



Ministry  
of Justice

# Legal Problem and Resolution Survey 2023

## Summary report

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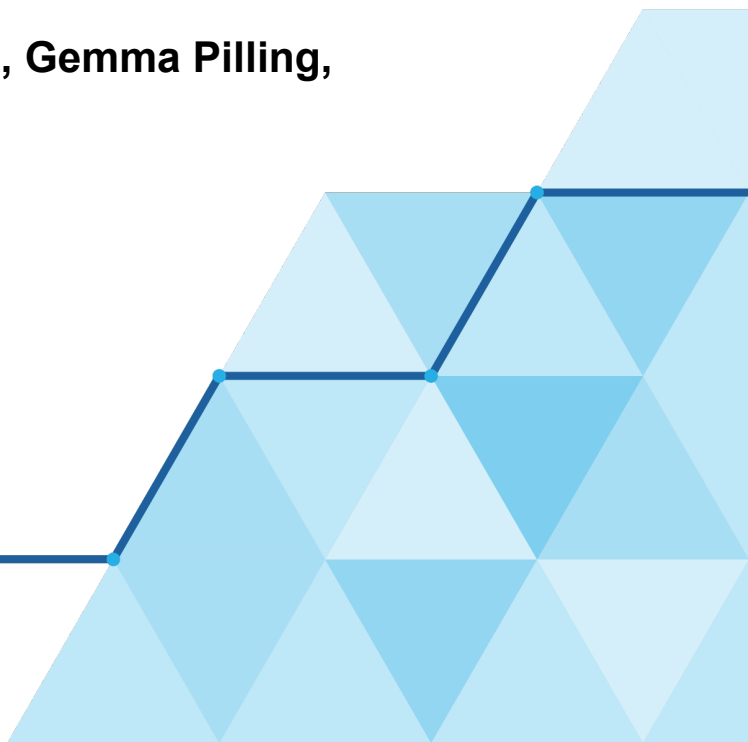
Ipsos

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# 1. Executive summary

## 1.1 Background

The Legal Problem and Resolution Survey (LPRS) measures people's experiences of everyday problems that may have a legal solution through the courts and tribunal system. The LPRS 2023 builds on previous legal needs surveys<sup>1</sup> to provide robust statistical evidence on the extent to which civil, family, and administrative justice problems are experienced, by whom, and how they are dealt with, by adults in England and Wales.

The LPRS 2023 was designed to provide an up-to-date picture of legal needs to understand the:

- Rates and patterns of legal problems in the general population
- Common problem resolution strategies and people's awareness and use of different sources of legal and non-legal support
- Relationship between strategies used and outcomes achieved
- Characteristics of potential courts and tribunal system users, including barriers to access and support needs.

## 1.2 Methodology

The LPRS 2023 is a nationally representative general population survey of adults aged 18 and over living in households in England and Wales. Respondents were asked if they had experienced problems or disputes in 11 distinct categories (see Appendix A) in the 18 months before interview. A mixed mode approach was used, drawing on available sample frames and using innovative methods to maximise the robustness and cost-effectiveness of the survey. The two strands of the survey comprised:

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<sup>1</sup> Further information regarding previous legal needs surveys can be found in chapter 1 of the supplementary report.

1. An online survey conducted via the UK KnowledgePanel, Ipsos's online random probability panel that includes coverage of the digitally excluded population.<sup>2</sup>
2. Face-to-face interviews, using a Computer Assisted Personal Interviewing (CAPI) approach, taking place in respondents' homes.

A total of 10,324 interviews were achieved across the two strands: 9,284 via the online KnowledgePanel survey, with a further 1,040 from the face-to-face interviews. Further details of the methodology are provided in chapter 2.

### 1.3 Key findings

#### **The rates and patterns of legal problems in the general population**

Experiencing a legal problem is a fairly common experience with half (50%) of all respondents having had at least one problem in the 18 months before interview.<sup>3</sup> However, not all problems are equal, with different problems varying in their prevalence, likelihood of resolution, and level of impact upon those experiencing them.

Whilst problems are experienced across the population, they are more frequently experienced amongst certain groups. Younger people, those from ethnic minority backgrounds, adults with long-term health conditions, adults on means-tested benefits, and single parents are more vulnerable to legal problems and their effects.

Around one in five (21%) respondents reported that the problem they had experienced was related to the COVID-19 pandemic to at least some extent.

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<sup>2</sup> Ipsos's KnowledgePanel recruitment method ensures that those who are digitally excluded can register by post or by telephone. Members of this group are given a tablet, an email address, and 4G internet access allowing them to complete surveys online. Tablets are restricted to basic online browsing and email to avoid inadvertently changing the panellists' behaviour.

<sup>3</sup> The reported prevalence rate of 50% excludes respondents' experiences of divorce and probate. These issues are covered separately within the analysis due to the substantially different nature of these issues. When including divorce and probate the overall prevalence rate is slightly over half at 51%.



Around half of people with a legal problem (52%) had experienced multiple problem categories<sup>4</sup> in the 18 months before interview.

### **Resolution strategies and use of different sources of support**

Most people who experienced a legal problem tried to resolve it in some way, but only a small proportion (5%) of those with a legal problem went to a court or tribunal. Half (50%) used some form of self-help as the most formal strategy to resolve their problem (e.g., using the internet, leaflets, self-help guides or speaking to friends and family).

Use of different resolution strategies varied markedly depending on the legal problem experienced. Those who had a problem relating to a relationship breakdown were, by some margin, the most likely to have used a formal resolution process (38%), whilst those experiencing a consumer problem tended to be most likely to rely on self-help alone (70%). Those with problems relating to neighbours were the most likely to have engaged legal or professional help (40%) but also the most likely to have taken no action at all (22%).

A key barrier to seeking advice or help from a solicitor or barrister was (perceived) cost, cited by 30% as a reason for not using them (rising to 49% amongst the lowest income households). Another commonly reported barrier to not obtaining help from other advice providers was the perception of the problem not being important enough (25%). Overall, relatively few people perceived their problem as a legal problem at the outset (11% of adults with problems), and a quarter rated their problem as being very serious (24%).

### **Strategies used and outcomes achieved**

Around two-thirds (64%) of problems experienced had concluded at the time of interview. However, some problems were more likely to be ongoing at the time of interview, particularly problems related to relationship breakdown (58%), education (42%) and neighbours (42%).

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<sup>4</sup> This report presents legal problems within different groupings. It has three broader jurisdictional groupings of administrative, civil, and family legal problems. These three jurisdictional groupings are made up of problem categories (such as employment problems) and then the individual problems that people have experienced within the problem categories (such as discrimination at work). Appendix A outlines the legal problems covered within the survey and how these are categorised.

If not resolved after 18 months, it becomes increasingly likely that a legal problem will be long-lasting and difficult to resolve. The longer a problem continues, the more likely it is that a respondent will experience adverse consequences, most often relating to mental health.

Around half of those who had received some form of legal or professional help from an advice provider<sup>5</sup> reported that their advisor had helped to resolve or reduce their problem (51%), though one in three (34%) said that their advisor had made no difference and 3% reported that they had made the problem worse.

### **Potential users of the courts and tribunal system, barriers to access and support needs**

A minority (5%) of respondents with legal problems reported using the court and tribunal system to help resolve a problem.<sup>6</sup>

Around one in seven (14%) of those people who had experienced a legal problem but had not used a court or tribunal had considered doing so but ultimately decided not to. The most frequently cited reason for not taking a problem to court was the expense of a lawyer (29%), followed by the prospect being too stressful (28%) and court fees being too high (25%).

Amongst those who had not considered taking their problem to court, the most likely reasons cited were the perceived lack of need (35%) and/or a perception that the problem was too trivial (28%). Around one in ten were not aware of the possibility of taking their problem to court (9%), notably amongst those with lower education levels, lower digital capability, and lower proficiency in English. A small minority (7%) noted that they didn't know how to take a problem to court.

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<sup>5</sup> This term refers to a range of legal and professional advice providers: see beginning of section 3.5 for further details.

<sup>6</sup> Using the court and tribunal system does not necessarily mean respondents attended a hearing. For example, using the ombudsman, arbitration, or mediation services.

## Public attitudes towards the courts and tribunal system

The majority of respondents recognised the convenience of HMCTS online services (64%) and remote hearings<sup>7</sup> (62%). For online services, the majority also viewed them as an acceptable alternative to offline paper routes (64%). However, for remote hearings, over half of respondents (53%) said they would still prefer to have a face-to-face hearing. Attitudes varied by people's characteristics, with older respondents and those with lower digital capability particularly likely to prefer traditional offline modes of access.

## 1.4 Conclusions

The LPRS 2023 measured people's experiences of everyday problems that may have a legal solution through the courts and tribunal system. This has provided robust quantitative evidence, identifying those most likely to experience legal problems, the type of problems they experience, and the action taken to deal with problems.

Several findings from the LPRS 2023 are similar to those identified in previous legal needs surveys conducted in England and Wales (although due to methodological differences between the surveys caution must be exercised when making comparisons).<sup>8</sup> For instance, the four most common types of problems experienced (consumer, neighbours, money/debt and employment) were also the four most common in the 2014–15 LPRS. The LPRS 2023 also reflects similar patterns in the types of action people take to resolve their problems, and possible influencing factors. Despite most people taking some type of action to resolve their problem, only a small proportion use a formal resolution process or gain any legal or professional advice. This could be related to only a small proportion of respondents perceiving their problem as 'legal' when it first began, or as very serious.

Also similar to previous findings, the LPRS 2023 identified that certain groups of the population are far more likely to experience problems than others (people from ethnic minority backgrounds, adults with long-term health conditions, those on means-tested

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<sup>7</sup> Online services refer to HMCTS digitised processes that enable people to submit evidence, complete applications, or file claims online. Remote hearings refer to hearings in which participants can attend via video or telephone call, rather than attend a court in person.

<sup>8</sup> Further information regarding the methodological differences amongst previous legal needs surveys can be found in chapter 5 of the technical report.

benefits and single parents). Additionally, the proportion of people experiencing adverse consequences reflect those identified in previous surveys.

The survey has shown where attention should be focussed to meet the needs of particular groups and gaps or perceived weaknesses in service provision. For instance:

- Highlighting possible areas where interventions could reduce people experiencing multiple problems, such as where problems are likely to cluster (experiencing a relationship breakdown or accident problem).
- Identifying where improving awareness and understanding may help minimise negative experiences and consequences, thereby improving access to justice. This could include raising awareness of what constitutes a legal problem itself, or particular routes to resolution, like mediation.
- Showing those who may need more support and engagement to access modernised court and tribunal services, such as those with lower levels of digital capability.

Further tailored research is however needed to explore what support would be most useful, as this study was not designed to illuminate what works best in helping adults to successfully resolve their legal problems. The LPRS 2023 has captured a wealth of data, much of which is covered in further detail in the accompanying supplementary report. The data collected will be available via the UK Data Archive to facilitate further analysis.

## 2. Introduction

The Legal Problem and Resolution Survey (LPRS) measures people's experiences of everyday problems that may have a legal solution through the courts and tribunal system. The LPRS 2023 builds on previous legal needs surveys<sup>9</sup> to provide robust statistical evidence on the extent to which civil, family, and administrative justice problems are experienced, by whom, and how they are dealt with, by adults in England and Wales.

Legal needs surveys are an established method for measuring the rate of different legal problems experienced by different groups within a population. Legal problems are wide-ranging and include everyday issues such as debt, problems with consumer purchases, disputes with employers and landlords, and issues arising from relationship breakdown. There are a number of methodological differences between the LPRS 2023 and earlier legal needs surveys,<sup>10</sup> therefore caution should be used when comparing figures from across the different surveys.

The survey was commissioned by the Ministry of Justice (MoJ) to inform several of the department's policy areas including legal support, court fees, alternative dispute resolution and the MoJ's overarching evaluation<sup>11</sup> of the HM Courts and Tribunals Service (HMCTS) reform programme.<sup>12</sup> It was designed to provide an up-to-date picture of legal needs, considering broader factors within the context and perceived impacts of COVID-19, to understand the:

- Rates and patterns of legal problems in the general population
- Common problem resolution strategies and people's awareness and use of different sources of legal and non-legal support
- Relationship between strategies used and outcomes achieved

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<sup>9</sup> Further information regarding previous legal needs surveys can be found in chapter 1 of the supplementary report.

<sup>10</sup> Further information regarding the methodological differences amongst previous legal needs surveys can be found in chapter 5 of the technical report.

<sup>11</sup> [HMCTS Reform Overarching Evaluation: Research - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/research-data-and-analysis/publications/hmcts-reform-overarching-evaluation-research)

<sup>12</sup> HM Courts and Tribunals Service (HMCTS) is an executive agency of the Ministry of Justice (MoJ), responsible for the courts and tribunals system in England and Wales and non-devolved tribunals in Scotland and Northern Ireland.

- Characteristics of potential courts and tribunal system users, including barriers to access and support needs.

The LPRS 2023 provides an insight into those who have not used the formal legal system (in addition to those who have), to explore why they have chosen not to do so, and whether they have experienced barriers that can be addressed through provision of support.

The HMCTS Reform Programme brings modern technology and new ways of working to the courts and tribunals system with the aim of delivering a system that is just, proportionate, and accessible. The LPRS 2023 included new modules to explore respondents' attitudes to two aspects of the courts and tribunal process that are being introduced as part of HMCTS Reform. Firstly, the digitising and move to services being available online (for example, being able to submit evidence, complete applications, or file claims online) and secondly, the use of remote hearings (hearings in which participants can attend via video or telephone call, rather than attend a court in person).

## 2.1 Methodology

The LPRS 2023 is a nationally representative general population survey of adults aged 18 and over living in households in England and Wales. Respondents were asked if they had experienced problems or disputes in 11 distinct categories (see Appendix A) in the 18 months before interview. In line with long-established approaches to legal needs surveys, problems were described as everyday problems rather than legal problems to avoid respondents' own characterisation of what may or may not constitute a legal problem influencing their responses.<sup>13</sup> A mixed mode approach was used, drawing on available sample frames and using innovative methods to maximise the robustness and cost-effectiveness of the survey. The two strands of the survey comprised:

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<sup>13</sup> See, for example, Pleasance, P., Balmer, N.J., Sandefur, R. L., (2016). Apples and Oranges: An International Comparison of the Public's Experience of Justiciable Problems and the Methodological Issues Affecting Comparative Study, *Journal of Empirical Legal Studies*, vol 13 (1) pp. 50–93. Accessed at: <https://onlinelibrary.wiley.com/doi/abs/10.1111/jels.12097>

1. An online survey conducted via the UK KnowledgePanel, Ipsos's online random probability panel that includes coverage of the digitally excluded population.<sup>14</sup>
2. Face-to-face interviews, using a Computer Assisted Personal Interviewing (CAPI) approach, taking place in respondents' homes.

A total of 10,324 interviews were achieved across the two strands: 9,284 via the online KnowledgePanel survey, with a further 1,040 from the face-to-face interviews.

The sample for the online KnowledgePanel survey was stratified by country, education, ethnicity, and age groups. One person per household was invited to participate. A total of 17,849 panellists in England and Wales (aged 18+) were selected and invited to take part, with a response rate of 52%.

The sample for the face-to-face survey consisted of 2,550 addresses in England and Wales selected at random from the postcode address file (PAF). The sample was selected in two stages. At the first stage, 85 primary sampling units (PSUs) were selected at random. At the second stage, 30 addresses were sampled within each selected PSU. The adjusted response rate for the face-to-face survey was 42%. The overall response rate for both modes of the survey was 51%.

Data were weighted to ensure that they were representative of the target population of adults aged 18 and over living in private households in England and Wales.

Further details of the methodology are provided in the supplementary report and the technical report.

## 2.2 Analysis

This report presents key descriptive findings from the survey. This includes descriptive analysis of the socio-demographic differences observed. It is important to note that these are headline findings, and the interaction between socio-demographic variables and other characteristics is complex. Additional analysis is required to understand these associations

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<sup>14</sup> Ipsos's KnowledgePanel recruitment method ensures that those who are digitally excluded can register by post or by telephone. Members of this group are given a tablet, an email address, and 4G internet access allowing them to complete surveys online. Tablets are restricted to basic online browsing and email to avoid inadvertently changing the panellists' behaviour.

further. Similarly, although fieldwork was conducted whilst no COVID-19 restrictions were in place, the pandemic may have had an impact on the prevalence and the experience of problems. The report includes analysis of the perceived impact of COVID-19, rather than analysis looking to determine the pandemic's impact.

The wealth of data captured by the survey will be available via the UK Data Archive to facilitate further analysis. The MoJ is keen to encourage partners in academia and external research organisations to support the department in developing the evidence on Legal Needs. The MoJ's Areas of Research Interest (ARI) sets out the critical themes where research can have most impact for policy and operational decision-making (MoJ, 2020). The ARI forms the basis of MoJ's commitment to collaborate with our expert partners to address the department's key evidence priorities, better understand what works, and improve outcomes for justice system users.



## 3. Findings

### 3.1 Prevalence of legal problems

This report presents legal problems within different groupings. It has three **broader jurisdictional groupings of administrative, civil, and family legal problems**.<sup>15</sup> These three jurisdictional groupings are made up of **problem categories** (such as employment problems) and then the **individual types of problems** that people have experienced within each problem category (such as discrimination at work). Appendix A outlines the legal problems covered within the survey and how these are categorised. Further definitions for terms used throughout the report can be found in the glossary in Appendix B.

Experiencing a legal problem is common among adults in England and Wales. Half (50%) of all respondents had experienced a legal problem in the 18 months before interview. This prevalence is higher than the previous 2014–15 LPRS survey but is in line with other online legal needs surveys.<sup>16</sup> The nature of probate and divorce legal proceedings and resolutions are substantially different to the civil, administrative, or family legal problems, and so these issues were covered separately within the survey. If respondents' experiences of divorce and probate are included within the overall prevalence, this means that slightly over half (51%) had experienced a legal problem/issue in the last 18 months.

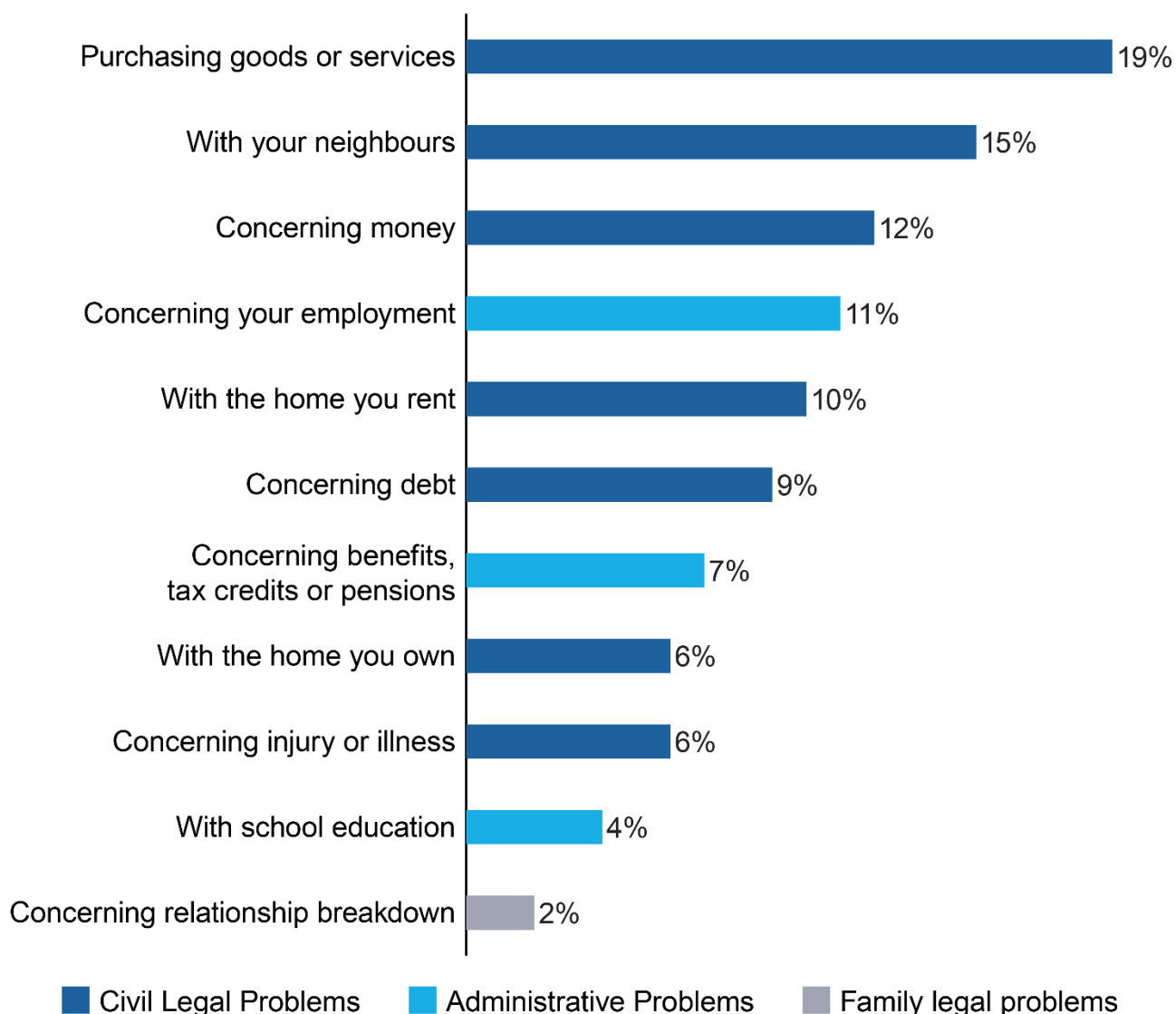
Over twice as many adults in England and Wales had experienced civil legal problems than administrative legal problems (44% and 19% respectively). A relatively small minority had experienced a family legal problem (such as a relationship breakdown and/or dispute over children) (2%). The most commonly reported problems were related to purchasing goods (19%) or problems with neighbours (15%), see Figure 3.1.

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<sup>15</sup> Civil problems relate to problems such as debt, residential and neighbour issues. Administrative problems relate to problems such as employment, the provision of benefits and education. Family problems relate to problems arising from relationship breakdown – financial and child arrangements. A full definition of the problem groupings can be found in Appendix A.

<sup>16</sup> For further information, see chapter 5 in the technical report.

Figure 3.1: Prevalence of legal problems by legal problem type and category



Source: (D1a-D1n, F1, FA1) Did you have any problems concerning...? Base: Adults in England and Wales (10,323).

Adults across all sub-groups of the population reported having experienced a range of problems. However, experience is more frequent amongst some groups. For example, there were some socio-demographic groups that were significantly more likely to have experienced a legal problem in the 18 months prior to interview. These include:

- **Younger** people (65% of people aged 25–34 had experienced a legal problem compared to 27% of people aged 75 and over)
- People from **ethnic minority backgrounds** (75% of those from a mixed background had experienced legal problems compared to 47% of those from a white ethnic background)

- People with **mental health conditions** (72% of people with a mental health condition lasting more than 12 months had experienced a legal problem, compared to 44% of those without a health condition)
- People on **means-tested benefits** (73% of people on means-tested benefits (such as Universal Credit) had experienced a legal problem compared to only 38% of adults on non-means tested benefits)
- People who are **separated from their partners** (69% of those separated have experienced a legal problem compared to 43% of people who are married / in a civil partnership).

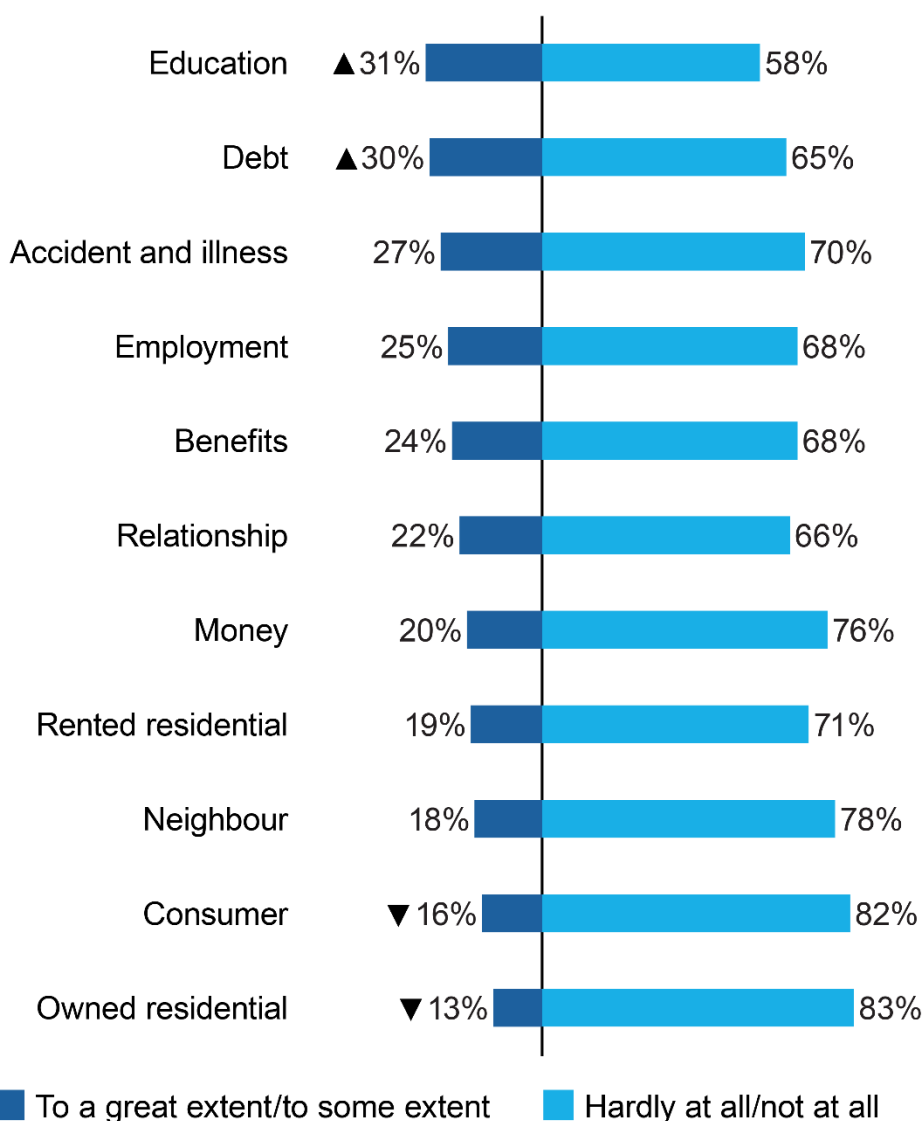
The variation among socio-demographic groups observed within overall problem prevalence are also evident when considering problem types separately. Across all types of problems there were distinctive differences by age, with 25–34-year-olds the most likely to have experienced a civil or family legal problem, whilst 18–24-year-olds were the most likely to have experienced an administrative legal problem. In general, those aged 18–44 were more likely to have experienced different problem types, with likelihood decreasing across older age groups.

Socio-demographic characteristics overlap with other characteristics. These interactions can be complex but often provide explanations for the differences in experiences and attitudes between socio-demographic groups. For instance, there are some important intersections between age and other socio-demographic characteristics which are likely to reflect some of the variations in findings across other groups. For example, younger people were more likely to be from an ethnic minority background than older respondents.

The characteristics of those more likely to experience particular problem types often follow intuitive patterns, such as those in receipt of means-tested benefits being especially more likely to experience problems around benefits. Similarly, those who rented from a private landlord or the council / housing association were more likely than other groups to have experienced legal problems with the home they rent. For family legal problems, single parents were the group most likely to experience at least one family legal problem within the past 18 months (21%). People who were widowed (9%) and those aged 55 to 74 were the most likely to have been involved with probate / challenging a will (5% of 55–64-year-olds and 6% of 65–74-year-olds, compared to 2% of 18–24-year-olds).

The COVID-19 pandemic may have impacted on people’s experience of legal problems, potentially boosting the incidence of particular problems. Around one in five (21%) respondents thought that the legal problem they had experienced was related to the COVID-19 pandemic, at least to some extent. Education and debt problems were the most likely to be associated with the pandemic, as shown in Figure 3.2 below.

**Figure 3.2: Extent to which different problems categories were thought to be linked to COVID-19**



Source: (E\_COVID) To what extent, if at all, was your problem related to the COVID-19 pandemic. Weight 3 – Category Base: Adults in England and Wales who have a legal problem (4,988), all asked follow-up on consumer (811), employment (455), neighbours (582), owned residential (526), rented residential (563), debt (274), money (601), benefits (463), relationships (168), accident & illness (255). Where percentages do not sum to 100%, this is due to ‘Don’t know/prefer not to say’ responses not being shown, and/or due to rounding.

▼▲ Denotes statistically significant difference between all and the subgroup.

People aged between 25 and 44 years old were more likely than other age groups to think that their problem was related to COVID-19 (27% compared to 16% of those aged 45 or older). Almost a quarter of those with a physical or mental health condition or illness similarly felt there was at least some link between their problem and COVID-19 (23% compared to 18% of those without a condition).

Further detail regarding the prevalence of problems can be found in chapter 2 of the supplementary report.

## 3.2 Experience of multiple problems

This section of the report focuses on people with multiple problems and whether there are certain types of problems which are more likely to cluster together. As with section 3.1, it presents legal problems within different groupings: the **problem categories** (e.g., employment problems), and then the **individual types of problems** (e.g., discrimination at work) that people have experienced.

Experiencing multiple problems is relatively common, with 52% of people with a legal problem experiencing two or more categories in the 18-month period before interview. Levels of problem clustering varied depending on both the type of problems and individuals' characteristics. Those with relationship breakdown or accident/illness problems were particularly likely to experience other legal problems of different categories, as shown in figure 3.3 below.

**Figure 3.3: Increase in the likelihood of experiencing another problem category amongst those with a consumer, relationship or accident and illness problem (vs all respondents)**

	All with a consumer problem	All with a relationship problem	All with an accident or illness problem
Consumer problem		● 20	● 26
Employment problem	● 10	● 12	● 30
Neighbours' problem	● 12	● 24	● 24
Owned residential problem	● 7	● 11	● 9
Rented residential problem	● 9	● 16	● 17
Debt problem	● 7	● 35	● 21
Money problem	● 15	● 19	● 27
Benefits problem	● 7	● 26	● 18
Relationship problem	● 3		● 8
Education problem	● 4	● 23	● 8
Accident and illness problem	● 9	● 21	

Source: (D1a-D1n, F1, FA1) Did you have any problems concerning...? Base: Adults in England and Wales (10,323), all with a consumer problem (1,885), all with an accident or illness problem (571).

Some groups were particularly vulnerable to experiencing problem clustering. Younger people, people from ethnic minority backgrounds, single parent households and people with long-term health conditions were all more likely to have experienced multiple problems both across and within a category. For example, 56% of the 18–24 age group and 51% of people from an ethnic minority background experienced multiple problems in the same legal problem category, compared with 32% of the 75+ age group and 43% of people from a white background.

Those who receive means-tested benefits were more likely to report experiencing the same problem a higher number of times. One in ten (10%) experienced the same

individual problem type on more than 10 occasions compared to 3% of those who receive non-means tested benefits and 5% of those who receive no benefits at all.

People in single parent households were comparatively more likely to experience the same problem between six and ten times (11% vs 5% of those in multiple parent households).<sup>17</sup> Those in multiple parent households were more likely to have experienced a problem only once (50% vs 35% of respondents in single parent households).

### **Resolution of multiple problems**

Respondents were asked about the action(s) they took (if any) to resolve their legal problem. Responses were grouped and analysed by the most formal type of resolution activity undertaken:

- **Formal resolution process** (e.g., went to the ombudsmen / court / used mediation / arbitration)
- **Legal/professional help** (e.g., a solicitor's firm, a barrister, a law centre, Civil Legal Advice, Citizens Advice, Shelter, local authorities)
- **Self-help only** (e.g., used social media, a leaflet, GOV.UK, spoke to family or friends)
- **Did not take action** (Did not obtain any information, advice or help).

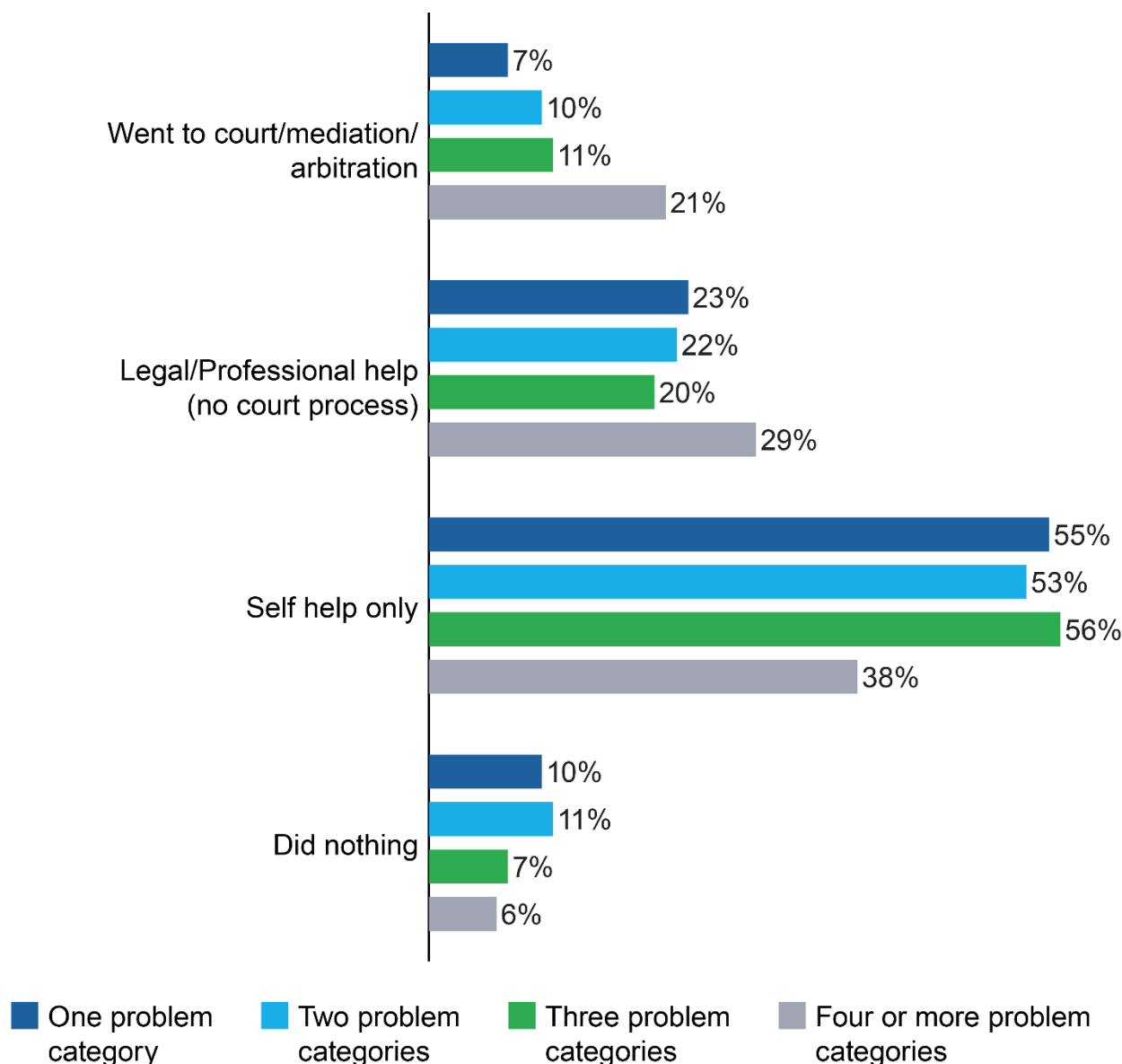
People who experienced multiple problem categories were more likely to have used the most formal resolution process, as shown in figure 3.4 below. For example, 21% of those who had experienced four or more problem categories went to court or used mediation/arbitration, compared to 7% of those experiencing one legal problem category.

Over half of people experiencing either one (55%), two (53%) or three (56%) legal problem categories used self-help as their most formal resolution strategy. Those who had experienced four or more legal problem categories were less likely to have used self-help as their only strategy (38%).

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<sup>17</sup> A multiple parent household refers to households that consist of a child/children aged 0–18 years old and adults living as a couple.

**Figure 3.4: Most formal resolution strategy by number of problem categories experienced**



Source: (D5a) When trying to sort out this “PROBLEM DESCRIPTION”, did you obtain information, advice or any other form of help from any of the following? / (D7) Did any of the following things happen as part of this problem or sorting it out? Base: Respondent level data adults in England and Wales with one problem category (2,469), with two problem categories (1,289), with three problem categories (647), with four or more problem categories (583). Respondents could select more than one answer, so percentages may not sum to 100%.

Further detail regarding the experience of multiple problems can be found in chapter 3 of the supplementary report.



### 3.3 Characteristics of legal problems

This section analyses the characteristics of people's legal problems, covering a range of factors. It includes the differences between concluded and ongoing legal problems, whether people perceived their problem as 'legal' when it first started, who was viewed to be at fault, what adverse consequences people experienced (if any), their perceptions of how serious the problem was, and whether they experienced any discrimination in relation to the problem.

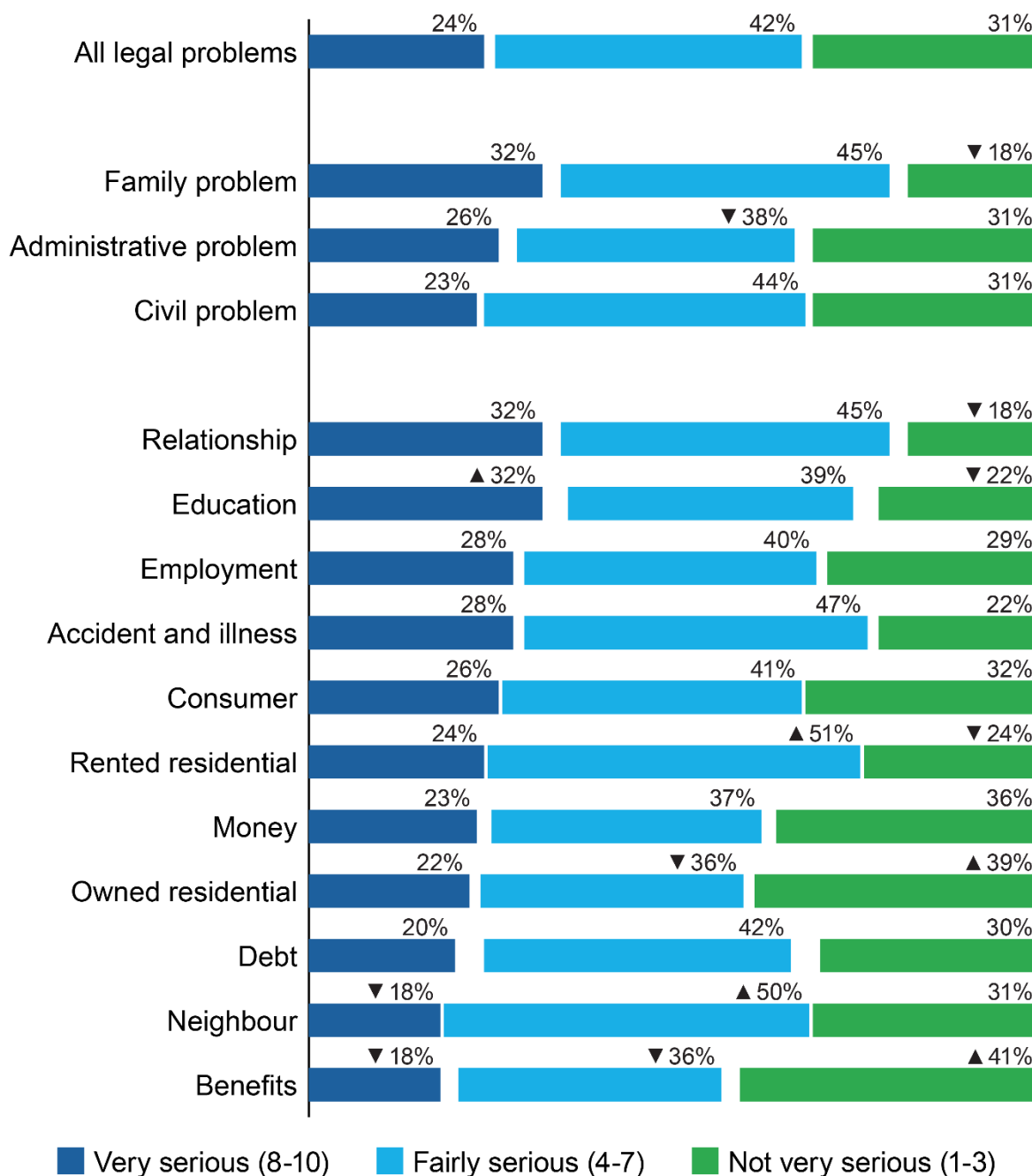
#### **Concluded and ongoing problems**

The problems reported were a mix of ongoing and concluded problems (concluded problems include both those where the problem was considered resolved or where the respondent had given up trying to resolve it further). Most of the problems experienced had concluded at the time of interview, with almost two-thirds having concluded within 18 months (64%). Around three in ten (31%) described their legal problem as 'ongoing' or thought it was 'too early to say'. Consumer and employment-related problems were most likely to have concluded by time of interview (83% and 73% respectively). Other categories of problem were more likely to be ongoing, particularly relationship breakdown (58%), education problems (42%), and neighbour problems (42%). Those who had a problem with a house they own were more likely than others to report that, although the problem persists, they had given up trying to resolve it further (21%, compared to 17% of all respondents).

#### **How people perceived their problems**

There was also variation in how seriously problems were perceived. Overall, a quarter (24%) of problems were perceived by the respondent to be very serious and just under a third (31%) said their problem was not very serious. Problems relating to relationship breakdowns (32%) and education (32%) were the most likely to be perceived as very serious. Problems regarding benefits (18%) and neighbours (18%) were the least likely to be perceived as very serious.

Figure 3.5: Seriousness of the legal problem by problem category



Source: (ED4) How would you rate the seriousness of the problem? Base: All Adults in England and Wales with a legal problem in the last 18 months (4,988), all asked the follow-up about their civil (3,612), administrative (1,208), family (168), consumer problems (811), employment problems (455), neighbourhood (582), problems with a house they own (526), problems with a house they rent (563), debt problems (274), money problems (601), benefits problems (463), relationship problems (168), education problems (290), accident and illness problems (255). Where percentages do not sum to 100%, this is due to 'Don't know/prefer not to say' responses not being shown, and/or due to rounding. ▼▲ Denotes statistically significant difference between all and the subgroup.

Problem duration modelling estimated that a substantial proportion of problems are long lasting (26% of problems are predicted to be ongoing after 5 years) and become harder to resolve over time. The longer a problem continues, the increased likelihood that a respondent will experience adverse consequences.

### **Adverse consequences**

Half of respondents with legal problems (50%) experienced some adverse consequence as a result of their problem, with stress and other mental health impacts (27%) and loss of confidence (20%) the most likely. Those who had a relationship problem (77%), a problem relating to an accident or illness (70%), or an employment-related problem (63%) were more likely to report having experienced adverse consequences.

Some socio-demographic groups are particularly likely to suffer adverse consequences, notably mental health issues. These individuals are typically more likely to be:

- In **less affluent households** (63% of those on less than £14,000 vs 49% of those with an annual income of £32,000 – £60,000)
- Those with a **long-term illness or disability** (58% with vs 42% without)
- People **renting from the council or a housing association** (63% vs 47% of those who own their home)
- Those receiving **means-tested benefits** (67% vs 48% receiving no benefits)
- People living in **single parent households** (66% vs 52% in multiple parent<sup>18</sup> households).

### **Discrimination**

All respondents who had experienced a civil or administrative problem (essentially all legal problems excluding family legal problems, probate, and divorce<sup>19</sup>) were asked whether they had experienced discrimination during their legal problem. This could have occurred at any stage of the process and could relate to the problem itself and/or the subsequent resolution process. Respondents were shown a list of protected characteristics on which they might have experienced discrimination.<sup>20</sup> Around three-quarters reported that they

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<sup>18</sup> Multiple parent household refers to households that consist of a child/children aged 0–18 years old and adults living as a couple.

<sup>19</sup> Following 2014–15 LPRS family legal problems, probate and divorce were not asked about discrimination.

<sup>20</sup> Throughout this report it should be noted that this is self-reported experiences of discrimination.

had not experienced any type of discrimination (76%), whilst over one in seven (15%) had experienced discrimination on the basis of at least one protected characteristic.<sup>21</sup>

People who had certain legal problems were more likely to report experiencing discrimination. Those with problems regarding education (33%), accident and illness (30%), employment issues (27%), benefits (23%) and rented residential property (20%) were all more likely to experience discrimination.

Age related discrimination was the most commonly reported form of discrimination, apart from:

- Debt problems where being pregnant or having recently given birth was the most commonly reported form of discrimination (4%)
- Benefits problems where discrimination based on disability was the most commonly reported (12%)
- Education problems where discrimination based on disability was the most commonly reported (18%).

### **Perception of problem being legal from the outset**

As found in previous legal needs surveys,<sup>22</sup> the majority of respondents would not have described their problem to be of a legal nature when it first began (75%), suggesting that the majority of people are unclear as to what constitutes a legal issue and what does not. This perception varied by problem type. Those with owned residential problems (31%), relationship breakdown problems (23%) and problems relating to accidents (21%) were more likely to perceive their problem to be a legal issue from the outset, though still only a minority described these as legal problems. The large majority of those with consumer (82%), neighbour (80%) or education (79%) problems did not perceive their problem to be a legal issue.

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<sup>21</sup> Protected characteristics are specific attributes safeguarded against discrimination under the Equality Act 2010. These include age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. [Equality Act](#) (2010).

<sup>22</sup> [Legal problem and resolution survey 2014 to 2015 - GOV.UK \(www.gov.uk\)](#) found that 25% considered their problem legal at the outset. [English and Welsh Civil and Social Justice Panel Survey](#) found 10% considered the problem legal at the outset in 2010 and 11% in 2012.

Further detail regarding the characteristics of legal problems can be found in chapter 4 of the supplementary report.

### 3.4 How people try to resolve legal problems

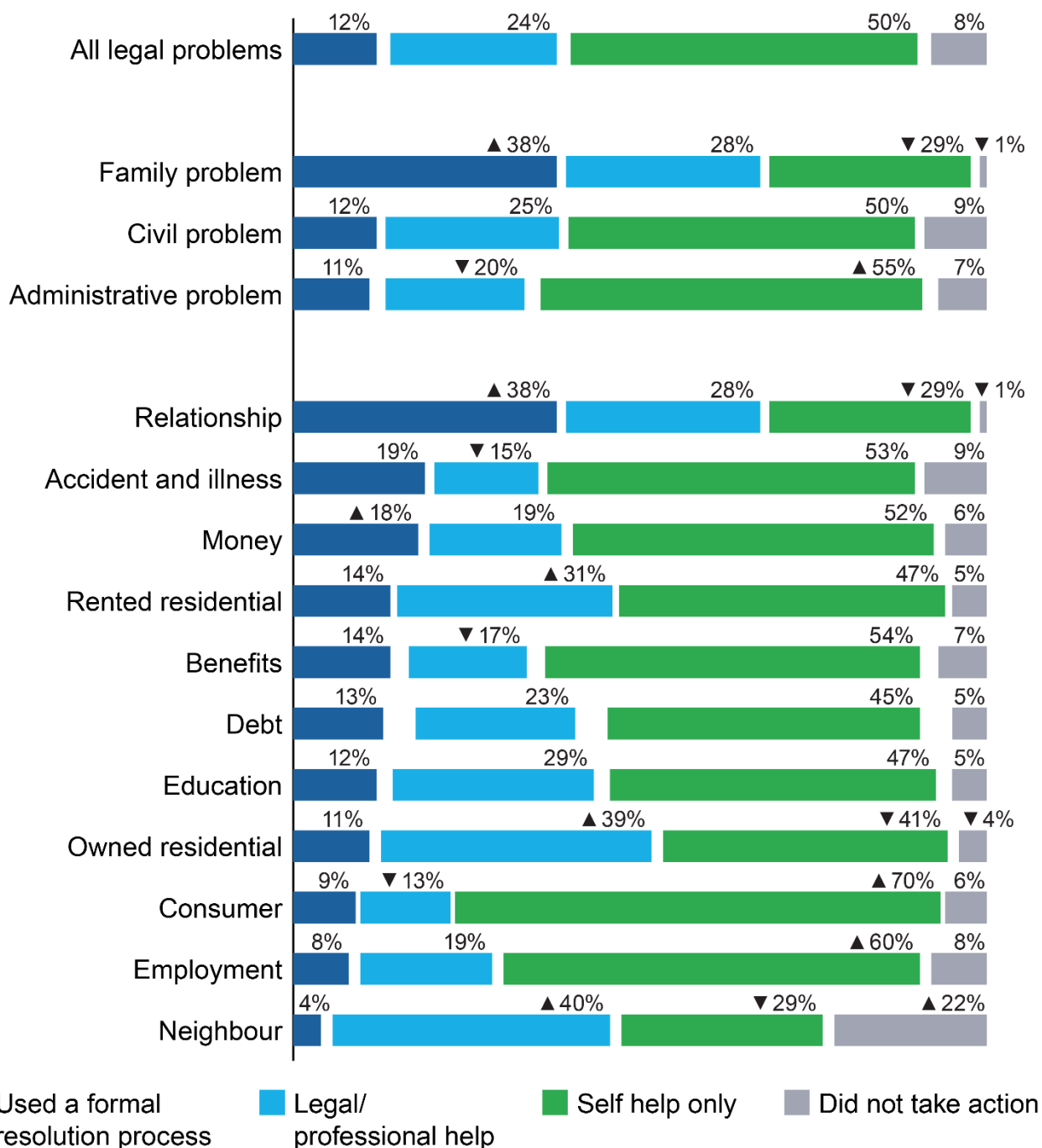
Respondents were asked about the action(s) they took (if any) to resolve their legal problem. Responses were grouped and analysed by the most formal type of resolution activity undertaken:

- **Formal resolution process** (e.g., went to the ombudsmen / court / used mediation / arbitration)
- **Legal/professional help** (e.g., a solicitor's firm, a barrister, a law centre, Civil Legal Advice, Citizens Advice, Shelter, local authorities)
- **Self-help only** (e.g., used social media, a leaflet, GOV.UK, spoke to family or friends)
- **Did not take action** (Did not obtain any information, advice or help).

Although this grouping considers the most formal action taken, several strategies are often used in conjunction. For example, those using a formal resolution process may have also accessed information via sources grouped as 'self-help'.

Most people who experienced a legal problem took some action to try and resolve it (86%), though this was typically without the use of any formal process (used by 12% of adults with a legal problem) or professional help (used by 24%). For many, the most formal action taken was some form of self-help (50%). One in twelve (8%) took no action at all to resolve their problem.

Figure 3.6: Most formal resolution strategy by legal problem category



Source: (ED7/ED5a) Base: All Adults in England and Wales with a legal problem in the last 18 months (4,988), all asked the follow-up about their civil (3,612), administrative (1,208), family (168), consumer problems (811), employment problems (455), neighbour (582), problems with a house they own (526), problems with a house they rent (563), debt problems (274), money problems (601), benefits problems (463), relationship problems (168), education problems (290), accident and illness problems (255). Where percentages do not sum to 100%, this is due to 'Don't know/prefer not to say' responses not being shown, and/or due to rounding.

▼ ▲ Denotes statistically significant difference between all and the subgroup.

The type of resolution strategies used varied markedly depending on the problem experienced. Those with relationship breakdown problems were far more likely to have used a formal resolution process than those experiencing other problems (38%, compared to an average of 12% across all problem categories). They were also least likely to have taken no action (1%, compared to 8% for all problem categories). People who had a problem with neighbours or with their house were the most likely to have used legal / professional advice (40% of those with neighbour problems, 39% of those with a residential problem with a property they own, and 31% with a rented residential problem). Those most likely to only use self-help methods were individuals with consumer problems (70%), followed by those with employment problems (60%).

In addition to problem type, another factor providing important context for the resolution strategy pursued is how respondents perceived their problem. Those who thought their problem was legal at the outset (27%), rated their problem as very serious (20%), and/or had experienced adverse consequences (17%) and discrimination (24%) were all more likely to have used a formal resolution strategy. The variations in use of resolution strategy by socio-demographic factors are less marked than those relating to problem types.

### **Formal resolution process – Court, Conciliation, Mediation, Arbitration**

One in twenty (5%) of those with a legal problem went to a court or tribunal and a similar proportion (4%) used independent conciliation, mediation, or arbitration during the process of their problem. Amongst those whose legal problems involved a court or tribunal claim being made, just under half (45%) said that it did not result in a hearing. Around three in ten (29%) had a hearing, whilst a further quarter (26%) either did not know or preferred not to say.

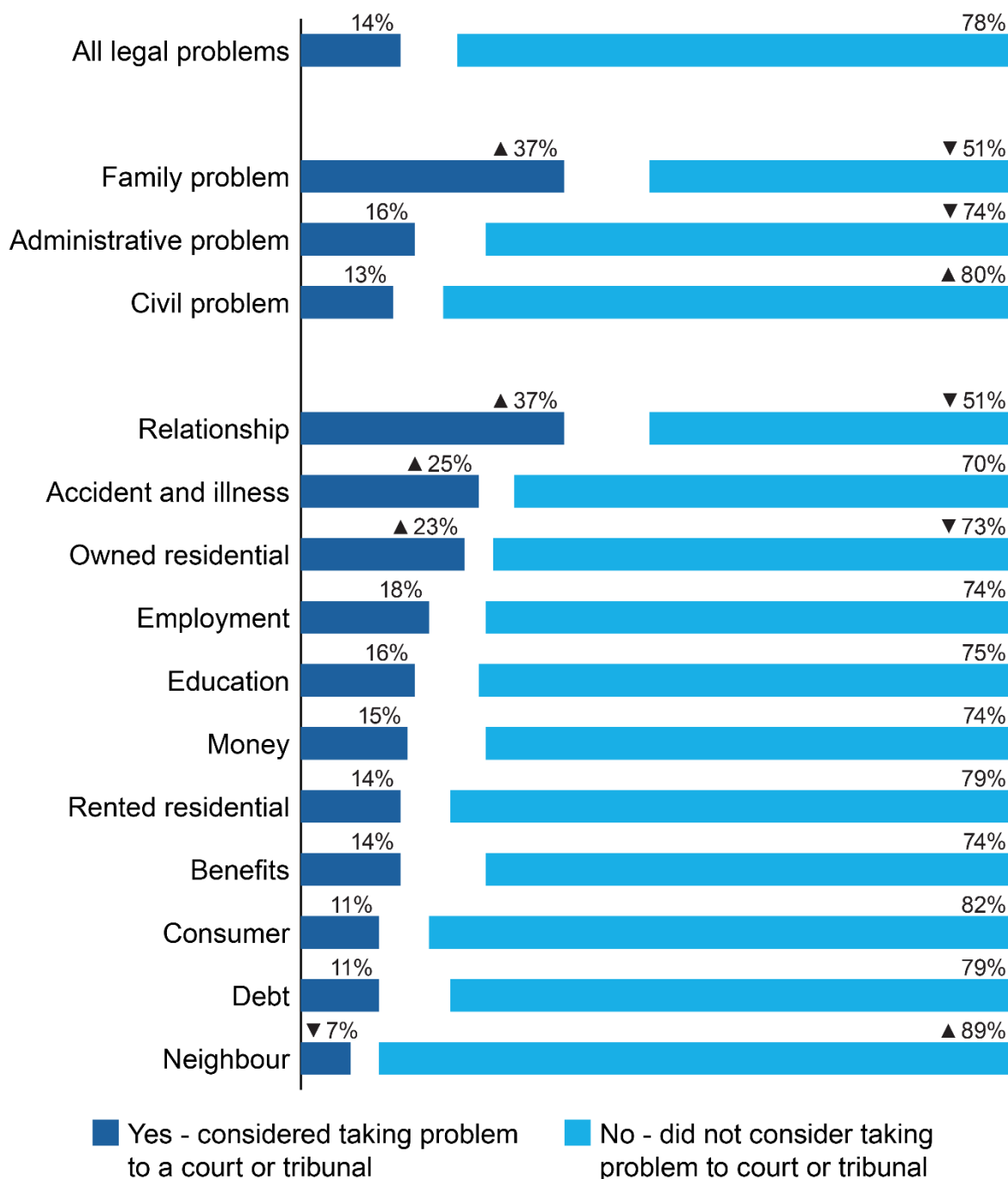
Amongst those who had considered taking their problem to court but had not done so, the key barriers cited revolved around the perceived cost and stress that would have been incurred. The most frequently cited reason for not taking a problem to court was the expense of a lawyer (29%), followed by the prospect being too stressful (28%) and court fees being too high (25%). In a sizeable number of cases, people reported that their problem had been resolved without the need to go to court/tribunal (22%), or that their problem was still ongoing and so the court/tribunal option remained a possibility (23%).

Amongst those who had not considered taking their problem to court, the most likely reasons cited were the lack of need (35%) and a perception that the problem was too trivial (28%). Around one in ten were not aware of the possibility (9%), whilst 7% noted that they didn't know how to.

The two problem categories for which people were most likely to have considered going to court are the same as those with the highest proportions of people actually using a formal resolution process (including courts). These are relationship breakdown problems and accident and illness problems, as shown in Figure 3.7 below. This suggests that people with these two problem categories are more likely to need support from formal sources, whether they have accessed them or not.



Figure 3.7: Whether considered going to court, by legal problem category



Source: (E34) Did you ever consider taking this problem to a court or tribunal? Base: All with a legal problem in the last 18 months who did not take problem to court or tribunal (4,771), all asked the follow-up and did not take their problem to court or tribunal: their consumer problems (787), employment problems (440), neighbour (580), problems with a house they own (509), problems with a house they rent (542), debt problems (264), money problems (555), benefits problems (437), relationship problems (137), education problems (278), accident and illness problems (242). Where percentages do not sum to 100%, this is due to 'Don't know/prefer not to say' responses not being shown, and/or due to rounding.

▼ ▲ Denotes statistically significant difference between all and the subgroup.

A small number of those who went to a court or tribunal reported receiving legal aid (4%). The most frequently reported reason for not applying for legal aid was the belief that they would not have been eligible for it (cited by 43% that did not apply). Around a quarter (23%) stated they were not aware of legal aid, suggesting that lack of awareness may be impacting levels of demand to some extent.<sup>23</sup>

The variations in use of resolution strategy by socio-demographic factors are less marked than those outlined above relating to problem types and characteristics. Where there are differences, this will, to some extent, reflect different categories of legal problems being more prevalent among certain groups. There were no statistically significant differences by sex, pregnancy status, region, religious status, employment status, or how well respondents spoke English.

However, there were noticeable differences regarding age, ethnicity, health conditions, receipt of benefits and single parents:

- Those aged 25–34 were the most likely to have not taken any action about their legal problem (13%)
- People from white or Asian backgrounds were more likely to use only self-help as their resolution strategy (52% and 53% respectively) than those from a black background (33%)
- People with long-term health conditions or disabilities were more likely to have used a formal resolution process (14%, compared to 10% of those without a long-term health condition)
- Those who receive means-tested benefits were more likely to have used legal / professional help to resolve their problem (32% compared to 25% of those claiming non-means tested benefits and 21% of those claiming no benefits)
- Single parents were more likely to have used a formal resolution process (21% compared to 12% of those who were not single parents).

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<sup>23</sup> All adults who had a legal problem and had gone to court or a tribunal who did not receive legal aid were asked whether they had applied for legal aid regardless of whether they would have been eligible for legal aid. Please note, the sample sizes for these legal aid questions were too small to conclusively review differences by legal problem category or socio-demographic differences.

Further detail regarding how people try to resolve their legal problems can be found in chapter 5 of the supplementary report.

### 3.5 Help obtained to resolve legal problems

The previous section explored the resolution strategies used by adults with legal problems, with a focus on the most formal strategy used and the barriers associated with formal resolution options. This section reports on the nature of advice-seeking, covering the range of sources of information, advice and help that people may access to deal with or resolve their problem, categorised as follows:

- **Formal legal help:** information, advice and help from a solicitor's firm, a barrister, a law centre and/or Civil Legal Advice;
- **Other professional help:** information, advice and help from an independent advisor who can provide a wide range of advice. This includes legal advice (such as Citizens Advice, a trade union, Shelter, the Money and Pensions Service or other unspecified advisers) or from organisations such as Court and Tribunals Service Centres, National Digital Support Service, the police, credit card companies or banks, housing associations or local councils;
- **Self-obtained help:**<sup>24</sup> information and advice sourced from the internet or leaflets, family and friends or another party;
- **Tried to obtain advice or information but failed;** or
- **Did not try to obtain advice, information or help.**

The majority of adults with a problem obtained or tried to obtain information, advice, or some other form of help to try and sort out their problem (76%). This pattern is consistent across every legal problem category.

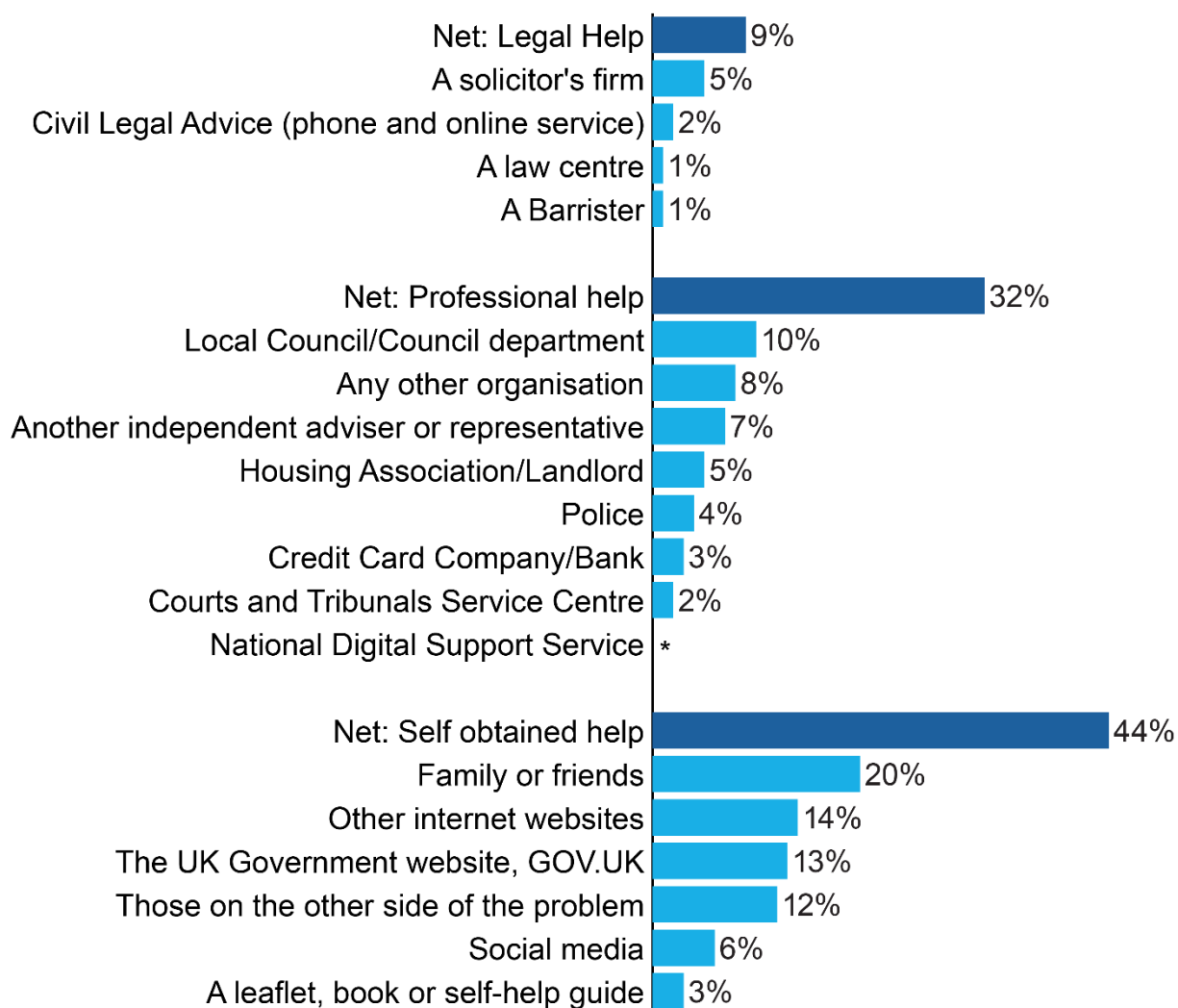
Similar to the most formal resolution strategy used, the most commonly used category of help and advice was self-obtained help (with 44% sourcing their own information using the internet, leaflets, family, or friends). One in three of those with a problem had obtained professional help (32%), whilst around one in ten had received formal legal help (9%). Five per cent of people with a problem had sought but not obtained any advice, with a further

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<sup>24</sup> Self-Obtained help is separate from self-help as a resolution strategy. Self-help as a resolution strategy includes *trying* to talk to the other side or taking another action to try resolve the problem.

quarter (24%) of people not seeking any advice at all. This means that, overall, almost three in ten people (29%), did not obtain any information or advice to help them resolve their problem.

**Figure 3.8: Sources of information, advice and help<sup>25</sup>**

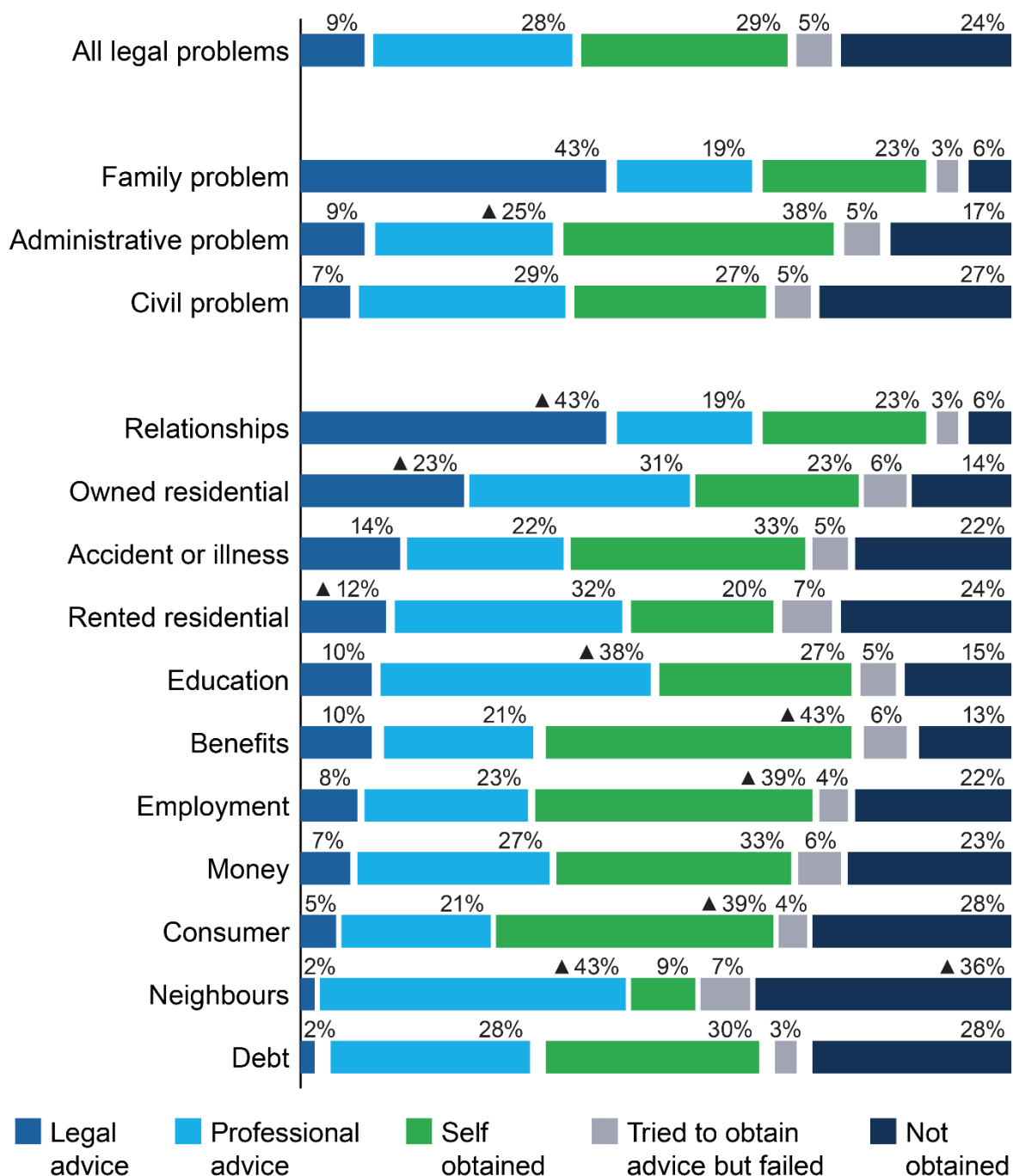


Source: (ED5a) When trying to sort out this <PROBLEM> did you obtain information, advice or any other form of help from an of the following? Base: Adults in England and Wales with a legal problem (4,988). \*Answers under 1%. Respondents could select more than one answer, so percentages may not sum to 100%.

<sup>25</sup> This chart shows what sources of advice people obtained. It double counts respondents so someone can access professional advice *and* self-obtained advice. If this is changed to a hierarchy with the most formal advice someone obtained the percentages would be: 9% legal advice, 28% professional advice, 29% self-obtained advice, 5% tried to obtain advice but could not do so, and 24% did not obtain advice. 5% gave answers which could not put them in any category (through answering don't know / prefer not to say).

There were variations in advice-seeking behaviour related to the type of problem experienced, which broadly follow the same patterns concerning the types of resolution strategies people used to resolve legal problems. Those with a relationship breakdown problem were, by some margin, the most likely to have obtained legal advice (43%), followed by people who had a problem with a property they owned (23%). Those who had a problem with education (38%) or neighbours (43%) were the most likely to have obtained professional advice. Those with a neighbour problem were also the category most likely not to have sought any help (36%). Those with benefits (43%), employment or consumer (both 39%) problems were more likely than others to use self-obtained sources of advice. Comparatively, those with neighbour problems (9%), problems with rented residential property (20%), or relationship breakdown problems (23%) were less likely to use self-obtained advice.

Figure 3.9: Most formal source of advice obtained, by legal problem category



Source: (ED5a) When trying to sort out this <PROBLEM>, did you obtain information, advice or any other form of help from any of the following? Base: Adults in England and Wales with a legal problem (4,988), all asked the follow-up about their family (168), administrative (1,208), civil (3,612), consumer problems (811), employment problems (455), neighbours (582), problems with a house they own (526), problems with a house they rent (563), debt problems (274), money problems (601), benefits problems (463), relationship problems (168), education problems (290), accident and illness problems (255). Where percentages do not sum to 100%, this is due to 'Don't know/prefer not to say' responses not being shown, and/or due to rounding.

▼ ▲ Denotes statistically significant difference between all and the subgroup.

There were varying socio-demographic differences between the sources of advice obtained, such as middle-aged respondents were more likely to have obtained professional advice compared to younger age groups (34% of 45–55-year-olds vs 21% of 18–24-year-olds). However, in general, there were very few or no statistically significant differences between people of different sex, ethnicity, sexuality, region, pregnancy status or income.

Other key factors associated with the type of help sought related to people's perceptions of their problem. Those who felt their problem was serious, perceived it as being a legal problem, experienced an adverse consequence, and/or experienced discrimination were more likely to have obtained legal or professional advice. People who had an ongoing or long-lasting problem (5 or more years) were also more likely to have obtained legal or professional advice compared to those with a concluded or shorter-lasting problem.

### **Use of legal and professional help**

Solicitor's firms were the most frequently used source of all formal legal help (information, advice and help from a solicitor's firm, a barrister, a law centre and/or Civil Legal Advice), used by 5% of adults with legal problems. Of those who obtained legal advice:

- 61% of people did so from a solicitor's firm
- 28% obtained advice from the Civil Legal Advice service
- 15% obtained advice from a law centre
- 10% obtained advice from a barrister.

The most likely source of professional help (information, advice and help from an independent advisor who can provide a wide range of advice) was the local council (used by 31% people who obtained professional help). Professional help was also obtained from:

- Another independent advisor or representative (21%)
- Housing association or landlord (14%)
- Police (12%)
- Credit card company / bank (10%)
- Courts & Tribunals Service Centre (3%)
- National Digital Support Service (1%).

A quarter (25%) of people obtained help from other organisations not listed above.

People with relationship breakdown problems were the most likely to have used advice from all types of legal advisors, particularly solicitors (33%, compared to 5% of all people with a legal problem). Those with problems relating to a house they own (20%) or to an accident (12%) were also more likely than average to use a solicitors' firm and other forms of legal advice.

Single parents were more likely than average to have obtained legal advice (15% vs 9% respectively). Those not eligible for legal aid (based on their financial circumstance<sup>26</sup> were more likely than those who are to have not obtained any advice (27% vs 19% respectively).

Respondents were asked which types of help they received from the legal or professional advisor that they had contacted most recently about their legal problem.<sup>27</sup> Advice providers were most frequently used to help people understand their situation, options and/ or legal rights (cited by 54% of those using a legal/professional advisor), as shown in Figure 3.10 below.

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<sup>26</sup> For further information on the legal aid definition see Appendix B. This definition includes financial eligibility only.

<sup>27</sup> The findings only relate to the 'last' advisor, and therefore only provide a partial picture of the full range of advice received.



**Figure 3.10: Type of help respondents received from any advisor**



Source: (E18) Thinking of the advisor you contacted, which of the following types of help did you get from them? Base: All who contacted an advisor (1,963). 21% of respondents said they did not receive any of these types of help from their advisor – they are not shown in the chart. Respondents could select more than one answer, so percentages may not sum to 100%. The colour coding of the figures below denotes which types of help have been combined.

Some groups were more likely than others to receive certain types of help or advice. For example, those aged 55–64 years old were more likely to have an advisor act on their behalf (29%), particularly compared to those aged 18–24 years old (9%).

### **Use of legal and professional help: courts and tribunals**

A minority (5%) of respondents with legal problems reported using the court and tribunal system to help resolve a problem. Three per cent reported that they themselves had

initiated court or tribunal proceedings, whilst two per cent said that the other party had done so.

Around two in five (39%) of all those who used the court and tribunal system said they had to personally pay at least some of the court or tribunal fee (this group includes both those bringing cases and also defendants who would not need to pay a fee). Most of these respondents were able to cover the court fees from their regular income (42%) or savings (17%). However, more than a third (37%) had to borrow money from friends / family or a business/organisation, suggesting that for many, paying the fee was not possible without support.

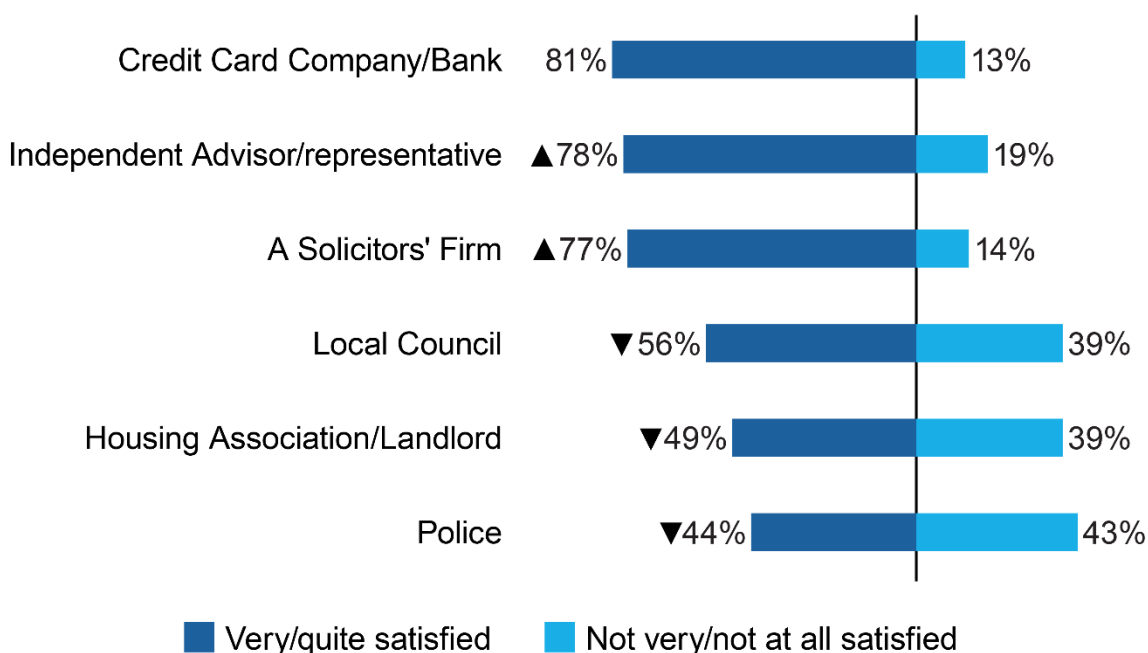
Around one in seven (14%) of those people who had experienced a legal problem but had not used a court or tribunal had considered doing so but ultimately decided not to, including 3% who had seriously considered it. The most frequently cited reason for not taking a problem to court was the expense of a lawyer (29%), followed by the prospect being too stressful (28%) and court fees being too high (25%).

A key barrier to seeking advice or help from a solicitor or barrister was (perceived) cost, cited by 30% of respondents as a reason for not using them (rising to 49% amongst the lowest income households). The main reason cited for not obtaining help from other advice providers was the perception that their problem was not important enough.

### **Use of legal and professional help: satisfaction with advice**

Around two-thirds (64%) of adults who contacted an advisor were satisfied with the information, advice or help they received from their advisor, though over one in four (27%) were not satisfied. Variations in levels of satisfaction tended to mirror the extent to which people felt their advisor had helped (or hindered) the resolution of their legal problem. However, levels of satisfaction by type of advisor varied considerably, as shown in Figure 3.11.

**Figure 3.11: Satisfaction by type of advisor**



Source: (E22) To what extent, if at all, were you satisfied with the information, advice or help you received from the adviser? Base: Adults in England and Wales who contacted an advisor (1,963), all who contacted a Solicitor most recently (285), independent advisor (288), Police (120), Credit Card Company / Bank (98), Housing Association (171), Local Council (413). Where percentages do not sum to 100%, this is due to 'Don't know/prefer not to say' responses not being shown, and/or due to rounding. **Caution: low base for some advisor types.**

▼ ▲ Denotes statistically significant difference between all and the subgroup.

Concerns over cost (either court fees or lawyers being too expensive, cited by 24% overall) were more prominent amongst those with residential problems or those experiencing money problems (reported by 30% of those with an owned residential problem, 27% of those with rented residential problems, and 29% of those with money problems). The stress of going to court or length of time it would take were more likely to be cited as reasons for not considering going to court by people with a rented residential problem (32%, compared to 26% overall).

Around one in twenty (4%) of those who used the most formal resolution process (excluding the ombudsmen or regulator) reported receiving legal aid to pay their fees.<sup>28</sup>

Around one in twelve (7%) of those going to court or independent conciliation who did not

<sup>28</sup> Respondents were not directly asked if they had received legal aid but were asked if they paid for all or some of the court / mediation fees. Legal aid was provided as a list of answer options for which organisation or individual covered the rest of the fee. Caution should therefore be exercised as not all who went to court / mediation / conciliation were shown this question.

receive legal aid reported that they had applied for it. The most frequently reported reason for not applying for legal aid was the belief that they would not have been eligible for it (cited by 43% of those who did not apply). Around a quarter (23%) stated they were not aware of legal aid, suggesting that lack of awareness may be impacting levels of demand to some extent.

### **Self-obtained help**

People who obtained self-help used a variety of different sources for advice. The most common source was family or friends (20% of people with a legal problem). Over one in ten looked for help on the GOV.UK website (13%) or other websites (14%). A similar proportion (12%) went to the person on the other side of the dispute for information, advice or help.

Over half of people with legal problems (56%) obtained information about their rights, while a similar proportion identified a source of advice (51%) or obtained information about how to sort out the problem (48%) by going online or using a leaflet or book. A quarter (25%) obtained contact details for an advisor, while 15% obtained documents needed to resolve the problem.

The types of self-help used varied depending on the problem experienced. Respondents with family (26%) or administrative legal problems (25%) were more likely to seek help from GOV.UK than those with civil legal problems (9%). Family or friends were more commonly used for education (31%) and employment (30%) problems.

There were some variations in the type of self-help methods people used by different socio-demographic characteristics. These differences will, to some extent, reflect different categories of legal problems being more prevalent among certain groups. There were very few statistically significant differences between people of different regions, disability status, religion, and tenure.

Further detail regarding the help obtained to resolve legal problems can be found in chapter 6 of the supplementary report.

### 3.6 Outcomes of legal problems

This section covers the outcomes of legal problems that people experienced. The survey captured problems that were both resolved and unresolved at the time of interview. It is important to note the nuances between concluded, resolved and unresolved problems, which are defined as follows:

- **Concluded problems** refers to problems that were reported as having ended, including those that were resolved (concluded and resolved) and those where the respondent was putting up with the problem (concluded but unresolved).
  - **Concluded and resolved problems** refers to problems that had ended and were resolved.
  - **Concluded but unresolved problems** refers to problems that had ended but were not resolved. That is, the problem persists but the respondent had given up trying to resolve it further.
- **Unresolved problems** refers to problems that were ongoing at the time of interview.

Overall, most of the problems had concluded at the time of interview (64%), with 47% reporting the problem as resolved at the time of interview, and unresolved by 17%. Around three in ten (31%) described their legal problem as ‘ongoing’ or thought it was ‘too early to say’. Table 3.1 below shows the most formal resolution strategy used amongst those whose problem had resolved.

**Table 3.1: Most formal resolution strategy used, and type of help obtained amongst those whose problem had resolved**

Most formal resolution strategy used	Proportion of all those with a concluded problem	Proportion of all of those with a resolved problem
Formal resolution process	10%	9%
Legal or professional help	21%	20%
Self-help only	57%	59%
Did nothing	8%	7%

Of those whose problem was resolved, the majority had used self-help as their most formal resolution method (59%). This compares to one in five (20%) who had used legal or

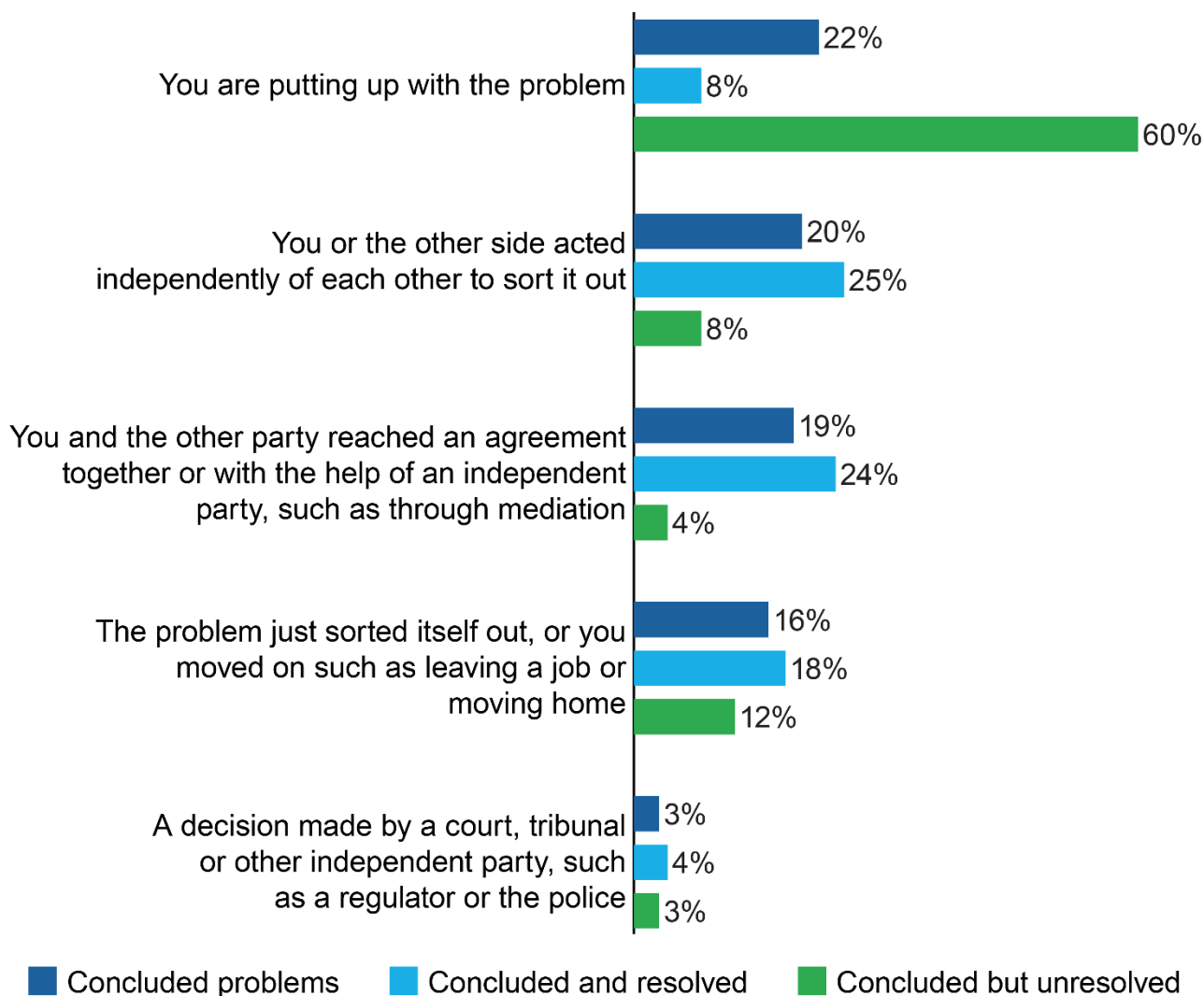
professional help and around one in ten (9%) who had used a formal process, such as a court or tribunal hearing or mediation. Around one in twelve (7%) did nothing to try to resolve their problem.

### **Concluded problems**

Respondents with concluded problems were asked to describe how their problem ended. A slightly larger proportion had taken some form of action (42%) than were either putting up with the problem or that the problem sorted itself out (38%). Full details are provided in Figure 3.12 below.

Amongst those with concluded problems, around one in five reported either putting up with the problem (22%), acting independently (either they or the other side) to sort it out (20%) or reaching an agreement with the other party either together or with the help of an independent party (19%). Around one in seven (16%) reported that the problem just sorted itself out. A small proportion of respondents (3%) with concluded problems reported that their problem ended by a decision made in a court, tribunal, or by another independent party.

**Figure 3.12: Resolution strategies for concluded problems**



Source: (E43) You said earlier that the problem was done with. Which of the following, if any, describes how the problem ended? Base: All Adults in England and Wales with a legal problem in the last 18 months which has concluded (3,132) and has either been resolved (2,383) or it's concluded but unresolved (749). Where percentages do not sum to 100%, this is due to 'Don't know/prefer not to say' responses not being shown, and/or due to rounding.

### Concluded but unresolved problems

Not all concluded problems are resolved. For example, a respondent with a neighbour dispute who had either moved house or had given up trying to resolve the dispute would be categorised as a concluded but unresolved problem. Sixty per cent of the problems described as concluded but unresolved were described by respondents as them putting up with the problem.

### **Concluded and resolved problems**

Respondents with resolved problems were more likely to report their problem had ended as a result of some form of action (53%), compared to those with concluded but unresolved problems (15%). A quarter (25%) of concluded and resolved problems were resolved by one side having acted independently to sort it out, while 24% were resolved through reaching an agreement together or with the help of an independent party (including mediation).

Almost half of respondents with resolved problems reported that the problem had resolved in their favour to some extent:

- 36% of resolved problems were resolved all or mostly in the survey respondent's favour
- 12% were resolved somewhat in their favour
- 7% were resolved in an evenly split outcome
- 24% of resolved problems just ended in nobody's favour.

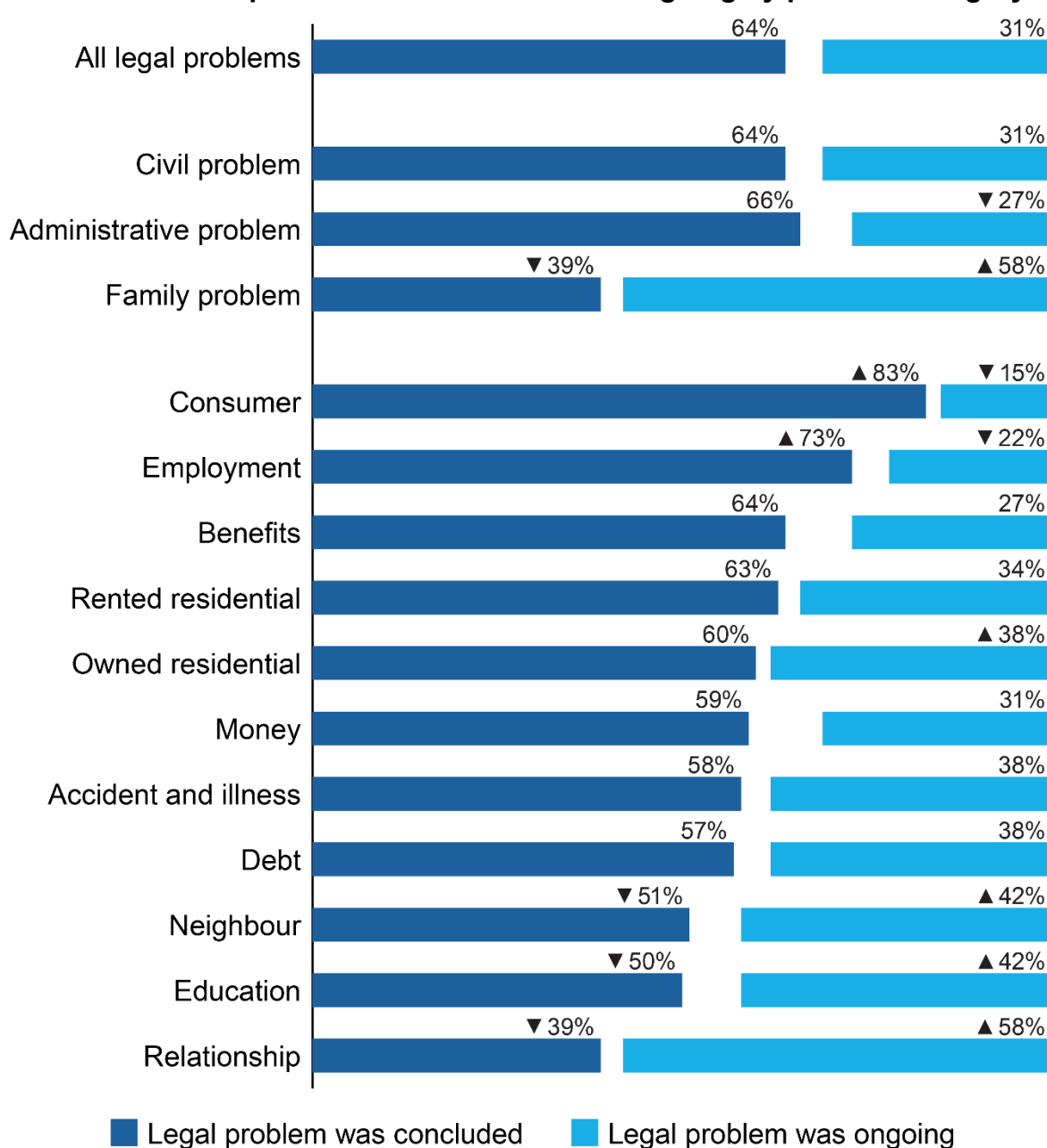
A small proportion (3%) reported that the problem resolved through a decision made by a court, tribunal, or other independent party. However, adults who had resolved their relationship breakdown-related problems were far more likely than average to have done so through a decision made by a court, tribunal, or other independent party (19%).

### **Ongoing problems**

Some types of problem were more likely to be ongoing, particularly relationship breakdown-related problems (only 39% of which had concluded at the time of interview), and problems regarding education (50%) or neighbours (51%), see Figure 3.13.

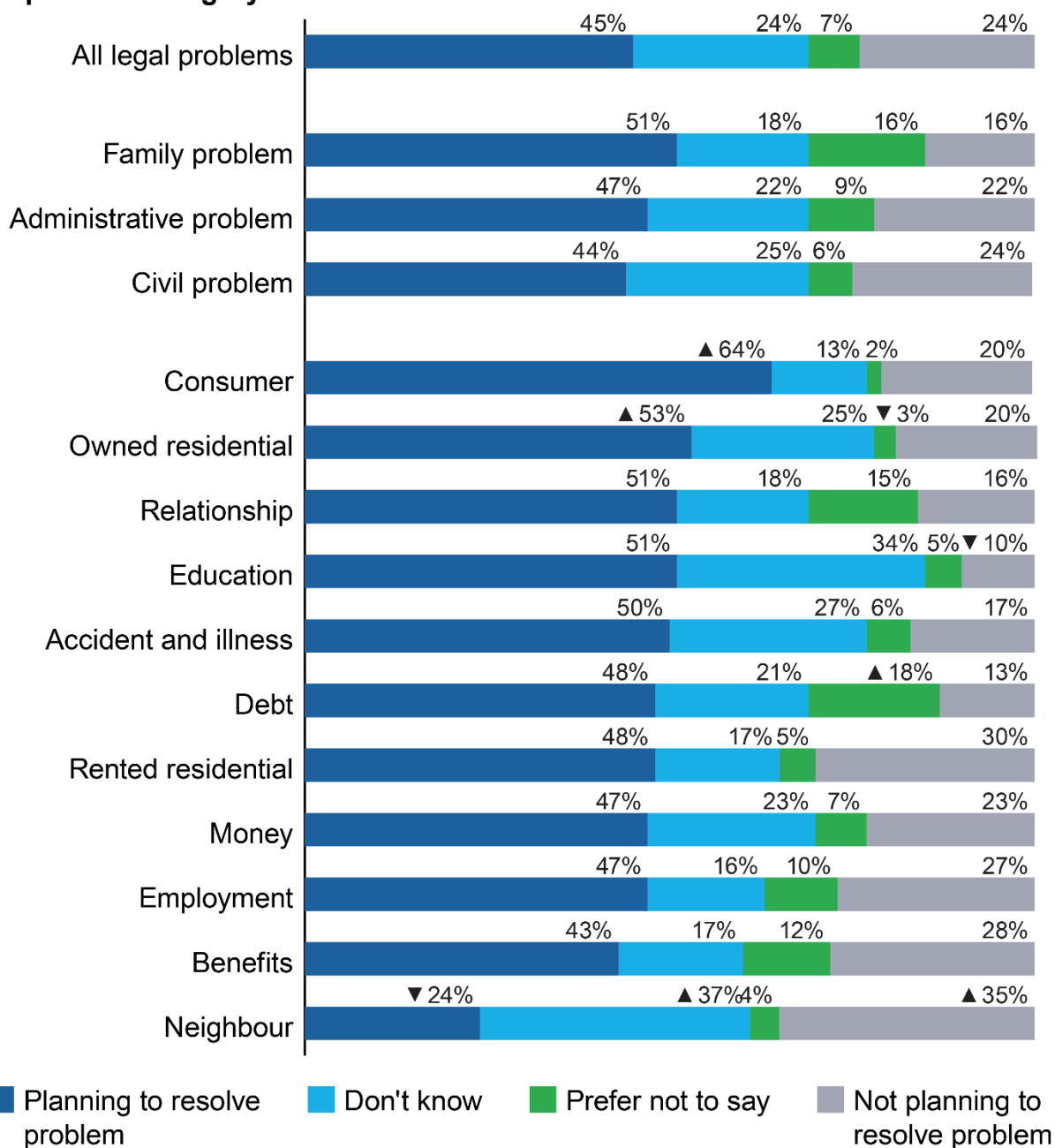


**Figure 3.13: Whether problems are concluded or ongoing by problem category**



Source: (D8) Is the problem ongoing or done with? Base: All Adults in England and Wales with a legal problem in the last 18 months (4,988), all asked the follow-up about their civil (3,612), administrative (1,208), family (168), consumer problems (811), employment problems (455), neighbours (582), problems with a house they own (526), problems with a house they rent (563), debt problems (274), money problems (601), benefits problems (463), relationship problems (168), education problems (290), accident and illness problems (255). Where percentages do not sum to 100%, this is due to 'Don't know/prefer not to say' responses not being shown, and/or due to rounding. ▼▲ Denotes statistically significant difference between all and the subgroup.

**Figure 3.14: Differences in whether respondents planned to take further action by legal problem category**



Source: (E48) You said earlier that the problem is still ongoing. Are there things you are planning to do in the future to resolve the problem? Base: All Adults in England and Wales with a legal problem in the last 18 months that is ongoing (1,856), all asked the follow-up about their civil (1,337), administrative (428), family (91) consumer problems (150), employment problems (129), neighbourhood (298), problems with a house they own (230), problems with a house they rent (198), debt problems (134), money problems (223), benefits problems (160), relationship problems (91), education problems (139), accident and illness problems (104). Where percentages do not sum to 100%, this is due to 'Don't know/prefer not to say' responses not being shown, and/or due to rounding.

**Caution: low base for relationship problems.**

▼ ▲ Denotes statistically significant difference between all and the subgroup.

Among those with ongoing problems, almost half (45%) plan to try to resolve it in future. The ways in which problems are resolved and the plans that people have to resolve ongoing problems vary markedly by legal problem category. Respondents with consumer problems were the most likely to be planning future action, whilst those with neighbour problems were the least likely. Those with ongoing problems who had previously sought legal / professional advice were more likely to have some plan to resolve their problem. There were very few differences between different socio-demographic groups regarding how they were planning to resolve their ongoing problems.

### **Help from advice provider**

Overall, around half (51%) of those who had received some form of help from an advice provider reported that their advisor had helped to resolve or reduce their problem. However, 34% said that their advisor had made no difference and 3% reported that they had made the problem worse.

Those who received advice from an independent advisor (e.g., Citizens Advice) were more likely than average to report that they had helped to resolve or reduce the problem (62%), whereas those who had received advice from the police were less likely to say this (27%) and more likely than average to say the advice made no difference (51%) or had made the problem worse (10%).

**Table 3.2: The impact by advisor on helping problems**

Type of advisor	Helped resolve or reduced the problem	Made no difference	Made the problem worse	Don't know
Legal Advisor <sup>29</sup>	52%	26%▼	4%	16%
A Solicitors' Firm	57%	21%	2%	18%▲
Professional Advisor <sup>30</sup>	52%	36%	3%	6%
Another independent advisor or representative	62%▲	29%	3%	5%
The Police	27%▼	51%▲	10%▲	8%
Credit card company / Bank	74%	19%	0%	6%
Housing Association / Landlord	46%	44%	3%	5%
Local council / Council department	44%	47%▲	5%	4%
Any other organisation	59%▲	27%	*▼	10%

Source: (E21) Did the advisor help you resolve or reduce the problem? Base: All who contacted a legal advisor most recently (369), contacted a professional advisor most recently (1,566), contacted a Solicitors' Firm (285), contacted an independent advisor (288), contacted the police (120), contacted a credit card company / bank (98), contacted a housing association (171), contacted the local council (413), contacted any other organisation (425). \* Answers under 1%.

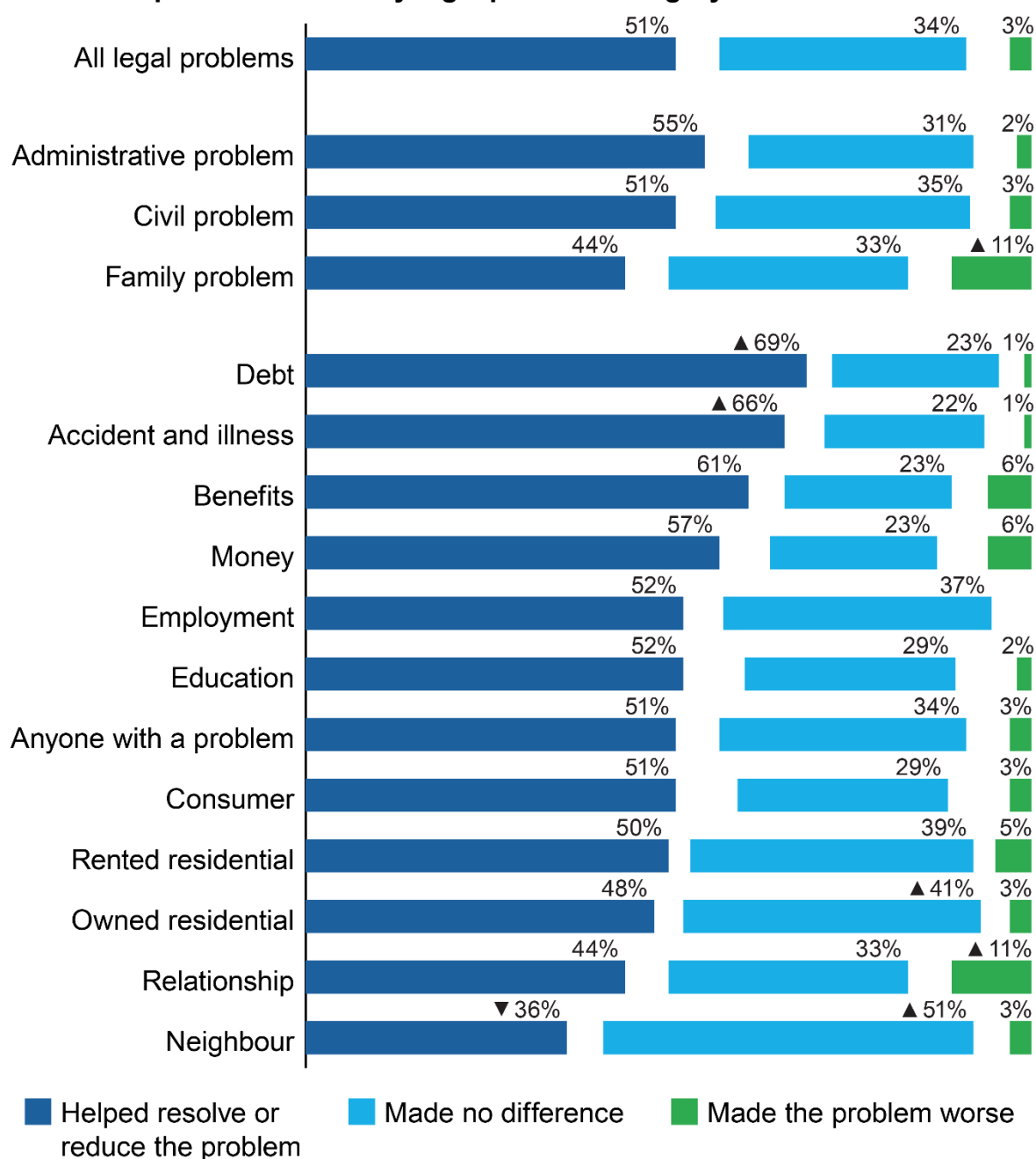
There were also variations by type of problem. Those with debt (69%) or accident/illness related problems (66%) were more likely to report their advisors having positive impacts. Conversely, respondents with neighbour problems (51%) or issues with their owned residential property (41%) were more likely to report their advisors making no difference to their problems.

Further detail regarding the outcomes of legal problems can be found in chapter 7 of the supplementary report.

<sup>29</sup> Those who received advice from a Barrister (19), Law Centre (17) and Civil Legal Advice (47) are not shown due to small base sizes.

<sup>30</sup> Those who received help from the Courts and Tribunals Service (47) and National Digital Support Service (4) are not shown due to small base sizes.

Figure 3.15: Impact of advisors by legal problem category



Source: (E21) Did the advisor help you resolve or reduce the problem, did they make it worse, or did they make no difference? Base: All contacted an advisor (1,963), all asked the follow-up about their administrative (428), civil (1,440), family (95), consumer problems (199), employment problems (172), neighbour (294), problems with a house they own (307), problems with a house they rent (230), debt problems (87), money problems (221), benefits problems (124), relationship problems (95), education problems (132), accident and illness problems (102). Where percentages do not sum to 100%, this is due to 'Don't know/prefer not to say' responses not being shown, and/or due to rounding. **Caution: low base for some problem categories.**

▼ ▲ Denotes statistically significant difference between all and the subgroup.

### 3.7 Attitudes to online services and remote hearings

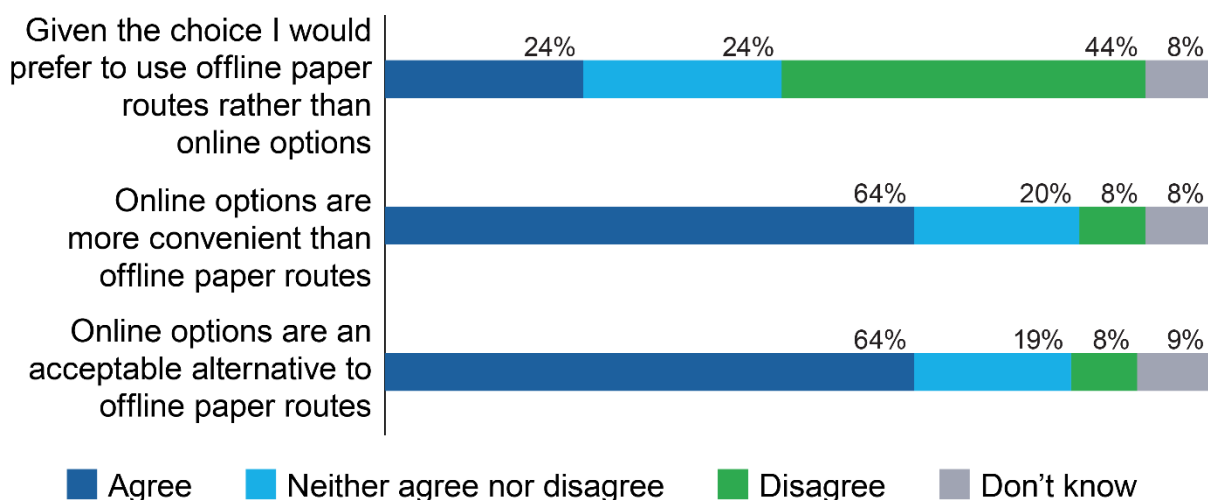
The LPRS also explored respondents' attitudes to two aspects of the courts and tribunal process that are being introduced as part of the HMCTS Reform Programme. The first was digitising and moving services online (for example, being able to submit evidence, complete applications, or file claims online). The second was the use of remote hearings (hearings in which participants can attend via video or telephone call, rather than attend a court in person).

Respondents had some awareness of both online options and remote hearings (49% had heard of online options, 61% had heard of remote hearings) but levels of knowledge were low. Seven per cent said they knew a great deal/fair amount about online options and 12% knew a great deal/fair amount about remote hearings.

This lack of familiarity is likely due to low levels of usage. A small minority of the public overall reported having personal experience of using online options (5%) and remote hearings (3%). Therefore, the attitudes and perceptions reported below are, for the most part, not based on user experience of these services.

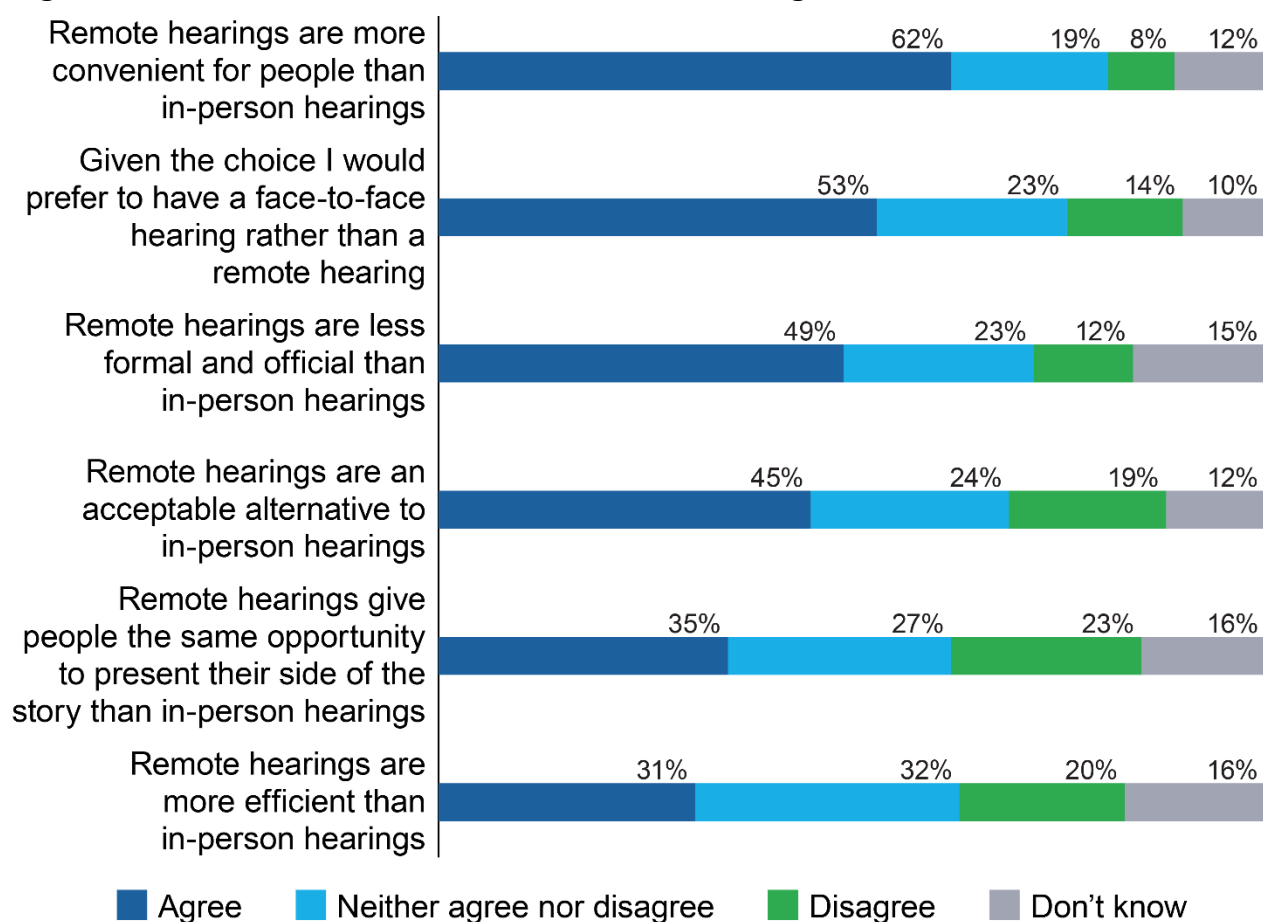
The majority of people recognised the convenience of online options (64%) and remote hearings (62%). For online services, the majority also viewed them as an acceptable alternative to offline paper routes (64%) and only a quarter (24%) agreed they would prefer to use offline paper routes rather than online options. However, for remote hearings, over half of respondents (53%) would still prefer to have an in-person hearing. Around a third of respondents agreed that remote hearings were more efficient (31%) or provided the same opportunity for individuals to present their side of the story (35%).

**Figure 3.16: Public attitudes towards online options and offline paper routes**



Source: (GA6) To what extent do you agree or disagree with the following...? Base: Adults in England and Wales (10,323).

**Figure 3.17: Public attitudes towards remote hearings**



Source: (GA3) To what extent do you agree or disagree with the following...? Base: Adults in England and Wales (10,323). Where percentages do not sum to 100%, this is due to 'Don't know/prefer not to say' responses not being shown, and/or due to rounding.

Public attitudes towards online options and remote hearings vary by socio-demographic characteristics, most notably age. Older respondents were particularly likely to express a preference for an in-person hearing over a remote one (65% for people aged 65 and over compared to the 53% average for all respondents), and to favour using offline paper routes (46% for the 75+ age group) compared to younger groups (e.g. 16% for the 18–34 age group). Unsurprisingly, those with lower digital capability were also more likely to state a preference for in-person hearings or offline paper options (56% and 61% respectively).

Further detail regarding attitudes to online services and remote hearings can be found in chapter 8 of the supplementary report.

### **3.8 Awareness of advice providers and court fees**

Respondents were presented with a list of legal information and advice providers and asked if they were aware of them. This question was framed quite broadly with regards to providers of ‘advice and information’ and was asked before questions relating to experience of legal problems.

The majority of people had heard of at least one provider when prompted (92%), though awareness of different providers varied markedly. By far the most familiar to people was Citizens Advice (81%), followed by solicitors (65%), GOV.UK (59%) and ombudsman services (58%).

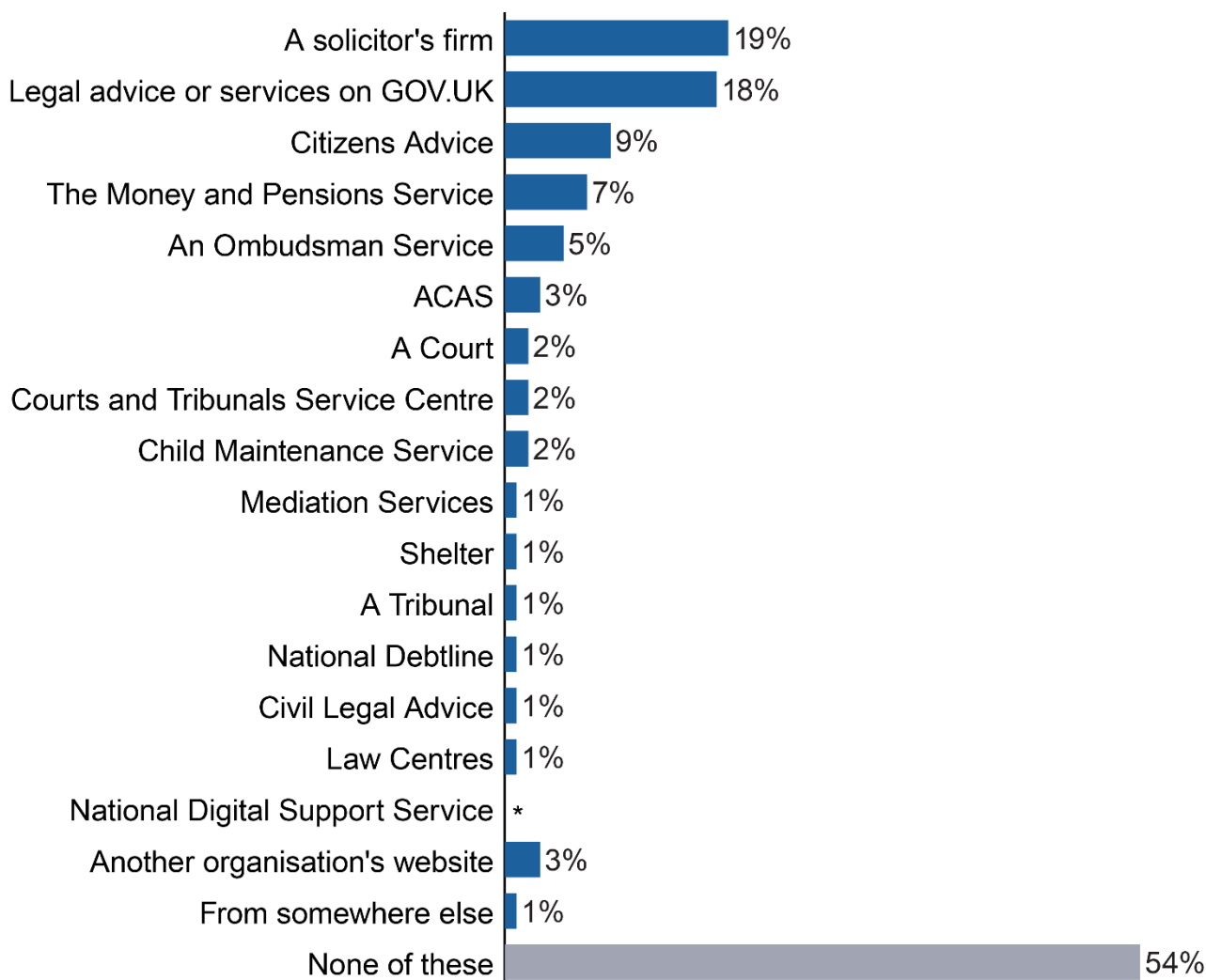
Just under half (46%) of all adults had contacted at least one of the advice providers listed for advice or information within the past four years. Whilst Citizens Advice was, by far, the most familiar source of information/advice, fewer than one in ten (9%) indicated that they had contacted Citizens Advice or information or support within the past four years.

Solicitors’ firms (19%) and GOV.UK (18%) were the most used sources of advice and information, with almost one in five respondents reporting they had contacted them in the four years prior to interview.

Those aged 18–24 were significantly less likely to have contacted providers for advice/information compared to older age groups (64% of 18–24-year-olds said that they had contacted none of the listed advice providers, compared to 47% of 55–64-year-olds).



**Figure 3.18: Contact with different advice providers over the past four years**



Source: (C2) In the past four years, have you contacted, on your own behalf, any of the following sources for information or advice? Base: Adults in England and Wales (10,323). Where percentages do not sum to 100%, this is due to 'Don't know/prefer not to say' responses not being shown, and/or due to rounding. \*Indicates percentages lower than 1%.

### 3.9 Awareness of and attitudes towards court fees

Courts and tribunals in England and Wales charge people a fee to start a court or tribunal claim or case. There is currently low awareness around whether people are charged a fee to go to court in England and Wales, and those with experience of relevant legal problems show only marginally higher awareness in some cases. Overall, the public are more likely to think that courts and tribunals charge fees than do not, but there is a lot of uncertainty, with around a third of people saying they 'don't know' whether courts charge a fee. These findings suggest a lack of familiarity with the process which must be considered when

interpreting public attitudes towards court fees, which will be based on minimal levels of understanding.

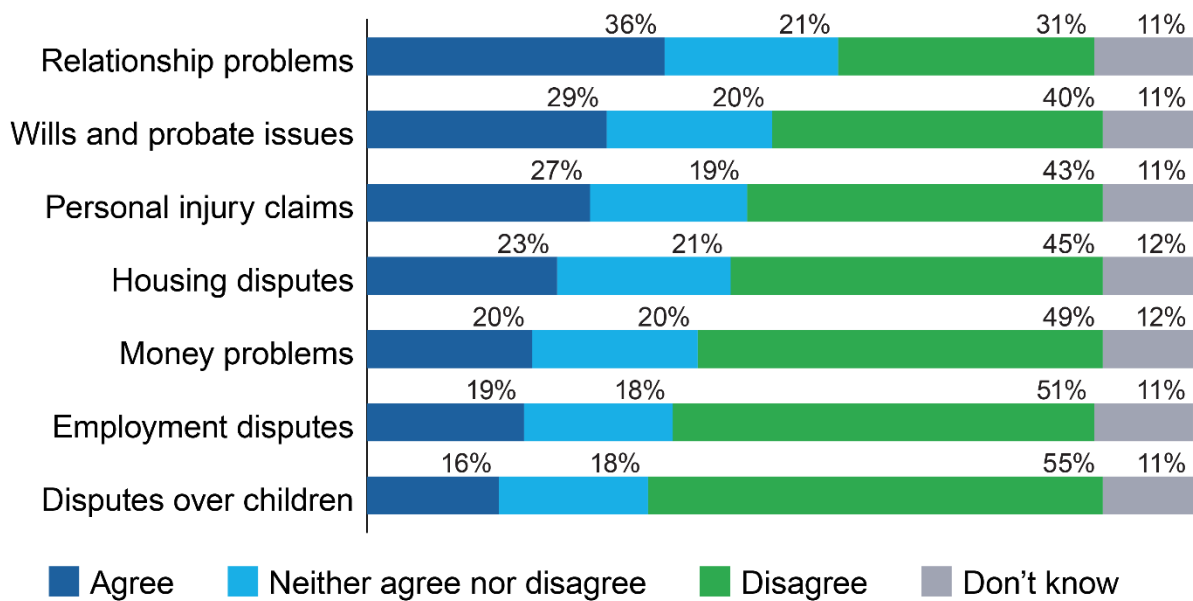
When asked whether they thought people should have to pay a fee to go to court, respondents' preferences tended to vary depending on the type of case, see Figure 3.19. However, in general, the balance of opinion was typically against people having to pay a fee. The exception was relationship problems, where more people thought that a fee should be charged than thought it should not, though opinion was fairly evenly divided (36% and 31% respectively).

Overall opinion is markedly different when children are factored in, with over three times as many respondents disagreeing that fees should apply for disputes over children (55%) than thinking fees should apply (16%).

Around half of respondents did not think that people should have to pay court fees for employment disputes (51%) or money problems (49%), compared to around one in five who believe that they should.

Further detail regarding awareness of advice providers and court fees can be found in chapter 9 of the supplementary report.

**Figure 3.19: Opinions on whether people should pay a fee to go to court**



Source: (GB2) Do you agree or disagree that people should pay a fee to go to court for the following? Base: Adults in England and Wales (10,323). Where percentages do not sum to 100%, this is due to 'Don't know/prefer not to say' responses not being shown, and/or due to rounding.

## 4. Conclusions and implications

The LPRS 2023 measured people's experiences of everyday problems that may have a legal solution through the courts and tribunal system. This has provided robust quantitative evidence on the extent to which civil, family, and administrative problems are experienced, by whom and how they are dealt with. It should be acknowledged that the findings obtained from the LPRS 2023 may have been impacted by recent global events, particularly the Covid-19 pandemic and the increase in the cost-of-living. These events caused difficulties for large groups of the population, which may have impacted the quantity of societal legal problems and how people experienced such problems.

This report has presented the key descriptive findings from the survey, focusing on people's experiences of legal problems and the ways in which they have dealt with these, as well as broader engagement with providers of legal advice and attitudes towards key aspects of the legal system. Further breakdowns are available in the supplementary report. The wealth of data captured provides opportunity for analysis in further depth across the areas reported on here. The data will be available via the UK Data Archive to facilitate further analysis, with the technical report providing the required accompanying methodological information.

Experiencing a legal problem is a fairly common experience, with half<sup>31</sup> of all respondents having had at least one problem in the 18 months before interview. Whilst most people take some type of action to try and resolve their problem, only a small proportion use a formal resolution process or gain any legal or professional advice. With only a small proportion perceiving their problem as 'legal' at the outset or as very serious, this is a likely influencing factor as to why many problems are dealt with informally. These findings are broadly in line with those from previous legal needs surveys, although the reported problem rate is an area where variation can be seen. The technical report provides further

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<sup>31</sup> The reported prevalence rate of 50% excludes respondents' experiences of divorce and probate. These issues are covered separately within the analysis due to the substantially different nature of these issues. When including divorce and probate the overall prevalence rate is slightly over half at 51%.

information on the range of factors which may influence these estimates (such as methodological differences).

Also similar to previous findings, the LPRS 2023 identified that certain groups of the population are more likely to experience problems than others. This includes people from ethnic minority backgrounds, adults with long-term health conditions, those on means-tested benefits and single parents. These same groups are also particularly vulnerable to experiencing multiple problems or problem clustering.

Variation in the types of problems experienced by different groups of people was observed, with the characteristics of those more likely to experience particular problem types often following intuitive patterns. For example, those in receipt of means-tested benefits were more likely to experience problems around benefits, and single parents were the group most likely to experience at least one family legal problem. Assessing the extent to which current service provision is delivering to these groups (for example, through relevant administrative data<sup>32</sup>) could identify potential gaps (compared to LPRS estimates of problem prevalence) and potential areas for intervention.

The LPRS 2023 also identified the types of problems that are particularly likely to cluster with other issues, such as experiencing a relationship breakdown or accident problem. This highlights potential areas for interventions to reduce people experiencing multiple problems.

Experiencing adverse consequences as a result of their problem was a common experience. Stress, other mental health impacts, and a loss of confidence were experienced the most. These findings (both the adverse consequences experienced and the proportion of people experiencing them) are similar to those in the LPRS 2014–15. With adverse consequences increasing as problems continue beyond 18 months, there are clear benefits to strategies and interventions that seek to reduce the numbers of persisting problems. These could be targeted towards those problems deemed more serious and most likely to result in adverse consequences, notably those relating to relationship breakdowns, education, employment, or accidents.

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<sup>32</sup> Where available.

Most people took some form of action to resolve the problem they faced, typically through the use of self-obtained help (such as advice from family and friends, or the internet), rather than obtaining professional help. Relatively few resolution attempts involved using a formal process, such as going to a court or tribunal. How people approached resolution varied by the problem being experienced. Those with relationship breakdown problems were most likely to have used a formal process, and the least likely to have taken no action, whereas those with a neighbour or house related issue were most likely to have received legal or professional advice. Self-help methods were most commonly used by those with consumer problems. The problem type with the highest proportion of people taking no action was neighbour related issues. The type of action taken relates closely to how people perceive their problem, with those identifying their problem as legal when it first began, and as serious, more likely to have used a formal process. These findings highlight well-known issues concerning legal awareness, legal capability, and public legal education.

Further research to explore the reasons why people take the action they take (or do not take) would help to establish how people could be supported. It may be that raising awareness of what constitutes a legal problem and the remedies available to resolve those issues would benefit those who are not seeking or obtaining help currently. This relates to both specific problem types where a high proportion take no action (notably those with neighbour problems) and within specific groups with lower awareness of formal resolution types (such as those from a black ethnic background). Additionally, with most people not considering the use of mediation, increasing awareness of mediation as an option for some problem types could be beneficial to problem resolution. Use of mediation is currently being expanded for civil claims, with most lower value disputes (less than £10,000) being automatically referred to mediation before a hearing from May 2024. Further research could explore why mediation, conciliation, or arbitration (or other resolution routes) are often not considered, and the barriers around awareness and uptake of available services.

Advice providers were cited as providing a range of help covering technical, practical, and moral support. People most often used a legal or professional advisor to help them understand their legal rights/situation, or for suggestions on what to do. A range of

different advisors were used by those with problems, with GOV.UK and solicitor firms most used across socio-demographic groups. Those with ongoing problems who had sought legal/professional advice were more likely to have some plan to resolve their problem. This highlights the positive impact that advisors can have on the pathway to resolution.

However, over a third of those who obtained help or support said that their advisor had made no difference to their problem or had made things worse. This could indicate several issues around people's ability to locate and connect to the right sources at the right time, the mode and delivery of advice, and/or the ability of advisors to help with entrenched issues that may have progressed to crisis. A clear understanding of what types of support are most helpful to people with problems, what they would like to receive, and where key gaps exist in support provision is an ongoing evidence gap, which is difficult to answer comprehensively. Several research and evaluation projects have been conducted by the MoJ on different forms of legal support including early legal advice<sup>33</sup> generalist and specialist legal support,<sup>34</sup> online information and guidance,<sup>35</sup> blended delivery models,<sup>36</sup> and health-justice partnerships,<sup>37</sup> with further work ongoing.

For those that did not seek professional advice, legal help or use the courts, barriers cited were the perceived cost (of using solicitors, barristers, lawyers, or of court fees), the stress it would cause, and the perception that the problem was not important enough. This suggests that, for those where professional advice or court engagement would be beneficial, there is a need for further information and encouragement on the scope of help that can be obtained and continued efforts to raise awareness of financial aid and support that is available to relevant groups. The ongoing review of the eligibility requirements for such support is also important.

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<sup>33</sup> MOJ Early Legal Advice Pilot on housing debt and welfare. Accessed through: [MOJ Early Legal Advice Pilot on housing debt and welfare - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/moj-early-legal-advice-pilot-on-housing-debt-and-welfare)

<sup>34</sup> Legal Support for Litigants in Person Grant (LSLIP). Accessed through: [Legal Support for Litigants in Person Grant – Final report - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/legal-support-for-litigants-in-person-grant-final-report)

<sup>35</sup> Summary of Housing Disrepair Online Signposting Tool (OST). Accessed through: [Summary of Housing Disrepair Online Signposting Tool - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/summary-of-housing-disrepair-online-signposting-tool)

<sup>36</sup> Blended Advice and Access to Justice. Accessed through: [Blended Advice and Access to Justice - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/blended-advice-and-access-to-justice)

<sup>37</sup> Evaluation of integrated advice hubs in primary healthcare settings – Progress Report. Accessed through: [Evaluation of integrated advice hubs in primary healthcare settings - Progress report - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/evaluation-of-integrated-advice-hubs-in-primary-healthcare-settings-progress-report)

For the relatively small proportion of people with legal problems using the courts and tribunals, the LPRS 2023 has highlighted those groups which may need more support in using online services and remote hearings. Largely based on people's reported perceptions rather than experiences of these services, particular consideration should be given to older age groups (particularly those aged 75+) and those with lower levels of digital capability who have lower levels of familiarity and will require more engagement and support.<sup>38</sup>

Overall, the LPRS 2023 findings have identified adults more likely to experience legal problems, the type of problems they experience, and the action taken to deal with problems. This highlights where attention should be focussed to meet the needs of particular audiences and gaps or perceived weaknesses in service provision. Further tailored research is however needed to explore what support would be most useful, as this study was not designed to illuminate what works best in helping adults to successfully resolve their legal problems.

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<sup>38</sup> HMCTS are keeping paper routes for those who would prefer to access services in this way. HMCTS also offers a free digital support service (National digital support service) across England, Wales and Scotland, to support users who are unable to, or struggle getting online.



## Appendix A

### Categorisation and definition of problem types

**Table A.1: Categorisation and definition of problem types**

<b>Problem jurisdiction</b>	<b>Problem category</b>	<b>Problem type</b>	<b>Which respondents were asked?</b>
Civil Legal Problems	Consumer problems	<ul style="list-style-type: none"> <li>• Problems related to purchasing faulty vehicles or other high monetary value items</li> <li>• Defective repairs to a vehicle or other high monetary value items</li> <li>• Defective building work or work by trades people (e.g., plumbers) to your own property</li> <li>• Services that were substantially short of what was promised, such as holidays (e.g., flight cancelled, or hotel not as described)</li> <li>• Major disruption in the supply of utilities such as water, gas, internet</li> </ul>	All were asked this question
Civil Legal Problems	Neighbour problems	<ul style="list-style-type: none"> <li>• Regular and excessive noise by neighbours</li> <li>• Threats, harassment, or violence from neighbours</li> <li>• Damage to your property or garden by neighbours</li> </ul>	All were asked this question
Civil Legal Problems	Owner residential problems	<ul style="list-style-type: none"> <li>• Planning permission or consent</li> <li>• Selling or buying property, such as a misleading property survey</li> <li>• Problems with a lease or the leaseholder</li> <li>• Communal repairs or maintenance</li> <li>• Repossession of your home</li> <li>• Being two months behind or more in your mortgage payments</li> <li>• Squatters occupying a property you own</li> <li>• Boundaries, rights of way or access to your property – including passage of services such as water over other people’s land</li> </ul>	Asked if respondent owned a house anytime in the last four years

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<b>Problem jurisdiction</b>	<b>Problem category</b>	<b>Problem type</b>	<b>Which respondents were asked?</b>
Civil Legal Problems	Rented residential problems	<ul style="list-style-type: none"> <li>• Getting a deposit back</li> <li>• Being two months behind or more in your rent payments</li> <li>• Being evicted or being threatened with eviction</li> <li>• Getting the landlord to do repairs or maintain the property</li> <li>• Problems agreeing the terms of your lease or tenancy agreement</li> <li>• Problems with the transfer of lease or tenancy</li> <li>• Problems with your landlord or letting agency</li> </ul>	Asked if respondent rented accommodation anytime in the last four years
Civil Legal Problems	Debt problems	<ul style="list-style-type: none"> <li>• Credit cards, store cards or personal loans – excluding mortgages</li> <li>• Hire Purchase or on-credit purchases</li> <li>• Council tax or income tax</li> <li>• Utilities such as electricity, gas, or water</li> <li>• Other household bills such as internet or TV license</li> <li>• Fines</li> <li>• Severe difficulties managing to pay money you owed – including to family or friends excluding rent or mortgages payments</li> <li>• Harassment from people or businesses to whom you owed money</li> </ul>	All were asked this question
Civil Legal Problems	Money problems	<ul style="list-style-type: none"> <li>• Getting someone or a business to pay money that they owe you</li> <li>• Insurance companies unfairly rejecting claims</li> <li>• Incorrect information about you leading to a refusal of credit</li> <li>• Disagreement over division of property after death of a relative or friend</li> <li>• Being given incorrect information or advice from a professional that led you to buy insurance, pensions, mortgages, or other financial products</li> <li>• Mismanagement of a pension fund or an investment resulting in financial loss</li> </ul>	All were asked this question

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<b>Problem jurisdiction</b>	<b>Problem category</b>	<b>Problem type</b>	<b>Which respondents were asked?</b>
		<ul style="list-style-type: none"> <li>• Incorrect or disputed bills, excluding rent / mortgage payments or tax assessment</li> </ul>	
Civil Legal Problems	Accident or health problems	<ul style="list-style-type: none"> <li>• An accident caused by someone else (e.g. a road accident, work accident or a public liability)</li> <li>• Poor working conditions</li> <li>• Negligent or wrong medical treatment</li> <li>• Accident or illness abroad that has had an impact on your health back in the UK</li> </ul>	All were asked this question
Administrative legal problems	Employment problems	<ul style="list-style-type: none"> <li>• Being threatened with or being dismissed or made redundant</li> <li>• Getting pay or a pension to which you were entitled</li> <li>• Other rights at work, e.g. maternity leave, sickness pay, holiday entitlement, or changes to your terms and conditions since</li> <li>• Unsatisfactory or dangerous working conditions</li> <li>• Employer not providing adequate personal protective equipment (PPE) during COVID pandemic 18 months prior to interview</li> <li>• Unfair disciplinary procedures or other treatment</li> <li>• Harassment or discrimination at work</li> </ul>	Asked if respondent was in paid employment anytime in the last four years
Administrative legal problems	Benefit problems	<ul style="list-style-type: none"> <li>• Your entitlement to state benefits, tax credits, or state pensions</li> <li>• Getting the right amount of state benefits, tax credits, or state pensions</li> <li>• Problems relating to delays processing a claim or application for these state benefits / credits</li> </ul>	All were asked this question
Administrative legal problems	Education problems	<ul style="list-style-type: none"> <li>• Obtaining a place at a school you / your children are or were eligible to attend</li> <li>• You / your children accessing support for special educational needs or disabilities</li> <li>• You / your children being excluded or suspended from school</li> </ul>	All with children aged 20 or under or are under 21 themselves

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<b>Problem jurisdiction</b>	<b>Problem category</b>	<b>Problem type</b>	<b>Which respondents were asked?</b>
		<ul style="list-style-type: none"> <li>• School or local authority action following repeated truancy or other unauthorised absence</li> </ul>	
Family legal problems	Relationship breakdown problems	<ul style="list-style-type: none"> <li>• The division of property, finances, other assets, debts</li> <li>• Obtaining/agreeing to pay maintenance from/to a former partner excluding payments for children</li> <li>• Obtaining or agreeing to pay child support payments</li> <li>• Agreeing where children should live and how much time they spend with each parent</li> </ul>	All who said they had a break-up of a relationship or dispute over children

## Appendix B

### Glossary of key definitions

**Table B.1: Glossary**

Different groups	Sub-group	Definitions of each sub-group
Sex	Male	Respondents who were assigned 'male' as their sex at birth.
	Female	Respondents who were assigned 'female' as their sex at birth.
Age	18–24	Respondents who were aged between 18 and 24 years old at the time of interview.
	25–34	Respondents who were aged between 25 and 34 years old at the time of interview.
	35–44	Respondents who were aged between 35 and 44 years old at the time of interview.
	45–54	Respondents who were aged between 45 and 54 years old at the time of interview.
	55–64	Respondents who were aged between 55 and 64 years old at the time of interview.
	65–74	Respondents who were aged between 65 and 74 years old at the time of interview.
	75+	Respondents who were aged 75 and over at the time of interview.

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Different groups	Sub-group	Definitions of each sub-group
Ethnicity	White	Respondents who self-identified their ethnic group as 'White' and one of the following: White British, White Irish, White Gypsy or Irish Traveller, another white background.
	Asian	Respondents who self-identified their ethnic group as 'Asian or Asian British' and one of the following: Indian, Pakistani, Bangladeshi, Chinese, another Asian background.
	Black	Respondents who self-identified their ethnic group as 'Black or Black British' and one of the following: Caribbean, African, another Black background.
	Mixed	Respondents who self-identified their ethnic group as 'Mixed' and one of the following: White and Black Caribbean, White and Black African, White and Asian, another mixed background.
	Other	Respondents who selected that their ethnic group was another background or selected either Arab or another ethnic group.
Region	England	Respondents who lived in England at the time of interview.
	Wales	Respondents who lived in Wales at the time of interview.
Long term illness	Yes	Respondents who reported they had a physical and/or mental health condition/illness lasting or expected to last for 12 months or more.
	No	Respondents who reported no physical or mental health condition lasting or expected to last for 12 months or more.
Pregnant	Currently / Last year	Female respondents who were either pregnant at the time of interview or were pregnant in the previous year.
Sexual orientation	Heterosexual / straight	Respondents who self-identified as 'heterosexual or straight' at the time of interview.
	Gay or Lesbian	Respondents who self-identified as 'gay or lesbian' at the time of interview.
	Bisexual	Respondents who self-identified as 'bisexual' at the time of interview.
	Other	Respondents who selected another sexual orientation that was not listed.

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Different groups	Sub-group	Definitions of each sub-group
Highest level of education	Degree level or above	Respondents who held a degree or above: <ul style="list-style-type: none"> <li>• Doctorate or equivalent (e.g., PhD, Dphil)</li> <li>• Master's degree or equivalent (e.g., MA, MBA, MSc)</li> <li>• Undergraduate degree or equivalent (e.g. NVQ / SVQ level 4 or 5).</li> </ul>
	A Level or equivalent	Respondents who held A-Level / AS-Levels or equivalent (e.g., NVQ / SVQ / GSVQ level 3, SCE Higher, International Baccalaureate).
	GCSE / O level or equivalent	Respondents who held O level / GCSE or equivalent (e.g. NVQ / SVQ / GSVQ level 2, BTEC, General Certificate City and Guilds Craft).
	Trade Apprenticeships or equivalent	Respondents who held a Trade Apprenticeship or equivalent.
	Other form of qualification	Respondents' highest qualification was another form of qualification that was not listed.
Religion	No religion	Respondents who selected their religion as 'no religion'.
	Catholic	Respondents who selected their religion as 'Catholic'.
	Church of England / Scotland / Ireland	Respondents who selected their religion as 'Church of England / Scotland / Ireland'.
	Church in Wales	Respondents who selected their religion as 'Church of Wales'.
	Other Christian	Respondents who selected their religion as 'Other Christian'.
	Buddhist	Respondents who selected their religion as 'Buddhist'.
	Hindu	Respondents who selected their religion as 'Hindu'.
	Jewish	Respondents who selected their religion was 'Jewish'.
	Muslim	Respondents who selected their religion was 'Muslim'.
Sikh	Respondents who selected their religion was 'Sikh'.	

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<b>Different groups</b>	<b>Sub-group</b>	<b>Definitions of each sub-group</b>
Employment status	In employment	<p>Respondents who selected their current working status as one of the following:</p> <ul style="list-style-type: none"> <li>• Working for an employer full-time</li> <li>• Working for an employer part-time</li> <li>• Self-employed</li> </ul>
	Unemployed	<p>Respondents who selected their current working status as one of the following:</p> <ul style="list-style-type: none"> <li>• Unemployed (less than 12 months)</li> <li>• Unemployed (12 months or more)</li> </ul>
	Inactive	<p>Respondents who selected their current working status as one of the following:</p> <ul style="list-style-type: none"> <li>• Not working: on maternity/paternity leave</li> <li>• Not working: retired</li> <li>• Not working: looking after house / children / relatives</li> <li>• Not working: permanently sick / disabled</li> <li>• Student (full-time)</li> <li>• Student (part-time)</li> </ul>
Receiving benefits	Means tested	<p>Respondents who reported they were in receipt of one or more of the following benefits:</p> <ul style="list-style-type: none"> <li>• Income support</li> <li>• Employment Support Allowance (ESA)</li> <li>• Income based Job-seekers Allowance</li> <li>• Guaranteed pension credit</li> <li>• Universal Credit</li> <li>• Tax credits</li> <li>• Personal Independence Payment, Disability Living Allowance or Attendance Allowance</li> </ul>
	Non-means-tested	<p>Respondents who reported they were in receipt of one or more of the following benefits:</p> <ul style="list-style-type: none"> <li>• State pension</li> <li>• Child benefit</li> </ul>



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Different groups	Sub-group	Definitions of each sub-group
	No benefits	Respondents who reported they were not in receipt of any state benefits.
Single parent household	Yes	Households with a child/children aged 0–18 years old and one parent.
	No	Households that consist of a child/children aged 0–18 years old and adults living as a couple.
Household income	Less than £14,000	Respondent's household income was less than £14,000 per year. If respondent lived with a partner, this included the joint pre-tax annual income.
	£14,000 – £32,000	Respondent's household income was between £14,000 and £32,000 per year. If respondent lived with a partner, this included the joint pre-tax annual income.
	£32,001 – £60,000	Respondent's household income was between £32,001 and £60,000 per year. If respondent lived with a partner, this included the joint pre-tax annual income.
	£60,001 or above	Respondent's household income was over £60,000 per year. If respondent lived with a partner, this included the joint pre-tax annual income.
Eligibility for Legal Aid	Yes	This includes respondents who had £8,000 or less in savings, shares or investments <b>and</b> one of the following: <ul style="list-style-type: none"> <li>• Pre-annual income from all sources is £32,000 or less</li> <li>• In receipt of income support, employment support allowance, income-based job-seekers allowance, guaranteed pension credit or universal credit</li> </ul>
	No	This includes respondents who had a household income of more than £32,000, or had more than more than £8,000 in savings, shares or investments. If respondents lived with a partner, this included their pre-tax annual income or their savings, shares or investments.
Tenure	Owned outright / buying with a mortgage	Respondents who own their accommodation through one of the following means: <ul style="list-style-type: none"> <li>• Own it outright</li> </ul>

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Different groups	Sub-group	Definitions of each sub-group
		<ul style="list-style-type: none"> <li>• Buying it with the help of a mortgage or loan</li> <li>• Pay part rent and part mortgage (shared ownership)</li> </ul>
	Rent from private landlord	Respondents who rent their accommodation from a private landlord.
	Rent from council / housing association	Respondents who rent their accommodation from a local authority or housing association.
	Rent free	Respondents who live in their accommodation rent free (including rent free in relative / friend's property, excluding squatting)
English proficiency	Very well	Respondents who self-reported they speak English 'very well'.
	Well	Respondents who self-reported they speak English 'well'.
	Not well / Not at all	Respondents who self-reported they speak English 'not well' or 'not at all'.
Marital status	Married / in a civil partnership	Respondents who were married or in a registered civil partnership at the time of interview.
	Cohabiting	Respondents who have never been married or never registered in a civil partnership and live with someone in the same household as a couple.
	Single	Respondents who have never been married or never registered in a civil partnership and do not live with someone in the same household as a couple.
	Separated	Respondents who were separated but still legally married or still legally in a civil partnership at the time of interview.
	Divorced / Legally dissolved partnership	Respondents who were divorced or were formerly in a civil partnership which was legally dissolved at the time of interview.
	Widowed	Respondents who were widowed at the time of interview.

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Different groups	Sub-group	Definitions of each sub-group
Digital capability	Low	<p>Respondents who have never done any of the following online, and do <u>not</u> feel confident in their ability to do so:</p> <ul style="list-style-type: none"> <li>• Pay bills</li> <li>• Online banking</li> <li>• Send or receive emails</li> <li>• Make a video call</li> <li>• Set-up 2-step ID verification</li> <li>• Looking online for information on government websites</li> <li>• Completing government processes online</li> </ul>
	Medium	<p>Respondents who have done some of the following online, and have mixed level of confidence to do so:</p> <ul style="list-style-type: none"> <li>• Pay bills</li> <li>• Online banking</li> <li>• Send or receive emails</li> <li>• Make a video call</li> <li>• Set-up 2-step ID verification</li> <li>• Looking online for information on government websites</li> <li>• Completing government processes online</li> </ul>
	High	<p>Respondents who have done all of the following online, or feel confident in their ability to do so:</p> <ul style="list-style-type: none"> <li>• Pay bills</li> <li>• Online banking</li> <li>• Send or receive emails</li> <li>• Make a video call</li> <li>• Set-up 2-step ID verification</li> <li>• Looking online for information on government websites</li> <li>• Completing government processes online</li> </ul>

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Different groups	Sub-group	Definitions of each sub-group
Internet use	Never online	Respondents who are never online.
	Less than once a week	Respondents who are online less often than once a week, in a typical week.
	Up to 8 hours a week	Respondents who are online up to 8 hours per week, in a typical week.
	9–15 hours a week	Respondents who are online between 9 and 15 hours per week, in a typical week.
	16–22 hours a week	Respondents who are online between 16 and 22 hours per week, in a typical week.
	Over 22 hours	Respondents who are online over 22 hours per week, in a typical week.
Legal problems	All with a legal problem excluding divorce or probate	Respondents who have experienced any problems related to consumer, employment, neighbours, owning a residential property, renting a residential property, debt, money, benefits, relationship breakdown problems, education or accident and illness – and <b>excluding</b> divorce and probate.
	All with a legal problem including divorce or probate	Respondents who have experienced any problems related to consumer, employment, neighbours, owning a residential property, renting a residential property, debt, money, benefits, relationship breakdown problems, education or accident and illness – and <b>including</b> divorce or probate.
Problem jurisdiction	Civil	Respondents who had at least one of the following: <ul style="list-style-type: none"> <li>• Consumer problems</li> <li>• Neighbour problems</li> <li>• Owned residential problems</li> <li>• Rented residential problems</li> <li>• Debt problems</li> <li>• Money problems</li> <li>• Accident and illness problems.</li> </ul>

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<b>Different groups</b>	<b>Sub-group</b>	<b>Definitions of each sub-group</b>
	Family	Respondents who had at least one problem linked to the break-up of a relationship or disputes over children.
	Administrative	Respondents who had at least one of the following: <ul style="list-style-type: none"> <li>• Employment problems</li> <li>• Benefits problems</li> <li>• Education problems</li> </ul>
Number of problem categories experienced	None	Respondents who had not experienced any legal problems.
	One	Respondents who had problem(s) in one problem category only.
	Two	Respondents who had problem(s) in two problem categories.
	Three	Respondents who had problem(s) in three problem categories.
	Four or more	Respondents who had problem(s) in four or more problem categories.
Number of individual problem types experienced within a problem category	None	Respondents who had not experienced any legal problems.
	One	Respondents who had experienced one problem only within a problem category.
	Two	Respondents who had experienced two different types of problems within a problem category.
	Three	Respondents who had experienced three different types of problems within a problem category.
	Four or more	Respondents who had experienced four or more different problems within a problem category.

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Different groups	Sub-group	Definitions of each sub-group
Advisor type	Barrister	Respondents who reported they had obtained information, advice or help from a barrister.
	Solicitors firm	Respondents who reported they had obtained information, advice or help from a solicitor's firm.
	Law Centre	Respondents who reported they had obtained information, advice or help from a Law Centre.
	Civil Legal Advice	Respondents who reported they had obtained information, advice or help from Civil Legal Advice.
	Another advice service	Respondents who reported they had obtained information, advice or help from another organisation that was not listed.
Advisor fees	Paid in full themselves	Respondents who reported they personally paid for <u>all</u> of the information, advice or help they had received from a legal advisor.
	Paid partially themselves	Respondents who reported they personally paid for <u>some</u> of the information, advice or help they had received from a legal advisor.
	Did not pay themselves	Respondents who reported they <u>did not</u> personally pay for the information, advice or help they had received from a legal advisor.
Whether problem concluded	Yes	Respondents who reported that their legal problem was 'done with' at the time of interview. This included those who reported that their legal problem was: <ul style="list-style-type: none"> <li>• Done with but the problem persists; they have given up trying to resolve it further</li> <li>• Done with and problem was resolved</li> </ul>
	No	Respondents who reported that their legal problem was 'ongoing' or 'too early to say' at the time of interview.
Whether problem is resolved	Resolved	Respondents who said that their legal problem was 'done with', and it had been resolved.
	Problem persists	Respondents who said that their legal problem was 'done with', but the problem persisted, and they had given up trying to resolve it further.

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Different groups	Sub-group	Definitions of each sub-group
Length of concluded problem	0–3 months	Respondents whose problem had concluded and lasted 3 months or less.
	4–6 months	Respondents whose problem had concluded and lasted between 4 to 6 months.
	7–12 months	Respondents whose problem had concluded and lasted between 7 to 12 months.
	1–2 years	Respondents whose problem had concluded and lasted between 1 and 2 years.
	3–4 years	Respondents whose problem had concluded and lasted between 3 and 4 years.
	Longer than 4 years	Respondents whose problem had concluded and lasted longer than 4 years.
Length of all problems (this includes estimated timeframes for those with ongoing problems using the start date of the problem given in the interview, and the date of interview)	1–3 months	Respondents who had either a problem that concluded within 3 months or an ongoing problem at the time of interview estimated to concluded within 3 months.
	4–6 months	Respondents who had either a problem that concluded in 4 to 6 months or an ongoing problem at the time of interview.
	7–11 months	Respondents who had either a problem that concluded in 7 to 11 months or an ongoing problem at the time of interview.
	12–18 months	Respondents who had either a problem that concluded in 12 to 18 months or an ongoing problem at the time of interview.

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<b>Different groups</b>	<b>Sub-group</b>	<b>Definitions of each sub-group</b>
	19–30 months	Respondents who had either a problem that concluded in 19 to 30 months or an ongoing problem at the time of interview.
	31–59 months	Respondents who had either a problem that concluded in 31 – 59 months or an ongoing problem at the time of interview.
	60 months or more	Respondents who had either a problem that concluded in 60 months or more or an ongoing problem at the time of interview.
Cluster of problems	Five or fewer	Respondents who had experienced problems across five or fewer problem categories.
	Between six and ten	Respondents who had experienced problems between six and ten problem categories.
	More than ten	Respondents who had experienced problems across more than ten problem categories.
Whether went to court	Yes	Respondents who either personally, or the other side, made a claim or appeal to a tribunal or court or made use of a court process, such as money claims online.
	No	Respondents who reported one of the following: <ul style="list-style-type: none"> <li>• They, or somebody acting on their behalf, contacted a regulator or ombudsman</li> <li>• They participated in an independent conciliation, mediation or arbitration</li> <li>• Did not take any of the actions listed.</li> </ul>
Type of help obtained	Formal	Respondents who used “formal” types of help to try and resolve their problem, including: <ul style="list-style-type: none"> <li>• Solicitors firm</li> <li>• Barrister</li> <li>• Law centre</li> <li>• Civil Legal Advice</li> <li>• Courts and Tribunals Service Centre</li> </ul>



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Different groups	Sub-group	Definitions of each sub-group
		<ul style="list-style-type: none"> <li>• National Digital Support Service</li> <li>• Another independent advisor or representative, such as Citizens Advice, a trade union, Shelter or the Money Advice Service</li> <li>• Police</li> <li>• Credit Card Company / Bank</li> <li>• Housing Association / Landlord</li> <li>• Local council / Council department</li> </ul>
	Informal	Respondents who used “informal” types of help to try and resolve their problem, including: <ul style="list-style-type: none"> <li>• UK government website (GOV.UK)</li> <li>• Social media</li> <li>• Other internet websites</li> <li>• A leaflet, book or self-help guide</li> <li>• Family or friends</li> <li>• Those on the other side of the problem or dispute</li> </ul>
Most formal help obtained	Legal advice obtained	Respondents who obtained advice from legal advisors, including: <ul style="list-style-type: none"> <li>• A solicitor’s firm</li> <li>• A Barrister</li> <li>• A law centre</li> <li>• Civil Legal Advice</li> </ul>
	Professional advice obtained	Respondents who did not obtain legal advice (as described above) but did obtain advice from professional advisors: <ul style="list-style-type: none"> <li>• Courts and Tribunals Service Centre</li> <li>• National Digital Support Service</li> <li>• Another independent advisor or representative, such as Citizens Advice, a trade union, Shelter or the Money Advice Service etc</li> <li>• Police</li> <li>• Credit Card Company / Bank</li> <li>• Housing Association / Landlord</li> </ul>

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Different groups	Sub-group	Definitions of each sub-group
		<ul style="list-style-type: none"> <li>• Local Council / Council department</li> </ul>
	Self-obtained	Respondents who did not obtain either legal or professional advice (as described above) but did obtain advice by themselves, including: <ul style="list-style-type: none"> <li>• The UK Government website (GOV.UK)</li> <li>• Social media</li> <li>• Other internet websites</li> <li>• A leaflet, book or self-help guide</li> <li>• Family or friends</li> <li>• Those on the other side of the problem or dispute</li> </ul>
	Tried to obtain advice but failed	Respondents who reported that they tried to obtain help from either legal advisors, professional advisors, or self-obtained help, but were unable to get help.
	Not obtained	Respondents who reported that they did not try to obtain help at all.
Type of resolution strategy	Formal	Respondents who used a “formal” resolution strategy reported that they obtained either legal or professional help, or reported a specific action that happened as part of the problem or sorting it out. This includes respondents who reported they used one of the following: <ul style="list-style-type: none"> <li>• Solicitors firm</li> <li>• Barrister</li> <li>• Law centre</li> <li>• Civil Legal Advice</li> <li>• Courts and Tribunals Service Centre</li> <li>• National Digital Support Service</li> <li>• Another independent advisor or representative, such as Citizens Advice, a trade union, Shelter or the Money Advice Service</li> <li>• Police</li> <li>• Credit Card Company / Bank</li> <li>• Housing Association / Landlord</li> </ul>

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Different groups	Sub-group	Definitions of each sub-group
		<ul style="list-style-type: none"> <li>• Local council / Council department</li> </ul> <p>It also includes respondents who reported one of the following actions as part of resolving their problem:</p> <ul style="list-style-type: none"> <li>• Contacted a regulator or ombudsman (either they or somebody acting on their behalf)</li> <li>• They made a claim or appeal to a tribunal or court or made use of a court process</li> <li>• The other side made a claim or appeal to a tribunal or court or made use of a court process</li> <li>• Participated in independent conciliation, mediation, or arbitration</li> </ul>
	Informal	<p>Respondents who used “informal” resolution strategies to help with their problem, including:</p> <ul style="list-style-type: none"> <li>• UK government website (GOV.UK)</li> <li>• Social media</li> <li>• Other internet websites</li> <li>• A leaflet, book or self-help guide</li> <li>• Family or friends</li> <li>• Those on the other side of the problem or dispute</li> </ul>
Most formal resolution strategy	Went to court / mediation / arbitration	Respondents who were involved in a court, mediation, or arbitration process to try and resolve their problem.
	Legal / Professional help	Respondents who had not been to court/mediation/ arbitration but had obtained help from legal or professional advisors.
	Self-help only	Respondents who had not been to court/mediation/ arbitration nor had obtained help from legal or professional advisors, but who had obtained help by themselves.
	Did nothing	Respondents who took no action to try and resolve their problem.

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Different groups	Sub-group	Definitions of each sub-group
Experienced adverse consequences	Yes	<p>Respondents who felt their problem contributed to any of the following:</p> <ul style="list-style-type: none"> <li>• Stress-related illness or other mental health problem</li> <li>• Physical illness</li> <li>• A break-up with a spouse or partner</li> <li>• A breakdown of other relationships such as with family or friends</li> <li>• Having to move home</li> <li>• Homelessness</li> <li>• Loss of income or financial strain</li> <li>• Unemployment</li> <li>• Harassment, abuse, assault or being threatened</li> <li>• Damage to your property</li> <li>• Loss of confidence</li> </ul>
	No	<p>Respondents who said that they did not experience any of the above adverse consequences as a result of their legal problem.</p>
How serious	Low	<p>Respondents who rated their problem as 1–3 on a scale of 1–10 of how serious they perceived their problem to be.</p>
	Medium	<p>Respondents who rated their problem as 4–7 on a scale of 1–10 of how serious they perceived their problem to be.</p>
	High	<p>Respondents who rated their problem as 8–10 on a scale of 1–10 of how serious they perceived their problem to be.</p>
Experienced discrimination	Yes	<p>Respondents who reported they experienced discrimination at any stage during their legal problem, including discrimination against:</p> <ul style="list-style-type: none"> <li>• Race</li> <li>• Gender</li> <li>• Disability</li> <li>• Sexual orientation</li> <li>• Age</li> <li>• Religion</li> </ul>

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Different groups	Sub-group	Definitions of each sub-group
		<ul style="list-style-type: none"> <li>• Being pregnant or having recently given birth</li> <li>• Being married or in a civil partnership</li> <li>• Being transgender (e.g. trans man or trans woman)</li> </ul>
	No	Respondents who reported they did not experience any discrimination related to their legal problem.
Perception of problem as legal	Yes	Respondents who said that they would have described their problem as a legal problem when it first began.
	No	Respondents who said that they would not have described their problem as a legal problem when it first began.
Problem related to COVID-19	Greatly / To some extent	Respondents who noted that their problem was related to the COVID-19 pandemic to a great extent, or to some extent.
	Hardly / Not at all	Respondents who noted that their problem was related to the COVID-19 pandemic hardly at all, or not at all.

**Table B.2: General Legal Confidence scores**

General Legal Confidence: Responses from six statements around legal confidence at question B4 were combined to produce a GLC score, ranging from 0 to 100. A higher score indicates greater legal confidence.

Statements	GLC score	Definition
A) the disagreement is substantial B) The other side says they will not compromise C) The other side will only speak to you through their solicitor	Low GLC	Respondents who had “low” GLC scores (0–36 out of 100), indicated lower levels of legal confidence.
	Medium GLC	Respondents who had “medium” GLC scores (37–58 out of 100), indicated medium levels of legal confidence.

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Statements	GLC score	Definition
D) A notice from court says you must complete certain forms, including setting out your case E) The problem goes to court, a barrister represents the other side, and you are on your own F) The court makes a judgement against you, which you see as unfair. You are told you have a right to appeal	High GLC	Respondents who had “high” GLC scores (59–100 out of 100), indicated greater levels of legal confidence.

**Table B.3: Legal Anxiety scores**

Legal Anxiety: Responses from four statements on legal anxiety at question B5 were combined to produce a LAX score, ranging from 0 to 100. A higher score indicates greater legal anxiety.

Statements	LAX score	Definition
A) I am afraid to speak to people directly to press my rights.	Low LAX	Respondents who had “low” LAX scores (0–29 out of 100), indicated lower levels of legal anxiety.
B) Worry that I don’t express myself clearly can stop me from acting.	Medium LAX	Respondents who had “medium” LAX scores (30–56 out of 100), indicated medium levels of legal anxiety.
C) I avoid pressing my rights because I am not confident that I will be successful.		
D) I do not always get the best outcome for myself, because I try to avoid conflict.	High LAX	Respondents who had “high” LAX scores (57–100 out of 100), indicated greater levels of legal anxiety.

**Table B.4: Legal Self-Efficacy scores**

Legal Self-Efficacy: Responses from six statements around legal self-efficacy at question B3 were combined to produce a LEF score, ranging from 0 to 100. A higher score indicates greater legal self-efficacy.

Statements	LEF score	Definition
A) I can always manage to solve difficult problems if I try hard enough.	Low LEF	Respondents who had “low” LEF scores (0–42 out of 100), indicated lower levels of legal self-efficacy.
B) If someone opposes me, I can find the means and ways to get what I want.		
C) It is easy for me to stick to my aims and accomplish my goals.	Medium LEF	Respondents who had “medium” LEF scores (43–67 out of 100), indicated medium levels of legal self-efficacy.
D) I can remain calm when facing difficulties because I can rely on my coping abilities.	High LEF	Respondents who had “high” LEF scores (68–100 out of 100), indicated greater levels of legal self-efficacy.
E) When I am confronted with a problem, I can usually find several solutions.		
F) I am good at finding information to help resolve problems.		