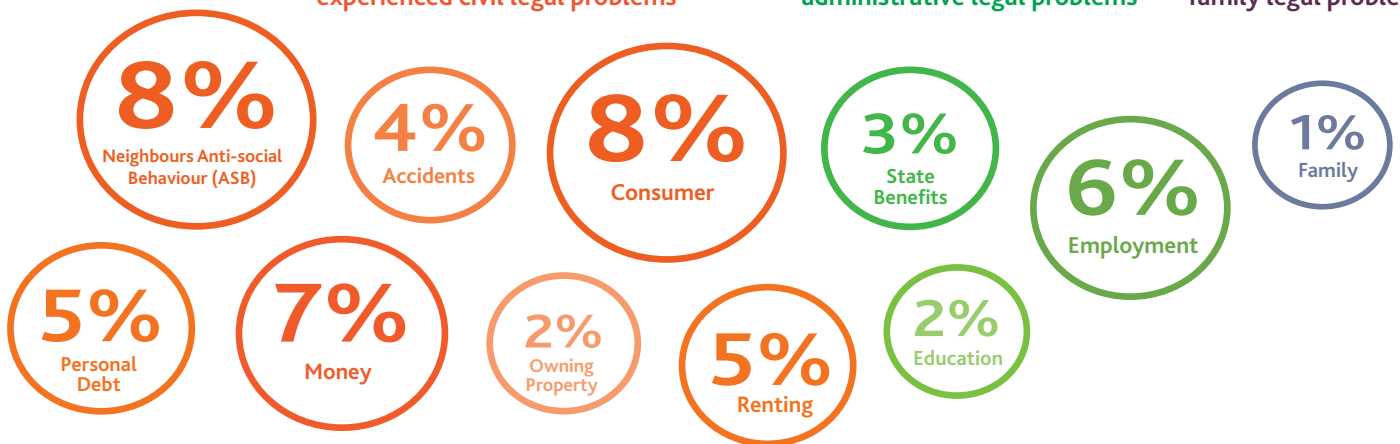


32% of adults experienced at least one legal problem within the last 18 months.

27% of adults experienced civil legal problems

10% experienced administrative legal problems

1% experienced family legal problems



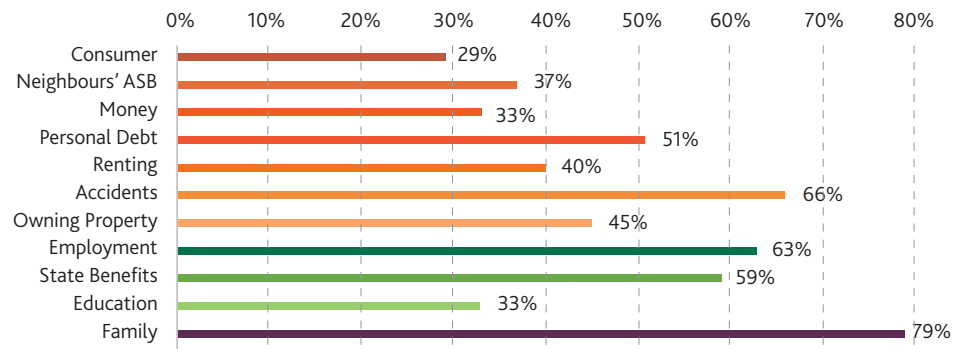
50% of those who experienced a problem experienced **multiple problems**

The groups who were particularly likely to experience high numbers of problems were those who were unemployed, lone parents with dependent children, those living in a

household with an annual income of under £15,000, those living in rented accommodation and those who had a limiting illness or disability.

Overall **45%** of people experienced one or more **adverse consequence** as a result of their problem, such as stress related illness or other mental health problem, loss of confidence, loss of income or financial strain or physical illness.

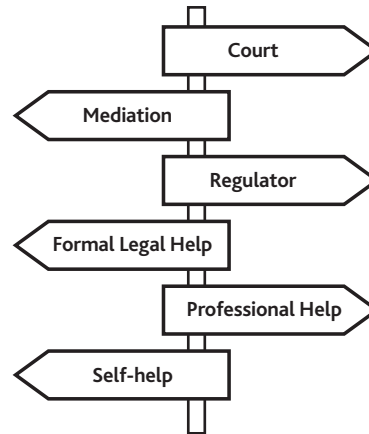
Adults who experienced an adverse consequence (%)



Resolution Strategies

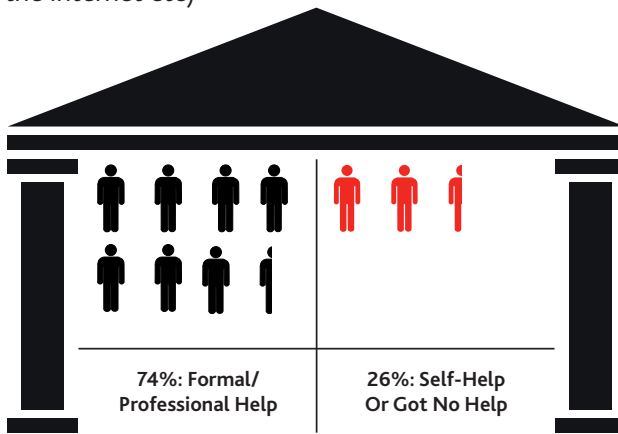
The majority (96%) of people try to resolve their problem, although they vary in the action(s) that they take.

- 5% A court or tribunal hearing
 - 9% Conciliation, mediation or arbitration
 - 5% Regulator or ombudsman
 - 12% Formal legal help (e.g. a solicitor)
 - 32% Professional help (e.g. from a charity)
 - 73% Self-help (e.g. from friends/family, the internet etc)
- } Formal Resolution Strategies

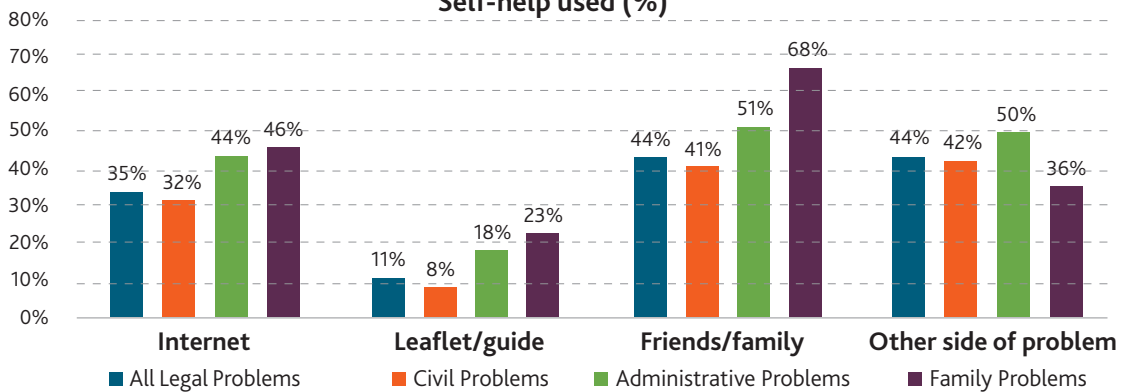


Of those adults who used a **court or tribunal** to resolve their problem 74% obtained formal legal or professional help.

A number of factors were strongly associated with using a formal resolution strategy including the type of advice obtained, the type of problem experienced, the seriousness of the problem, whether adults regarded the problem as a legal problem, and how long the problem had lasted for.

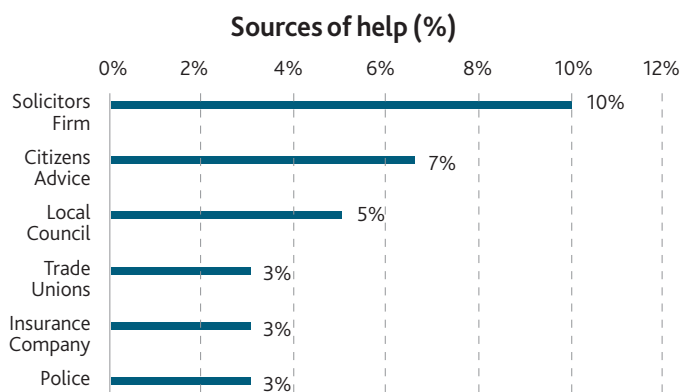


Self-help used (%)



Three quarters (73%) of people used one or more method of self-help to try and resolve their problems, although those aged 75 and over and those with no qualifications were less

likely to do so. Self-help included the internet, using a leaflet or guide, speaking to friends and family, or to the other side of the problem.



The most common **sources of help** for adults experiencing problems were solicitors' firms and Citizens Advice services (10% and 7%).

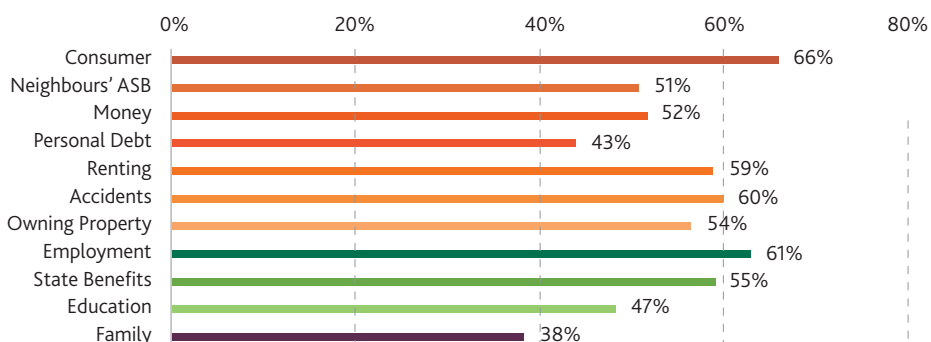
A number of factors were strongly associated with obtaining formal legal help or professional help including the type of problem experienced, the resolution strategy adults had used, the seriousness of the problem, whether adults regarded the problem as legal, whether the adults had experienced adverse consequences as a result of the problem, and how long the problem had lasted for. Age was also strongly associated with obtaining formal legal or professional help.

Resolved Problems

Overall **55%** of problems were **resolved** at the time of the interview.

A quarter of adults (27%) were planning to resolve their problem in future and just under a fifth (18%) were not planning to resolve their problem.

Problems that were resolved (%)



59% of resolved problems were resolved in the respondents' favour



24% of resolved problems were resolved in an even split

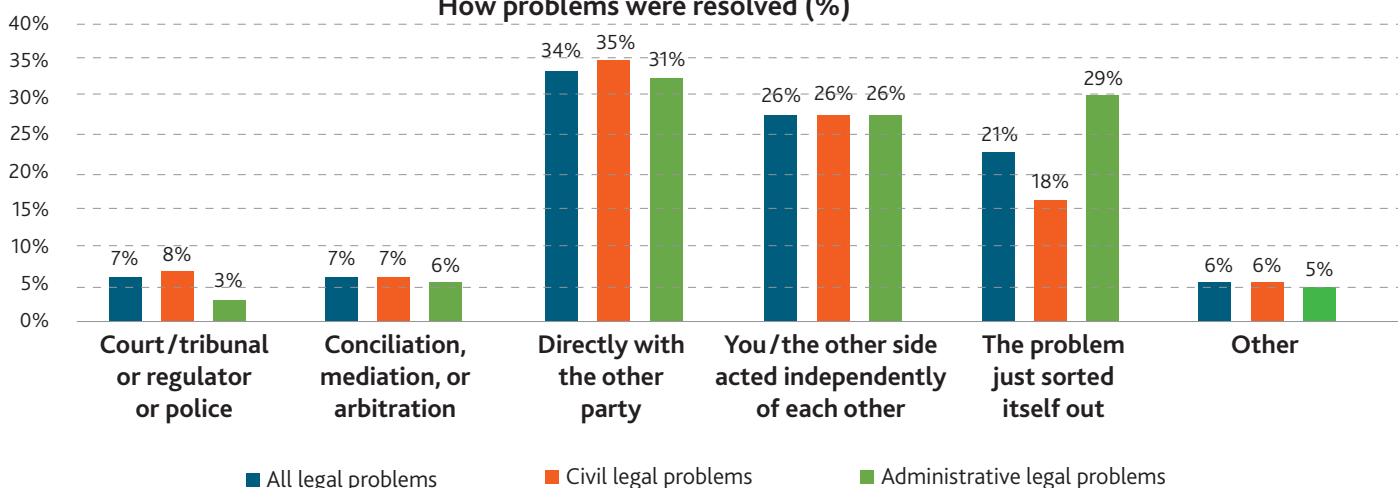


13% of resolved problems were resolved in favour of the other side



4% of adults stated that the problem did not resolve in anyone's favour

How problems were resolved (%)



Overall 7% of resolved problems were resolved with a decision from a court, tribunal, regulator or the police. The types of problems more commonly resolved this way were problems with neighbours' ASB, accidents or medical negligence and owning or buying residential property. Problems that were more commonly resolved through direct interaction with the other party included personal debt and consumer problems.*

For further information about the survey methodology and findings please see the summary document (add link) and the supplementary report (add link).

* Due to small base numbers not all differences were significant at the 5% level.