



Legal Action Group

working with lawyers and advisers to promote equal access to justice

Survey on availability of advice

Legal Action Group and the [Access to Justice Alliance](#) have designed this survey to find out how easy it is for members of the public to get advice. **We do not give legal advice.** We are interested in knowing about the experiences you have had in the last year. We are conducting this survey so that we can better influence Government policy on providing funding for advice services.

This questionnaire is short and it is likely that only one or two sections will apply to you.

In using the information you give us, we will not use your name or any details that might identify you to a third party.

Filling in the questionnaire

Please answer all questions in Sections A and B as fully as you can. Section C (Contact details) is optional and you do not have to complete this if you do not want to do so.

Section A – Your experiences

1. If you had a problem in the past year about your rights, please tell us what it was about. If you had more than one problem, please tell us about the most recent problem.

- | | |
|---|--|
| <input type="checkbox"/> Consumer | <input type="checkbox"/> Domestic violence |
| <input type="checkbox"/> Neighbours | <input type="checkbox"/> Discrimination |
| <input type="checkbox"/> Money/debt | <input type="checkbox"/> Unfair treatment by the police |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Homelessness |
| <input type="checkbox"/> Personal injury | <input type="checkbox"/> Mental health |
| <input type="checkbox"/> Housing | <input type="checkbox"/> Immigration |
| <input type="checkbox"/> Welfare benefits | <input type="checkbox"/> Community care |
| <input type="checkbox"/> Relationship breakdown | <input type="checkbox"/> Other (<i>please specify</i>) |
| <input type="checkbox"/> Divorce | _____ |
| <input type="checkbox"/> Children | |
| <input type="checkbox"/> Clinical negligence | |

2. Did you try to get advice on your rights about this problem?

- Yes
 No (*please go to Question 19*)

3. Did you try to get this advice:

- Over the telephone
 In person
 In another way – (*please specify*)
- _____

4. If you tried to get advice, were you successful?

- Yes
 No

If no, why was this?

5. If you did get advice, did it help you to deal with the problem?

- Yes
 No

6. When did you last try to get advice about this problem?

- Within the last month
- One to two months ago
- Two to three months ago
- More than three months ago

If it was more than three months ago, when was it? -

7. How many organisations did you approach when trying to get advice?

- One
- Two
- Three or more

8. Which was the last organisation you approached?

- A Citizens Advice Bureau
- Another advice agency
- A Law Centre
- A firm of solicitors
- Other (*please specify*)

9. Did you get to see somebody?

- Yes
- No

10. Was the person you saw:

- An adviser
- A solicitor
- A trainee solicitor
- A barrister
- A receptionist, secretary or admin worker
- Don't know

11. Did they give you some advice about your rights?

- Yes
- No

12. Did they help you further – eg by writing letters on your behalf, taking on your case, or representing you?

- Yes



No

13. Did they do everything you wanted them to do?

Yes

No

Please explain

14. Did they help you to resolve the problem to your satisfaction?

Yes

No

15. If not, why do you think the adviser was unable to resolve the problem to your satisfaction?

16. How, if at all, did you pay for the legal advice you received?

I went to an advice agency that gives free advice

I paid for all the advice myself

The advice was covered in full by the legal aid scheme

I paid for part of the advice – the rest was covered by legal aid

The advice was provided through a trade union or insurance company scheme

I had a 'no win, no fee' agreement

Other (please specify)

17. Would you recommend the organisation to a friend who had a similar problem?

Yes

No

If not, why not?

18. Is there anything else you would like to tell us about your case and how it was dealt with?



Section B – Background

19. Which of these age groups do you belong to?

- Under 17
- 17-24
- 25-34
- 35-49
- 50-64
- 65 or over

20. What is your gender?

- Male
- Female

21. Do you have any long-term illness, health problem or disability that limits your daily activities or the work you can do?

- Yes
- No

If yes, you have the option to provide details.

22. What is your ethnic group?

- White
- Mixed
- Indian
- Pakistani/ Bangladeshi
- Black Caribbean
- Black African
- Chinese
- Other ethnic group, please specify

23. What is your employment status?

- Self-employed
- Employed full time (30 hours or more per week)
- Employed part time (8 – 29 hours per week)
- Not working (less than 8 hours per week)
- Retired



24. Can we quote your comments in this survey to support our campaign, provided that we do not use your name or any details that might identify you to a third party?

- Yes
- No

25. Would you be happy for us to contact you to discuss your answers further?

- Yes
- No

Section C - Contact details (optional)

26. Please provide your contact details below. Please note we will not pass on your details to anyone outside of Legal Action Group or the Access to Justice Alliance or use these for any purpose other than those specified without your permission.

Name _____

Address _____

Telephone _____

Email _____

Thank you for completing the survey

Please now return it to:

Legal Action Group
FREEPOST LON 6469
London
N1 9BR

Legal Action Group (LAG) is a national charity committed to improving access to justice, particularly for the vulnerable and socially excluded. We believe that equal access to justice is a fundamental democratic right. We believe that access to proper legal advice is essential to enable people to obtain access to justice.

The Access to Justice Alliance (AJA) is supported by community groups, national charities, lawyers, advisers and others who feel strongly that justice should remain accessible to all. We believe that the funding crisis facing legal aid cannot be ignored any longer.