

# Tracker Survey 2017

## Briefing note: Wales.

### Key findings:

- 81% of consumers in Wales and 80% of consumers in England are satisfied with the service they receive.
- 26% of consumers in Wales and 27% of consumers in England shop around for a provider.
- 13% of consumers in Wales use unbundling\* compared to 19% in England.
- 46% of Welsh and 48% of English consumers use fixed fees to pay for their services.
- 38% of Welsh consumers are not confident in making a complaint about the services provided by a lawyer which compares with 30% of English consumers.
- 51% of Welsh residents have a will compared to just 36% of English.

### Note on methodology:

*For the last seven years the Panel has commissioned YouGov to conduct an annual survey in two parts: a nationally representative sample (1,822 adults); and a sample of people who have used legal services in the last two years (1,625 adults). The two samples were weighted to be representative of each wider population. All the figures 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 21 February and 27 March 2017.*

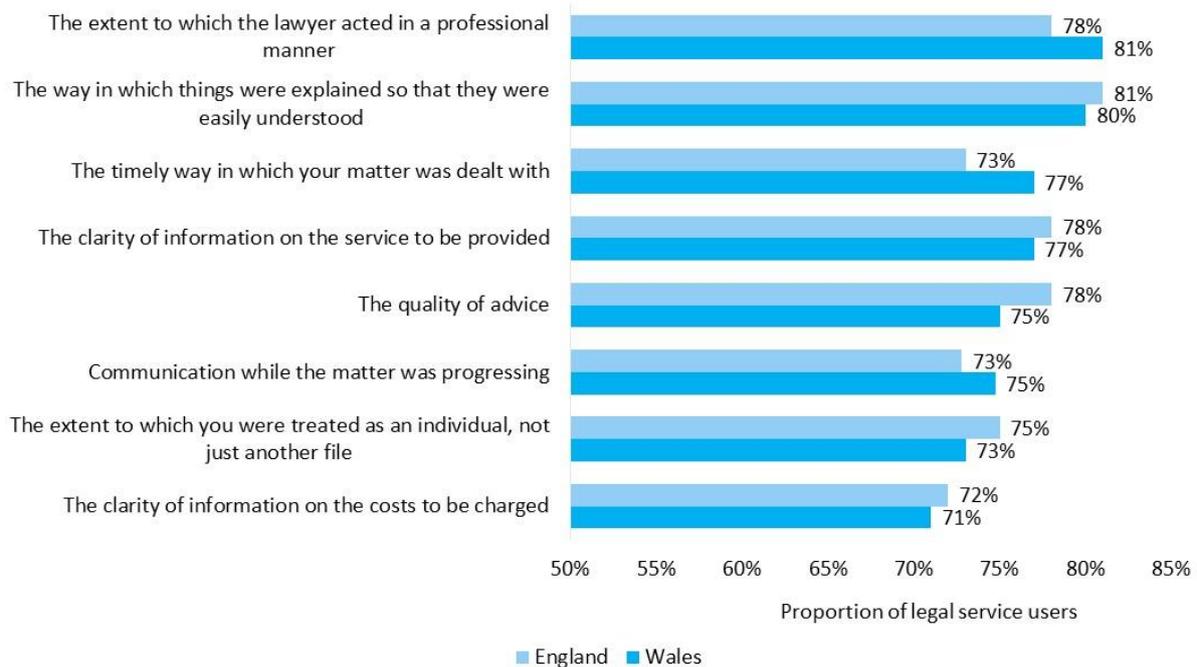
*\*Unbundling is when a package of legal services is separated into tasks between the consumer and legal service provider. The two parties agree which parts of the package the provider will deliver and which tasks the consumer will undertake.*

## Satisfaction with legal services

81% of consumers in Wales and 80% in England are satisfied with the service they received.

There are similar levels of satisfaction for consumers in Wales and England with the clarity of information (81% and 80% respectively) and the clarity of services provided (78% and 77% respectively) (see *Figure 1*). However, there are slight differences in the areas of professionalism (78% and 81% respectively), timeliness (73% and 77% respectively) and the quality of advice (78% and 75%).

**Figure 1: Differences in choosing a provider in Wales and England.**



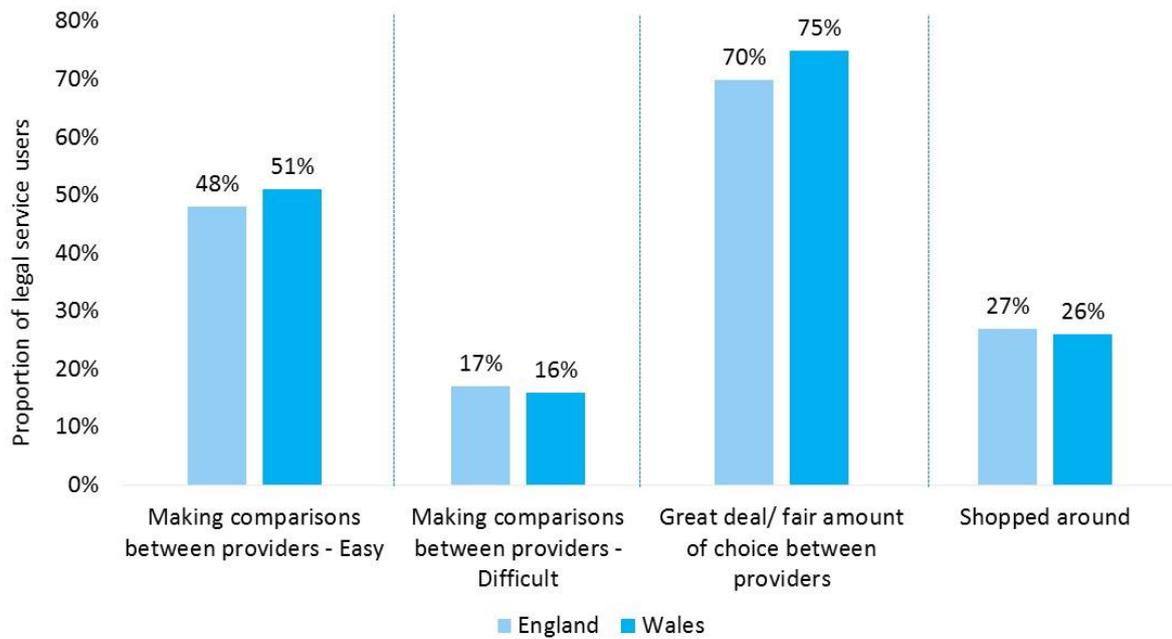
**Base: Legal service users in England (1426), legal service users in Wales (199).**

## Shopping behaviour

A similar proportion of consumers in Wales (26%) and England (27%) shop around when choosing a provider (see *Figure 2*). Similarly, 51% of Welsh and 48% of English consumers report it is easy to make comparisons between different providers.

Nevertheless, consumers in Wales (75%) are more likely than those in England (70%) to say that they have a good amount of choice (see *Figure 2*).

**Figure 2: Consumer shopping behaviour in Wales and England.**

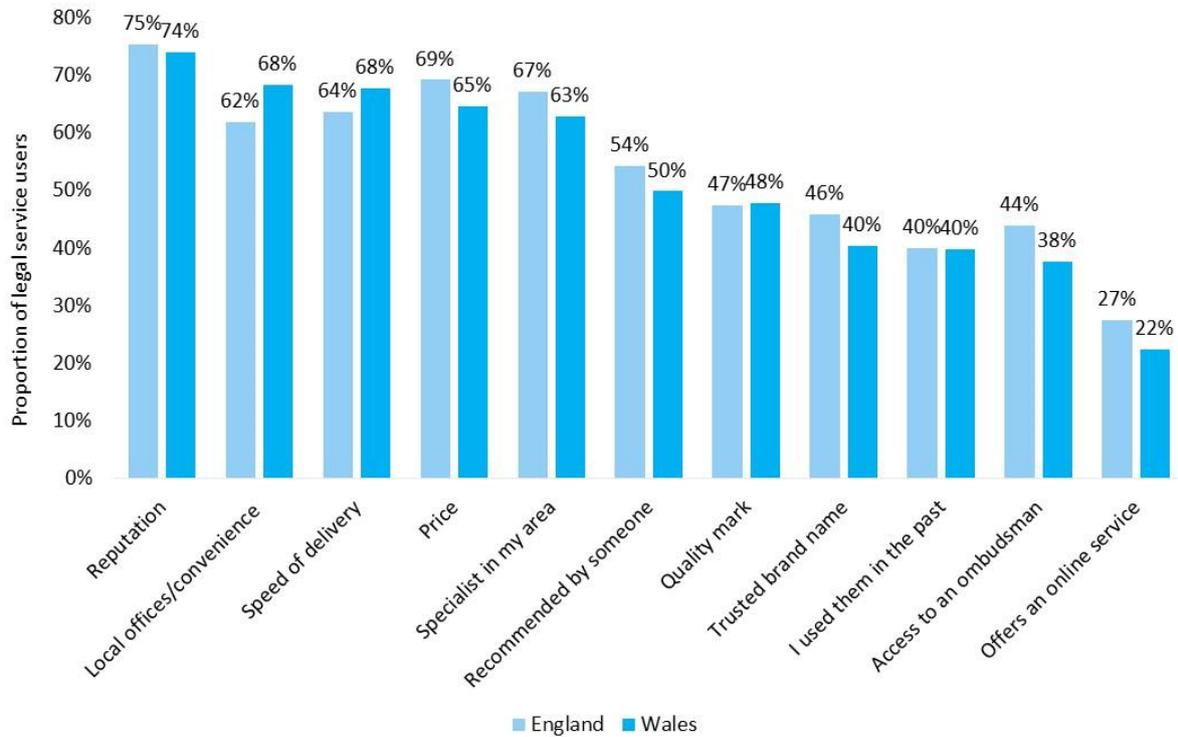


Base: Legal service users in England (1426), legal service users in Wales (199).

## Choice factors

Reputation is the most important factor when choosing a provider both in Wales (74%) and England (75%) (see *Figure 3*). Location is more important in Wales (68%) compared to England (62%) as is the speed of delivery (68% compared to 64%).

**Figure 3: Factors in choosing a provider for consumers in England and Wales.**



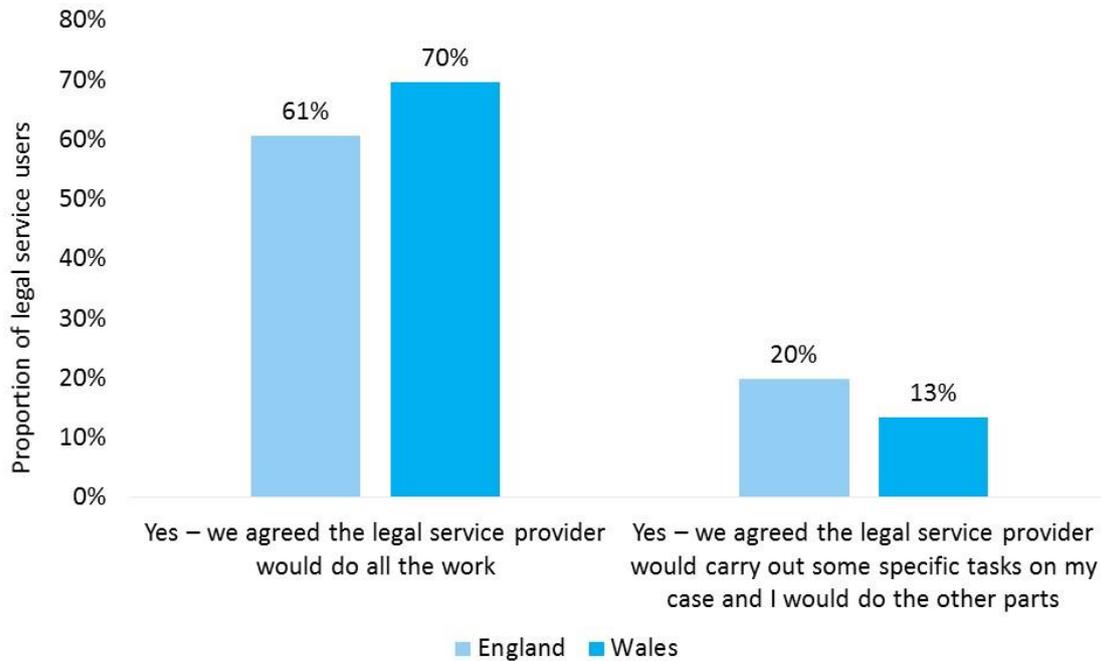
Base: Legal service users in England (1426), legal service users in Wales (199).

However, price and specialism are less important in Wales compared to England (see *Figure 3*). A trusted brand, access to an ombudsman and online services appear also to be less important in Wales when choosing a provider (see *Figure 3*).

## Delivery of legal services

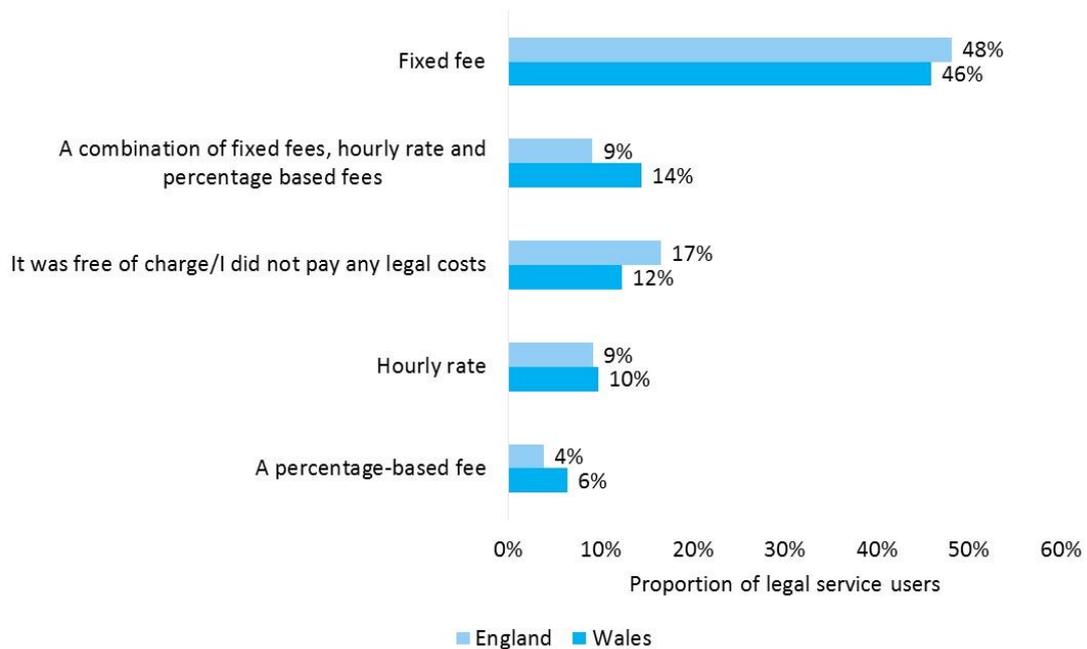
Unbundling is when a package of legal services is separated into tasks between the consumer and legal service provider. The two parties agree which parts of the package the provider will deliver and which tasks the consumer will undertake. Unbundling is less common in Wales than in England, 13% of Welsh use unbundling in comparison to 20% of consumers in England (see *Figure 4*).

**Figure 4: Unbundling of legal services in Wales and England.**



Base: Legal service users in England (1426), legal service users in Wales (199).

**Figure 5: Difference in how the final bill is calculated in Wales and England.**



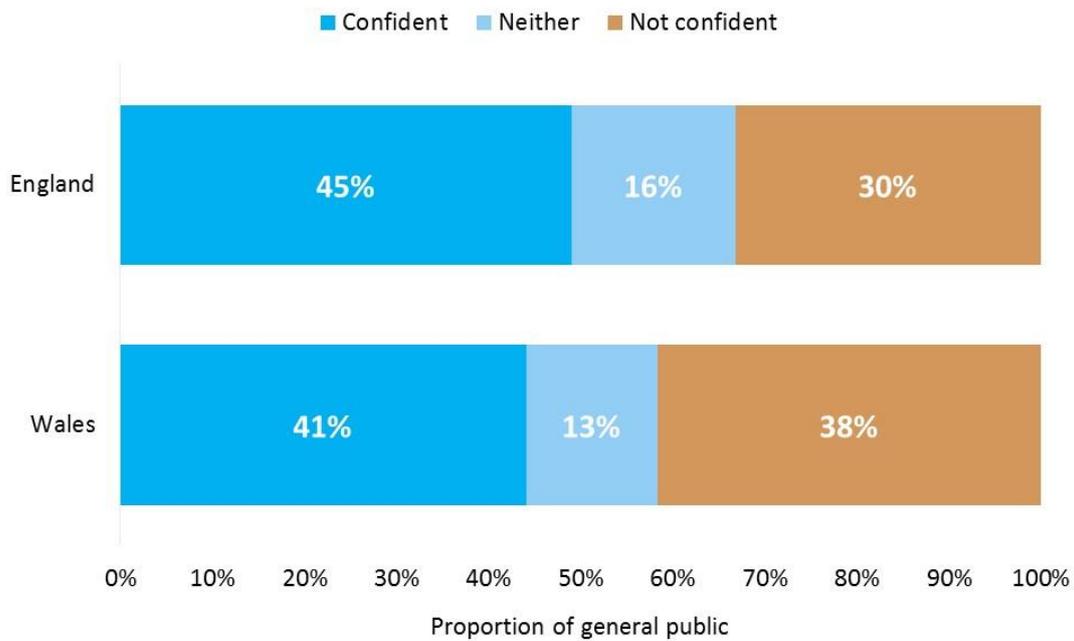
Base: Legal service users in England (1426), legal service users in Wales (199).

The most common method of paying for legal services both in Wales (46%) and England (48%) is through a fixed-fee model (see Figure 5). A higher proportion of consumers do not pay for their legal services in England (17%) compared to Wales (12%), and a similar proportion use hourly rate both in Wales (10%) and England (9%).

## Confidence in regulation

38% of Welsh population are not confident in making a complaint about the services provided by a lawyer which compares with 30% of the English population (see *Figure 6*). 48% of the Welsh and English populations are confident that consumer rights are protected when dealing with lawyers. 44% of the Welsh population and 45% of the English population trust lawyers to tell the truth.

**Figure 6: Confidence in making a complaint about a lawyer in Wales and England.**

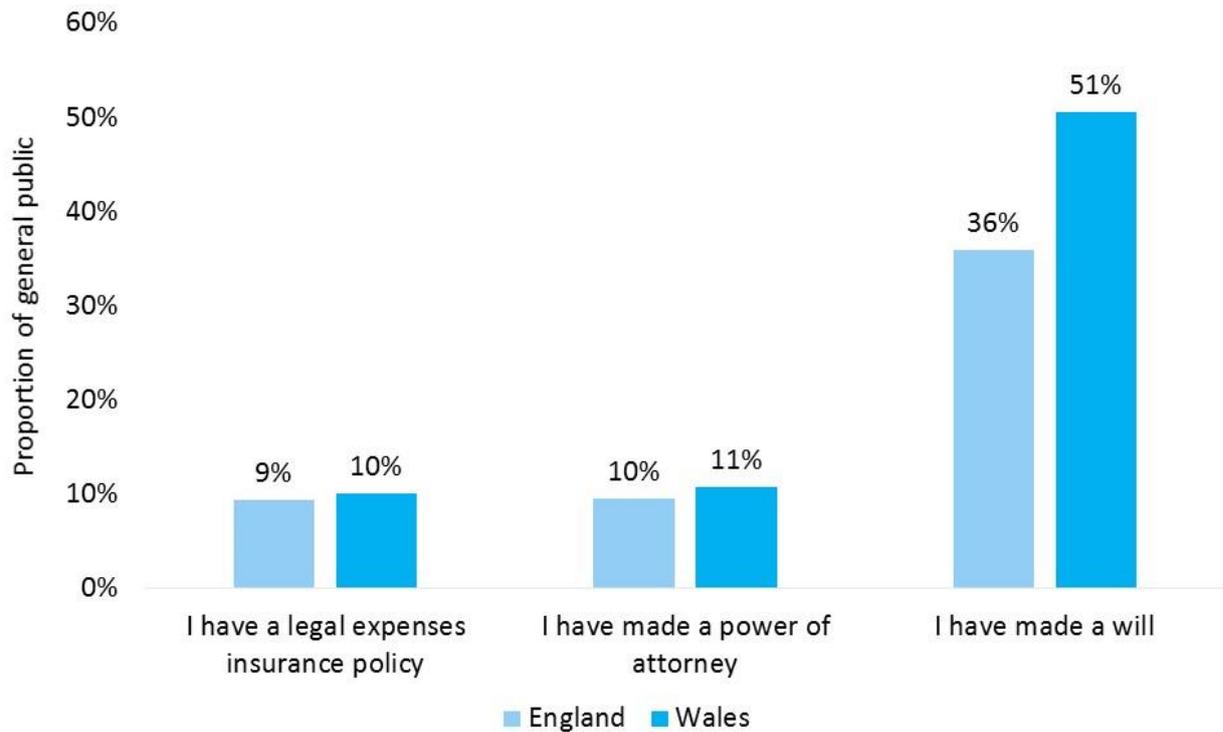


Base: English residents (1598), Welsh residents (224).

## Preparing for the future

Residents in Wales (51%) are much more likely than those in England (36%) to have made a will (see *Figure 7*). We see no differences between the Welsh and English population in the taking out of legal expenses insurance policies and making a power of attorney.

**Figure 7: Differences in making legal expenses insurance policies, power of attorney and will making between England and Wales' residents.**



Base: English residents (1598), Welsh residents (224).