

# Tracker Survey 2014

## Briefing note: Wales

### Key findings:

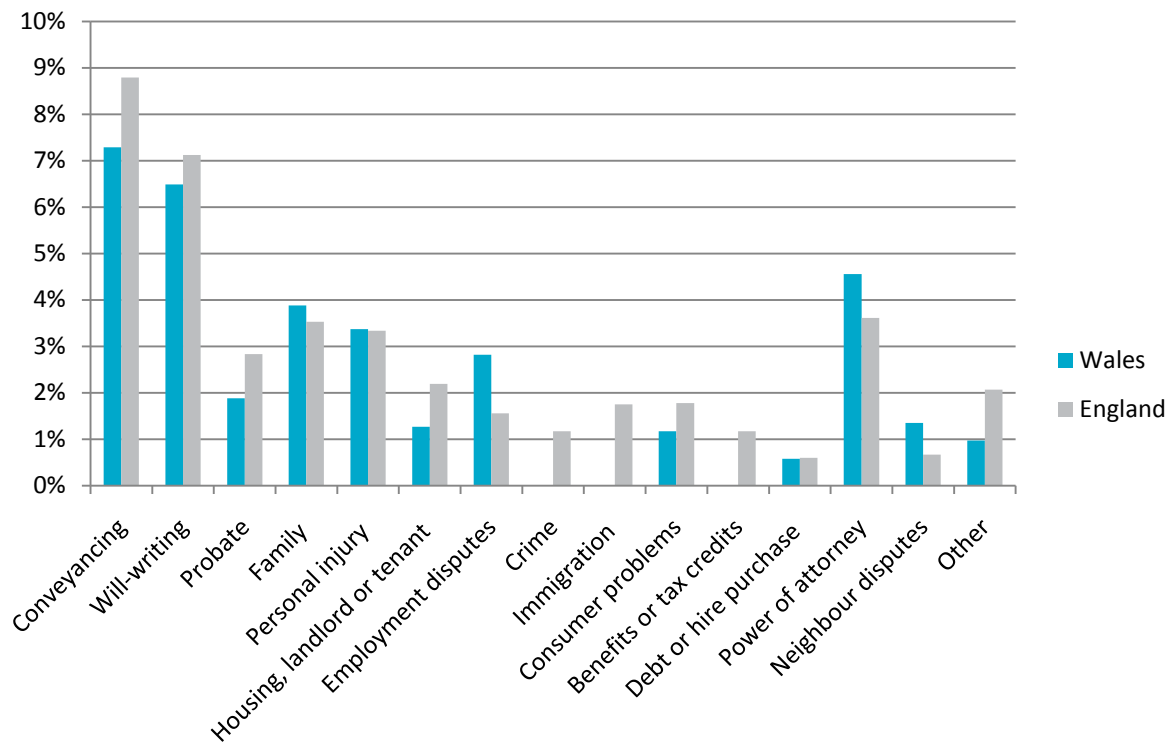
The Welsh public (compared to the population in England) is:

- Less likely to have used any legal services within the last two years
- More likely to have made a will
- More confident in regulation: they say they are more likely to trust lawyers, feel their consumer rights are protected and have confidence to complain
- More likely to pay for legal services privately or through legal aid and less likely to do so than via insurance or no win no fee agreements
- More likely to use small local law firms and to ask lawyers to do all the work rather than do some of the legal work themselves
- Less likely to shop around and find it harder to compare lawyers
- More likely to use a fixed-fee deal
- More likely to deal with matters face-to-face and less likely to go online
- More satisfied with the outcome of their case and service received

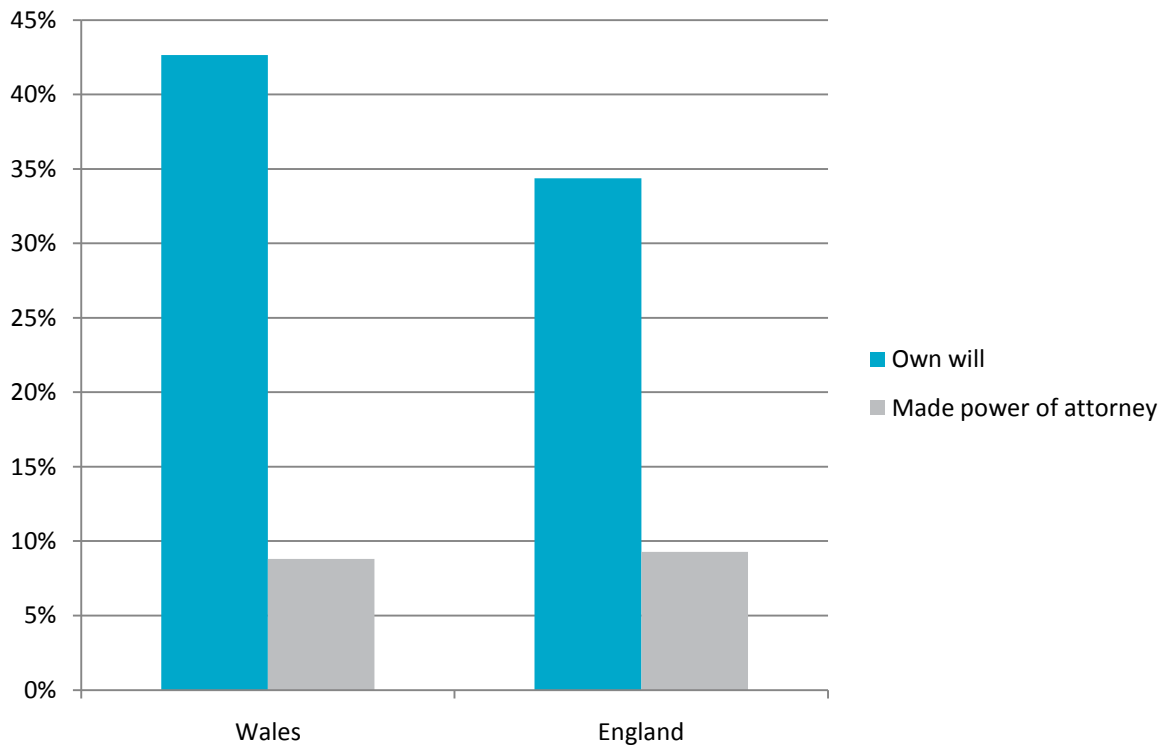
### Note on methodology

*For the last four years the Panel has commissioned YouGov to conduct an annual tracker survey in two parts: a nationally representative sample (1,896 adults); and a sample of people who have used legal services in the last two years (1,060 adults). Booster samples were obtained for Wales and BME groups. All the figures below have been weighted and are representative of all GB adults (aged 18+). The results have been tested to the 95% confidence level – we are 95% confident that these findings are not due to chance. Fieldwork took place during 14 February – 12 March 2014.*

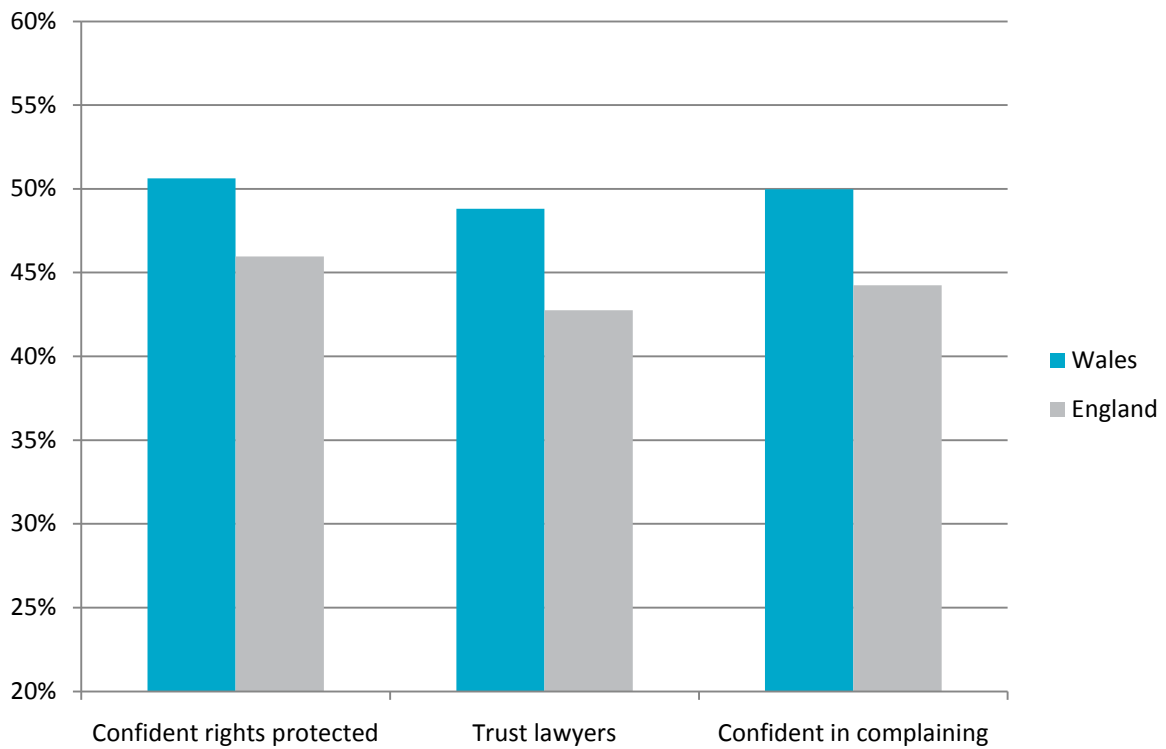
**Chart 1 – Used a legal service within last two years**



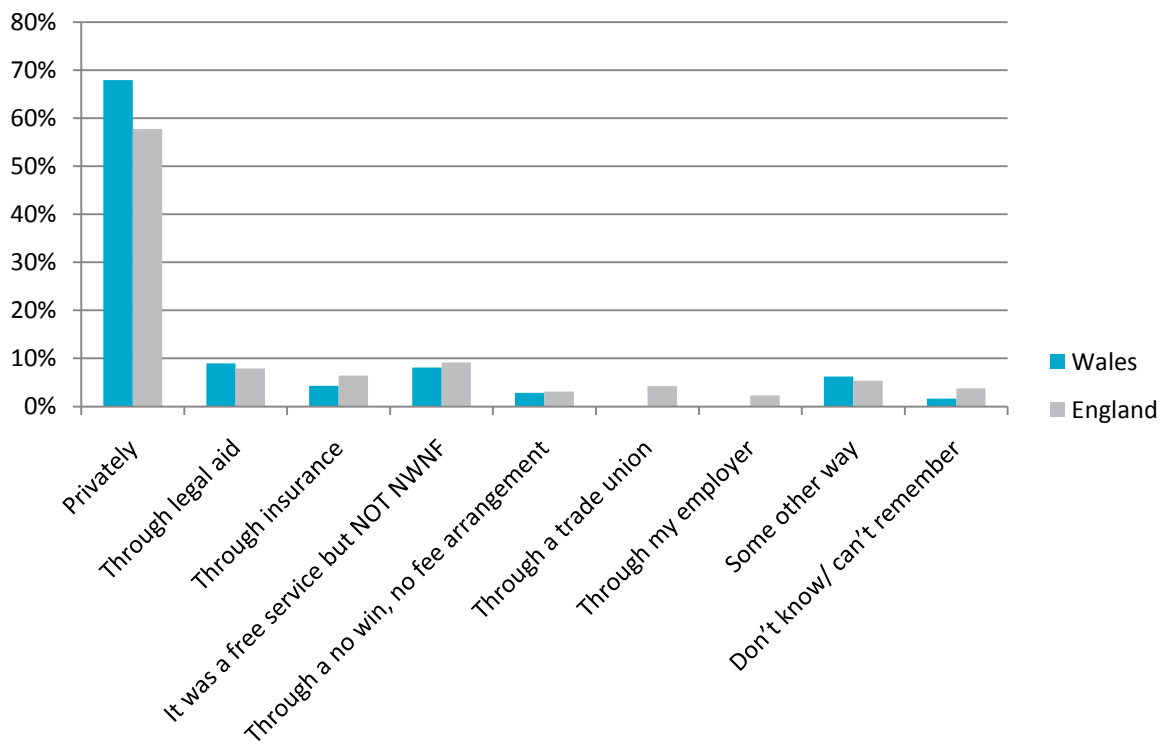
**Chart 2 – Preparing for the future**



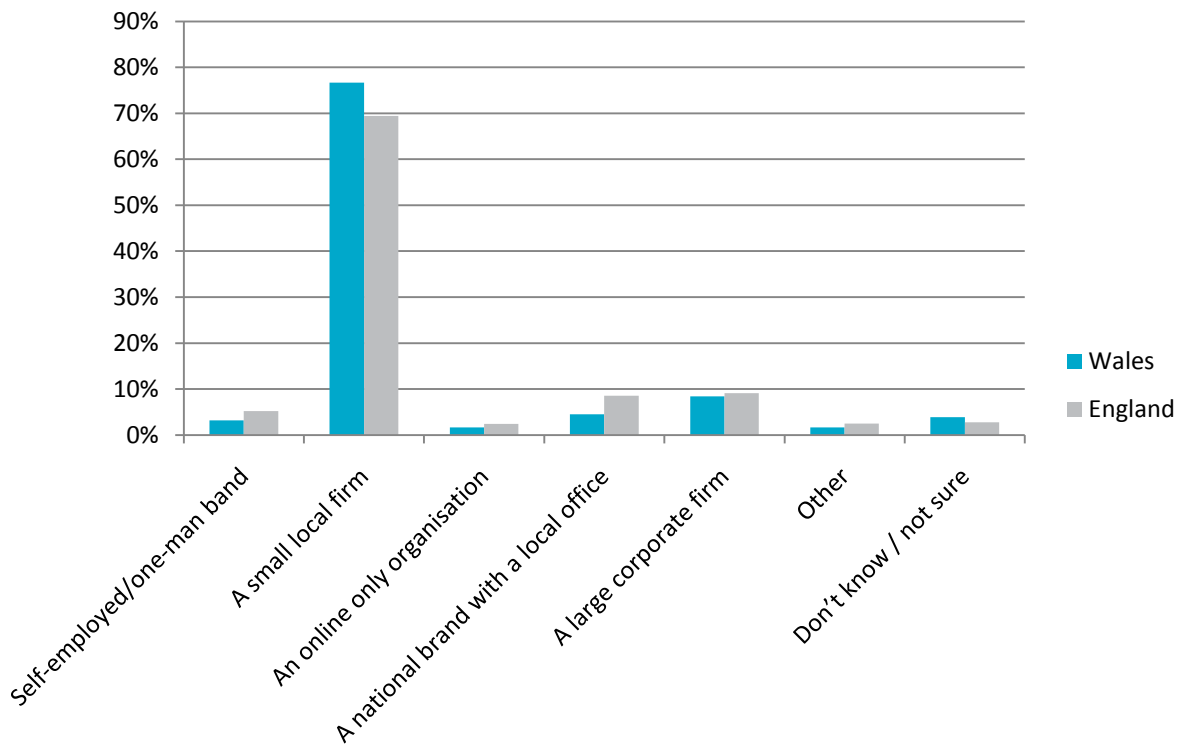
**Chart 3 – Confidence in regulation**



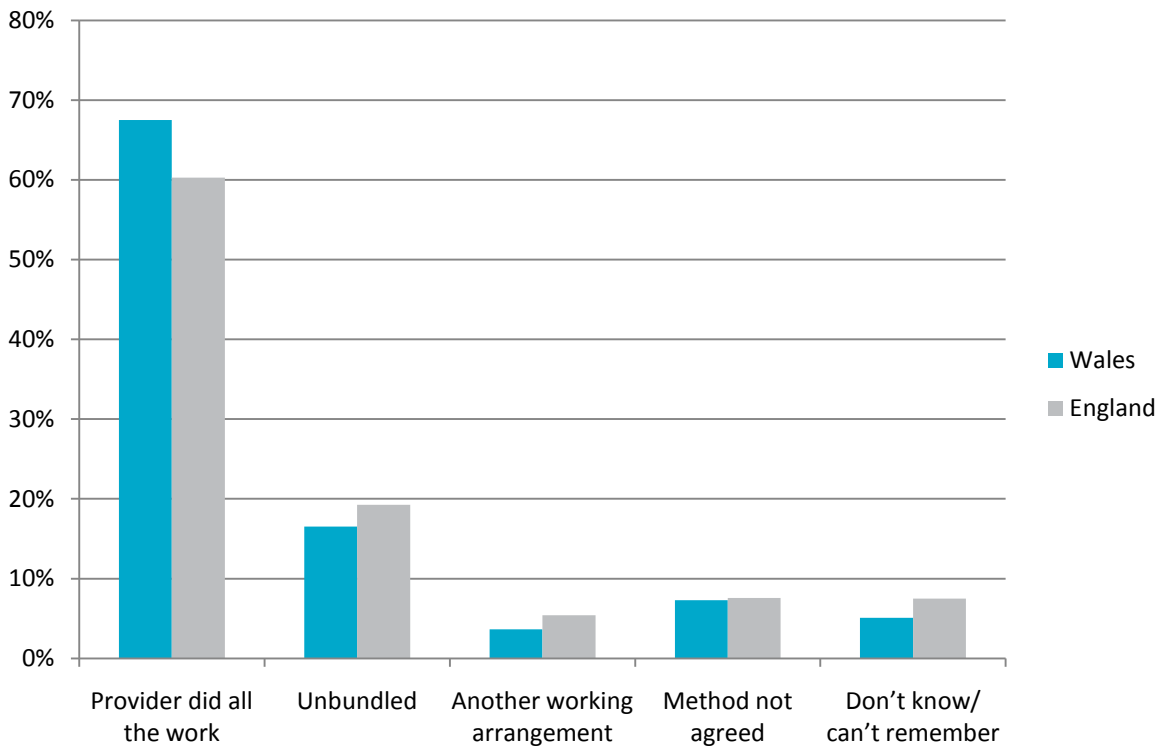
**Chart 4 – Sources of funding**



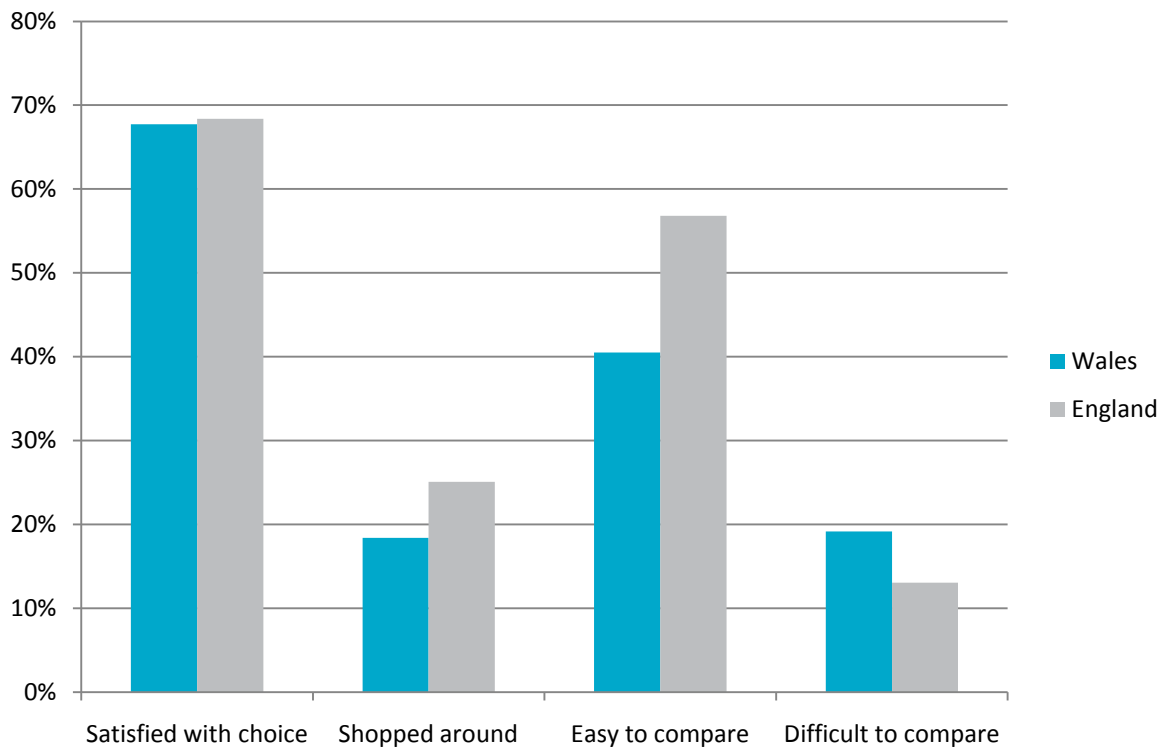
**Chart 5 – Business type**



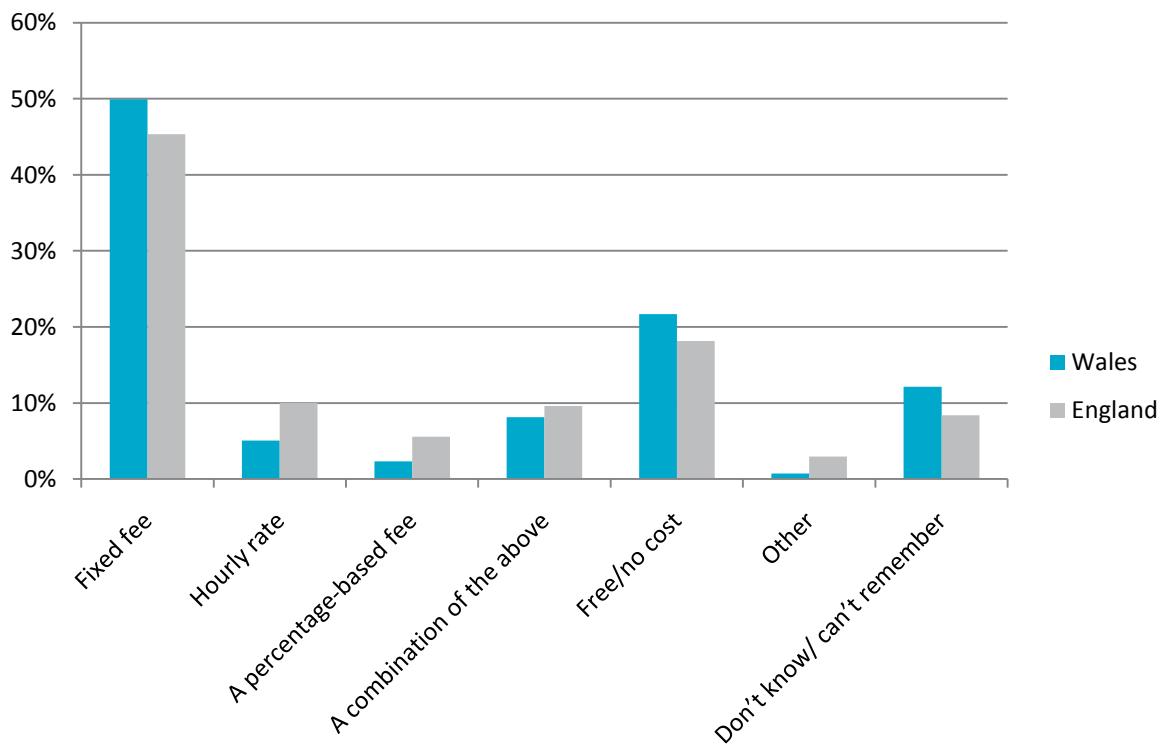
**Chart 6 – Unbundled services**



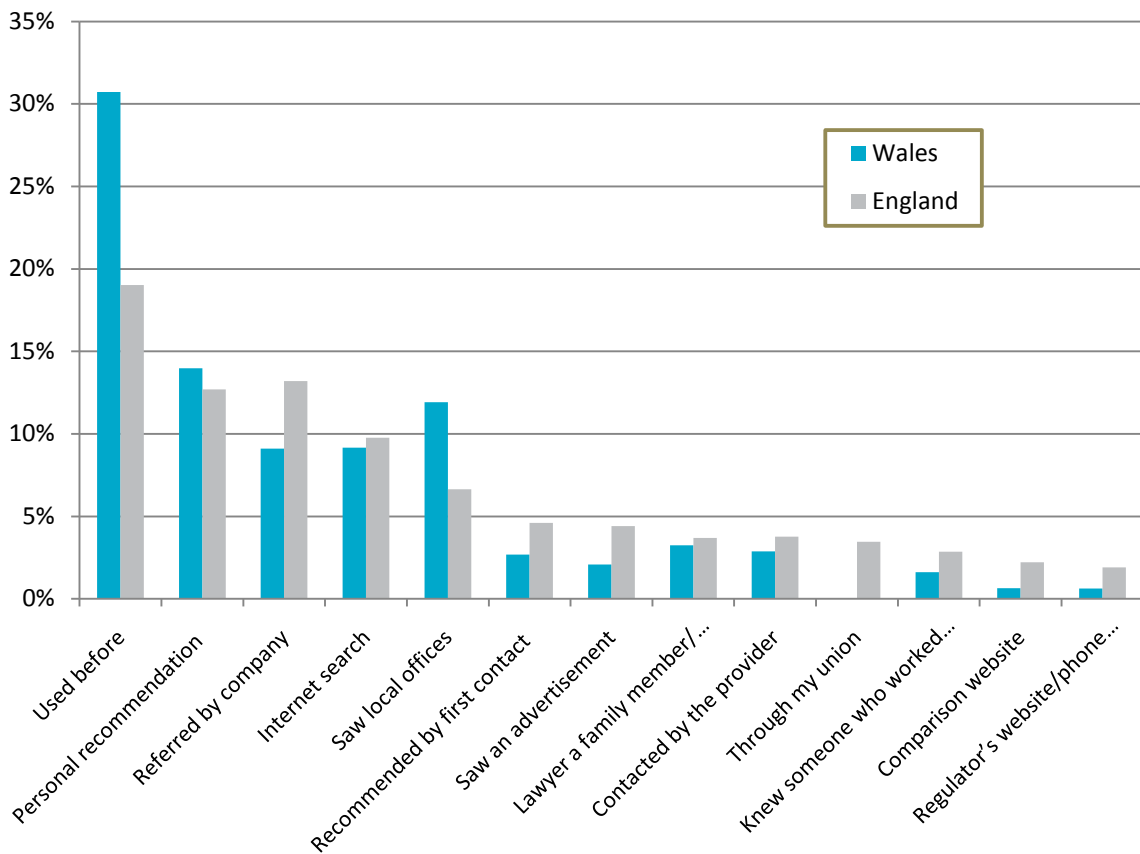
**Chart 7 – Shopping behaviour**



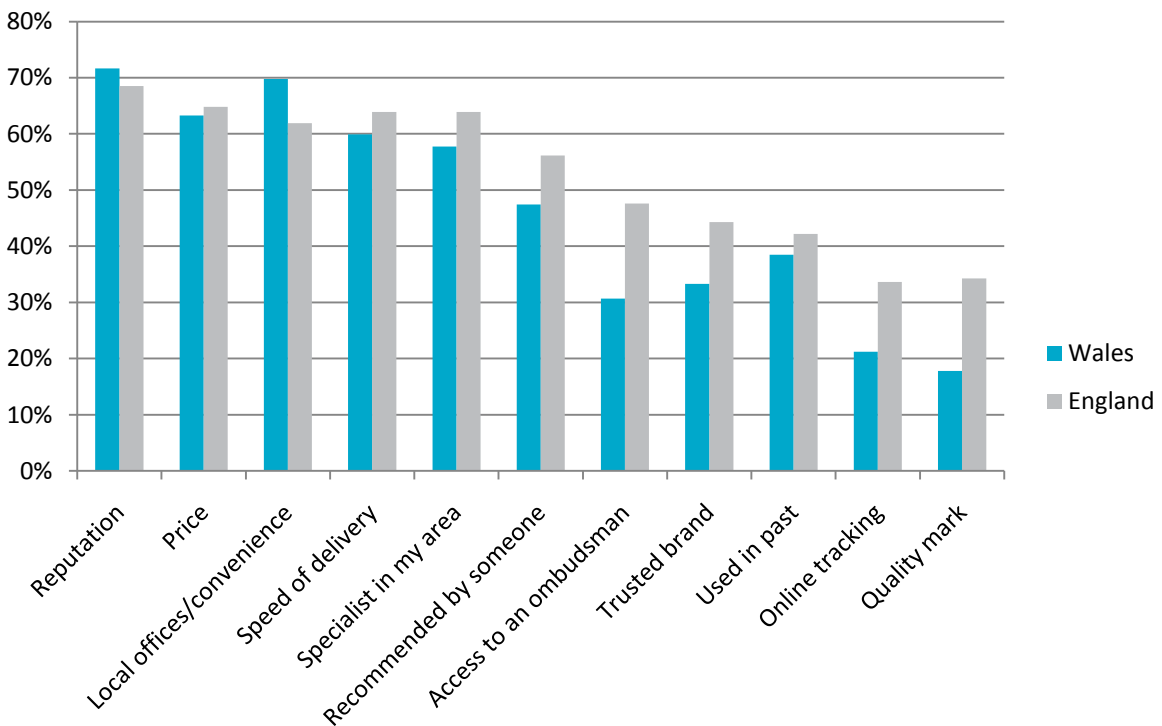
**Chart 8 – Billing methods**



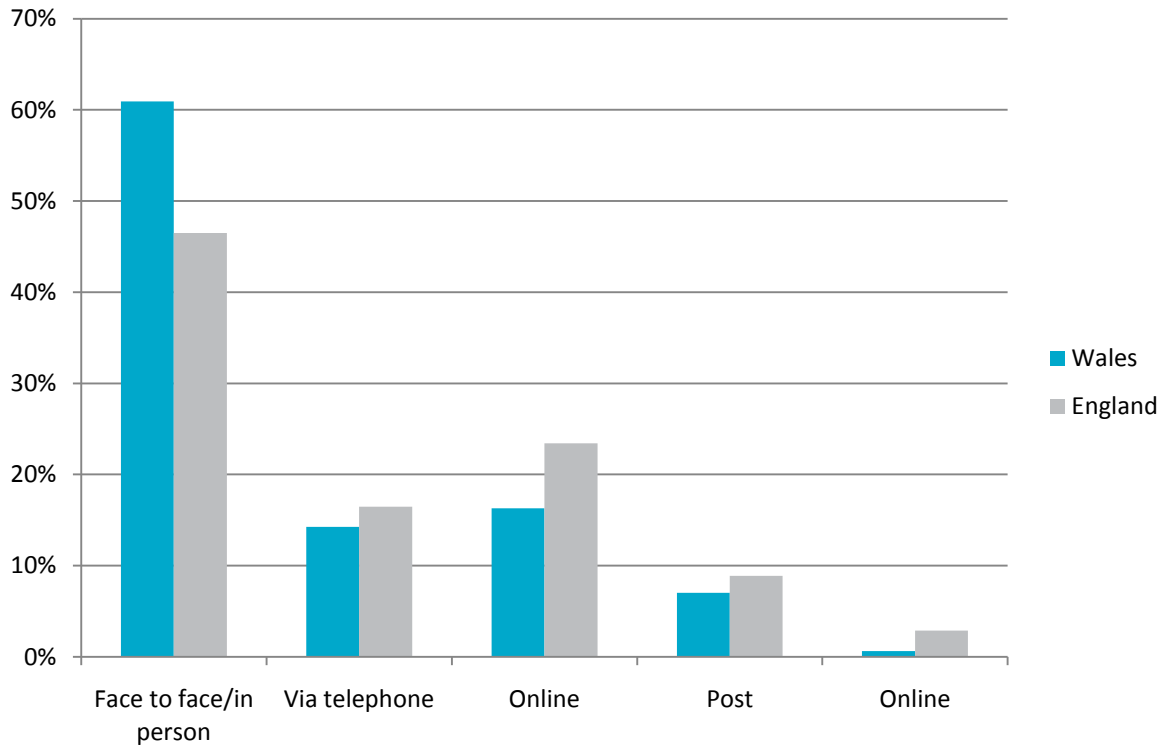
**Chart 9 – Search methods**



**Chart 10 – Choice factors**



**Chart 11 – Delivery channels**



**Chart 12 – Satisfaction**

