



Ministry
of Justice

Legal Problem and Resolution Survey 2023

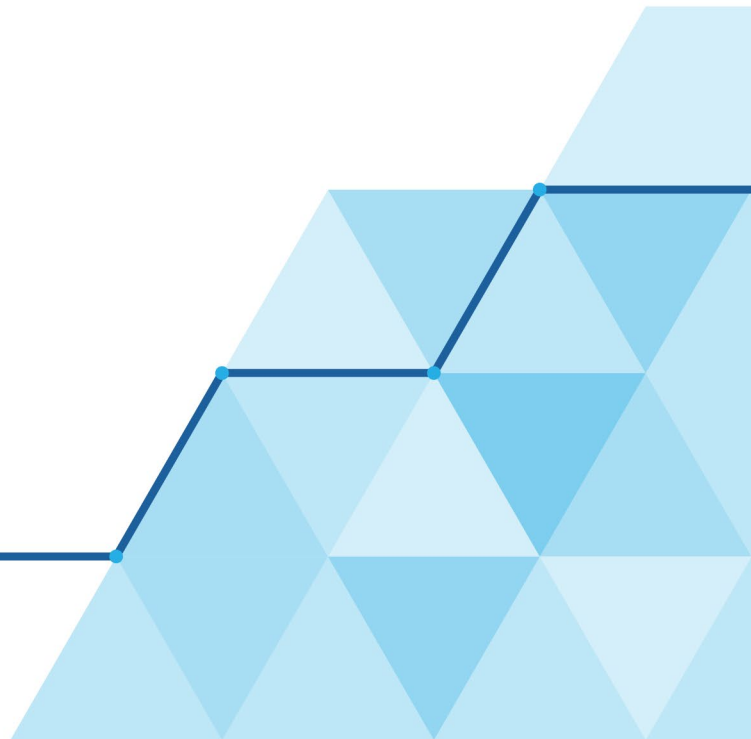
Technical Report

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1. Introduction

The Legal Problem and Resolution Survey (LPRS) is designed to provide robust data on the prevalence of everyday legal issues, the strategies and services that people use to resolve these problems, and their outcomes. It is a nationally representative survey of adults aged 18 and over living in households in England and Wales.

Ipsos were commissioned to conduct the 2023 LPRS.

This document is intended primarily for analysts who wish to make use of the data and who will need to understand the sample design and the questions asked. Please note, the percentages in tables in this report do not always add up to 100%. This is due to rounding and/or data from respondents choosing 'don't know' or 'prefer not to say' not being included.

To provide further detail, this report includes the following appendices:

- **Appendix A:** Advance letter (used for face-to-face fieldwork only)
- **Appendix B:** Demographic breakdown of Wave 1–3 sample
- **Appendix C:** Population totals used for weighting
- **Appendix D:** Design effects and effective sample sizes

The 2023 LPRS study took a mixed mode approach, made up of two distinct parts:

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

A total of 10,323 interviews were achieved across both modes. 9,283 of these were via the online survey, whilst 1,040 were via the face-to-face interviews.

Ipsos designed and implemented both UK KnowledgePanel and CAPI versions of the questionnaire, sampling, data collection, data preparation and analysis, and preparing outputs including a research report, data tables and SPSS datasets.

2. Sample

A robust random sample was used that was representative of adults aged 18 and over living in private households in England and Wales. The survey used two modes with different sample sources: online surveys via Ipsos's online panel (KnowledgePanel) and face-to-face surveys via the Postcode Address File.

2.1 Online Survey, KnowledgePanel

Summary of approach

The online survey was conducted via Ipsos's panel: 'KnowledgePanel'. Panellists are recruited to the KnowledgePanel via a random probability unclustered address-based sampling method. This means that every household in the UK has a known chance of being selected to join the panel. Letters are sent to selected addresses in the UK (using the Postcode Address File (PAF) as a sampling frame) inviting them to become members of the panel.

Invited members are able to sign up to the panel by completing a short online questionnaire or by returning a paper form. When the fieldwork for LPRS 2023 was conducted, up to two members of the household were able to sign up to the panel. Members of the public who are digitally excluded – i.e. they do not have internet access, or do not feel comfortable going online – can register on the KnowledgePanel either by post or by telephone. They are given a tablet, an email address, and basic internet access which allows them to complete surveys online.

Sampling

As the KnowledgePanel is a random probability survey panel, it does not use a quota approach when conducting surveys. Instead, invited samples are stratified when conducting waves to account for any profile skews within the panel.

The LPRS sample was stratified by country (England or Wales), education, ethnicity, and age groups, with one person per household invited to participate. Within the

KnowledgePanel, the sampling software randomly selected an adult within each household (the number of adults per household is already logged within the panel details).

Pilot

A pilot was carried out using KnowledgePanel sample, with a total of 177 panellists invited to complete the survey. The sample for the mainstage was drawn so that these panellists would not be re-invited to complete the mainstage survey.

Mainstage

A total of 17,849 panellists in England and Wales (aged 18+) were selected and invited to take part in the mainstage LPRS survey. Invites were sent across three waves of KnowledgePanel fieldwork. A smaller number of panellists were invited in Wave 1 to allow for further topline and data checks on the questionnaire. This allowed time for any corrections to the survey, whilst minimising the impact of any errors, before inviting the rest of the sample to take part. Young people aged 18–24 who had not responded in Waves 1 and 2 were invited again in Wave 3 to try and boost response rates among this age group. A breakdown of the invited sample per wave is provided in Appendix B.

Table 2.1: Breakdown of the sample invited to complete the LPRS online

Wave	Number of panellists invited
Wave 1 (23rd – 29th March 2023)	455
Wave 2 (13th – 19th April 2023)	8,289
Wave 3 (11th – 17th May 2023)	9,105
Total	17,849

2.2 Face-to-face interviews

Summary of approach

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; and at the second stage, 30 addresses were sampled within each selected PSU.

Sampling PSUs

The first stage of the sampling was to select 85 primary sampling units (PSUs) at random in England and Wales. The PSUs were mainly based on single postcode sectors (PCSs), although any PCSs with fewer than 500 addresses were merged with contiguous PCSs to ensure that all PSUs contained at least 500 addresses.

The sample of 85 PSUs was selected in proportion to the number of addresses in the PSU (i.e. probability proportionate to size), stratified by: region / country, IMD tertiles within each region / country, and the proportion of households that lived in rented accommodation.

Sampling addresses

Thirty addresses were sampled within each of the 85 selected PSUs. These were sampled as a systematic sample within each PSU, with the addresses in postcode and address order. This gave a sample of 2,550 (= 85 x 30) addresses for the face-to-face survey.

One respondent was selected per address. A respondent selection questionnaire was implemented. Details of household composition were collected, and the selection of an individual (in multi-adult households) was randomised via the respondent selection script in the Electronic Contact Sheet.

Pilot

For the face-to-face pilot study, two PSUs were purposively selected. One of the PSUs was in Wales, whilst the other was in England. Similarly, one was rural, and one was urban. 175 addresses were then sampled at random from each PSU, using the PAF. This gave a sample of 350 (= 175 x 2) addresses for the face-to-face pilot study, though not all addresses were contacted.

3. Questionnaire Development

The questionnaire went through several stages of development, testing and finalisation:

- Initial development
- Cognitive testing
- Pilot study
- Final agreed questionnaire

Initial development

The structure of the questionnaire broadly followed the 2014–15 LPRS,¹ but with a number of changes to content and structure. It contained the following sections:²

1. Basic demographics
2. Digital capabilities*
3. Awareness and general use of legal services
4. Problem identification
5. Main problem follow-up
6. Divorce
7. Probate*
8. Legal capabilities
9. Public attitudes to remote hearings and online services*
10. Additional demographics and recontact questions.

Key changes that were made to the 2014–15 questionnaire are as follows:

- Sections on digital capabilities, probate and remote hearings and online services were included for the first time.
- At C2, a set of additional advice services and organisations were added: the UK Government website (gov.uk), Courts and Tribunals Service Centre, and National Digital Support Service.

¹ https://doc.ukdataservice.ac.uk/doc/8169/mrdoc/pdf/8169_lprs_technical_report_appendix_a.pdf

² Sections marked with an asterisk (*) indicate the survey topics that were not covered in the 2014-15 LPRS.

- At QD5a, a set of additional advice services and organisations were added: the UK Government website (gov.uk), social media, law centres, Civil Legal Advice, Courts and Tribunals Service Centre, and National Digital Support Service.

There were further adaptations to specific question wording and response codes.

Cognitive testing

After its initial development, Ipsos cognitively tested the questionnaire. The purpose was to test it for comprehension and flow. In total, 15 cognitive interviews were conducted.

Because the main fieldwork was to be largely online, participants in the cognitive interviews were asked to read the question wording on screen, to mimic fieldwork conditions for the majority of mainstage interviews.

The questions included in the testing focused on the new digital capabilities section, legal capabilities, awareness and general use of services, use of courts and tribunals, and attitudes to courts including remote hearings and fees.

Further questionnaire amendments were made as a result of the cognitive testing, as outlined below:

Section B:

- B2: The scale for this question was changed, as respondents initially found it confusing.

Section C:

- “UK government website, GOV.UK” was changed to “Legal advice and services available at GOV.UK”, as it was felt that reference to the website overall was too broad and may not have always been related to legal problems.
- The Advisory, Conciliation and Arbitration Service was spelled out in full, and not shortened to “ACAS”, as some respondents were not familiar with this abbreviation.

Section D:

- D1d: Code 2 was split out, so that “problems relating to selling or buying a property, such as a misleading property survey” and “problems with a lease or leaseholder” were separate. Code 5 was also changed from saying “Being several mortgage

payments in arrears” to “Being two months behind or more in your mortgage payments” for clarity.

- D1n: Examples were added to codes for clarity. For example, “An accident caused by someone else (e.g. a road accident, work accident or a public liability)”.
- D2c: Participants found the open-ended question difficult to answer, and so numerical ranges were included.

During the cognitive tests, participants were also asked for their views on the advance letter and privacy notice, such as whether they thought they explained the survey clearly, whether there was any additional information they would like, or any rewording they would recommend. No changes were needed as a result of the feedback.

Pilot

A small-scale pilot study was conducted to test the length, flow, and content of the questionnaire. To reflect the mainstage design, these were carried out using both KnowledgePanel and face-to-face samples. The KnowledgePanel pilot ran from 2nd to 8th February 2023, whilst face-to-face pilot fieldwork was conducted from 21st February to 5th March 2023.

Overall, 125 interviews were achieved; 97 were via KnowledgePanel, and 28 were conducted face-to-face.

Interview length varied between mode. For face-to-face, the average (median) interview length was 37 minutes. For KnowledgePanel, it was 27 minutes. Interview timings also varied depending on the number and complexity of problems that respondents discussed, as shown below in Table 3.1.

Table 3.1: Pilot timings breakdown by number of problems

Mode x Number of problems	Mean time (minutes)
KnowledgePanel	
All who participated (97)	27
All with no legal problems (57)	23
All with at least one problem (40)	34

Mode x Number of problems	Mean time (minutes)
Face-to-face	
All who participated (28)	37
All with no legal problems (14)	30
All with at least one problem (14)	43

Respondents with at least one legal problem had longer interviews than initially intended. To shorten this, the questionnaire was amended to only ask follow-up questions about the respondent's *second most recent problem* (as opposed to both the most recent and second most recent). The second most recent problem was used (rather than the most recent) as these problems will have had longer to reach a resolution and therefore more questions in the survey will be applicable.³

Problem follow-up process

There were several sections within the questionnaire that asked follow-up questions about the problems that respondents reported in section D. Respondents could report different types of problems within a total of 11 categories. These categories were:

1. Consumer
2. Employment
3. Neighbours
4. Home you own
5. Home you rent
6. Debt
7. Money
8. State benefits
9. Relationship breakdown
10. Education
11. Accident / health.

The problem follow-up process worked as follows:

³ [Report - Everyday Problems and Legal Need | The Public Understanding of Law Survey](#). Sourced from The Victoria Law Foundation: Everyday Problems and Legal Need.

Section D problem-follow up:

1. Questions D2a to D13 were set up as a loop and were asked for each problem category selected.
2. Questions D3a to D13 were asked about a maximum of 4 problem categories. Question D2a was asked about all problem categories, even if this exceeded 4.
3. If there was more than one problem in a certain category, respondents were asked which problem was the most recent and which was the second most recent. Questions D3a to D13 were then asked about the second most recent problem in that category.

Section E problem follow up:

1. If people only experienced one problem category in section D, then that category was automatically selected as the main problem for section E.
2. If people experienced more than one problem within one category in Section D, then the problem identified as the second most recent was selected as the main problem for section E.
3. If people experienced more than one problem category, then the problem category was randomly selected. The selection process was weighted within the script using the loading weights below to ensure sufficient numbers of less common problems were selected for follow-up.

Table 3.2: Loading weights for problem category

Problem categories	Loading weight
Consumer	0.5
Employment	1
Neighbours	0.5
Home you own	3
Home you rent	3
Debt	1
Money	1
State benefits	3
Relationship breakdown	6
Education	6
Accident/health	1

4. Fieldwork

Fieldwork for the LPRS was conducted between March and August 2023. The online fieldwork was conducted using the KnowledgePanel, Ipsos's random probability panel, whilst face-to-face fieldwork was carried out by Ipsos's field team.

4.1 Online Survey, KnowledgePanel and face-to-face interviews

Mainstage fieldwork

Fieldwork for the online survey was conducted across three waves between March and May 2023. For each wave, the survey was in field for one week. The waves were spread out to allow for data checking and amendments of any programming or fieldwork issues between waves.

Across each week, panellists who had not yet completed the survey were sent a reminder email.

Fieldwork for the face-to-face interviews launched on the 18th of May and closed on the 6th of August 2023.

Table 4.1: Mainstage fieldwork dates

Wave	Fieldwork dates
KnowledgePanel Wave 1	23rd – 29th March 2023
KnowledgePanel Wave 2	13th – 19th April 2023
KnowledgePanel Wave 3	11th – 17th May 2023
Face-to-face fieldwork	18th May – 6th August 2023

Sample recruitment and invitation

Only one person per household from the KnowledgePanel was invited to take part. Invitation emails were sent on a Thursday, with strict timings that completion and end of fieldwork was at 23.59 the following Wednesday. This strict approach ensured panellists keep the habit of checking their emails for invitations and complete the surveys promptly.

For the face-to-face fieldwork, invitation letters were sent to the selected addresses, letting householders know that an interviewer from Ipsos would be visiting soon to interview them for the LPRS study.

A reminder letter was sent to the face-to-face sample who had not yet taken part. A final reminder letter was sent a few weeks later to the remaining sample.

Interviewer briefings and contact procedures

All interviewers working on the LPRS received an hour-long briefing on the survey from a member of the Ipsos research team. These sessions provided information on the background and content of the survey, the sampling approach, fieldwork targets, and contact procedures.

Interviewers were required to make a minimum of six calls on different days of the week to an address where they did not achieve a final outcome before an address could be coded as unproductive.

A total of 105 interviewers were assigned to the project.

Interview length

The average (mean) interview length for the online version of the LPRS 2023 was 27 minutes. Interview timings varied depending on the number and complexity of problems that respondents discussed. Respondents did not need to complete the survey in one go and were able to stop/close the survey and continue later. This was not taken into account within the survey timings and so the average timings may be inflated slightly.

As with all Ipsos KnowledgePanel surveys, LPRS respondents were provided reward points⁴ for completing the survey, in line with the KnowledgePanel processes. The numbers of points that respondents receive for each survey is tailored depending on survey length and topic/complexity. The response rate to LPRS was in line with the average response to surveys conducted via the UK KnowledgePanel. Respondents who took part in the face-to-face survey were not given a voucher or money.

⁴ KnowledgePanel members are able to use their points collected from completing surveys to redeem shopping vouchers once they have accumulated sufficient points

The average (mean) interview length for the face-to-face survey was 24 minutes. As with KnowledgePanel, interview timings varied depending on the number and complexity of problems that respondents discussed.

Table 4.2: Mainstage timings breakdown by number of problems

Mode x Number of problems	Mean time (minutes)
KnowledgePanel	
All who participated	27
All with no legal problems	23
All with at least one problem	32
Face-to-face	
All who participated	24
All with no legal problems	20
All with at least one problem	35

English proficiency

When making contact with households for face-to-face interviews, interviewers were provided with a helpline number that they could ring in any instances where respondents were keen to participate but were having difficulties due to language barriers. 11 people refused to take part due to language difficulties (alternative options were presented by the interviewer).

5. Mode effects

As the 2023 LPRS study took a mixed mode approach, there will be variations in the results depending on whether respondents took part online or in the face-to-face interviews. These variations will differ by type of question and so will not be consistent across the dataset. Table 5.1 below outlines sample profile characteristics by mode of interview based on unweighted data.

The profile of respondents is generally very similar across the two survey modes. The largest variation is in the proportion of the sample who fall into the oldest 75+ age group, which is higher in the face-to-face sample (19% of the sample) than in the online KnowledgePanel sample (10%). This will reflect the comparatively high response rate amongst this older age group within the face-to-face survey and the relative profile of the KnowledgePanel.

Table 5.1: Characteristics (unweighted data) by interview mode

Characteristics	Face-to-face interview sample		Online survey, Knowledge panel	
	N	%	N	%
Gender				
Male	508	49	4,360	47
Female	531	51	4,893	53
Age band				
18–24	50	5	342	4
25–34	133	13	1,093	12
35–44	169	16	1,298	14
45–54	146	14	1,583	17
55–64	176	17	2,045	22
65–74	172	17	1,979	21
75+	194	19	943	10

Characteristics	Face-to-face interview sample		Online survey, Knowledge panel	
	N	%	N	%
Ethnicity				
White	851	82	7,752	84
Asian	53	5	413	4
Black	38	4	151	2
Mixed	10	1	159	2
Other	14	1	43	<0.5
Marital status				
Married / in a civil partnership	451	43	4,853	52
Cohabiting	79	8	846	9
Single	225	22	1,652	18
Separated	23	2	174	2
Divorced / dissolved civil partnership	119	11	1,096	12
Widowed	125	12	514	6
Tenure				
Own outright / buying with help of mortgage/loan	634	61	6,851	74
Private renter	186	18	994	11
Council / housing association renter	160	15	732	8

The proportions of respondents within each sample who had experienced different problem categories are shown in Table 5.2 (using weighted data). This shows some notable variations by interview mode, with respondents completing the survey online more likely to report having experienced all of the different problem categories (which is in line with patterns of responses from other legal needs surveys – see below). These variations are most significant with regards to consumer problems (13 percentage points higher prevalence in the online sample) and employment-related problems (+9 percentage points).

Table 5.2: Proportions of respondents experiencing different legal problem categories by interview mode (weighted data)

Categories	Face-to-face interview sample		Online survey, Knowledge panel	
	N	%	N	%
Consumer	87	8	1,904	21
Employment	33	3	1,102	12
Neighbours	98	9	1,467	16
Owner	33	3	578	6
Renter	62	6	955	10
Debt	49	5	917	10
Money	67	6	1,222	13
Benefits	48	5	688	7
Relationship breakdown	11	1	227	2
Education	25	2	437	5
Accident / health	32	3	611	7
Any problem (all citing at least one category above)	307	30	4,815	52

Percentages do not add up to total as respondents could experience more than one problem category.

These variations in incidence of different problem types are reflected to some extent in findings around problem resolution strategy, where respondents in the online survey are comparatively more likely to have relied on self-help only as their *most formal* resolution strategy (53% of those in the online sample who had experienced a problem and 42% in the face-to-face sample). Notably, across the sample as a whole, reliance on self-help is more prominent for consumer and employment problems (problem types which are particularly more prevalent within the online sample). Those in the face-to-face sample were comparatively more likely to have used legal/professional help without going to court (34% face-to-face and 24% online). There are no significant differences between mode of interview in the proportions who went to court / mediation / arbitration (12% face-to-face and 10% online) or who took no action at all (8% amongst both the face-to-face and online samples).

The variation in findings between modes is far less marked in other questions across the survey, such as attitudes to remote hearings or to the application of court fees, where the responses across modes are far more similar.

The impact of conducting research via different modes (mode effects) in the field of legal needs surveys, along with other contextual factors, has been covered in depth in the academic paper *Apples and Oranges: An International Comparison of the Public's Experience of Justiciable Problems and the Methodological Issues Affecting Comparative Study* (N. Balmer, P. Pleasence, and R.L. Sandefur).⁵ As discussed in the paper, the reported problem prevalence is an example where variation can be seen across the different legal need surveys conducted. There are a range of factors which may influence these estimates, which need to be considered when making comparisons.

The variations in problem prevalence between the online and face-to-face samples within this survey are likely to reflect both data collection-related factors (e.g. the presence of an interviewer in the face-to-face method providing opportunity for clarification and also potentially affecting how people respond compared to when completing the survey in a setting away from an interviewer), and sample-related factors (e.g. online panel respondents potentially differing from those in the face-to-face sample with regards to their levels of engagement in legal needs-related matters). However, the mode of interview is only one of a range of factors that will influence the overall levels of incidence measured, alongside numbers and types of problems included, question wording, framing and context of questions, etc. No weighting has therefore been applied to adjust for any mode effect, since there is no 'correct' method. Each has its relative strengths, and the combined dataset provides a highly robust source of evidence and insight around problems experienced across the broad population.

Since the 1990's,⁶ many legal needs surveys have been conducted in a number of jurisdictions, using a variety of modes to collect data. The exact number depends on how surveys are classified (e.g., national, subnational, modules within other surveys) and they

⁵ https://www.researchgate.net/publication/293808578_Apples_and_Oranges_An_International_Comparison_of_the_Public's_Experience_of_Justiciable_Problems_and_the_Methodological_Issues_Affecting_Comparative_Study

⁶ Genn, H. (1999) *Paths to Justice*. 1st edn. Bloomsbury Publishing.

can vary significantly in scope, length, and content. However, according to the World Justice Project's (2023) Atlas of Legal Needs Surveys,⁷ over 250 studies in over 110 countries and jurisdictions have been conducted since 1991.

The table below outlines some aspects of methodological differences (mode and reference period⁸) between the surveys, and their reported problem prevalence. In general, online legal needs surveys have tended to use longer reference periods and estimate higher problem prevalence rates. Please note, response rates are not always available. This is owing to utilising multiple samples and utilising quota samples to ensure minimum numbers of respondents from minority groups or who experienced particular legal problems.

⁷ <https://worldjusticeproject.org/our-work/research-and-data/atlas-legal-needs-surveys>

⁸ This is the time frame respondents were asked to consider when answering the survey.

Table 5.3: Surveys on legal problems and resolutions

Country	Study	Mode	Fieldwork dates	Reference period (years)	Response rate (%)	Problem prevalence (% who experience 1 or more problems)
England and Wales	Paths to Justice	Face-to-face	1997	5.5	64	39
	Civil & Social Justice Survey (CSJS)	Face-to-face	2001	3.5	52	36
		Face-to-face	2004	3.5	57	33
		Face-to-face	2006–2009	3	58	36
	Civil & Social Justice Panel Survey (CSJPS)	Face-to-face	2010	1.5	54	33
		Face-to-face	2012	1.5	62	33
	Legal Problem Resolution Survey	Telephone	2014–2015	1.5	51%	32
	Handling of Legal Issues Online Survey	Online panel	2015	3	No details	54
	Legal Needs of Individuals Survey	Online panel	2019	4	79	64
		Online panel	2023	4	No details	66
Scotland	Paths to Justice Scotland	Face-to-face	1998	6	61	26

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Country	Study	Mode	Fieldwork dates	Reference period (years)	Response rate (%)	Problem prevalence (% who experience 1 or more problems)
Northern Ireland	Northern Ireland Legal Needs Survey	Face-to-face	2005	3	62	35
The Netherlands	Paths to Justice in the Netherlands: Looking for Signs of Social Exclusion	Online panel	2003	5	83	67
		Online and face-to-face	2009	5	74	61
United States	Comprehensive Legal Needs Study	Telephone and face-to-face	1993	1	74	50
Canada	National Survey of Civil Justice Problem	Phone	2004	3	17	48
		Phone	2006	3	23	45
Australia	Law Australia Wide Survey	Phone	2008	1	60	46
	The Public Understanding of Law Survey: Everyday Problems and Legal Need	Mixed methods (face-to-face and telephone)	2023	2	28	42
New Zealand	Legal Advice & Assistance Survey	Face-to-face	1997	3	7	51
	Unmet Legal Needs & Access to Services	Telephone	2006	1	No details	26
Japan	National Survey of Everyday Life and the Law	Face-to-face	2005	5	50	19

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Country	Study	Mode	Fieldwork dates	Reference period (years)	Response rate (%)	Problem prevalence (% <i>who experience 1 or more problems</i>)
	Access to Legal Advice: National Survey	Face-to-face		5	49	37
	Everyday Life and Law	Online		5	No details	55

6. Response rates

6.1 Online Survey, KnowledgePanel

Across the three waves, a total of 9,283 interviews were achieved, giving an overall online response rate of 52%. A breakdown of the achieved interviews, and the corresponding response rate per wave are provided below.

Table 6.1: Breakdown of achieved interviews and response rate for the LPRS online survey

Wave	Response count	Response rate %
Wave 1	240	53
Wave 2	4,655	56
Wave 3	4,387	48

6.2 Face-to-face Interviews

A total of 1,040 interviews were achieved from face-to-face interviews. The adjusted overall response rate was 42%.

The table below provides a breakdown of the outcome codes.

Table 6.2: Breakdown of face-to-face fieldwork outcome codes

Address outcome:	N	%
Total issued	2,720	
Deadwood	166	6.1
Property vacant	110	4.0
Property derelict/demolished or under construction	3	0.1
Communal establishment/institution	9	0.3
Non-residential address	25	0.9
Holiday home	19	0.7

Address outcome:	N	%
Ineligible	53	1.9
Occupied but no resident household	15	0.6
Address inaccessible	17	0.6
Unable to locate address	21	0.8
Non contact	384	14.1
Occupied, no contact after 6+ calls	216	7.9
Some contact but not interview after 6+ calls	123	4.5
Unsure if occupied and no contact	39	1.4
Contact made but not with responsible adult from household	6	0.2
Refusal	923	33.9
Refusal to head office	72	2.6
Suitable participant refused	748	27.5
Proxy refusal	55	2.0
Broken appointment – no recontact	48	1.8
Other	154	5.7
At home ill during fieldwork	2	0.1
Participant away or in hospital during fieldwork	37	1.4
Language difficulties	11	0.4
Participant unable to participate	34	1.3
Other	70	2.6
Successful face-to-face interview	1,040	38.2
Adjusted response rate (Interviews / (Issued – Deadwood – Ineligible))		41.6

6.3 Total survey response rate

A total of 10,323 interviews were achieved across both the online KnowledgePanel and face-to-face interviews. The adjusted overall response rate across both modes was 51%.

7. Data

Editing

The questionnaire used the same programming for the online and face-to-face modes, making it relatively straightforward to merge the datasets from each mode. The survey script included some checks on answers to make sure they were accurate, for example, if the number of problems reported seemed unusually high, respondents were asked to double check and confirm this. Respondents were also asked to confirm their answers where they said they *had not* experienced a divorce or civil partnership dissolution but had previously stated they *had* been through a relationship breakup.

There were also some additional checks that required respondents to change their answers. For example, where an end date of a problem was reported as earlier than the start date.

Post-fieldwork editing was done to amend any inconsistencies and errors. These included the following:

1. Combining responses at E23 where it repeated an answer option.
2. Correcting snapback errors. This was where a respondent went back through the survey and changed their answers, but occasionally the previous answers were not overwritten. In most cases this meant deleting unnecessary data held in the dataset. In a very small number of cases, this meant creating a code of “-2 Routing error” in the SPSS dataset where the respondent was not routed to a question they should have seen.

Derived variables

Derived variables have been created for the purposes of weighting, crossbreaks for tables and analysis, and to aggregate small sub-groups together to make them non-disclosive.

A list of these is contained in the data dictionary.

Calculating problem duration

There are two ways to calculate how long a legal problem lasts. One is to focus solely on concluded problems, and the other includes ongoing problems. The data and tables for this survey allow analysis using both methods.

The method that includes ongoing problems uses a discrete-time event history model.⁹ This model has been used in other legal needs surveys.¹⁰ The event is modelled as a function of problem duration (in discrete month units) and then models the probability of a problem ending in any given month. The model can therefore be used to produce what percentage of problems would be expected to remain ongoing over time. This model excludes those who answered don't know or prefer not to say.

Datasets

Two SPSS datasets have been produced, one at respondent level and one at problem level.

The respondent level dataset is a flat file that provides data for the whole questionnaire.

The problem level dataset is a multi-level file, with data presented at the individual problem level for all problems mentioned in section D of the questionnaire. Therefore, an individual who mentions seven problems will have seven rows of data.

Tables

The weighted tables are produced from the SPSS respondent-level datasets and published in Excel. They contain all survey questions asked and are broken down by demographics and a number of derived variables. Each table shows the base description and significance testing. Care should be taken when analysing to ensure correct interpretation – some of the tables are at respondent level and some have been filtered by the selected Section E problem. Accompanying documentation is published alongside the tables explaining what the data shows.

⁹ Singer, J.D. & Willett, J.B. (1993). It's about time: Using discrete-time survival analysis to study duration and the timing of events. *Journal of Educational Statistics*, 18, 155-195

¹⁰ For other legal needs surveys using this approach please see: Balmer, N.J., Pleasence, P., McDonald, H.M. & Sandefur, R.L. (2023). *The Public Understanding of Law Survey (PULS) Volume 1: Everyday Problems and Legal Need*. Melbourne: Victoria Law Foundation

Data Checks

Checks on data

Ipsos checked the data in two ways. Firstly, the data was checked using the questionnaire and a check applied for each filter to ascertain whether a participant correctly followed the routing. Once the data was checked, a list was produced that identified which variables required an edit.

Once the data edits were applied, the derived variables were created.

Checks on derived variables

Derived variables were created in syntax and are based on the table specification. Cross checks were carried out on the syntax used to create the derivations to ensure the logic was valid.

Once the derivations were set up, the dataset was checked by other members of the team. Some derived variables are based on one question (for instance age), and these were checked by running tabulations on SPSS from the question they are derived from, to check that the codes feed into the groups on the cross-breaks. If the derived variables are more complex and based on more than one question, more thorough checks were carried out.

Checks on tables

The SPSS data was checked, edited, and derived variables created where known, before production of the tables (using Dimensions). Additional derived variables were created throughout the analysis process.

Checks were run against the table specification, ensuring that all questions were included, that down-breaks included all categories from the question, that base sizes were correct (e.g. for filtered questions), base text was right, cross-breaks added up and were using the right categories, nets were summed using the correct codes, and that summary and recoded tables were included. Weighting of the tables was also checked by applying the correct weight on the SPSS file then running descriptives and cross-break tabulations to check that this matched up with the values on the tables. If any errors were found in the tables, the data was changed at source. This provided an additional thorough check of both the tables as well as the SPSS datasets.

8. Weighting

8.1 KnowledgePanel

Selection weights

For the KnowledgePanel sample, selection weights were created to compensate for individuals living in households in which more than one adult is present. This was calculated as the number of adults in the household. The selection weight was trimmed to three to avoid extreme values.

Calibration to population values

The KnowledgePanel sample was calibrated to population values in two stages.

In the first stage, the sample was calibrated to ONS 2021 mid-year population estimates for age-band within sex, and region (Tables C.1 and C.2). The starting weights were the selection weights for the selection of the adult within the household.

In the second stage, besides the population estimates for age-band within sex and region, the sample was calibrated to the estimates for quintiles of Index of Multiple Deprivation (IMD), education and ethnicity (Tables C.3 and C.4). For each, the most recent publicly available population estimates were used: ONS 2020 mid-year population estimates (available for LSOA) for IMD quintiles, Annual Population Survey for January 2021 – December 2021 for education, and Annual Population Survey for January 2022 – December 2022 for ethnicity.

This second stage of calibration was added to adjust for differences between those that join and stay in the panel and the population for these three measures.

8.2 Face-to-face

Selection weights

As for the KnowledgePanel sample, the first stage of the weighting for the face-to-face sample was to produce selection weights that compensated for individuals living in households in which more than one eligible adult was identified. These were calculated as

the number of eligible people aged 18 years or over in the household and were trimmed at three to avoid extreme values.

Calibration to population values

The second stage of the weighting for the face-to-face sample was to use calibration to adjust the selection weights to match ONS 2021 mid-year population estimates for age-band within sex, and region / country (Tables C.1 and C.2). This generated the face-to-face component of the individual weights.

There was one case for whom sex was categorised as “prefer not to say”. For the purposes of the calibration weighting, a category was added for “prefer not to say” to the age-band within sex population counts, and an estimated count set based on the proportion in the sample (weighted by the selection weight). This meant that no adjustment would be made for age-band within sex for that participant, but an adjustment would be made for region / country.

8.3 Category and problem weights for both modes

Calculation of category and problem weights

The LPRS interview script asked respondents the number of problems they experienced per category and followed this up with more detailed questions on a subset of these. Additional information (level 2) was collected on one problem (the second most recent if more than one) for up to four categories sampled with equal probability.

Also, additional in-depth information (level 3) was collected for one problem, sampled at random (from the maximum four problems identified at level 2). The selection of the category used a weighted approach so that less prevalent problems were given a higher chance of being selected. This was to ensure that enough problems were followed up in each category to enable robust analysis. Having sampled the category, the second most recent problem within that category (if more than one) was selected. The loading weights are shown in Table 8.1. As an example, a problem related to education had six times the chance of being selected than a problem about employment – the relative loading weight being 6 and 1.

Table 8.1: Loading weights for problem category

Problem category	Loading weight
Consumer	0.5
Employment	1
Neighbours	0.5
Home you own	3
Home you rent	3
Debt	1
Money	1
State benefits	3
Relationship breakdown	6
Education	6
Accident/health	1

Level 2 category weights

For the level 2 sample, the category selection weights were calculated as the number of categories experienced divided by the number asked about in the interview. These level 2 selection weights were combined with the individual weights. These combined weights were then adjusted slightly so that the weighted profile of the selected categories matched that of all the categories identified (Table 8.2) to generate the level 2 category weights.

Level 2 problem weights

Where there was more than one problem identified within a category, one of the problems (the second most recent) was selected for follow up questions. The problem selection weights for the selection of this problem were calculated as the total number of problems identified within the category. These level 2 problem selection weights were combined with the level 2 category weights and individual weights. These combined weights were then adjusted slightly so that the weighted profile of the selected categories matched that of all those identified (Table 8.3) to generate the level 2 problem weights.

Level 3 category weights

For the level 3 sample, one of the categories was selected at random for additional in-depth information from the four selected for level 2. This was done using a weighted approach (Table 8.5) so that some categories were given a higher chance of being

selected than others. For example, if problems had been identified for education and employment, and employment was sampled, then the selection probability would be $= 1 / (1 + 6) = 1 / 7$. The category selection weight was calculated as the reciprocal of the selection probability, so in this case would be equal to 7. If, however, the education problem was sampled for follow-up, then the selection probability would be $6 / (6 + 1) = 6 / 7$. The category selection weight would therefore be equal to $7 / 6$.

These level 3 category selection weights were combined with the individual weights. These combined weights were then adjusted slightly so that the weighted profile of the selected categories matched that of all the categories identified (Table 8.2) to generate the level 3 category weights.

Level 3 problem weights

Where there was more than one problem identified within the selected level 3 category, one of the problems (the second most recent) was selected for the follow up questions. The problem selection weights for the selection of this problem were calculated as the total number of problems identified within the category. These level 3 problem selection weights were combined with the level 3 category weights and individual weights. These combined weights were then adjusted slightly so that the weighted profile of the selected categories matched that of all those identified (Table 8.3) to generate the level 3 problem weights.

Table 8.2: Unweighted and weighted distribution of problem categories

Problem category	Unweighted count	Weighted count
Consumer	1,885	1,990
Employment	1,004	1,135
Neighbours	1,487	1,566
Home you own	676	611
Home you rent	827	1,017
Debt	840	965
Money	1,302	1,289
State benefits	706	736
Relationship breakdown	231	238
Education	373	461
Accident/health	571	643

Table 8.3: Unweighted and weighted distribution of problem types within categories

Problem category	Unweighted count	Weighted count
Consumer	1,823	2,506
Employment	933	1,787
Neighbours	1,423	1,955
Home you own	643	761
Home you rent	775	1,664
Debt	780	2,064
Money	1,231	1,600
State benefits	633	1,026
Relationship breakdown	205	334
Education	338	555
Accident / health	515	700

8.4 Weighting variables for analysis

The table below shows the separate weights across both the respondent and problem level files and their use. Technical details of how these weights were produced are explained above.

Table 8.4: Respondent Level file weights details

Weight	Description	Use
wt_ind	This is the individual level weight, which comprises a design weight, a non-response weight and a final post stratification weight	This weight should be used for all analysis which is at the individual level. E.g. <ul style="list-style-type: none"> • % of all individuals • % of individuals with problems • % of individuals with civil/debt problems
wt_level3_cat	This is the problem category level weight, which takes into account the selection process for the category of problem followed up	This should be used for analysis which is looking at only one category (or multiple categories) of problem. E.g. <ul style="list-style-type: none"> • % of consumer problems • % of civil problems
wt_level3_prob	This is the problem level weight and takes account of the number of problems experienced	This weight should be used when looking at the all-problem level. E.g. <ul style="list-style-type: none"> • % of all problems which resolved in a court

Weight	Description	Use
		<ul style="list-style-type: none"> • % of all problems in which advice was sought

Table 8.5: Problem Level file weights details

Weight	Description	Use
wt_level2_cat	This is the problem category weight and takes account of the category selection made within the survey for the initial problem follow up loop, which is asked in relation to a maximum of four problem categories	This should be used for analysis which is looking at only one category (or multiple categories) of problem. E.g. <ul style="list-style-type: none"> • % of consumer problems • % of civil problems
wt_level2_prob	This is the problem level weight and takes account of the number of problems experienced	This weight should be used when looking at all problems. E.g. <ul style="list-style-type: none"> • % of all problems which resolved in a court • % of all problems in which advice was sought

8.5 Design effects

The weights are applied to ensure that the estimates are produced from the survey are representative. However, using weights does reduce the precision of the estimates produced. In general, the more variable the weights, the greater the loss in precision. One measure to express this loss in precision is to measure the effective sample size (neff), which is the size that would be required for a hypothetical unweighted sample to give the same level of precision. An alternative is to present the design effect (deff) which is the ratio of the size of the actual sample size (n) to the effective sample size (neff). A value of the design effect greater than 1 shows a loss in precision.

We can estimate the effective sample size and design effect¹¹ using a formula for the weights produced for this survey both overall and for key subgroups. These are presented in Appendix D, Design effects and effective sample sizes.

¹¹ $neff_{wt} = (\sum_i n_i w_i)^2 / \sum_i n_i w_i^2$; $deff_{wt} = n / neff_{wt}$

Appendix A

Advance letter (used for face-to-face fieldwork only)



The Householder
<Street name>
<Town>
<County/Country>
<Postcode>

May 2023
<Reference>

Dear Householder,

We would like to invite you to take part in an important study about everyday issues that people might experience and what help is available.

This study is being carried out on behalf of the Ministry of Justice by Ipsos, an independent social research agency.

The study is about how people deal with a range of everyday issues that can affect us all, such as problems with home ownership and renting, disputes with employers or landlords, family matters and neighbour disputes. We are interested in the different types of help that people need and use, and the results will help the Ministry of Justice understand how people deal with these issues and how widespread they are. **Even if you don't have any personal experience of these issues, your views are still valuable to us.**

Why take part?

We are interested in everyone's views and experiences. This study will contribute to important research that will inform the government about the everyday legal issues that people face. **Your answers matter and can help shape the future of the legal system in England and Wales, making it easier for everyone to resolve issues in a more effective and fast way.**

What's next?

You do not need to do anything now. An Ipsos interviewer will visit your home in the coming weeks and select one household member (aged 18 or over) to conduct a survey which will take around 20-25 minutes to complete. The interviewer will carry a photo ID, so you know who they are.

Please take the time to read the additional information on the back of this letter. You can let us know if you have any queries or concerns by using the QR code shown to the right or by calling us on XXXX XXX XXXX.



Yours Faithfully,

Ashley Ames
Research Director, Ipsos UK



Additional Information

Who is carrying out this survey?



This survey is being carried out by Ipsos, an independent social research organisation, on behalf of the Ministry of Justice. Further information about Ipsos can be found at: <https://www.ipsos.com/en-uk>

The Ministry of Justice is responsible for services upholding fairness in society, and helping people access the advice and services they need to deal with a range of problems. For more information please visit: <https://www.gov.uk/government/organisations/ministry-of-justice>



Why was I chosen for the survey?

Your address has been randomly selected from the Post Office's list of addresses in Great Britain. It is important to have a strictly random selection to ensure we get a representative picture of people living in England and Wales. To ensure that our results are accurate we rely on the voluntary co-operation of those invited to take part - no other address can take the place of yours!



Your privacy

Taking part in this survey is voluntary and everything you tell us will be treated in complete confidence. Your information will be collected by Ipsos on behalf of the Ministry of Justice. The data collected will be used for research purposes only, in accordance with the General Data Protection Regulations and the Market Research Society Code of Conduct. The survey results and published reports are anonymised and will not be in a form which could reveal your identity. **Ipsos will store your information securely and any personal information will be securely deleted after 2 years.** You will not receive any 'junk mail' as a result of taking part.

A full Privacy Notice, setting out your rights including accessing, amending and deleting data, is available at: www.ipsos.co.uk/EverydayIssues



Any further questions?

If you have any questions, or wish to opt out of further communications, please quote the reference at the top of this letter and contact Ipsos via:

Telephone: xxxx xxx xxxx

Email: xxx

Appendix B

Demographic breakdown of Wave 1–3 sample

Table B.1: Demographic breakdown of the sample invited to complete Wave 1

Sample breakdown: Wave 1	N	%
Age and Gender		
Female 16–24	15	3.3%
Female 25–34	31	6.8%
Female 35–44	43	9.5%
Female 45–54	42	9.2%
Female 55–64	52	11.4%
Female 65–74	36	7.9%
Female 75+	17	3.7%
Male 16–24	13	2.9%
Male 25–34	23	5.1%
Male 35–44	31	6.8%
Male 45–54	39	8.6%
Male 55–64	43	9.5%
Male 65–74	44	9.7%
Male 75+	24	5.3%
In another way	1	0.2%
Prefer not to say	1	0.2%
Ethnicity		
White	404	88.8%
Ethnic minority	44	9.7%
Don't know/Prefer not to say	27	1.5%
IMD Quintile		
1	104	22.9%
2	85	18.7%
3	89	19.6%
4	89	19.6%
5	88	19.3%

Sample breakdown: Wave 1	N	%
Education		
Degree	89	30.8%
Below degree	151	67.7%
Don't know/Prefer not to say	1	1.5%
Region		
England	226	95.5%
Wales	15	5.5%
Total invited sample	455	

Table B.2: Demographic breakdown of the sample invited to complete Wave 2

Sample breakdown: Wave 2	N	%
Age and Gender		
Female 16–24	229	2.8%
Female 25–34	615	7.4%
Female 35–44	824	9.9%
Female 45–54	806	9.7%
Female 55–64	855	10.3%
Female 65–74	705	8.5%
Female 75+	328	4.0%
Male 16–24	129	1.6%
Male 25–34	418	5.0%
Male 35–44	606	7.3%
Male 45–54	690	8.3%
Male 55–64	772	9.3%
Male 65–74	748	9.0%
Male 75+	461	5.6%
In another way 16–24	9	0.1%
In another way 25–34	8	0.1%
In another way 45–54	3	0%
In another way 55–64	1	0%
Prefer not to say 16–24	1	0%
Prefer not to say 25–34	12	0.1%

Sample breakdown: Wave 2	N	%
Prefer not to say 35–44	16	0.2%
Prefer not to say 45–54	12	0.1%
Prefer not to say 55–64	13	0.2%
Prefer not to say 65–74	6	0.1%
Prefer not to say 75+	3	0%
Ethnicity		
White	7,215	87%
Ethnic minority	917	11.1%
Don't know/Prefer not to say	157	1.9%
IMD Quintile		
1	1,677	20.2%
2	1,767	21.3%
3	1,655	20.0%
4	1,620	19.5%
5	1,570	18.9%
Education		
Degree	4,037	48.7%
Below degree	4,120	49.7%
Don't know/Prefer not to say	132	1.6%
Region		
England	7,859	94.8%
Wales	430	5.2%
Total invited sample	8,289	

Table B.3: Demographic breakdown of the sample invited to complete Wave 3

Sample breakdown: Wave 3	N	%
Age and Gender		
Female 16–24	520	5.7%
Female 25–34	1,196	13.1%
Female 35–44	796	8.7%
Female 45–54	766	8.4%
Female 55–64	834	9.2%

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Sample breakdown: Wave 3	N	%
Female 65–74	678	7.4%
Female 75+	297	3.3%
Male 16–24	307	3.4%
Male 25–34	730	8.0%
Male 35–44	583	6.4%
Male 45–54	605	6.6%
Male 55–64	666	7.3%
Male 65–74	605	6.6%
Male 75+	405	4.4%
In another way 16–24	11	0.1%
In another way 25–34	11	0.1%
In another way 35–44	3	0%
In another way 45–54	2	0%
In another way 65–74	2	0%
Prefer not to say 16–24	12	0.1%
Prefer not to say 35–44	18	0.2%
Prefer not to say 45–54	12	0.1%
Prefer not to say 55–64	12	0.1%
Prefer not to say 65–75	9	0.1%
Prefer not to say 75+	2	0%
Ethnicity		
White	7,395	81.2%
Ethnic minority	1,536	16.9%
Don't know/Prefer not to say	173	1.9%
IMD Quintile		
1	2,126	23.4%
2	1,974	21.7%
3	1,846	20.3%
4	1,642	18.0%
5	1,516	16.7%
Education		
Degree	3,473	38.1%

Legal Problem and Resolution Survey 2023

Technical Report

Sample breakdown: Wave 3	N	%
Below degree	5,490	60.3%
Don't know/Prefer not to say	141	1.5%
Region		
England	8,643	94.9%
Wales	461	5.1%
Total invited sample	9,104	

Appendix C

Population totals used for weighting

Table C.1: Population totals for age within gender in England and Wales

Age band	Males	Females
18–24	2,497,006	2,444,820
25–34	3,905,424	4,121,515
35–44	3,780,907	3,980,232
45–54	3,877,312	3,998,099
55–64	3,696,449	3,828,004
65–74	2,849,783	3,076,107
75+	2,251,877	2,956,178
All	22,858,758	24,404,955

Table C.2: Population totals for Wales and regions in England

Region / country code	Region / country name	Population total
E12000001	North East	2,121,855
E12000002	North West	5,860,330
E12000003	Yorkshire and the Humber	4,334,916
E12000004	East Midlands	3,889,827
E12000005	West Midlands	4,662,544
E12000006	East of England	5,017,676
E12000007	London	6,904,131
E12000008	South East	7,357,795
E12000009	South West	4,625,689
W92000004	Wales	2,488,950
All		47,263,713

Table C.3: Population proportions for education in England and Wales

Highest qualification attained	Proportion of the population %
Degree level or above, ages 25–64	26.7
Below degree level, ages 25–64	30.0
Other, ages 25–64	5.1
No qualifications, ages 25–64	4.1
Ages 18–24 and 65+	34.0

Table C.4: Population proportions for ethnicity in England and Wales

Ethnicity	Proportion of the population
White	85.6
Other ethnic group	14.4

Appendix D

Design effects and effective sample sizes

Table D.1: Design effects and effective sample size, by key subgroups, at individual level and level 3

Key groups	n	deff	neff
All			
wt_ind	10,319	1.51	6,848
wt_level3_cat	4,983	3.05	1,635
wt_level3_prob	4,983	3.65	1,366
Gender – male			
wt_ind	4,867	1.63	2,993
wt_level3_cat	2,328	3.37	691
wt_level3_prob	2,328	4.15	560
Gender – female			
wt_ind	5,421	1.39	3,891
wt_level3_cat	2,636	2.66	990
wt_level3_prob	2,636	2.99	882
Age group – 18–24			
wt_ind	391	1.33	295
wt_level3_cat	220	2.13	103
wt_level3_prob	220	2.27	97
Age group – 25–34			
wt_ind	1,226	1.33	921
wt_level3_cat	801	2.62	306
wt_level3_prob	801	3.23	248
Age group – 35–44			
wt_ind	1,467	1.36	1,082
wt_level3_cat	865	2.80	309
wt_level3_prob	865	3.29	263
Age group – 45–54			
wt_ind	1,728	1.34	1,289

Key groups	n	deff	neff
wt_level3_cat	897	2.70	332
wt_level3_prob	897	2.97	302
Age group – 55–64			
wt_ind	2,219	1.35	1,639
wt_level3_cat	1,058	2.04	520
wt_level3_prob	1,058	2.37	446
Age group – 65–74			
wt_ind	2,151	1.33	1,613
wt_level3_cat	834	2.16	386
wt_level3_prob	834	2.20	379
Age group – 75+			
wt_ind	1,137	1.32	863
wt_level3_cat	308	1.67	185
wt_level3_prob	308	1.79	172
Category – Consumer			
wt_ind	810	1.50	540
wt_level3_cat	810	3.41	237
wt_level3_prob	810	3.31	245
Category – Employment			
wt_ind	455	1.52	300
wt_level3_cat	455	2.30	198
wt_level3_prob	455	2.26	202
Category – Neighbours			
wt_ind	582	1.49	391
wt_level3_cat	582	2.72	214
wt_level3_prob	582	3.15	185
Category – Home you own			
wt_ind	526	1.39	380
wt_level3_cat	526	1.86	283
wt_level3_prob	526	2.09	252
Category – Home you rent			
wt_ind	563	1.57	358

Key groups	n	deff	neff
wt_level3_cat	563	2.38	237
wt_level3_prob	563	3.10	181
Category – Debt			
wt_ind	274	1.55	177
wt_level3_cat	274	3.00	91
wt_level3_prob	274	3.13	87
Category – Money			
wt_ind	600	1.53	392
wt_level3_cat	600	3.43	175
wt_level3_prob	600	4.11	146
Category – Benefits			
wt_ind	462	1.51	307
wt_level3_cat	462	2.16	214
wt_level3_prob	462	3.28	141
Category – Relationship breakdown			
wt_ind	168	1.56	107
wt_level3_cat	168	2.25	75
wt_level3_prob	168	2.21	76
Category – Education			
wt_ind	289	1.51	191
wt_level3_cat	289	2.06	140
wt_level3_prob	289	3.08	94
Category – Accident / Health			
wt_ind	255	1.58	161
wt_level3_cat	255	2.83	90
wt_level3_prob	255	2.81	91

Table D.2: Design effects and effective sample size, by key subgroups, at Problem level (level 2)

Key groups	n	deff	neff
All			
wt_level2_cat	9,299	1.71	5,448
wt_level2_prob	9,299	2.46	3,773

Key groups	n	deff	neff
Gender – male			
wt_level2_cat	4,267	1.86	2,290
wt_level2_prob	4,267	2.77	1,538
Gender – female			
wt_level2_cat	4,986	1.51	3,307
wt_level2_prob	4,986	2.03	2,451
Age group – 18–24			
wt_level2_cat	497	1.36	367
wt_level2_prob	497	1.70	292
Age group – 25–34			
wt_level2_cat	1,716	1.47	1,170
wt_level2_prob	1,716	1.98	866
Age group – 35–44			
wt_level2_cat	1,766	1.43	1,235
wt_level2_prob	1,766	2.27	780
Age group – 45–54			
wt_level2_cat	1,757	1.52	1,159
wt_level2_prob	1,757	2.55	688
Age group – 55–64			
wt_level2_cat	1,806	1.40	1,289
wt_level2_prob	1,806	1.83	985
Age group – 65–74			
wt_level2_cat	1,322	1.62	817
wt_level2_prob	1,322	1.68	785
Age group – 75+			
wt_level2_cat	435	1.35	322
wt_level2_prob	435	1.46	298
Category – Consumer			
wt_level2_cat	1,823	1.66	1,100
wt_level2_prob	1,823	2.15	849
Category – Employment			
wt_level2_cat	933	1.64	568

Key groups	n	deff	neff
wt_level2_prob	933	2.46	379
Category – Neighbours			
wt_level2_cat	1,423	1.69	844
wt_level2_prob	1,423	2.00	710
Category – Home you own			
wt_level2_cat	643	1.48	433
wt_level2_prob	643	1.72	374
Category – Home you rent			
wt_level2_cat	755	1.65	468
wt_level2_prob	755	2.45	316
Category – Debt			
wt_level2_cat	780	1.66	470
wt_level2_prob	780	2.38	328
Category – Money			
wt_level2_cat	1,231	1.74	709
wt_level2_prob	1,231	2.76	446
Category – Benefits			
wt_level2_cat	633	1.87	339
wt_level2_prob	633	2.46	257
Category – Relationship breakdown			
wt_level2_cat	205	1.90	108
wt_level2_prob	205	1.96	105
Category – Education			
wt_level2_cat	338	1.69	199
wt_level2_prob	338	2.07	163
Category – Accident / Health			
wt_level2_cat	515	1.83	282
wt_level2_prob	515	2.06	250