LEGAL SERVICES CONSUMER PANEL

Tracker Survey 2016

Briefing note: Wales

Key findings:

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

- More likely to have made a will and used probate services
- Less likely to trust lawyers, although feel as confident to complain and that their consumer rights are protected
- 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 provider they or a family member had used before
- Less likely to use a fixed-fee deal but this remains the most used charging structure
- More likely to receive services face-to-face, and less likely to go online
- As satisfied with the outcome of their case and overall service received, but perceive slightly better value for money
- More likely to be aware of what a McKenzie Friend is.

Note on methodology

For the last six years the Panel has commissioned YouGov to conduct an annual survey in two parts: a nationally representative sample (1,864 adults); and a sample of people who have used legal services in the last two years (1,523 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 12 February – 4 March 2016.

Chart 1 – Used a legal service within last two years

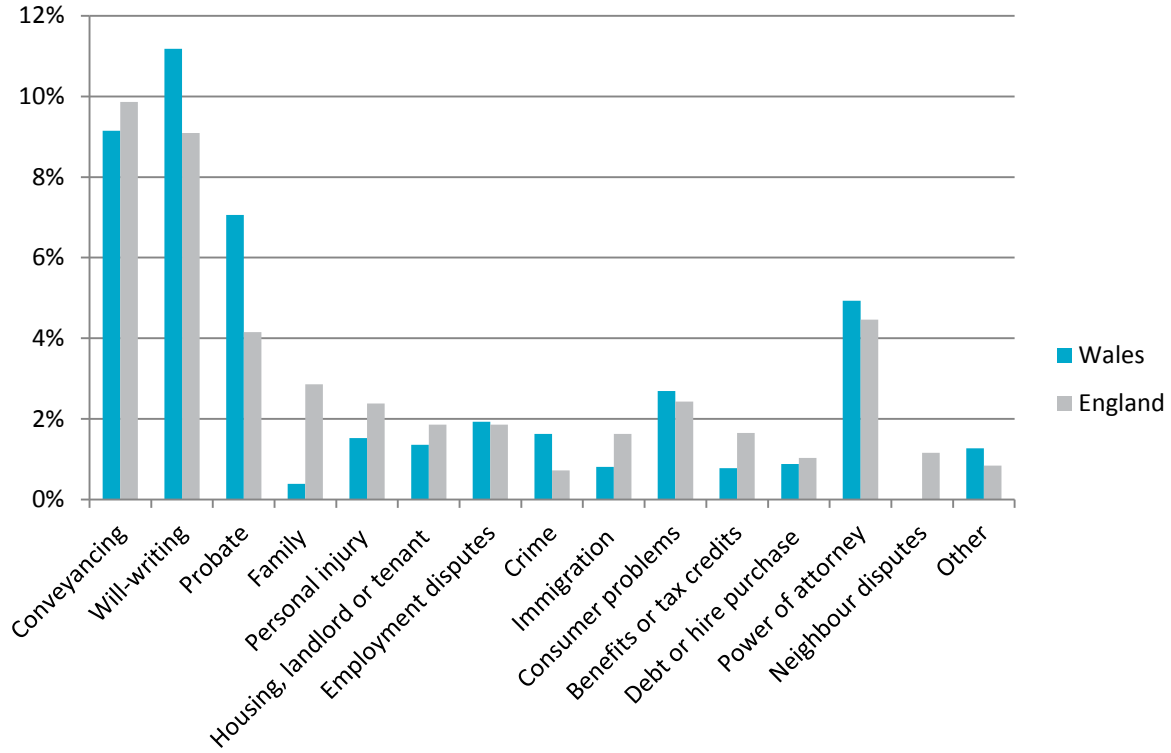

Chart 2 – Preparing for the future

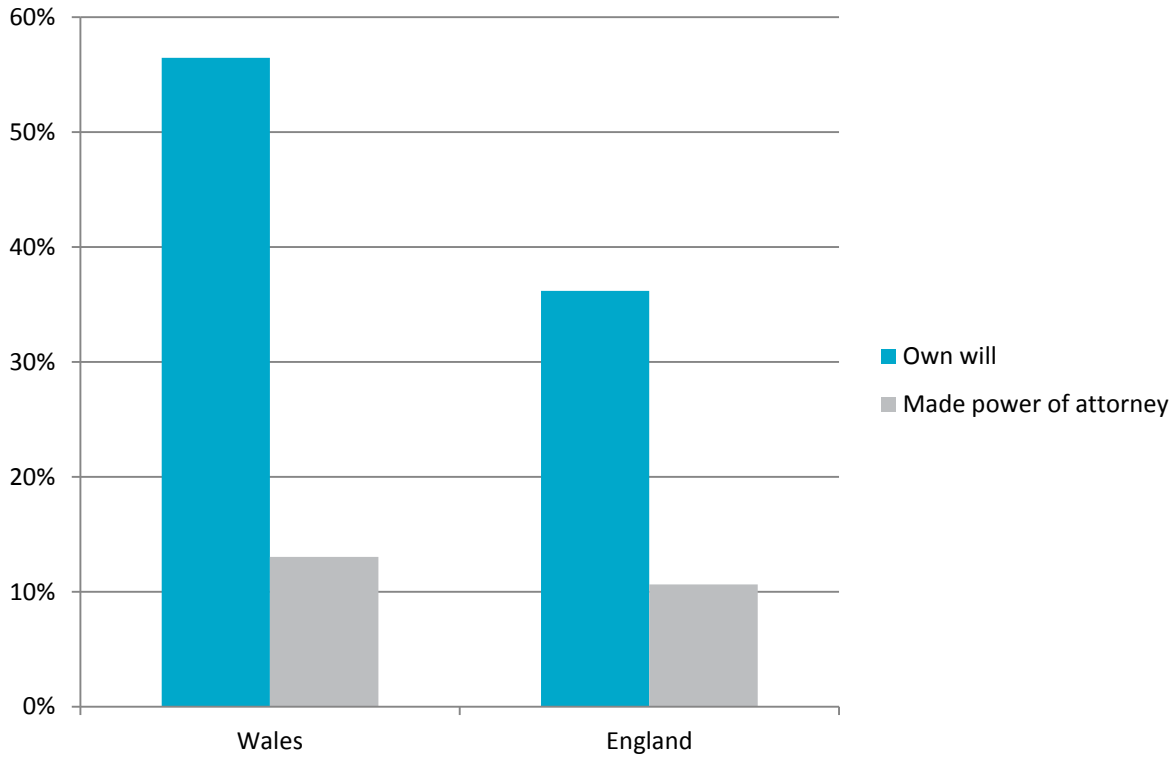

Chart 3 – Confidence in regulation

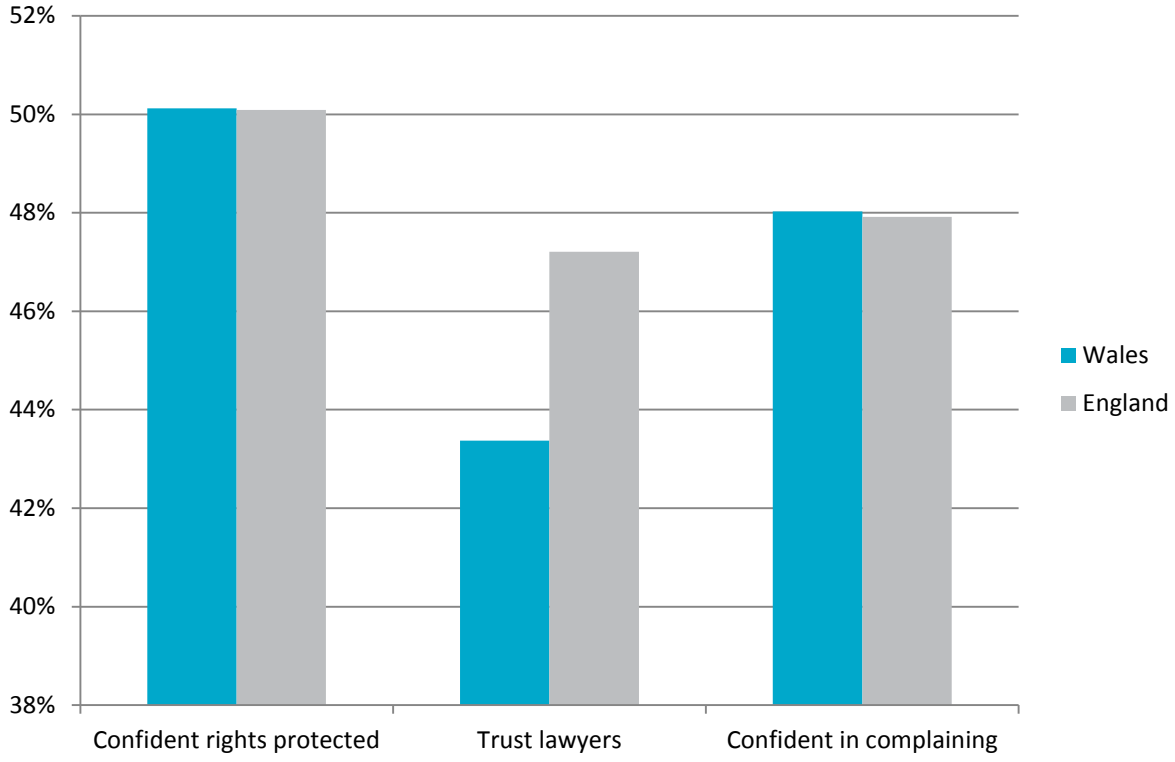

Chart 4 – Sources of funding

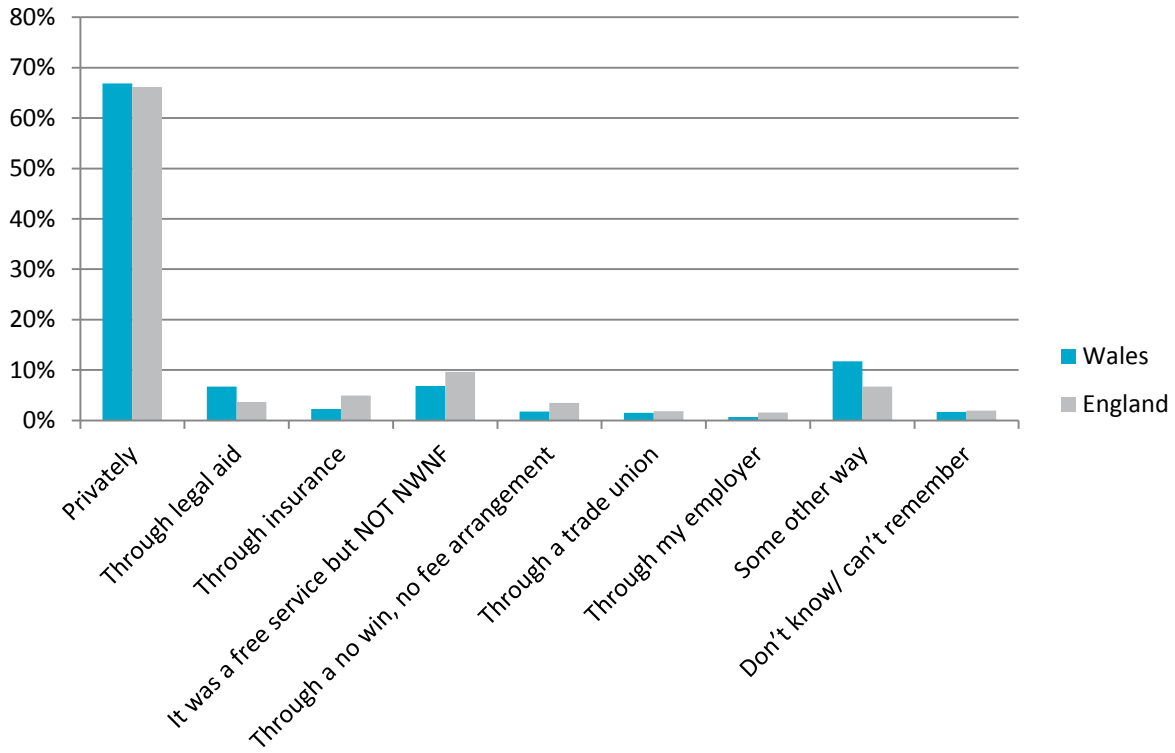

Chart 5 – Business type

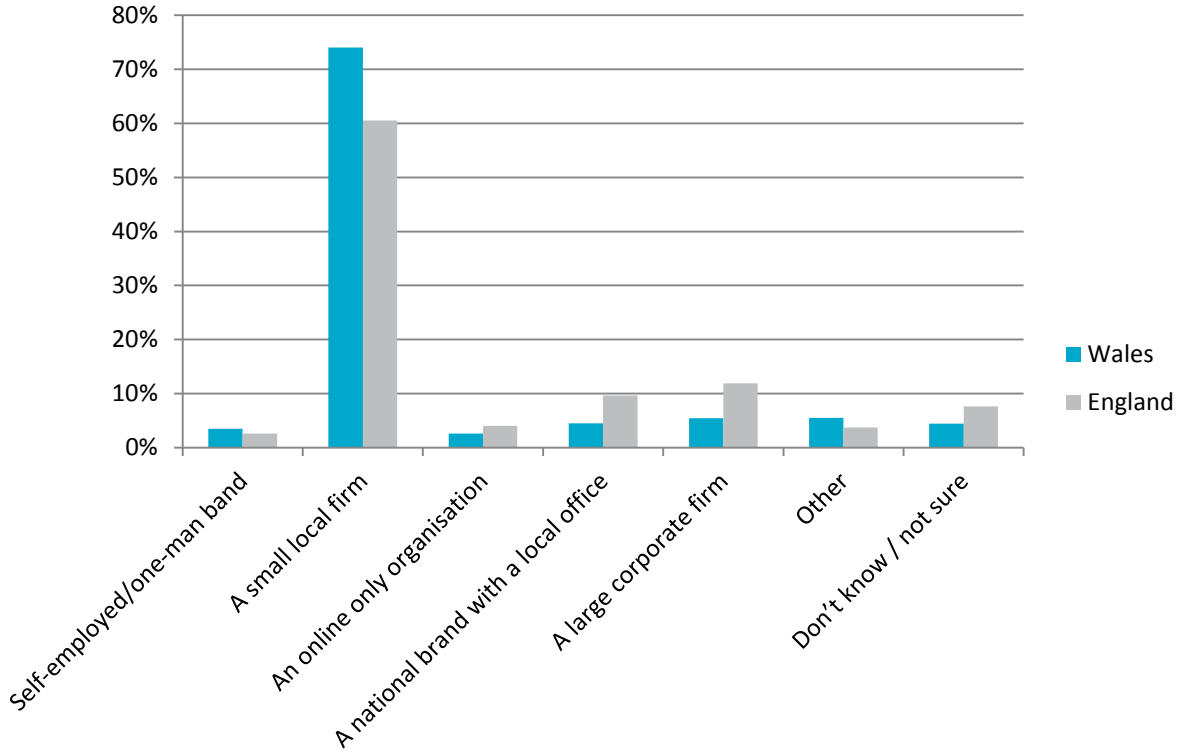

Chart 6 – Unbundled services

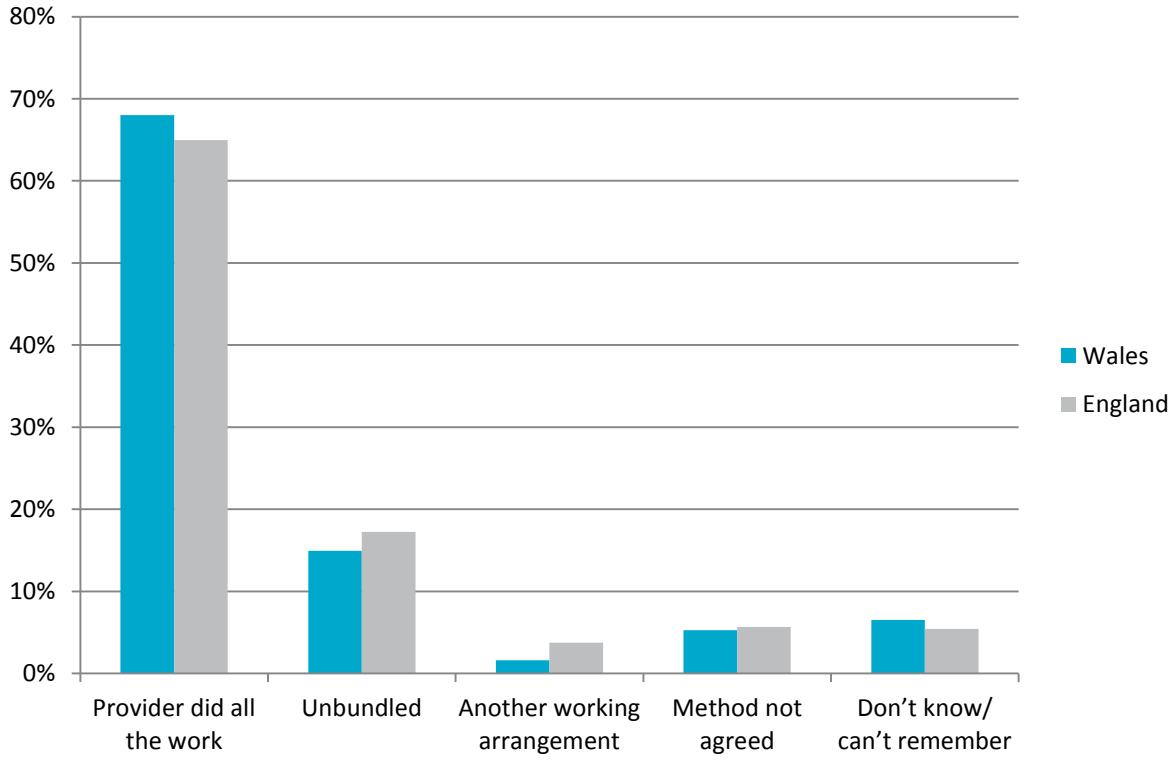

Chart 7 – Shopping behaviour

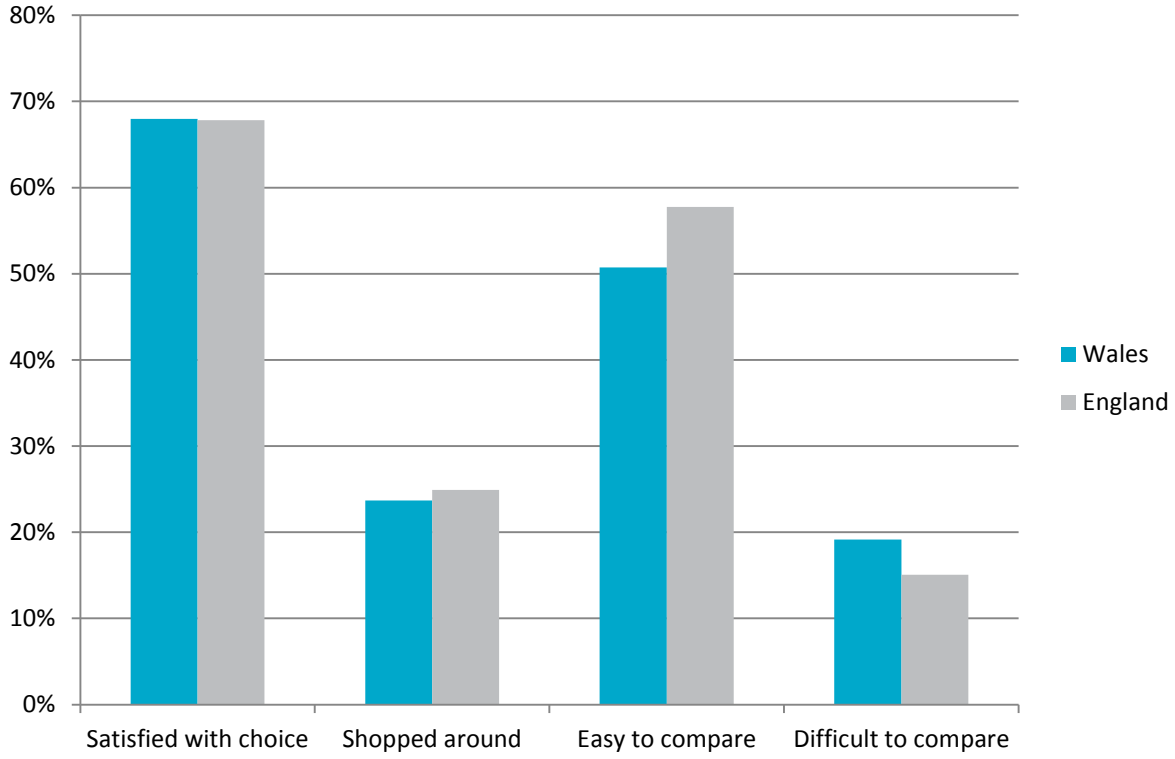

Chart 8 – Billing methods

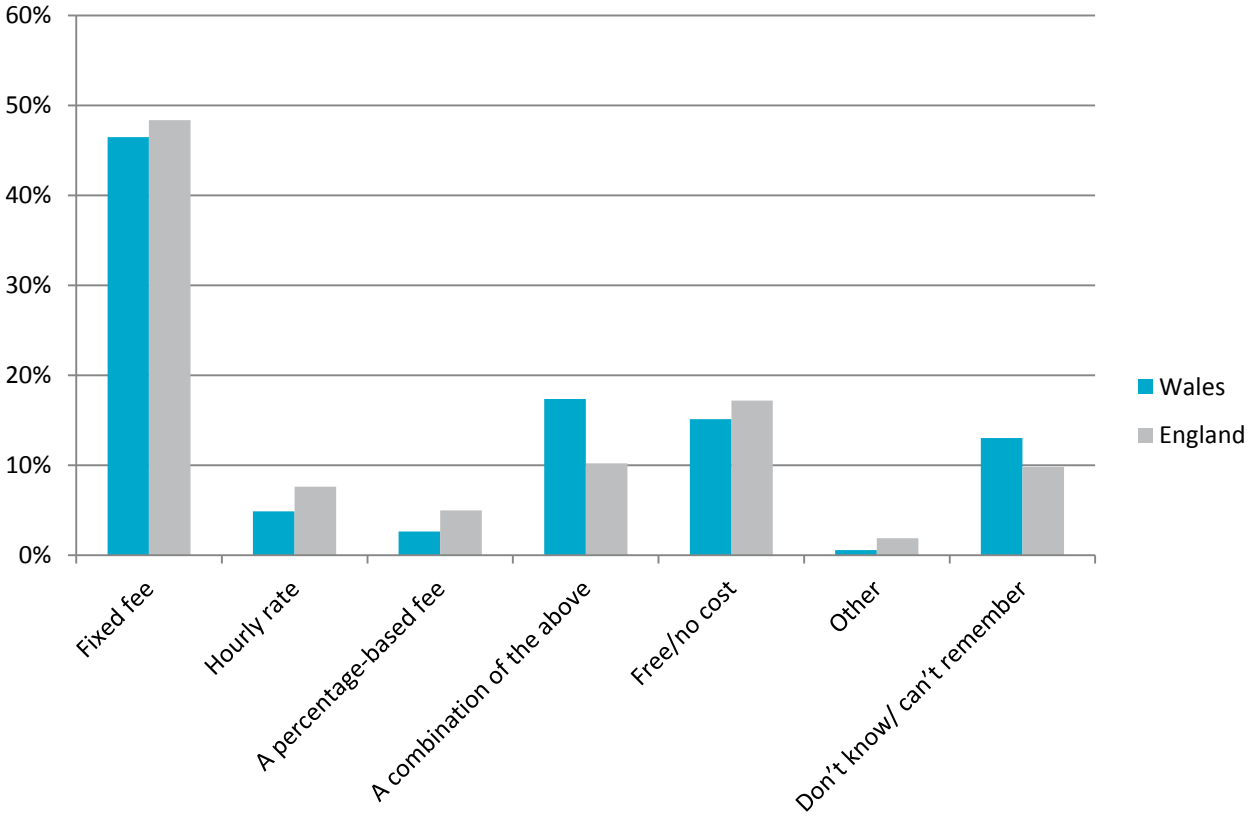

Chart 9 – Search methods

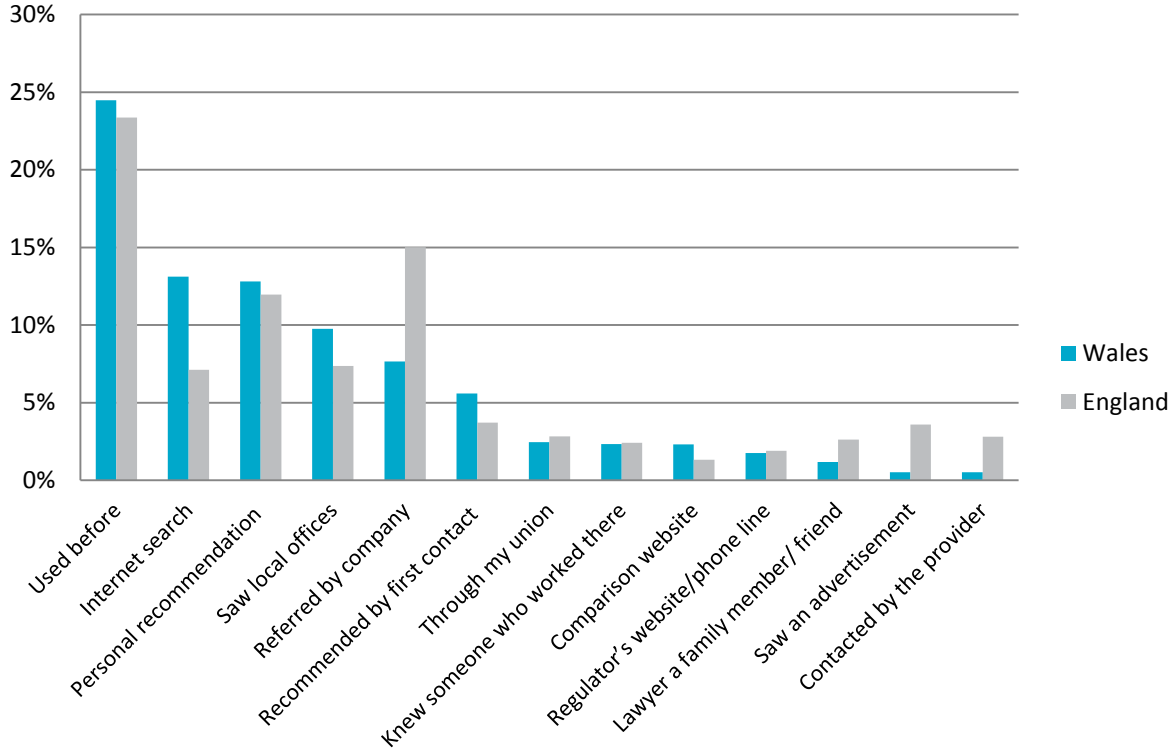

Chart 10 – Choice factors

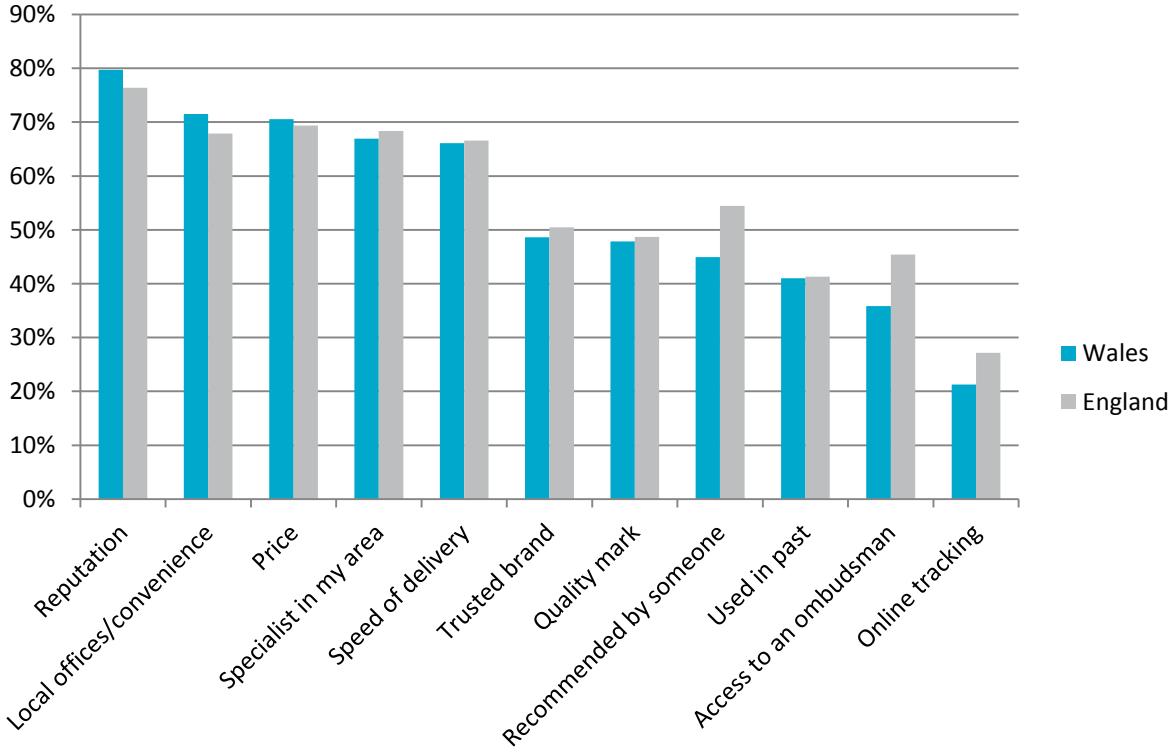

Chart 11 – Delivery channels

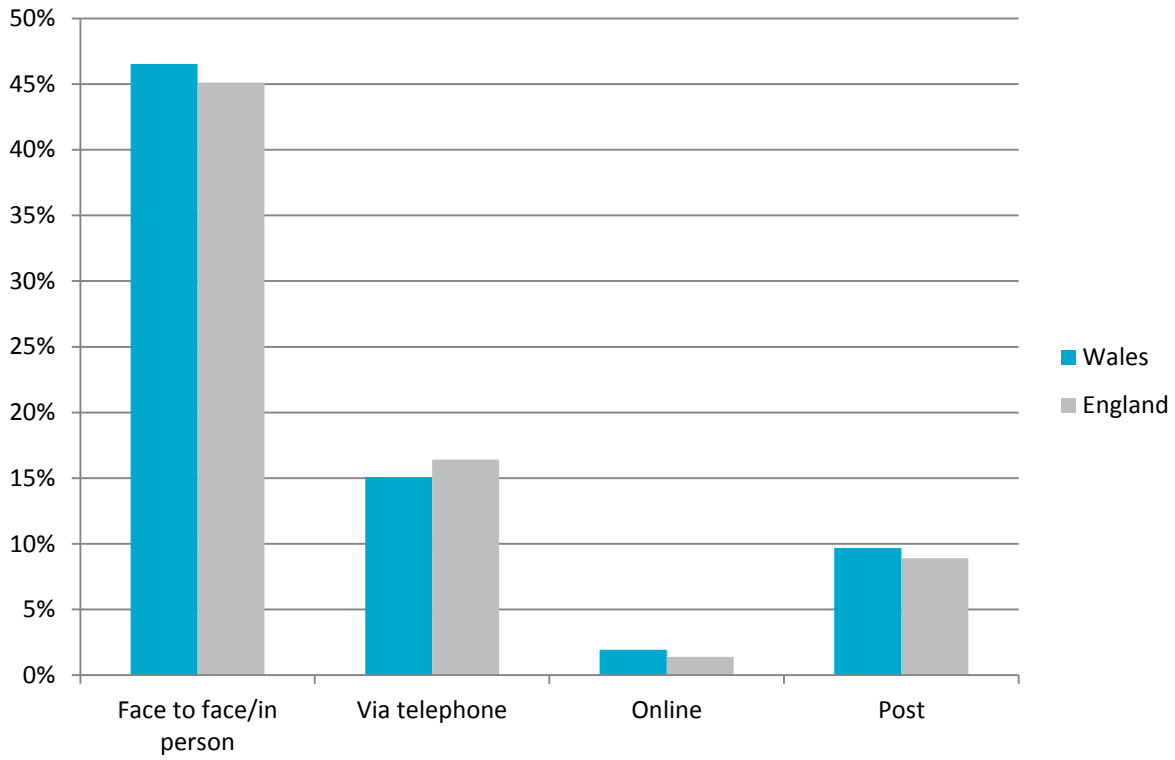

Chart 12 – Satisfaction

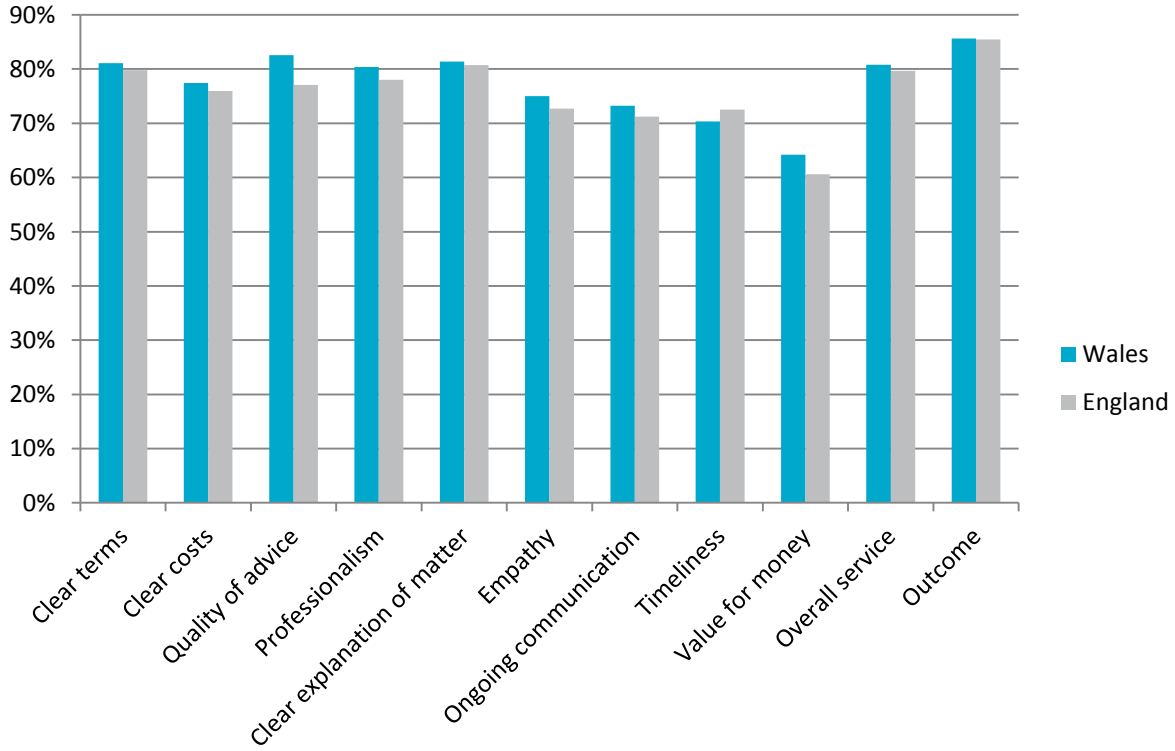
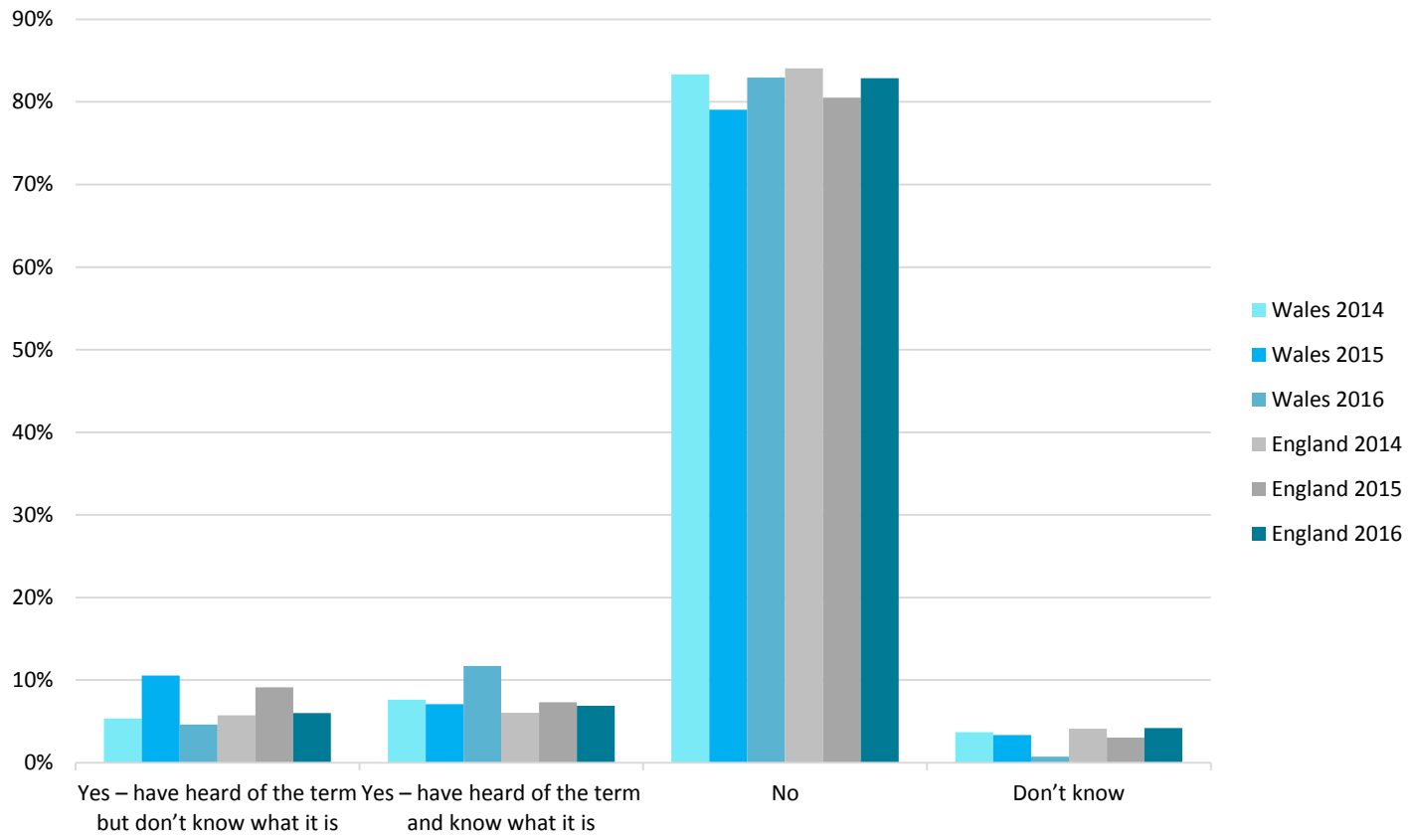
Chart 13 – Awareness of McKenzie Friends