



SRA Tables, Part One – nationally representative sample

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 1

**Which of the following solicitor services, if any, have you used in the last five years?**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Buying or selling property	<b>209</b> <b>20.6%</b>	17 20.5%	22 21.5%	33 23.5%	11 21.4%	18 13.9%	43 28.9%	24 24.3%	9 14.8%	19 17.7%	13 14.1%
Wills / probate	<b>141</b> <b>13.9%</b>	11 12.7%	19 18.3%	15 10.3%	5 10.4%	13 10.4%	33 21.8%	18 17.9%	6 11.2%	10 9.6%	11 11.7%
Matrimonial	<b>43</b> <b>4.3%</b>	3 3.5%	3 2.5%	4 2.7%	2 3.3%	8 6.0%	8 5.3%	6 6.5%	3 4.9%	4 4.0%	3 3.4%
Personal injury or disease claim	<b>54</b> <b>5.3%</b>	4 5.1%	5 4.6%	8 5.4%	1 2.2%	7 5.5%	12 8.0%	3 3.3%	2 4.2%	4 4.2%	7 7.5%
Employment claim	<b>27</b> <b>2.7%</b>	1 0.7%	1 1.0%	7 4.7%	1 1.9%	3 2.5%	10 6.9%	1 0.6%	2 3.0%	1 0.9%	1 1.2%
Criminal defence	<b>24</b> <b>2.4%</b>	3 3.9%	2 2.1%	7 4.9%	- -	2 1.7%	2 1.4%	2 2.0%	2 2.7%	3 2.6%	1 1.2%
Civil dispute	<b>25</b> <b>2.4%</b>	1 1.3%	4 3.8%	2 1.4%	1 1.1%	3 2.6%	4 2.8%	4 3.9%	1 1.0%	3 2.8%	2 2.5%
Asylum and immigration services	<b>6</b> <b>0.6%</b>	- -	1 1.0%	1 0.6%	- -	2 1.5%	- -	1 1.1%	- -	- -	1 0.7%
None, I have not used a solicitor in the past 5 years	<b>602</b> <b>59.3%</b>	50 59.0%	61 59.2%	82 58.3%	34 67.8%	83 64.6%	71 47.2%	54 54.4%	39 66.9%	66 62.9%	62 65.5%
Other	<b>9</b> <b>0.9%</b>	1 0.6%	- -	- -	- -	1 0.5%	2 1.5%	2 1.9%	* 0.8%	1 0.7%	2 2.4%

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 2

**Which of the following solicitor services, if any, have you used in the last five years?**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Buying or selling property	<b>209</b> <b>20.6%</b>	8 6.4%	57 34.3%	61 31.1%	28 16.6%	27 17.5%	28 13.6%	91 18.3%	118 22.9%	70 26.6%	64 21.7%	40 18.7%	35 14.5%	155 24.2%	54 14.4%	196 21.3%	2 7.5%	11 16.1%
Wills / probate	<b>141</b> <b>13.9%</b>	6 5.0%	9 5.2%	18 9.0%	25 14.8%	39 25.2%	45 21.6%	60 12.0%	81 15.7%	40 15.4%	40 13.8%	22 10.4%	38 15.5%	77 11.9%	64 17.3%	139 15.1%	1 2.8%	1 2.1%
Matrimonial	<b>43</b> <b>4.3%</b>	5 4.1%	7 4.1%	11 5.5%	9 5.3%	10 6.2%	2 1.0%	21 4.2%	22 4.3%	13 4.9%	20 6.9%	4 1.8%	6 2.6%	35 5.4%	8 2.3%	41 4.5%	2 8.7%	- -
Personal injury or disease claim	<b>54</b> <b>5.3%</b>	10 8.5%	11 6.4%	11 5.5%	7 4.3%	6 4.0%	9 4.3%	20 4.1%	34 6.5%	16 6.1%	11 3.8%	15 7.1%	12 4.9%	34 5.4%	20 5.3%	46 5.0%	1 5.6%	7 10.1%
Employment claim	<b>27</b> <b>2.7%</b>	5 3.9%	8 4.6%	2 1.1%	4 2.2%	7 4.4%	2 1.0%	16 3.2%	11 2.1%	11 4.3%	9 3.1%	2 0.7%	5 2.1%	23 3.5%	5 1.2%	25 2.7%	- -	3 3.9%
Criminal defence	<b>24</b> <b>2.4%</b>	11 8.9%	5 3.1%	2 1.2%	3 1.8%	1 0.8%	1 0.5%	20 3.9%	4 0.9%	12 4.6%	3 1.0%	5 2.3%	4 1.6%	17 2.6%	7 1.9%	19 2.0%	2 8.1%	3 4.7%
Civil dispute	<b>25</b> <b>2.4%</b>	2 1.7%	1 0.8%	9 4.7%	6 3.9%	3 1.9%	3 1.3%	12 2.3%	13 2.6%	8 3.2%	11 3.8%	3 1.5%	2 0.8%	20 3.2%	4 1.2%	24 2.6%	- -	1 0.8%
Asylum and immigration services	<b>6</b> <b>0.6%</b>	2 1.6%	- -	1 0.5%	1 0.5%	- -	2 0.8%	3 0.5%	3 0.6%	3 1.1%	- -	1 0.5%	2 0.6%	2 0.3%	4 1.0%	5 0.5%	1 3.6%	- -
None, I have not used a solicitor in the past 5 years	<b>602</b> <b>59.3%</b>	80 65.8%	84 50.0%	111 56.8%	107 63.8%	86 56.4%	133 64.0%	298 60.0%	304 58.7%	123 46.8%	178 60.5%	139 65.4%	161 66.2%	366 56.9%	236 63.5%	538 58.4%	18 70.1%	46 68.3%
Other	<b>9</b> <b>0.9%</b>	- -	3 1.8%	1 0.3%	2 1.4%	2 1.1%	1 0.6%	5 1.0%	4 0.7%	5 2.0%	- -	1 0.5%	2 0.9%	5 0.8%	4 1.0%	9 0.9%	- -	- -

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 3

**Was your solicitor provided to you through legal aid?**

**Base : All who have used a solicitor in past 5 years**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>408</b>	53	41	48	20	44	39	53	29	37	44
Weighted Base	<b>412</b>	35	42	59	16	46	79	45	19	39	33
Yes	<b>78</b>	2	7	18	-	13	11	6	4	9	8
	<b>18.9%</b>	6.9%	15.6%	31.4%	-	27.7%	14.2%	12.9%	22.2%	22.9%	23.2%
No, I paid for them privately	<b>334</b>	32	35	40	16	33	68	40	15	30	25
	<b>81.1%</b>	93.1%	84.4%	68.6%	100.0%	72.3%	85.8%	87.1%	77.8%	77.1%	76.8%

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 4

**Was your solicitor provided to you through legal aid?**

**Base : All who have used a solicitor in past 5 years**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>408</b>	33	59	75	68	91	82	171	237	161	80	58	109	254	154	384	6	18
Weighted Base	<b>412</b>	42	84	85	61	67	75	199	214	140	116	74	82	277	136	383	8	21
Yes	<b>78</b>	23	22	12	6	3	12	48	30	31	14	15	18	52	26	70	3	5
	<b>18.9%</b>	55.6%	25.9%	13.7%	10.6%	5.0%	15.7%	24.2%	14.0%	22.1%	12.3%	20.3%	21.5%	18.7%	19.3%	18.2%	45.8%	22.6%
No, I paid for them privately	<b>334</b>	18	62	73	54	63	63	151	184	109	102	59	65	225	109	314	4	17
	<b>81.1%</b>	44.4%	74.1%	86.3%	89.4%	95.0%	84.3%	75.8%	86.0%	77.9%	87.7%	79.7%	78.5%	81.3%	80.7%	81.8%	54.2%	77.4%

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 5

**How satisfied or otherwise were you with the service you received when you used a solicitor?**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>408</b>	53	41	48	20	44	39	53	29	37	44
Weighted Base	<b>412</b>	35	42	59	16	46	79	45	19	39	33
Very satisfied (+2)	<b>204</b> <b>49.4%</b>	15 42.0%	22 52.6%	23 39.0%	9 59.2%	17 38.4%	33 41.6%	30 65.8%	13 66.5%	22 57.8%	19 58.0%
Fairly satisfied (+1)	<b>139</b> <b>33.8%</b>	13 37.6%	12 29.7%	22 37.7%	3 20.5%	17 36.6%	34 43.4%	9 19.7%	6 31.4%	10 26.2%	12 36.6%
Fairly dissatisfied (-1)	<b>43</b> <b>10.5%</b>	4 12.6%	7 15.5%	10 16.7%	2 13.1%	7 16.3%	6 8.2%	2 5.2%	* 2.1%	3 7.1%	1 3.9%
Very dissatisfied (-2)	<b>26</b> <b>6.3%</b>	3 7.8%	1 2.1%	4 6.6%	1 7.2%	4 8.7%	5 6.8%	4 9.3%	- -	3 8.8%	* 1.5%
SUMMARY: SATISFIED	<b>343</b> <b>83.1%</b>	28 79.6%	34 82.3%	45 76.7%	13 79.7%	34 75.0%	67 85.1%	39 85.4%	19 97.9%	33 84.0%	31 94.7%
DISSATISFIED	<b>70</b> <b>16.9%</b>	7 20.4%	7 17.7%	14 23.3%	3 20.3%	11 25.0%	12 14.9%	7 14.6%	* 2.1%	6 16.0%	2 5.3%
Mean	<b>1.09</b>	0.93	1.15	0.86	1.11	0.80	1.05	1.27	1.62	1.17	1.46
Standard Deviation	<b>1.22</b>	1.29	1.16	1.29	1.37	1.35	1.17	1.29	0.62	1.29	0.82

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 6

**How satisfied or otherwise were you with the service you received when you used a solicitor?**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>408</b>	33	59	75	68	91	82	171	237	161	80	58	109	254	154	384	6	18
Weighted Base	<b>412</b>	42	84	85	61	67	75	199	214	140	116	74	82	277	136	383	8	21
Very satisfied (+2)	<b>204</b> <b>49.4%</b>	14 34.8%	31 36.9%	45 52.8%	32 53.3%	36 53.8%	45 60.4%	87 43.7%	117 54.6%	61 43.3%	61 52.4%	38 52.1%	44 53.0%	126 45.4%	78 57.4%	189 49.3%	8 100.0%	7 32.2%
Fairly satisfied (+1)	<b>139</b> <b>33.8%</b>	15 35.5%	42 50.1%	24 28.3%	21 34.2%	23 33.8%	15 20.4%	77 38.8%	62 29.1%	51 36.2%	40 34.1%	27 36.5%	22 26.5%	103 37.4%	36 26.4%	127 33.0%	-	13 58.6%
Fairly dissatisfied (-1)	<b>43</b> <b>10.5%</b>	7 17.0%	6 6.6%	12 13.7%	7 11.7%	7 10.2%	5 7.1%	19 9.4%	25 11.6%	20 13.9%	11 9.4%	5 7.2%	8 9.3%	33 11.9%	11 7.9%	43 11.2%	-	1 2.7%
Very dissatisfied (-2)	<b>26</b> <b>6.3%</b>	5 12.7%	5 6.4%	4 5.2%	* 0.8%	1 2.2%	9 12.1%	16 8.1%	10 4.7%	9 6.5%	5 4.0%	3 4.2%	9 11.2%	15 5.4%	11 8.3%	25 6.5%	-	1 6.6%
SUMMARY: SATISFIED	<b>343</b> <b>83.1%</b>	29 70.3%	73 86.9%	69 81.1%	53 87.5%	58 87.5%	60 80.8%	164 82.5%	179 83.7%	112 79.5%	100 86.5%	65 88.6%	65 79.5%	229 82.8%	114 83.8%	316 82.4%	8 100.0%	19 90.8%
DISSATISFIED	<b>70</b> <b>16.9%</b>	12 29.7%	11 13.1%	16 18.9%	8 12.5%	8 12.5%	14 19.2%	35 17.5%	35 16.3%	29 20.5%	16 13.5%	8 11.4%	17 20.5%	48 17.2%	22 16.2%	68 17.6%	-	2 9.2%
Mean	<b>1.09</b>	0.63	1.04	1.10	1.27	1.27	1.10	1.01	1.17	0.96	1.21	1.25	1.01	1.06	1.17	1.08	2.00	1.07
Standard Deviation	<b>1.22</b>	1.44	1.11	1.25	1.01	1.05	1.41	1.24	1.19	1.26	1.11	1.07	1.39	1.19	1.27	1.23	0.00	1.03

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 7

**What, in particular, did your solicitor do well?**

**Base : All satisfied**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>339</b>	42	34	36	15	33	33	46	28	31	41
Weighted Base	<b>343</b>	28	34	45	13	34	67	39	19	33	31
Was generally supportive at all stages of the process	<b>125</b> <b>36.4%</b>	6 22.9%	13 36.7%	18 39.2%	7 57.5%	10 30.0%	26 39.1%	11 27.7%	6 34.5%	15 46.1%	12 37.9%
Was considerate and sensitive to my personal circumstances	<b>38</b> <b>11.2%</b>	2 6.6%	7 20.7%	6 13.5%	- -	6 16.4%	6 9.2%	5 13.2%	3 15.1%	1 4.5%	2 7.1%
Kept me well informed about what I had to do	<b>68</b> <b>20.0%</b>	7 25.8%	7 20.9%	5 11.2%	2 12.9%	9 26.8%	11 16.1%	9 23.7%	6 33.1%	7 20.0%	5 17.6%
Communicated in a clear and straightforward manner	<b>83</b> <b>24.2%</b>	8 27.9%	9 25.5%	15 32.9%	2 13.8%	7 20.6%	18 26.8%	11 29.4%	3 13.5%	6 18.3%	5 15.9%
Got the work completed for me quickly	<b>99</b> <b>29.0%</b>	8 30.4%	15 44.9%	5 10.4%	2 17.2%	8 23.8%	24 35.6%	12 30.4%	6 29.6%	11 32.8%	8 26.7%
Everything	<b>4</b> <b>1.2%</b>	-	-	2 5.5%	-	-	-	1 2.5%	1 3.4%	-	-
They followed my instructions	<b>7</b> <b>2.0%</b>	* 1.4%	-	-	-	1 3.2%	3 4.4%	1 3.4%	-	1 2.8%	-
Got/saved me money	<b>3</b> <b>0.9%</b>	* 1.6%	-	-	-	-	-	1 2.1%	1 5.2%	-	1 3.1%
Other	<b>23</b> <b>6.7%</b>	2 8.1%	2 4.8%	4 8.9%	1 6.2%	3 10.1%	-	4 9.8%	1 3.7%	3 9.3%	3 10.5%
Don't know	<b>5</b> <b>1.5%</b>	-	-	2 3.4%	-	-	-	3 7.5%	-	1 1.9%	-



**CR1208  
MAIN ONLY  
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Table 8

**What, in particular, did your solicitor do well?**

**Base : All satisfied**

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>339</b>	22	51	62	59	79	66	143	196	129	69	52	89	211	128	318	6	15
Weighted Base	<b>343</b>	29	73	69	53	58	60	164	179	112	100	65	65	229	114	316	8	19
Was generally supportive at all stages of the process	<b>125</b> <b>36.4%</b>	9 30.6%	34 46.1%	32 47.2%	15 28.5%	16 27.8%	18 30.4%	67 40.6%	58 32.5%	37 33.6%	37 37.2%	26 39.6%	24 36.6%	78 34.2%	46 40.7%	109 34.5%	7 90.8%	9 45.9%
Was considerate and sensitive to my personal circumstances	<b>38</b> <b>11.2%</b>	4 12.1%	3 3.6%	8 11.5%	6 12.2%	8 14.0%	10 16.0%	22 13.4%	16 9.2%	14 12.6%	10 10.4%	8 11.7%	6 9.5%	25 11.0%	13 11.7%	38 11.9%	1 9.2%	- -
Kept me well informed about what I had to do	<b>68</b> <b>20.0%</b>	3 10.6%	17 23.3%	17 25.5%	8 14.8%	13 22.3%	10 16.6%	30 18.4%	38 21.4%	28 24.8%	13 13.1%	11 17.0%	16 25.3%	50 22.0%	18 15.9%	66 20.8%	- -	3 13.7%
Communicated in a clear and straightforward manner	<b>83</b> <b>24.2%</b>	14 47.3%	12 16.8%	14 20.5%	11 20.8%	18 31.3%	14 22.4%	35 21.3%	48 26.9%	29 26.3%	20 20.0%	17 25.2%	17 26.1%	52 22.6%	31 27.5%	77 24.4%	1 9.2%	5 26.2%
Got the work completed for me quickly	<b>99</b> <b>29.0%</b>	7 23.5%	15 21.2%	23 34.0%	22 40.9%	12 20.8%	20 32.5%	50 30.7%	49 27.3%	38 34.4%	28 27.8%	18 28.3%	14 22.1%	71 30.8%	29 25.2%	97 30.7%	- -	2 12.1%
Everything	<b>4</b> <b>1.2%</b>	2 5.8%	2 2.2%	- -	1 1.4%	- -	- -	1 0.6%	3 1.7%	2 2.1%	2 1.7%	- -	- -	2 1.0%	2 1.5%	4 1.3%	- -	- -
They followed my instructions	<b>7</b> <b>2.0%</b>	- -	- -	- -	2 4.2%	* 0.6%	4 6.7%	6 3.9%	* 0.2%	3 3.0%	3 3.0%	- -	* 0.6%	2 1.0%	4 3.9%	7 2.1%	- -	- -
Got/saved me money	<b>3</b> <b>0.9%</b>	- -	- -	- -	1 2.7%	1 1.4%	1 1.6%	1 0.6%	2 1.3%	* 0.4%	- -	3 4.2%	- -	2 1.0%	1 0.9%	3 1.0%	- -	- -
Other	<b>23</b> <b>6.7%</b>	2 7.2%	3 4.4%	2 3.3%	4 7.2%	5 7.9%	7 11.7%	9 5.4%	14 7.9%	6 5.5%	9 8.9%	4 5.8%	4 6.4%	14 6.0%	9 8.1%	20 6.4%	- -	3 14.2%
Don't know	<b>5</b> <b>1.5%</b>	- -	1 1.0%	2 2.3%	1 1.7%	1 1.0%	1 2.1%	1 0.8%	4 2.1%	- -	3 2.8%	1 1.4%	1 2.0%	3 1.3%	2 1.7%	5 1.6%	- -	- -

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 9

**Why were you dissatisfied with the service you received from your solicitor?**

**Base : All dissatisfied**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>69</b>	11	7	12	5	11	6	7	1	6	3
Weighted Base	<b>70</b>	7	7	14	3	11	12	7	*	6	2
The overall time it took	<b>38</b>	4	4	6	2	3	12	3	-	3	*
	<b>55.1%</b>	59.4%	60.1%	43.1%	70.1%	29.4%	100.0%	48.7%	-	42.0%	27.3%
Lack of communication from the solicitor	<b>28</b>	2	3	9	1	7	2	1	*	2	1
	<b>39.6%</b>	24.2%	41.7%	62.1%	39.4%	57.6%	17.3%	15.0%	100.0%	35.6%	43.2%
Used legal jargon when communicating with me	<b>3</b>	-	-	2	1	-	-	1	-	-	-
	<b>4.2%</b>	-	-	11.9%	22.5%	-	-	7.9%	-	-	-
Their charges were not explained properly	<b>8</b>	*	-	1	-	2	2	2	-	1	-
	<b>11.0%</b>	6.8%	-	6.1%	-	18.0%	17.0%	23.2%	-	11.8%	-
I received poor advice	<b>8</b>	1	1	-	1	2	-	1	-	1	1
	<b>11.8%</b>	19.6%	10.7%	-	22.5%	21.0%	-	15.3%	-	22.4%	29.5%
Other (specify)	<b>8</b>	*	2	2	-	1	1	1	-	-	-
	<b>11.1%</b>	5.7%	23.7%	15.5%	-	10.0%	11.1%	15.3%	-	-	-
I didn't have cause for complaint with my solicitor	<b>3</b>	1	-	-	*	1	-	1	-	-	-
	<b>3.8%</b>	7.7%	-	-	13.0%	7.0%	-	13.1%	-	-	-

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 10

**Why were you dissatisfied with the service you received from your solicitor?**

**Base : All dissatisfied**

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>69</b>	11	8	13	9	12	16	28	41	32	11	6	20	43	26	66	-	3
Weighted Base	<b>70</b>	12	11	16	8	8	14	35	35	29	16	8	17	48	22	68	-	2
The overall time it took	<b>38</b>	8	8	9	4	3	7	23	15	15	9	4	10	28	10	36	-	2
	<b>55.1%</b>	66.5%	70.4%	56.0%	48.7%	31.5%	49.4%	65.7%	44.4%	54.0%	57.0%	50.8%	57.2%	59.1%	46.2%	53.7%	-	100.0%
Lack of communication from the solicitor	<b>28</b>	7	5	6	2	4	4	13	15	14	6	2	5	20	8	28	-	-
	<b>39.6%</b>	53.3%	47.8%	37.1%	23.5%	50.6%	26.4%	36.6%	42.6%	48.4%	40.9%	28.4%	29.0%	41.2%	36.2%	40.8%	-	-
Used legal jargon when communicating with me	<b>3</b>	-	1	2	1	-	-	-	3	1	-	2	-	1	2	3	-	-
	<b>4.2%</b>	-	6.7%	10.2%	6.9%	-	-	-	8.3%	4.4%	-	19.4%	-	2.6%	7.5%	4.3%	-	-
Their charges were not explained properly	<b>8</b>	-	1	-	3	-	3	1	6	1	3	-	3	5	3	8	-	-
	<b>11.0%</b>	-	11.5%	-	42.9%	-	21.7%	3.6%	18.3%	4.4%	19.4%	-	19.9%	9.5%	14.2%	11.3%	-	-
I received poor advice	<b>8</b>	1	2	2	1	1	2	4	4	4	1	-	3	5	3	8	-	1
	<b>11.8%</b>	11.2%	18.2%	12.1%	9.6%	7.9%	10.6%	10.9%	12.7%	14.1%	6.5%	-	18.7%	11.2%	13.1%	11.1%	-	35.0%
Other (specify)	<b>8</b>	-	-	5	-	*	2	4	4	4	1	2	1	5	3	8	-	-
	<b>11.1%</b>	-	-	31.4%	-	4.8%	16.2%	11.7%	10.5%	12.8%	6.5%	20.8%	7.8%	10.5%	12.4%	11.5%	-	-
I didn't have cause for complaint with my solicitor	<b>3</b>	-	-	1	1	*	1	-	3	1	1	-	1	1	1	3	-	-
	<b>3.8%</b>	-	-	3.4%	11.4%	5.1%	5.5%	-	7.5%	1.9%	5.5%	-	7.2%	2.9%	5.6%	3.9%	-	-

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 11

**Which, if any, of the following groups did you complain to about the service you received from your solicitor?**

**Base : All dissatisfied with cause for complaint**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>65</b>	10	7	12	4	10	6	6	1	6	3
Weighted Base	<b>67</b>	7	7	14	3	11	12	6	*	6	2
The solicitor / the firm setting out my complaint	<b>17</b> <b>25.6%</b>	1 13.5%	2 23.7%	3 23.8%	2 60.5%	1 10.7%	2 17.3%	3 51.6%	-	3 42.0%	1 43.2%
The Citizens Advice Bureau	<b>12</b> <b>17.5%</b>	1 10.2%	2 25.8%	3 19.4%	-	2 21.0%	2 17.3%	-	-	2 35.6%	-
The Law Society	<b>5</b> <b>6.9%</b>	1 10.6%	-	-	1 25.9%	-	2 14.1%	2 26.8%	-	-	-
The Legal Complaints Service	<b>5</b> <b>7.2%</b>	-	1 16.2%	1 7.7%	-	2 20.8%	-	-	*	-	-
The Solicitors Regulation Authority	<b>10</b> <b>14.9%</b>	1 8.7%	-	-	-	2 23.3%	6 48.5%	1 12.5%	-	-	* 27.3%
Didn't take any action	<b>25</b> <b>36.8%</b>	4 56.9%	3 34.4%	7 49.1%	1 39.5%	4 34.9%	4 37.4%	1 9.1%	-	1 22.4%	1 29.5%

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 12

**Which, if any, of the following groups did you complain to about the service you received from your solicitor?**

**Base : All dissatisfied with cause for complaint**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>65</b>	11	8	12	8	11	15	28	37	31	10	6	18	41	24	62	-	3
Weighted Base	<b>67</b>	12	11	15	7	8	14	35	32	28	15	8	16	46	21	65	-	2
The solicitor / the firm setting out my complaint	<b>17</b>	2	3	7	-	2	4	9	8	10	3	4	*	13	4	17	-	-
	<b>25.6%</b>	16.6%	25.1%	42.5%	-	27.3%	26.6%	26.5%	24.5%	34.1%	20.2%	48.1%	3.1%	28.3%	19.4%	26.3%	-	-
The Citizens Advice Bureau	<b>12</b>	7	1	2	-	1	1	8	3	6	3	-	3	10	2	12	-	-
	<b>17.5%</b>	52.7%	8.9%	12.7%	-	17.3%	6.6%	24.1%	10.3%	22.0%	17.8%	-	18.4%	21.9%	7.7%	18.0%	-	-
The Law Society	<b>5</b>	2	1	-	-	-	2	4	1	1	-	2	2	3	2	5	-	-
	<b>6.9%</b>	18.0%	6.7%	-	-	-	12.3%	11.2%	2.3%	2.6%	-	18.3%	15.1%	6.4%	8.1%	7.1%	-	-
The Legal Complaints Service	<b>5</b>	-	2	1	-	*	1	3	1	4	-	-	1	4	1	5	-	-
	<b>7.2%</b>	-	20.7%	7.4%	-	5.0%	7.8%	9.7%	4.6%	13.5%	-	-	6.7%	8.2%	5.1%	7.5%	-	-
The Solicitors Regulation Authority	<b>10</b>	3	4	-	2	-	1	8	2	4	5	-	1	9	1	9	-	1
	<b>14.9%</b>	26.6%	33.8%	-	33.6%	-	5.3%	23.8%	5.3%	15.4%	33.3%	-	4.6%	20.0%	3.5%	14.2%	-	36.2%
Didn't take any action	<b>25</b>	2	1	7	4	4	6	7	18	9	4	3	8	13	12	23	-	1
	<b>36.8%</b>	19.2%	11.5%	44.8%	66.4%	50.4%	41.5%	19.7%	55.3%	33.6%	28.7%	33.6%	52.1%	28.1%	56.3%	36.0%	-	63.8%

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 13

**Which of the following best describes the outcome of your complaint?**

**Base : All with cause for complaint, who took action**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>38</b>	5	4	6	2	6	3	5	1	4	2
Weighted Base	<b>42</b>	3	5	7	2	7	7	5	*	5	1
The solicitor or their firm voluntarily resolved the matter to my satisfaction	<b>10</b> <b>22.8%</b>	-	-	1	1	2	2	2	-	2	-
		-	-	17.0%	42.8%	32.3%	22.5%	29.5%	-	47.5%	-
The organisation I reported my complaint to resolved it on my behalf	<b>18</b> <b>41.7%</b>	2	3	3	-	2	4	1	*	2	1
		58.2%	54.5%	43.2%	-	35.8%	49.8%	19.0%	100.0%	32.2%	100.0%
My complaint was not resolved at all	<b>13</b> <b>30.6%</b>	1	2	2	-	2	2	3	-	1	-
		41.8%	45.5%	23.4%	-	32.0%	27.7%	51.5%	-	20.3%	-
Don't know	<b>2</b> <b>5.0%</b>	-	-	1	1	-	-	-	-	-	-
		-	-	16.3%	57.2%	-	-	-	-	-	-

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 14

**Which of the following best describes the outcome of your complaint?**

**Base : All with cause for complaint, who took action**

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>38</b>	8	7	6	3	6	8	21	17	19	7	4	8	28	10	37	-	1
Weighted Base	<b>42</b>	10	10	9	2	4	8	28	14	19	11	6	7	33	9	42	-	1
The solicitor or their firm voluntarily resolved the matter to my satisfaction	<b>10</b> <b>22.8%</b>	5 49.9%	2 18.5%	1 13.9%	-	-	2 21.0%	7 24.6%	3 19.2%	6 34.4%	-	2 27.5%	2 22.3%	8 23.9%	2 18.5%	10 23.2%	-	-
The organisation I reported my complaint to resolved it on my behalf	<b>18</b> <b>41.7%</b>	1 12.4%	4 38.2%	5 61.7%	2 100.0%	3 82.2%	2 24.5%	12 43.5%	5 38.0%	3 16.5%	9 81.1%	4 72.5%	2 26.0%	15 45.9%	2 26.0%	18 42.4%	-	-
My complaint was not resolved at all	<b>13</b> <b>30.6%</b>	4 37.6%	4 43.4%	2 24.3%	-	1 17.8%	2 27.8%	8 27.8%	5 35.9%	8 43.0%	1 9.6%	-	4 51.7%	10 30.2%	3 32.1%	12 29.4%	-	1 100.0%
Don't know	<b>2</b> <b>5.0%</b>	-	-	-	-	-	2 26.7%	1 4.1%	1 6.8%	1 6.1%	1 9.3%	-	-	-	2 23.5%	2 5.1%	-	-

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 15

**In the future, if you required a solicitor how likely would you be to use the same solicitor that you used before?**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>408</b>	53	41	48	20	44	39	53	29	37	44
Weighted Base	<b>412</b>	35	42	59	16	46	79	45	19	39	33
Very likely (+2)	<b>227</b> <b>55.1%</b>	17 49.8%	22 53.6%	23 39.7%	10 64.5%	23 49.9%	45 56.2%	29 64.5%	14 71.3%	26 67.7%	17 53.0%
Fairly likely (+1)	<b>99</b> <b>24.0%</b>	9 26.9%	10 23.2%	20 33.9%	1 3.8%	14 31.1%	17 21.6%	10 21.7%	2 8.1%	9 22.1%	8 24.8%
Fairly unlikely (-1)	<b>33</b> <b>7.9%</b>	1 2.7%	5 11.2%	2 2.9%	2 15.0%	5 10.7%	11 13.5%	1 1.7%	1 5.5%	2 4.3%	4 11.2%
Very unlikely (-2)	<b>54</b> <b>13.0%</b>	7 20.6%	5 12.0%	14 23.5%	3 16.7%	4 8.3%	7 8.6%	5 12.1%	3 15.2%	2 6.0%	4 11.0%
SUMMARY: LIKELY	<b>326</b> <b>79.1%</b>	27 76.7%	32 76.8%	43 73.6%	11 68.3%	37 81.0%	62 77.9%	39 86.2%	15 79.4%	35 89.8%	26 77.8%
UNLIKELY	<b>86</b> <b>20.9%</b>	8 23.3%	10 23.2%	16 26.4%	5 31.7%	9 19.0%	18 22.1%	6 13.8%	4 20.6%	4 10.2%	7 22.2%
Mean	<b>1.00</b>	0.83	0.95	0.63	0.84	1.04	1.03	1.25	1.15	1.41	0.98
Standard Deviation	<b>1.43</b>	1.58	1.45	1.59	1.70	1.31	1.38	1.33	1.55	1.12	1.42



**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 16

**In the future, if you required a solicitor how likely would you be to use the same solicitor that you used before?**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>408</b>	33	59	75	68	91	82	171	237	161	80	58	109	254	154	384	6	18
Weighted Base	<b>412</b>	42	84	85	61	67	75	199	214	140	116	74	82	277	136	383	8	21
Very likely (+2)	<b>227</b> <b>55.1%</b>	31 74.1%	36 43.1%	47 55.0%	28 46.4%	39 57.9%	47 62.8%	97 48.8%	130 61.0%	68 48.6%	66 56.8%	45 60.5%	49 59.0%	143 51.8%	84 61.9%	212 55.3%	3 43.0%	12 55.9%
Fairly likely (+1)	<b>99</b> <b>24.0%</b>	6 15.5%	28 32.9%	16 19.1%	18 28.9%	14 21.2%	17 22.9%	60 30.1%	39 18.3%	36 25.8%	32 27.5%	13 17.2%	18 22.2%	75 27.2%	24 17.5%	91 23.8%	3 45.0%	4 19.8%
Fairly unlikely (-1)	<b>33</b> <b>7.9%</b>	1 2.6%	13 15.0%	7 8.3%	3 5.5%	5 8.1%	3 4.2%	15 7.6%	17 8.1%	15 10.4%	4 3.8%	8 10.3%	6 7.2%	22 8.0%	10 7.6%	30 7.7%	- -	3 13.5%
Very unlikely (-2)	<b>54</b> <b>13.0%</b>	3 7.7%	8 9.0%	15 17.6%	12 19.2%	9 12.9%	8 10.2%	27 13.5%	27 12.5%	21 15.2%	14 12.0%	9 12.0%	9 11.5%	36 13.0%	18 13.0%	50 13.1%	1 12.0%	2 10.7%
SUMMARY: LIKELY	<b>326</b> <b>79.1%</b>	37 89.6%	64 76.0%	63 74.1%	46 75.3%	53 79.0%	64 85.7%	157 78.9%	170 79.4%	104 74.3%	98 84.3%	57 77.7%	67 81.3%	219 79.0%	108 79.4%	303 79.1%	7 88.0%	16 75.8%
UNLIKELY	<b>86</b> <b>20.9%</b>	4 10.4%	20 24.0%	22 25.9%	15 24.7%	14 21.0%	11 14.3%	42 21.1%	44 20.6%	36 25.7%	18 15.7%	16 22.3%	15 18.7%	58 21.0%	28 20.6%	80 20.9%	1 12.0%	5 24.2%
Mean	<b>1.00</b>	1.46	0.86	0.86	0.78	1.03	1.24	0.93	1.07	0.82	1.13	1.04	1.10	0.97	1.08	1.00	1.07	0.97
Standard Deviation	<b>1.43</b>	1.17	1.36	1.57	1.55	1.45	1.29	1.42	1.44	1.50	1.34	1.46	1.39	1.42	1.45	1.43	1.32	1.47

CR1208  
**MAIN ONLY**  
Fieldwork dates : December 2008

Table 17

**Agreement with statements - SUMMARY**

**Base : All disability booster**

		I had no problems with physically getting into my solicitors offices	My solicitor communicated with me in a way that meant I could clearly understand the services they were providing for me	My solicitor clearly explained all their costs to me	I needed my solicitor to make certain adjustments because of my disability and I was charged for these
Unweighted Base		149	149	149	149
Weighted Base		133	133	133	133
Strongly agree	(+2)	25 18.7%	32 23.9%	27 20.4%	14 10.4%
Agree	(+1)	20 14.8%	25 19.2%	26 19.9%	10 7.8%
Not applicable	(0)	10 7.9%	-	-	-
Disagree	(-1)	1 0.7%	1 0.4%	2 1.7%	18 13.9%
Strongly disagree	(-2)	3 2.5%	1 1.1%	4 2.7%	17 12.5%
SUMMARY:					
AGREE		45 33.5%	57 43.1%	54 40.3%	24 18.2%
DISAGREE		4 3.2%	2 1.6%	6 4.4%	35 26.4%
Mean		1.04	1.44	1.20	-0.23
Standard Deviation		1.09	0.79	1.06	1.59

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 18

**Agreement with statement - I had no problems with physically getting into my solicitors offices**

**Base : All disability booster**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>65</b>	4	7	8	4	10	3	11	6	5	7
Weighted Base	<b>59</b>	2	8	10	2	9	7	10	3	3	4
Strongly agree (+2)	<b>25</b> <b>42.0%</b>	-	2	3	1	5	4	6	*	1	2
Agree (+1)	<b>20</b> <b>33.2%</b>	1	2	3	1	1	3	4	2	1	1
Not applicable (0)	<b>10</b> <b>17.7%</b>	1	3	4	-	1	-	-	1	1	1
Disagree (-1)	<b>1</b> <b>1.7%</b>	*	-	-	-	-	-	-	-	-	1
Strongly disagree (-2)	<b>3</b> <b>5.6%</b>	-	1	-	*	2	-	1	-	-	-
SUMMARY:											
AGREE	<b>45</b> <b>75.1%</b>	1	5	6	2	6	7	9	2	3	3
DISAGREE	<b>4</b> <b>7.2%</b>	*	1	-	*	2	-	1	-	-	1
Mean	<b>1.04</b>	0.32	0.77	0.89	0.92	0.93	1.52	1.36	0.76	1.22	1.11
Standard Deviation	<b>1.09</b>	1.07	1.20	0.88	1.93	1.59	0.54	1.09	0.76	0.86	1.17

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 19

**Agreement with statement - I had no problems with physically getting into my solicitors offices**

**Base : All disability booster**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>65</b>	7	6	1	9	19	23	27	38	19	8	9	29	27	38	65	-	-
Weighted Base	<b>59</b>	9	9	2	8	12	19	31	28	17	13	10	20	30	30	59	-	-
Strongly agree (+2)	<b>25</b> <b>42.0%</b>	3	5	-	3	3	11	16	9	7	6	3	9	13	12	25	-	-
Agree (+1)	<b>20</b> <b>33.2%</b>	2	2	2	5	6	2	11	9	7	5	5	3	12	8	20	-	-
Not applicable (0)	<b>10</b> <b>17.7%</b>	4	2	-	-	2	3	5	6	2	2	3	4	5	6	10	-	-
Disagree (-1)	<b>1</b> <b>1.7%</b>	-	-	-	-	*	1	*	1	-	-	-	1	*	1	1	-	-
Strongly disagree (-2)	<b>3</b> <b>5.6%</b>	-	1	-	-	1	2	-	3	1	-	-	3	-	3	3	-	-
		-	7.6%	-	-	8.2%	8.6%	-	11.9%	3.6%	-	-	13.7%	-	11.2%	5.6%	-	-
SUMMARY:																		
AGREE	<b>45</b> <b>75.1%</b>	6	7	2	8	9	13	26	18	14	11	7	12	24	20	45	-	-
DISAGREE	<b>4</b> <b>7.2%</b>	-	1	-	-	1	2	*	4	1	-	-	4	*	4	4	-	-
Mean	<b>1.04</b>	0.98	1.09	1.00	1.35	0.74	1.12	1.32	0.72	1.22	1.35	1.01	0.72	1.22	0.86	1.04	-	-
Standard Deviation	<b>1.09</b>	0.93	1.26	-	0.51	1.14	1.31	0.79	1.29	0.94	0.74	0.76	1.45	0.79	1.31	1.09	-	-

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 20

**Agreement with statement - My solicitor communicated with me in a way that meant I could clearly understand the services they were providing for me**

**Base : All disability booster**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>65</b>	4	7	8	4	10	3	11	6	5	7
Weighted Base	<b>59</b>	2	8	10	2	9	7	10	3	3	4
Strongly agree (+2)	<b>32</b> <b>53.6%</b>	1 44.1%	6 78.6%	5 50.7%	1 41.6%	5 58.0%	4 52.3%	5 51.6%	1 44.3%	2 57.2%	1 27.2%
Agree (+1)	<b>25</b> <b>42.9%</b>	1 29.6%	2 21.4%	4 40.5%	1 58.4%	4 42.0%	3 47.7%	5 48.4%	2 55.7%	1 23.9%	3 72.8%
Disagree (-1)	<b>1</b> <b>1.0%</b>	1 26.3%	-	-	-	-	-	-	-	-	-
Strongly disagree (-2)	<b>1</b> <b>2.5%</b>	-	-	1 8.8%	-	-	-	-	-	1 18.9%	-
SUMMARY:											
AGREE	<b>57</b> <b>96.5%</b>	2 73.7%	8 100.0%	9 91.2%	2 100.0%	9 100.0%	7 100.0%	10 100.0%	3 100.0%	3 81.1%	4 100.0%
DISAGREE	<b>2</b> <b>3.5%</b>	1 26.3%	-	1 8.8%	-	-	-	-	-	1 18.9%	-
Mean	<b>1.44</b>	0.92	1.79	1.24	1.42	1.58	1.52	1.52	1.44	1.01	1.27
Standard Deviation	<b>0.79</b>	1.64	0.44	1.17	0.65	0.52	0.54	0.53	0.59	1.78	0.51

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 21

**Agreement with statement - My solicitor communicated with me in a way that meant I could clearly understand the services they were providing for me**

**Base : All disability booster**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>65</b>	7	6	1	9	19	23	27	38	19	8	9	29	27	38	65	-	-
Weighted Base	<b>59</b>	9	9	2	8	12	19	31	28	17	13	10	20	30	30	59	-	-
Strongly agree (+2)	<b>32</b> <b>53.6%</b>	5	8	-	4	6	9	19	13	8	8	6	10	16	16	32	-	-
		50.1%	88.4%	-	46.5%	48.9%	49.9%	60.1%	46.3%	46.2%	63.1%	58.7%	51.0%	54.0%	53.2%	53.6%	-	-
Agree (+1)	<b>25</b> <b>42.9%</b>	4	1	2	4	6	8	13	13	8	5	4	9	13	12	25	-	-
		43.5%	11.6%	100.0%	53.5%	45.7%	45.7%	39.9%	46.2%	46.3%	36.9%	41.3%	44.8%	44.1%	41.7%	42.9%	-	-
Disagree (-1)	<b>1</b> <b>1.0%</b>	1	-	-	-	-	-	-	1	1	-	-	-	1	-	1	-	-
		6.4%	-	-	-	-	-	-	2.1%	3.6%	-	-	-	2.0%	-	1.0%	-	-
Strongly disagree (-2)	<b>1</b> <b>2.5%</b>	-	-	-	-	1	1	-	1	1	-	-	1	-	1	1	-	-
		-	-	-	-	5.4%	4.5%	-	5.3%	4.0%	-	-	4.2%	-	5.0%	2.5%	-	-
SUMMARY:																		
AGREE	<b>57</b> <b>96.5%</b>	9	9	2	8	12	18	31	26	15	13	10	19	29	28	57	-	-
		93.6%	100.0%	100.0%	100.0%	94.6%	95.5%	100.0%	92.5%	92.5%	100.0%	100.0%	95.8%	98.0%	95.0%	96.5%	-	-
DISAGREE	<b>2</b> <b>3.5%</b>	1	-	-	-	1	1	-	2	1	-	-	1	1	1	2	-	-
		6.4%	-	-	-	5.4%	4.5%	-	7.5%	7.5%	-	-	4.2%	2.0%	5.0%	3.5%	-	-
Mean	<b>1.44</b>	1.37	1.88	1.00	1.46	1.33	1.36	1.60	1.26	1.27	1.63	1.59	1.38	1.50	1.38	1.44	-	-
Standard Deviation	<b>0.79</b>	0.83	0.34	-	0.53	0.97	0.90	0.50	1.00	0.97	0.50	0.52	0.88	0.62	0.93	0.79	-	-

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 22

**Agreement with statement - My solicitor clearly explained all their costs to me**

**Base : All disability booster**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>65</b>	4	7	8	4	10	3	11	6	5	7
Weighted Base	<b>59</b>	2	8	10	2	9	7	10	3	3	4
Strongly agree (+2)	<b>27</b> <b>45.6%</b>	1 44.1%	3 40.2%	3 30.3%	1 41.6%	5 56.5%	4 52.3%	6 62.7%	1 44.3%	1 36.3%	1 27.2%
Agree (+1)	<b>26</b> <b>44.6%</b>	1 55.9%	5 59.8%	5 49.9%	1 58.4%	2 21.5%	3 47.7%	4 37.3%	2 55.7%	2 44.8%	2 44.7%
Disagree (-1)	<b>2</b> <b>3.8%</b>	-	-	1 11.1%	-	-	-	-	-	-	1 28.2%
Strongly disagree (-2)	<b>4</b> <b>6.0%</b>	-	-	1 8.8%	-	2 21.9%	-	-	-	1 18.9%	-
SUMMARY:											
AGREE	<b>54</b> <b>90.2%</b>	2 100.0%	8 100.0%	8 80.1%	2 100.0%	7 78.1%	7 100.0%	10 100.0%	3 100.0%	3 81.1%	3 71.8%
DISAGREE	<b>6</b> <b>9.8%</b>	-	-	2 19.9%	-	2 21.9%	-	-	-	1 18.9%	1 28.2%
Mean	<b>1.20</b>	1.44	1.40	0.82	1.42	0.91	1.52	1.63	1.44	0.80	0.71
Standard Deviation	<b>1.06</b>	0.67	0.52	1.30	0.65	1.68	0.54	0.51	0.59	1.68	1.31

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 23

**Agreement with statement - My solicitor clearly explained all their costs to me**

**Base : All disability booster**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>65</b>	7	6	1	9	19	23	27	38	19	8	9	29	27	38	65	-	-
Weighted Base	<b>59</b>	9	9	2	8	12	19	31	28	17	13	10	20	30	30	59	-	-
Strongly agree (+2)	<b>27</b> <b>45.6%</b>	3	5	-	3	6	10	16	11	5	7	4	11	12	15	27	-	-
Agree (+1)	<b>26</b> <b>44.6%</b>	5	4	2	5	5	5	12	15	9	5	6	6	16	10	26	-	-
Disagree (-1)	<b>2</b> <b>3.8%</b>	-	-	-	-	1	2	2	-	1	-	-	2	-	2	2	-	-
Strongly disagree (-2)	<b>4</b> <b>6.0%</b>	1	-	-	-	1	2	1	2	2	-	-	2	1	2	4	-	-
SUMMARY:																		
AGREE	<b>54</b> <b>90.2%</b>	8	9	2	8	11	15	28	26	14	13	10	17	28	25	54	-	-
DISAGREE	<b>6</b> <b>9.8%</b>	1	-	-	-	1	3	4	2	3	-	-	3	1	5	6	-	-
Mean	<b>1.20</b>	0.90	1.54	1.00	1.39	1.25	1.09	1.25	1.15	0.86	1.57	1.40	1.15	1.29	1.11	1.20	-	-
Standard Deviation	<b>1.06</b>	1.30	0.53	-	0.52	1.08	1.34	1.06	1.07	1.25	0.51	0.51	1.29	0.86	1.24	1.06	-	-



**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 24

**Agreement with statement - I needed my solicitor to make certain adjustments because of my disability and I was charged for these**

**Base : All disability booster**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>65</b>	4	7	8	4	10	3	11	6	5	7
Weighted Base	<b>59</b>	2	8	10	2	9	7	10	3	3	4
Strongly agree (+2)	<b>14</b> <b>23.3%</b>	1 47.3%	1 15.2%	1 8.8%	1 23.3%	2 21.9%	4 52.3%	3 27.2%	1 33.3%	-	1 15.2%
Agree (+1)	<b>10</b> <b>17.5%</b>	1 29.6%	1 12.4%	4 38.2%	-	1 11.5%	2 29.1%	-	* 11.9%	1 23.9%	1 17.5%
Disagree (-1)	<b>18</b> <b>31.1%</b>	-	2 25.0%	4 42.0%	2 76.7%	3 28.0%	1 18.6%	4 36.7%	1 23.0%	1 39.7%	1 23.7%
Strongly disagree (-2)	<b>17</b> <b>28.1%</b>	1 23.1%	4 47.3%	1 11.1%	-	4 38.6%	-	4 36.1%	1 31.8%	1 36.3%	2 43.6%
SUMMARY:											
AGREE	<b>24</b> <b>40.8%</b>	2 76.9%	2 27.7%	4 46.9%	1 23.3%	3 33.4%	6 81.4%	3 27.2%	2 45.2%	1 23.9%	1 32.7%
DISAGREE	<b>35</b> <b>59.2%</b>	1 23.1%	6 72.3%	5 53.1%	2 76.7%	6 66.6%	1 18.6%	7 72.8%	2 54.8%	3 76.1%	3 67.3%
Mean	<b>-0.23</b>	0.78	-0.77	-0.09	-0.30	-0.50	1.15	-0.54	-0.08	-0.88	-0.63
Standard Deviation	<b>1.59</b>	2.12	1.62	1.33	1.68	1.70	1.20	1.70	2.05	1.35	1.75

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 25

**Agreement with statement - I needed my solicitor to make certain adjustments because of my disability and I was charged for these**

**Base : All disability booster**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>65</b>	7	6	1	9	19	23	27	38	19	8	9	29	27	38	65	-	-
Weighted Base	<b>59</b>	9	9	2	8	12	19	31	28	17	13	10	20	30	30	59	-	-
Strongly agree (+2)	<b>14</b> <b>23.3%</b>	3 36.7%	6 59.8%	-	1 14.4%	1 8.2%	3 14.8%	10 33.4%	3 11.9%	4 22.1%	4 29.0%	3 26.6%	4 18.9%	9 31.6%	4 15.0%	14 23.3%	-	-
Agree (+1)	<b>10</b> <b>17.5%</b>	2 22.4%	1 11.6%	2 100.0%	-	4 29.5%	2 8.9%	5 15.4%	6 19.8%	4 26.3%	4 28.3%	1 7.5%	2 8.4%	8 26.5%	3 8.4%	10 17.5%	-	-
Disagree (-1)	<b>18</b> <b>31.1%</b>	1 7.6%	2 21.1%	-	3 43.6%	2 19.4%	10 53.4%	6 18.9%	13 44.9%	3 19.5%	4 28.5%	4 34.7%	8 40.7%	4 13.4%	14 48.8%	18 31.1%	-	-
Strongly disagree (-2)	<b>17</b> <b>28.1%</b>	3 33.3%	1 7.6%	-	3 42.0%	5 42.9%	4 22.9%	10 32.3%	7 23.3%	5 32.1%	2 14.2%	3 31.2%	6 32.0%	8 28.4%	8 27.8%	17 28.1%	-	-
SUMMARY:																		
AGREE	<b>24</b> <b>40.8%</b>	5 59.1%	7 71.3%	2 100.0%	1 14.4%	5 37.7%	4 23.8%	15 48.8%	9 31.8%	8 48.4%	7 57.3%	3 34.1%	5 27.3%	17 58.2%	7 23.4%	24 40.8%	-	-
DISAGREE	<b>35</b> <b>59.2%</b>	4 40.9%	3 28.7%	-	7 85.6%	8 62.3%	14 76.2%	16 51.2%	19 68.2%	9 51.6%	5 42.7%	7 65.9%	14 72.7%	12 41.8%	23 76.6%	35 59.2%	-	-
Mean	<b>-0.23</b>	0.22	0.95	1.00	-0.99	-0.59	-0.60	-0.01	-0.48	-0.13	0.29	-0.36	-0.58	0.20	-0.66	-0.23	-	-
Standard Deviation	<b>1.59</b>	1.85	1.54	-	1.40	1.54	1.37	1.75	1.38	1.67	1.55	1.70	1.52	1.69	1.38	1.59	-	-

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 26

**Has a solicitor ever declined to represent you?**

**Base : All disability booster**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>65</b>	4	7	8	4	10	3	11	6	5	7
Weighted Base	<b>59</b>	2	8	10	2	9	7	10	3	3	4
Yes	<b>9</b>	-	1	1	-	1	4	2	-	-	1
	<b>16.0%</b>	-	15.2%	11.1%	-	13.4%	52.3%	15.5%	-	-	17.5%
No	<b>50</b>	2	7	8	2	8	3	8	3	3	4
	<b>84.0%</b>	100.0%	84.8%	88.9%	100.0%	86.6%	47.7%	84.5%	100.0%	100.0%	82.5%

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 27

**Has a solicitor ever declined to represent you?**

**Base : All disability booster**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>65</b>	7	6	1	9	19	23	27	38	19	8	9	29	27	38	65	-	-
Weighted Base	<b>59</b>	9	9	2	8	12	19	31	28	17	13	10	20	30	30	59	-	-
Yes	<b>9</b>	3	5	-	-	1	1	9	1	2	4	2	1	8	1	9	-	-
	<b>16.0%</b>	30.3%	52.9%	-	-	6.1%	5.7%	27.7%	2.7%	14.7%	29.0%	22.6%	5.3%	28.4%	3.6%	16.0%	-	-
No	<b>50</b>	6	4	2	8	12	18	23	27	14	9	8	19	21	29	50	-	-
	<b>84.0%</b>	69.7%	47.1%	100.0%	100.0%	93.9%	94.3%	72.3%	97.3%	85.3%	71.0%	77.4%	94.7%	71.6%	96.4%	84.0%	-	-

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 28

**What reason did the solicitor give for this?**

**Base : All that have been declined**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>6</b>	-	1	1	-	1	1	1	-	-	1
Weighted Base	<b>9</b>	-	1	1	-	1	4	2	-	-	1

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 29

What reason did the solicitor give for this?

Base : All that have been declined

	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
	16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other	
Unweighted Base	<b>6</b>	2	2	-	-	1	1	5	1	2	1	2	1	5	1	6	-	-
Weighted Base	<b>9</b>	3	5	-	-	1	1	9	1	2	4	2	1	8	1	9	-	-

**Importance of factors - SUMMARY**

**Base : All ethnicity booster**

		I needed a solicitor that could speak to me in a particular language	My solicitor communicated with me in a way that meant I could clearly understand the services they were providing for me	My solicitor clearly explained all their costs to me
Unweighted Base		70	70	70
Weighted Base		85	85	85
Strongly agree	(+2)	3 3.6%	7 8.7%	11 12.4%
Agree	(+1)	3 3.8%	19 22.7%	14 16.9%
Not applicable	(0)	8 9.2%	-	-
Disagree	(-1)	11 12.6%	1 1.5%	3 3.5%
Strongly disagree	(-2)	4 4.7%	1 1.1%	1 1.1%
SUMMARY:				
AGREE		6 7.4%	27 31.4%	25 29.3%
DISAGREE		15 17.3%	2 2.6%	4 4.6%
Mean		-0.32	1.07	1.06
Standard Deviation		1.19	0.86	1.05

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 31

**Agreement with statement - I needed a solicitor that could speak to me in a particular language**

**Base : All ethnicity booster**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>24</b>	2	2	10	1	1	-	1	1	3	3
Weighted Base	<b>29</b>	2	2	13	1	1	-	1	1	5	4
Strongly agree (+2)	<b>3</b> <b>10.7%</b>	1 32.7%	-	2 13.1%	-	-	-	1 100.0%	-	-	-
Agree (+1)	<b>3</b> <b>11.2%</b>	-	1 60.9%	1 7.0%	-	1 100.0%	-	-	-	-	-
Not applicable (0)	<b>8</b> <b>27.1%</b>	1 67.3%	-	3 23.6%	-	-	-	-	1 100.0%	-	3 70.2%
Disagree (-1)	<b>11</b> <b>37.0%</b>	-	-	5 42.0%	-	-	-	-	-	4 81.8%	1 29.8%
Strongly disagree (-2)	<b>4</b> <b>13.9%</b>	-	1 39.1%	2 14.3%	1 100.0%	-	-	-	-	1 18.2%	-
SUMMARY:											
AGREE	<b>6</b> <b>21.9%</b>	1 32.7%	1 60.9%	3 20.1%	-	1 100.0%	-	1 100.0%	-	-	-
DISAGREE	<b>15</b> <b>51.0%</b>	-	1 39.1%	7 56.3%	1 100.0%	-	-	-	-	5 100.0%	1 29.8%
Mean	<b>-0.32</b>	0.65	-0.17	-0.37	-2.00	1.00	-	2.00	0.00	-1.18	-0.30
Standard Deviation	<b>1.19</b>	1.29	-	1.25	-	-	-	-	-	0.43	0.53



**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 32

**Agreement with statement - I needed a solicitor that could speak to me in a particular language**

**Base : All ethnicity booster**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>24</b>	7	7	5	2	1	2	15	9	8	4	5	7	15	9	-	6	18
Weighted Base	<b>29</b>	9	10	6	2	1	1	19	10	9	7	8	5	20	9	-	8	21
Strongly agree (+2)	<b>3</b> <b>10.7%</b>	2	-	-	-	-	1	1	2	-	2	-	1	2	1	-	-	3
Agree (+1)	<b>3</b> <b>11.2%</b>	2	-	-	1	-	-	3	-	2	-	-	1	2	1	-	1	2
Not applicable (0)	<b>8</b> <b>27.1%</b>	2	3	2	-	1	-	6	2	3	-	4	1	7	1	-	2	6
Disagree (-1)	<b>11</b> <b>37.0%</b>	2	6	3	-	-	-	7	4	3	3	4	1	6	4	-	5	6
Strongly disagree (-2)	<b>4</b> <b>13.9%</b>	-	2	1	1	-	1	1	3	1	2	-	1	3	1	-	-	4
SUMMARY:																		
AGREE	<b>6</b> <b>21.9%</b>	5	-	-	1	-	1	5	2	2	2	-	2	4	2	-	1	5
DISAGREE	<b>15</b> <b>51.0%</b>	2	8	4	1	-	1	8	7	4	5	4	2	9	6	-	5	10
Mean	<b>-0.32</b>	0.62	-0.91	-0.72	-0.52	0.00	0.02	-0.14	-0.65	-0.24	-0.53	-0.48	0.03	-0.31	-0.36	-	-0.48	-0.27
Standard Deviation	<b>1.19</b>	1.17	0.70	0.69	-	-	-	1.04	1.41	1.01	1.63	0.53	1.72	1.13	1.40	-	0.75	1.32

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 33

**Agreement with statement - My solicitor communicated with me in a way that meant I could clearly understand the services they were providing for me**

**Base : All ethnicity booster**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>24</b>	2	2	10	1	1	-	1	1	3	3
Weighted Base	<b>29</b>	2	2	13	1	1	-	1	1	5	4
Strongly agree (+2)	<b>7</b> <b>25.6%</b>	-	1 39.1%	3 25.5%	-	-	-	1 100.0%	-	-	3 70.2%
Agree (+1)	<b>19</b> <b>66.9%</b>	1 67.3%	1 60.9%	10 74.5%	-	1 100.0%	-	-	1 100.0%	4 81.8%	1 29.8%
Disagree (-1)	<b>1</b> <b>4.4%</b>	1 32.7%	-	-	1 100.0%	-	-	-	-	-	-
Strongly disagree (-2)	<b>1</b> <b>3.2%</b>	-	-	-	-	-	-	-	-	1 18.2%	-
SUMMARY:											
AGREE	<b>27</b> <b>92.5%</b>	1 67.3%	2 100.0%	13 100.0%	-	1 100.0%	-	1 100.0%	1 100.0%	4 81.8%	4 100.0%
DISAGREE	<b>2</b> <b>7.5%</b>	1 32.7%	-	-	1 100.0%	-	-	-	-	1 18.2%	-
Mean	<b>1.07</b>	0.35	1.39	1.26	-1.00	1.00	-	2.00	1.00	0.46	1.70
Standard Deviation	<b>0.86</b>	1.29	-	0.45	-	-	-	-	-	1.29	0.53

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 34

**Agreement with statement - My solicitor communicated with me in a way that meant I could clearly understand the services they were providing for me**

**Base : All ethnicity booster**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>24</b>	7	7	5	2	1	2	15	9	8	4	5	7	15	9	-	6	18
Weighted Base	<b>29</b>	9	10	6	2	1	1	19	10	9	7	8	5	20	9	-	8	21
Strongly agree (+2)	<b>7</b>	3	-	1	1	1	1	4	3	1	2	3	2	5	2	-	3	4
	<b>25.6%</b>	36.0%	-	21.7%	49.5%	100.0%	100.0%	23.3%	29.7%	7.8%	24.6%	34.3%	43.8%	24.8%	27.3%	-	39.9%	20.5%
Agree (+1)	<b>19</b>	5	10	4	-	-	-	13	7	7	5	5	2	14	5	-	5	15
	<b>66.9%</b>	55.9%	100.0%	68.7%	-	-	-	68.0%	64.8%	81.8%	75.4%	65.7%	32.4%	70.6%	57.8%	-	60.1%	69.3%
Disagree (-1)	<b>1</b>	1	-	1	-	-	-	1	1	-	-	-	1	-	1	-	-	1
	<b>4.4%</b>	8.0%	-	9.6%	-	-	-	3.7%	5.5%	-	-	-	23.8%	-	14.8%	-	-	5.9%
Strongly disagree (-2)	<b>1</b>	-	-	-	1	-	-	1	-	1	-	-	-	1	-	-	-	1
	<b>3.2%</b>	-	-	-	50.5%	-	-	5.0%	-	10.4%	-	-	-	4.5%	-	-	-	4.3%
SUMMARY:																		
AGREE	<b>27</b>	8	10	5	1	1	1	17	10	8	7	8	4	20	7	-	8	19
	<b>92.5%</b>	92.0%	100.0%	90.4%	49.5%	100.0%	100.0%	91.3%	94.5%	89.6%	100.0%	100.0%	76.2%	95.5%	85.2%	-	100.0%	89.8%
DISAGREE	<b>2</b>	1	-	1	1	-	-	2	1	1	-	-	1	1	1	-	-	2
	<b>7.5%</b>	8.0%	-	9.6%	50.5%	-	-	8.7%	5.5%	10.4%	-	-	23.8%	4.5%	14.8%	-	-	10.2%
Mean	<b>1.07</b>	1.20	1.00	1.02	-0.02	2.00	2.00	1.01	1.19	0.77	1.25	1.34	0.96	1.11	0.98	-	1.40	0.96
Standard Deviation	<b>0.86</b>	0.85	0.00	0.85	-	-	-	0.94	0.73	1.04	0.47	0.51	1.31	0.82	0.99	-	0.53	0.93

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 35

**Agreement with statement - My solicitor clearly explained all their costs to me**

**Base : All ethnicity booster**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>24</b>	2	2	10	1	1	-	1	1	3	3
Weighted Base	<b>29</b>	2	2	13	1	1	-	1	1	5	4
Strongly agree (+2)	<b>11</b> <b>36.5%</b>	-	1 39.1%	3 24.1%	-	-	-	1 100.0%	-	2 43.4%	4 100.0%
Agree (+1)	<b>14</b> <b>49.9%</b>	1 67.3%	1 60.9%	7 58.0%	1 100.0%	1 100.0%	-	-	1 100.0%	2 38.5%	-
Disagree (-1)	<b>3</b> <b>10.4%</b>	1 32.7%	-	2 18.0%	-	-	-	-	-	-	-
Strongly disagree (-2)	<b>1</b> <b>3.2%</b>	-	-	-	-	-	-	-	-	1 18.2%	-
SUMMARY:											
AGREE	<b>25</b> <b>86.4%</b>	1 67.3%	2 100.0%	11 82.0%	1 100.0%	1 100.0%	-	1 100.0%	1 100.0%	4 81.8%	4 100.0%
DISAGREE	<b>4</b> <b>13.6%</b>	1 32.7%	-	2 18.0%	-	-	-	-	-	1 18.2%	-
Mean	<b>1.06</b>	0.35	1.39	0.88	1.00	1.00	-	2.00	1.00	0.89	2.00
Standard Deviation	<b>1.05</b>	1.29	-	1.01	-	-	-	-	-	1.60	0.00

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 36

**Agreement with statement - My solicitor clearly explained all their costs to me**

**Base : All ethnicity booster**

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>24</b>	7	7	5	2	1	2	15	9	8	4	5	7	15	9	-	6	18
Weighted Base	<b>29</b>	9	10	6	2	1	1	19	10	9	7	8	5	20	9	-	8	21
Strongly agree (+2)	<b>11</b>	3	5	1	-	-	1	7	4	1	5	3	1	9	1	-	5	6
	<b>36.5%</b>	36.0%	45.5%	21.7%	-	-	100.0%	37.9%	34.0%	15.9%	73.2%	34.3%	26.8%	44.7%	16.7%	-	63.0%	27.1%
Agree (+1)	<b>14</b>	5	4	5	-	1	-	8	7	5	2	5	2	10	4	-	2	13
	<b>49.9%</b>	55.9%	41.0%	78.3%	-	100.0%	-	40.9%	66.0%	57.9%	26.8%	65.7%	43.1%	50.8%	47.9%	-	25.0%	58.7%
Disagree (-1)	<b>3</b>	1	1	-	1	-	-	3	-	1	-	-	2	-	3	-	1	2
	<b>10.4%</b>	8.0%	13.5%	-	49.5%	-	-	16.2%	-	15.9%	-	-	30.1%	-	35.4%	-	12.0%	9.8%
Strongly disagree (-2)	<b>1</b>	-	-	-	1	-	-	1	-	1	-	-	-	1	-	-	-	1
	<b>3.2%</b>	-	-	-	50.5%	-	-	5.0%	-	10.4%	-	-	-	4.5%	-	-	-	4.3%
SUMMARY:																		
AGREE	<b>25</b>	8	9	6	-	1	1	15	10	7	7	8	4	20	5	-	7	18
	<b>86.4%</b>	92.0%	86.5%	100.0%	-	100.0%	100.0%	78.8%	100.0%	73.8%	100.0%	100.0%	69.9%	95.5%	64.6%	-	88.0%	85.9%
DISAGREE	<b>4</b>	1	1	-	2	-	-	4	-	2	-	-	2	1	3	-	1	3
	<b>13.6%</b>	8.0%	13.5%	-	100.0%	-	-	21.2%	-	26.2%	-	-	30.1%	4.5%	35.4%	-	12.0%	14.1%
Mean	<b>1.06</b>	1.20	1.18	1.22	-1.51	1.00	2.00	0.90	1.34	0.53	1.73	1.34	0.67	1.31	0.46	-	1.39	0.95
Standard Deviation	<b>1.05</b>	0.85	1.03	0.45	-	-	-	1.25	0.50	1.30	0.48	0.51	1.29	0.89	1.21	-	1.05	1.05

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 37

**Importance of factors - SUMMARY**

**Base : All ethnicity**

	The solicitor has an office in my local neighbourhood	The solicitor is a member of the same ethnic group as me	The solicitor understands my culture and lifestyle
Unweighted Base	70	70	70
Weighted Base	85	85	85
Very important (+2)	10 12.2%	3 3.1%	10 11.1%
Quite important (+1)	5 6.4%	4 4.4%	2 2.9%
Not very important (-1)	7 8.6%	10 11.6%	9 10.6%
Not at all important (-2)	6 6.7%	13 14.8%	8 9.3%
SUMMARY: IMPORTANT	16 18.6%	6 7.5%	12 14.0%
NOT IMPORTANT	13 15.3%	23 26.4%	17 19.9%
Mean	0.26	-0.90	-0.12
Standard Deviation	1.64	1.35	1.70

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 38

**Importance of factors - The solicitor has an office in my local neighbourhood**

**Base : All ethnicity booster**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>24</b>	2	2	10	1	1	-	1	1	3	3
Weighted Base	<b>29</b>	2	2	13	1	1	-	1	1	5	4
Very important (+2)	<b>10</b> <b>36.0%</b>	1 67.3%	2 100.0%	4 31.8%	-	1 100.0%	-	1 100.0%	-	-	1 29.8%
Quite important (+1)	<b>5</b> <b>18.7%</b>	1 32.7%	-	-	1 100.0%	-	-	-	-	4 81.8%	-
Not very important (-1)	<b>7</b> <b>25.4%</b>	-	-	5 40.8%	-	-	-	-	1 100.0%	-	1 36.7%
Not at all important (-2)	<b>6</b> <b>19.8%</b>	-	-	4 27.4%	-	-	-	-	-	1 18.2%	1 33.5%
SUMMARY: IMPORTANT	<b>16</b> <b>54.8%</b>	2 100.0%	2 100.0%	4 31.8%	1 100.0%	1 100.0%	-	1 100.0%	-	4 81.8%	1 29.8%
NOT IMPORTANT	<b>13</b> <b>45.2%</b>	-	-	9 68.2%	-	-	-	-	1 100.0%	1 18.2%	3 70.2%
Mean	<b>0.26</b>	1.67	2.00	-0.32	1.00	2.00	-	2.00	-1.00	0.46	-0.44
Standard Deviation	<b>1.64</b>	0.65	-	1.70	-	-	-	-	-	1.29	1.91

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 39

**Importance of factors - The solicitor has an office in my local neighbourhood**

**Base : All ethnicity booster**

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	24	7	7	5	2	1	2	15	9	8	4	5	7	15	9	-	6	18
Weighted Base	29	9	10	6	2	1	1	19	10	9	7	8	5	20	9	-	8	21
Very important (+2)	10	4	4	-	1	-	1	7	4	4	1	3	2	5	6	-	2	8
	36.0%	48.0%	38.0%	-	49.5%	-	100.0%	36.6%	34.9%	42.1%	16.6%	40.8%	43.8%	24.0%	65.0%	-	27.1%	39.1%
Quite important (+1)	5	1	2	3	-	-	-	5	1	-	2	2	1	4	1	-	2	3
	18.7%	8.0%	21.1%	42.6%	-	-	-	26.2%	5.5%	-	32.0%	24.9%	23.8%	20.4%	14.8%	-	29.2%	15.0%
Not very important (-1)	7	2	2	2	-	1	-	5	3	4	-	1	2	6	2	-	3	4
	25.4%	24.3%	23.3%	35.8%	-	100.0%	-	25.3%	25.6%	47.5%	-	17.9%	32.4%	27.6%	20.2%	-	43.6%	19.0%
Not at all important (-2)	6	2	2	1	1	-	-	2	4	1	4	1	-	6	-	-	-	6
	19.8%	19.7%	17.6%	21.7%	50.5%	-	-	11.9%	34.0%	10.4%	51.3%	16.4%	-	28.1%	-	-	-	26.8%
SUMMARY:																		
IMPORTANT	16	5	6	3	1	-	1	12	4	4	3	5	4	9	7	-	4	12
	54.8%	56.0%	59.1%	42.6%	49.5%	-	100.0%	62.8%	40.4%	42.1%	48.7%	65.7%	67.6%	44.3%	79.8%	-	56.4%	54.2%
NOT IMPORTANT	13	4	4	3	1	1	-	7	6	5	4	3	2	11	2	-	3	10
	45.2%	44.0%	40.9%	57.4%	50.5%	100.0%	-	37.2%	59.6%	57.9%	51.3%	34.3%	32.4%	55.7%	20.2%	-	43.6%	45.8%
Mean	0.26	0.40	0.39	-0.37	-0.02	-1.00	2.00	0.50	-0.18	0.16	-0.37	0.56	0.79	-0.15	1.25	-	0.40	0.21
Standard Deviation	1.64	1.80	1.67	1.35	-	-	-	1.53	1.83	1.69	1.84	1.66	1.44	1.63	1.26	-	1.38	1.76



**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 40

**Importance of factors - The solicitor is a member of the same ethnic group as me**

**Base : All ethnicity booster**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>24</b>	2	2	10	1	1	-	1	1	3	3
Weighted Base	<b>29</b>	2	2	13	1	1	-	1	1	5	4
Very important (+2)	<b>3</b> <b>9.2%</b>	-	1 39.1%	-	-	1 100.0%	-	1 100.0%	-	-	-
Quite important (+1)	<b>4</b> <b>12.9%</b>	-	-	2 13.9%	-	-	-	-	-	2 38.5%	-
Not very important (-1)	<b>10</b> <b>34.2%</b>	2 100.0%	1 60.9%	4 27.7%	1 100.0%	-	-	-	-	-	3 66.5%
Not at all important (-2)	<b>13</b> <b>43.7%</b>	-	-	8 58.5%	-	-	-	-	1 100.0%	3 61.5%	1 33.5%
SUMMARY: IMPORTANT	<b>6</b> <b>22.1%</b>	-	1 39.1%	2 13.9%	-	1 100.0%	-	1 100.0%	-	2 38.5%	-
NOT IMPORTANT	<b>23</b> <b>77.9%</b>	2 100.0%	1 60.9%	11 86.1%	1 100.0%	-	-	-	1 100.0%	3 61.5%	4 100.0%
Mean	<b>-0.90</b>	-1.00	0.17	-1.31	-1.00	2.00	-	2.00	-2.00	-0.85	-1.34
Standard Deviation	<b>1.35</b>	0.00	-	1.06	-	-	-	-	-	1.63	0.55

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 41

**Importance of factors - The solicitor is a member of the same ethnic group as me**

**Base : All ethnicity booster**

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	24	7	7	5	2	1	2	15	9	8	4	5	7	15	9	-	6	18
Weighted Base	29	9	10	6	2	1	1	19	10	9	7	8	5	20	9	-	8	21
Very important (+2)	3 9.2%	1 14.5%	-	-	-	-	1 100.0%	2 10.6%	1 6.8%	1 14.0%	-	-	1 26.8%	1 6.1%	1 16.7%	-	-	3 12.4%
Quite important (+1)	4 12.9%	2 20.8%	-	2 33.0%	-	-	-	2 10.6%	2 17.2%	-	-	4 47.6%	-	2 9.6%	2 21.0%	-	-	4 17.5%
Not very important (-1)	10 34.2%	3 37.2%	4 34.3%	2 25.4%	1 49.5%	1 100.0%	-	6 29.8%	4 42.1%	3 30.6%	1 16.6%	3 36.0%	3 60.3%	7 32.8%	3 37.6%	-	4 55.0%	6 26.9%
Not at all important (-2)	13 43.7%	2 27.6%	7 65.7%	2 41.7%	1 50.5%	-	-	9 49.1%	4 34.0%	5 55.4%	6 83.4%	1 16.4%	1 12.9%	11 51.6%	2 24.7%	-	3 45.0%	9 43.2%
SUMMARY: IMPORTANT	6 22.1%	3 35.2%	-	2 33.0%	-	-	1 100.0%	4 21.1%	2 23.9%	1 14.0%	-	4 47.6%	1 26.8%	3 15.7%	3 37.7%	-	-	6 29.9%
NOT IMPORTANT	23 77.9%	6 64.8%	10 100.0%	4 67.0%	2 100.0%	1 100.0%	-	15 78.9%	8 76.1%	8 86.0%	7 100.0%	4 52.4%	4 73.2%	17 84.3%	5 62.3%	-	8 100.0%	15 70.1%
Mean	-0.90	-0.43	-1.66	-0.76	-1.51	-1.00	2.00	-0.96	-0.79	-1.14	-1.83	-0.21	-0.33	-1.14	-0.33	-	-1.45	-0.71
Standard Deviation	1.35	1.53	0.50	1.42	-	-	-	1.40	1.33	1.42	0.40	1.29	1.60	1.22	1.56	-	0.53	1.51

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 42

**Importance of factors - The solicitor understands my culture and lifestyle**

**Base : All ethnicity booster**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>24</b>	2	2	10	1	1	-	1	1	3	3
Weighted Base	<b>29</b>	2	2	13	1	1	-	1	1	5	4
Very important (+2)	<b>10</b> <b>32.8%</b>	1 67.3%	1 39.1%	1 7.0%	-	1 100.0%	-	1 100.0%	-	2 38.5%	3 66.5%
Quite important (+1)	<b>2</b> <b>8.4%</b>	-	-	2 18.9%	-	-	-	-	-	-	-
Not very important (-1)	<b>9</b> <b>31.3%</b>	1 32.7%	1 60.9%	5 35.0%	1 100.0%	-	-	-	-	2 43.4%	-
Not at all important (-2)	<b>8</b> <b>27.4%</b>	-	-	5 39.1%	-	-	-	-	1 100.0%	1 18.2%	1 33.5%
SUMMARY: IMPORTANT	<b>12</b> <b>41.2%</b>	1 67.3%	1 39.1%	3 26.0%	-	1 100.0%	-	1 100.0%	-	2 38.5%	3 66.5%
NOT IMPORTANT	<b>17</b> <b>58.8%</b>	1 32.7%	1 60.9%	10 74.0%	1 100.0%	-	-	-	1 100.0%	3 61.5%	1 33.5%
Mean	<b>-0.12</b>	1.02	0.17	-0.80	-1.00	2.00	-	2.00	-2.00	-0.03	0.66
Standard Deviation	<b>1.70</b>	1.94	-	1.37	-	-	-	-	-	1.83	2.20

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 43

**Importance of factors - The solicitor understands my culture and lifestyle**

**Base : All ethnicity booster**

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	24	7	7	5	2	1	2	15	9	8	4	5	7	15	9	-	6	18
Weighted Base	29	9	10	6	2	1	1	19	10	9	7	8	5	20	9	-	8	21
Very important (+2)	10 32.8%	3 30.8%	3 24.5%	2 33.0%	1 49.5%	-	1 100.0%	8 41.2%	2 17.7%	1 14.0%	1 16.6%	5 60.9%	2 43.8%	7 35.1%	2 27.3%	-	3 45.8%	6 28.2%
Quite important (+1)	2 8.4%	-	2 23.3%	-	-	-	-	1 7.6%	1 9.9%	1 15.9%	-	-	1 19.5%	-	2 28.8%	-	-	2 11.4%
Not very important (-1)	9 31.3%	3 40.5%	2 21.1%	3 45.4%	-	1 100.0%	-	5 27.9%	4 37.4%	4 44.0%	4 56.6%	-	1 23.8%	8 38.2%	1 14.8%	-	4 54.2%	5 23.3%
Not at all important (-2)	8 27.4%	2 28.7%	3 31.1%	1 21.7%	1 50.5%	-	-	4 23.2%	4 34.9%	2 26.2%	2 26.8%	3 39.1%	1 12.9%	5 26.7%	2 29.1%	-	-	8 37.1%
SUMMARY: IMPORTANT	12 41.2%	3 30.8%	5 47.8%	2 33.0%	1 49.5%	-	1 100.0%	9 48.9%	3 27.7%	3 29.8%	1 16.6%	5 60.9%	3 63.3%	7 35.1%	5 56.1%	-	3 45.8%	8 39.6%
NOT IMPORTANT	17 58.8%	6 69.2%	5 52.2%	4 67.0%	1 50.5%	1 100.0%	-	9 51.1%	8 72.3%	6 70.2%	6 83.4%	3 39.1%	2 36.7%	13 64.9%	4 43.9%	-	4 54.2%	13 60.4%
Mean	-0.12	-0.36	-0.11	-0.23	-0.02	-1.00	2.00	0.16	-0.62	-0.53	-0.77	0.44	0.58	-0.22	0.10	-	0.37	-0.30
Standard Deviation	1.70	1.73	1.71	1.76	-	-	-	1.75	1.56	1.47	1.41	2.09	1.71	1.72	1.74	-	1.60	1.74

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 44

**Who, if anyone, do you think is responsible for regulating solicitors in England and Wales?**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
The Solicitors Regulation Authority	<b>94</b>	8	10	13	4	8	20	9	4	11	6
Government / Justice Department	<b>195</b>	20	20	18	9	21	38	17	9	28	17
	<b>19.2%</b>	23.2%	19.1%	12.7%	17.9%	16.4%	25.1%	16.7%	15.4%	26.4%	17.5%
Solicitors themselves / self regulation	<b>24</b>	-	6	1	2	3	4	2	1	3	3
	<b>2.3%</b>	-	5.5%	0.7%	3.3%	2.1%	2.4%	2.3%	2.3%	3.0%	2.6%
Law Society	<b>93</b>	8	8	16	5	17	7	13	3	8	8
	<b>9.1%</b>	9.0%	7.6%	11.6%	9.3%	13.3%	4.8%	13.3%	5.2%	7.4%	8.2%
A specialist board	<b>4</b>	1	1	2	-	-	-	1	-	-	-
	<b>0.4%</b>	0.6%	1.0%	1.3%	-	-	-	0.9%	-	-	-
Other	<b>18</b>	1	2	4	1	3	1	2	1	1	2
	<b>1.8%</b>	1.5%	1.7%	2.6%	1.7%	2.2%	0.7%	2.1%	2.2%	0.6%	2.5%
No one	<b>71</b>	3	8	8	3	12	13	6	5	6	7
	<b>7.0%</b>	3.5%	8.1%	5.4%	5.2%	9.6%	8.8%	6.5%	8.8%	5.3%	7.2%
Don't know	<b>518</b>	44	48	80	27	67	67	49	34	49	53
	<b>51.1%</b>	52.8%	46.9%	56.6%	53.8%	51.8%	44.6%	49.5%	59.1%	46.4%	55.4%

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 45

**Who, if anyone, do you think is responsible for regulating solicitors in England and Wales?**

**Base : All**

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
The Solicitors Regulation Authority	<b>94</b>	18	19	21	12	7	18	58	36	31	31	15	17	65	29	87	-	7
Government / Justice Department	<b>195</b>	34	33	41	36	24	27	105	90	57	58	44	36	139	56	169	11	16
Solicitors themselves / self regulation	<b>24</b>	4	-	3	4	8	6	14	10	10	4	4	5	16	7	22	-	2
Law Society	<b>93</b>	2	12	22	16	23	18	43	50	28	35	12	18	64	29	88	1	3
A specialist board	<b>4</b>	-	-	-	1	2	2	1	3	2	1	1	-	3	2	4	-	-
Other	<b>18</b>	3	3	2	3	3	3	9	9	4	8	3	4	10	8	18	-	-
No one	<b>71</b>	8	9	11	10	16	16	32	39	22	15	15	20	42	29	67	1	3
Don't know	<b>518</b>	53	92	96	87	70	119	235	283	109	143	122	144	305	213	468	12	38
	<b>51.1%</b>	43.5%	55.2%	49.2%	51.9%	45.5%	57.3%	47.3%	54.7%	41.2%	48.6%	57.4%	59.2%	47.5%	57.2%	50.8%	48.1%	55.5%

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 46

**If you were unhappy with the service you had received from your solicitor, what organisation would you go to first?**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Citizens Advice Bureau	<b>278</b> <b>27.4%</b>	27 31.5%	32 31.1%	37 26.4%	15 30.8%	34 26.1%	36 23.9%	31 30.9%	12 20.2%	22 21.2%	33 34.3%
The Law Society	<b>118</b> <b>11.7%</b>	10 11.3%	10 10.1%	18 12.5%	4 8.8%	20 15.3%	13 8.3%	16 15.6%	3 5.7%	17 16.1%	9 9.1%
The firm of solicitors	<b>65</b> <b>6.5%</b>	5 5.8%	8 7.8%	9 6.5%	2 4.7%	7 5.5%	10 6.8%	5 5.2%	9 16.0%	5 4.7%	4 4.6%
Ombudsman	<b>30</b> <b>3.0%</b>	1 0.8%	3 2.9%	-	3 6.1%	3 2.0%	6 3.8%	2 1.9%	2 4.1%	8 7.4%	3 3.3%
The Solicitors Regulation Authority	<b>24</b> <b>2.3%</b>	3 3.0%	2 1.9%	1 0.5%	1 1.7%	2 1.2%	5 3.6%	2 2.0%	2 3.2%	5 4.8%	2 1.9%
My local council	<b>17</b> <b>1.7%</b>	1 0.6%	3 3.1%	1 0.6%	-	1 1.1%	3 2.0%	4 3.7%	2 3.0%	1 1.0%	2 1.8%
The Legal Complaints Service	<b>16</b> <b>1.6%</b>	1 1.7%	4 4.1%	1 1.0%	-	3 2.2%	2 1.2%	2 2.3%	1 0.9%	-	1 1.5%
Trading standards	<b>6</b> <b>0.6%</b>	-	-	-	-	1 0.8%	3 1.7%	1 0.7%	1 1.3%	1 1.0%	-
A professional body (unspec)	<b>6</b> <b>0.6%</b>	1 1.0%	-	-	-	-	4 2.6%	-	1 1.2%	-	1 0.5%
To another solicitor	<b>6</b> <b>0.6%</b>	2 2.2%	-	-	-	-	1 0.9%	-	-	2 1.9%	1 0.5%
Family/friends	<b>4</b> <b>0.4%</b>	-	-	1 0.5%	1 2.6%	2 1.3%	-	1 0.6%	-	-	-
Internet	<b>2</b> <b>0.2%</b>	-	-	-	-	1 0.5%	-	1 0.7%	-	1 1.0%	-
Age Concern	<b>2</b> <b>0.2%</b>	-	-	1 0.6%	-	-	-	1 0.6%	1 0.9%	-	-
Other	<b>25</b> <b>2.5%</b>	-	2 1.8%	3 2.1%	1 2.7%	1 0.8%	12 8.2%	3 2.6%	1 1.5%	-	2 2.3%
Wouldn't go to any one/ no one can help	<b>6</b> <b>0.6%</b>	-	-	2 1.2%	1 1.2%	1 0.5%	-	1 0.8%	-	-	2 2.3%
Don't know	<b>409</b> <b>40.3%</b>	35 42.0%	38 37.2%	68 48.1%	21 41.5%	55 42.7%	55 36.9%	33 33.1%	24 42.0%	43 41.0%	36 38.0%

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 47

**If you were unhappy with the service you had received from your solicitor, what organisation would you go to first?**

**Base : All**

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Citizens Advice Bureau	<b>278</b>	24	48	62	47	42	55	144	134	64	83	69	62	190	88	263	5	9
	<b>27.4%</b>	19.4%	28.4%	31.5%	28.1%	27.7%	26.6%	29.0%	25.9%	24.1%	28.3%	32.3%	25.5%	29.5%	23.7%	28.6%	19.6%	13.7%
The Law Society	<b>118</b>	7	17	25	22	26	22	55	64	50	32	13	23	81	38	111	1	6
	<b>11.7%</b>	5.8%	10.0%	12.8%	12.9%	17.1%	10.6%	11.1%	12.3%	19.1%	11.0%	5.9%	9.6%	12.6%	10.2%	12.1%	4.7%	9.2%
The firm of solicitors	<b>65</b>	7	9	16	7	11	15	37	28	19	26	8	13	37	28	62	1	2
	<b>6.5%</b>	6.1%	5.5%	8.3%	4.3%	7.1%	7.0%	7.5%	5.5%	7.1%	8.7%	3.8%	5.4%	5.8%	7.6%	6.7%	4.5%	3.4%
Ombudsman	<b>30</b>	-	3	5	11	5	6	13	17	5	9	9	8	26	5	30	-	-
	<b>3.0%</b>	-	1.7%	2.4%	6.7%	3.4%	3.0%	2.7%	3.2%	1.8%	3.0%	4.1%	3.1%	4.0%	1.2%	3.3%	-	-
The Solicitors Regulation Authority	<b>24</b>	3	1	7	4	4	3	18	6	5	4	12	4	14	9	20	-	4
	<b>2.3%</b>	2.9%	0.9%	3.7%	2.6%	2.8%	1.4%	3.5%	1.2%	1.7%	1.3%	5.5%	1.4%	2.3%	2.5%	2.1%	-	6.0%
My local council	<b>17</b>	7	2	2	2	2	1	12	5	9	-	4	5	12	5	14	-	3
	<b>1.7%</b>	6.0%	1.2%	1.2%	1.3%	1.2%	0.7%	2.4%	1.0%	3.4%	-	1.7%	2.0%	1.9%	1.4%	1.5%	-	4.7%
The Legal Complaints Service	<b>16</b>	2	4	6	3	1	1	9	7	6	3	5	2	11	5	14	-	2
	<b>1.6%</b>	1.8%	2.5%	2.8%	1.7%	0.4%	0.3%	1.9%	1.3%	2.4%	1.1%	2.1%	0.8%	1.8%	1.2%	1.5%	-	3.1%
Trading standards	<b>6</b>	-	1	-	3	-	2	4	2	1	3	1	2	4	2	6	-	-
	<b>0.6%</b>	-	0.6%	-	2.0%	-	0.8%	0.9%	0.4%	0.4%	0.9%	0.4%	0.7%	0.7%	0.5%	0.7%	-	-
A professional body (unspec)	<b>6</b>	-	4	-	-	2	1	3	3	2	1	1	2	5	1	6	-	-
	<b>0.6%</b>	-	2.3%	-	-	1.0%	0.2%	0.6%	0.5%	0.8%	0.3%	0.3%	0.9%	0.8%	0.1%	0.6%	-	-
To another solicitor	<b>6</b>	3	-	-	-	-	2	3	3	2	2	-	2	4	2	4	-	2
	<b>0.6%</b>	2.6%	-	-	-	-	1.2%	0.5%	0.6%	0.7%	0.7%	-	0.8%	0.6%	0.5%	0.4%	-	3.0%
Family/friends	<b>4</b>	-	1	-	-	1	2	-	4	2	-	1	1	2	2	4	-	-
	<b>0.4%</b>	-	0.8%	-	-	0.5%	1.1%	-	0.8%	0.6%	-	0.6%	0.6%	0.3%	0.6%	0.5%	-	-
Internet	<b>2</b>	-	-	-	1	-	1	2	1	1	-	-	2	1	2	2	-	-
	<b>0.2%</b>	-	-	-	0.8%	-	0.5%	0.3%	0.1%	0.3%	-	-	0.7%	0.1%	0.5%	0.3%	-	-
Age Concern	<b>2</b>	-	-	-	-	-	2	-	2	1	-	-	1	-	2	2	-	-
	<b>0.2%</b>	-	-	-	-	-	0.9%	-	0.4%	0.2%	-	-	0.6%	-	0.5%	0.2%	-	-
Other	<b>25</b>	6	7	-	4	3	5	16	9	7	8	6	4	16	9	19	-	6
	<b>2.5%</b>	5.0%	4.2%	-	2.4%	2.2%	2.3%	3.2%	1.8%	2.8%	2.8%	2.6%	1.7%	2.5%	2.4%	2.1%	-	8.7%
Wouldn't go to any one/ no one can help	<b>6</b>	3	-	1	-	1	1	2	4	2	2	1	1	4	2	3	-	3
	<b>0.6%</b>	2.1%	-	0.7%	-	0.9%	0.3%	0.4%	0.7%	0.8%	0.6%	0.4%	0.6%	0.6%	0.6%	0.4%	-	3.7%
Don't know	<b>409</b>	59	70	72	64	55	89	179	229	90	122	86	111	235	173	361	18	30
	<b>40.3%</b>	48.4%	42.0%	36.6%	37.9%	35.8%	43.0%	36.1%	44.4%	34.0%	41.4%	40.4%	45.7%	36.7%	46.6%	39.2%	71.1%	44.5%



**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 48

**Likelihood of using service - SUMMARY**

**Base : All**

	A website for the public to access any information they may require when using a solicitor	Public awareness events in city centres and at public exhibitions	Accessing information about using solicitors at venues like libraries and council offices	Consultations about how the legal services profession is regulated
Unweighted Base	1014	1014	1014	1014
Weighted Base	1014	1014	1014	1014
Very likely (+2)	362 35.7%	141 13.9%	194 19.1%	161 15.8%
Fairly likely (+1)	322 31.8%	278 27.4%	347 34.2%	320 31.6%
Fairly unlikely (-1)	130 12.8%	294 29.0%	228 22.5%	268 26.4%
Very unlikely (-2)	200 19.8%	301 29.7%	245 24.2%	265 26.1%
<b>SUMMARY:</b>				
<b>LIKELY</b>	684 67.5%	419 41.3%	541 53.3%	481 47.4%
<b>UNLIKELY</b>	330 32.5%	595 58.7%	473 46.7%	533 52.6%
Mean	0.51	-0.33	0.02	-0.15
Standard Deviation	1.55	1.48	1.52	1.50

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 49

**Likelihood of using service - A website for the public to access any information they may require when using a solicitor?**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Very likely (+2)	<b>362</b> <b>35.7%</b>	29 34.9%	41 39.7%	55 39.3%	15 30.8%	44 34.4%	50 33.5%	37 37.0%	18 30.8%	42 40.0%	30 31.6%
Fairly likely (+1)	<b>322</b> <b>31.8%</b>	30 35.9%	31 30.2%	39 27.7%	12 24.2%	45 34.9%	46 30.6%	29 28.7%	17 29.9%	36 34.3%	37 38.7%
Fairly unlikely (-1)	<b>130</b> <b>12.8%</b>	11 13.6%	13 12.2%	20 14.2%	9 17.9%	19 14.5%	21 14.0%	11 11.0%	7 12.1%	8 7.8%	11 11.5%
Very unlikely (-2)	<b>200</b> <b>19.8%</b>	13 15.6%	18 17.8%	27 18.9%	13 27.1%	21 16.2%	33 21.9%	23 23.4%	16 27.2%	19 17.9%	17 18.2%
SUMMARY: LIKELY	<b>684</b> <b>67.5%</b>	60 70.8%	72 69.9%	94 66.9%	27 55.0%	89 69.3%	96 64.1%	65 65.7%	35 60.7%	78 74.3%	67 70.3%
UNLIKELY	<b>330</b> <b>32.5%</b>	25 29.2%	31 30.1%	47 33.1%	22 45.0%	40 30.7%	54 35.9%	34 34.3%	23 39.3%	27 25.7%	28 29.7%
Mean	<b>0.51</b>	0.61	0.62	0.54	0.14	0.57	0.40	0.45	0.25	0.71	0.54
Standard Deviation	<b>1.55</b>	1.47	1.54	1.57	1.67	1.49	1.59	1.62	1.65	1.50	1.49

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 50

**Likelihood of using service - A website for the public to access any information they may require when using a solicitor?**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Very likely (+2)	<b>362</b> <b>35.7%</b>	47	79	77	77	47	37	172	190	112	114	67	69	269	93	324	10	28
		38.5%	47.1%	39.2%	45.5%	30.4%	17.6%	34.6%	36.8%	42.5%	38.9%	31.3%	28.2%	41.8%	25.1%	35.2%	39.7%	40.7%
Fairly likely (+1)	<b>322</b> <b>31.8%</b>	51	52	77	45	52	44	164	158	87	93	74	68	224	98	298	3	21
		42.1%	31.1%	39.5%	26.6%	34.1%	21.3%	33.0%	30.6%	33.1%	31.5%	34.9%	27.8%	34.9%	26.4%	32.3%	13.2%	31.1%
Fairly unlikely (-1)	<b>130</b> <b>12.8%</b>	14	25	20	23	22	27	73	57	24	39	39	28	81	48	113	6	11
		11.6%	14.7%	10.2%	13.6%	14.0%	12.9%	14.6%	11.0%	9.2%	13.2%	18.2%	11.5%	12.7%	13.0%	12.2%	22.4%	16.9%
Very unlikely (-2)	<b>200</b> <b>19.8%</b>	10	12	22	24	33	100	88	112	40	48	33	79	68	132	186	6	8
		7.8%	7.2%	11.1%	14.3%	21.4%	48.2%	17.8%	21.6%	15.2%	16.4%	15.5%	32.4%	10.6%	35.5%	20.2%	24.6%	11.4%
SUMMARY:																		
LIKELY	<b>684</b> <b>67.5%</b>	98	131	154	121	99	81	336	348	199	207	141	136	492	191	622	13	49
		80.6%	78.2%	78.7%	72.1%	64.5%	38.9%	67.5%	67.4%	75.6%	70.4%	66.3%	56.1%	76.7%	51.5%	67.5%	53.0%	71.8%
UNLIKELY	<b>330</b> <b>32.5%</b>	24	36	42	47	54	127	161	169	64	87	72	107	150	180	299	12	19
		19.4%	21.8%	21.3%	27.9%	35.5%	61.1%	32.5%	32.6%	24.4%	29.6%	33.7%	43.9%	23.3%	48.5%	32.5%	47.0%	28.2%
Mean	<b>0.51</b>	0.92	0.96	0.85	0.75	0.38	-0.53	0.52	0.50	0.79	0.63	0.48	0.08	0.85	-0.07	0.50	0.21	0.73
Standard Deviation	<b>1.55</b>	1.25	1.31	1.34	1.50	1.56	1.65	1.52	1.58	1.46	1.51	1.48	1.68	1.36	1.68	1.55	1.73	1.44

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 51

**Likelihood of using service - Public awareness events in city centres and at public exhibitions**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Very likely (+2)	<b>141</b> <b>13.9%</b>	5 5.6%	13 12.4%	23 16.2%	4 7.9%	18 14.0%	29 19.0%	13 13.3%	5 9.3%	18 17.5%	13 14.1%
Fairly likely (+1)	<b>278</b> <b>27.4%</b>	30 35.5%	33 31.8%	34 24.1%	13 25.7%	37 28.5%	39 25.7%	22 22.3%	16 27.3%	33 31.6%	22 23.1%
Fairly unlikely (-1)	<b>294</b> <b>29.0%</b>	27 32.2%	27 26.8%	40 28.3%	12 23.5%	40 31.4%	38 25.0%	30 30.0%	18 31.1%	23 21.6%	40 41.5%
Very unlikely (-2)	<b>301</b> <b>29.7%</b>	23 26.8%	30 29.0%	44 31.4%	21 42.8%	34 26.2%	45 30.3%	34 34.4%	19 32.2%	31 29.3%	20 21.3%
SUMMARY: LIKELY	<b>419</b> <b>41.3%</b>	35 41.1%	45 44.3%	57 40.3%	17 33.7%	55 42.5%	67 44.7%	35 35.6%	21 36.7%	51 49.1%	35 37.2%
UNLIKELY	<b>595</b> <b>58.7%</b>	50 58.9%	57 55.7%	84 59.7%	33 66.3%	74 57.5%	83 55.3%	64 64.4%	37 63.3%	53 50.9%	60 62.8%
Mean	<b>-0.33</b>	-0.39	-0.28	-0.35	-0.67	-0.27	-0.22	-0.50	-0.50	-0.14	-0.33
Standard Deviation	<b>1.48</b>	1.36	1.48	1.52	1.45	1.47	1.56	1.48	1.43	1.55	1.41

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 52

**Likelihood of using service - Public awareness events in city centres and at public exhibitions**

**Base : All**

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Very likely (+2)	<b>141</b> <b>13.9%</b>	16 13.1%	28 16.6%	21 10.7%	33 19.4%	20 13.0%	24 11.4%	76 15.3%	65 12.6%	33 12.5%	38 12.9%	30 14.2%	40 16.5%	90 14.1%	51 13.7%	123 13.3%	5 19.8%	14 20.0%
Fairly likely (+1)	<b>278</b> <b>27.4%</b>	50 41.1%	52 31.0%	53 26.8%	36 21.4%	39 25.2%	49 23.6%	135 27.2%	143 27.6%	69 26.3%	79 27.0%	62 29.0%	67 27.6%	176 27.4%	102 27.4%	250 27.1%	8 31.3%	20 29.8%
Fairly unlikely (-1)	<b>294</b> <b>29.0%</b>	31 25.8%	51 30.4%	75 38.5%	47 27.7%	41 26.9%	49 23.4%	142 28.6%	152 29.3%	73 27.7%	98 33.3%	63 29.5%	60 24.7%	198 30.8%	96 25.9%	267 29.0%	5 21.5%	22 32.2%
Very unlikely (-2)	<b>301</b> <b>29.7%</b>	24 20.1%	37 22.0%	47 23.9%	53 31.4%	53 34.9%	86 41.6%	143 28.8%	158 30.5%	88 33.4%	79 26.8%	58 27.2%	76 31.1%	178 27.8%	123 33.0%	282 30.6%	7 27.4%	12 18.1%
SUMMARY: LIKELY	<b>419</b> <b>41.3%</b>	66 54.1%	80 47.6%	74 37.6%	69 40.8%	59 38.3%	73 35.0%	211 42.5%	208 40.2%	102 38.8%	117 39.9%	92 43.2%	107 44.1%	266 41.5%	153 41.1%	373 40.4%	13 51.1%	34 49.8%
UNLIKELY	<b>595</b> <b>58.7%</b>	56 45.9%	88 52.4%	122 62.4%	100 59.2%	95 61.7%	135 65.0%	286 57.5%	309 59.8%	161 61.2%	177 60.1%	121 56.8%	136 55.9%	376 58.5%	219 58.9%	549 59.6%	12 48.9%	34 50.2%
Mean	<b>-0.33</b>	0.01	-0.10	-0.38	-0.30	-0.45	-0.60	-0.28	-0.38	-0.43	-0.34	-0.27	-0.26	-0.31	-0.37	-0.36	-0.05	0.02
Standard Deviation	<b>1.48</b>	1.42	1.47	1.38	1.56	1.50	1.50	1.50	1.47	1.48	1.44	1.48	1.54	1.47	1.51	1.48	1.58	1.47

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 53

**Likelihood of using service - Accessing information about using solicitors at venues like libraries and council offices**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Very likely (+2)	<b>194</b> <b>19.1%</b>	13 14.9%	19 19.0%	30 21.3%	8 16.1%	24 18.4%	22 14.8%	22 22.4%	14 24.9%	22 20.9%	19 20.3%
Fairly likely (+1)	<b>347</b> <b>34.2%</b>	30 35.6%	41 39.6%	52 36.6%	18 35.4%	45 35.2%	49 32.4%	28 28.5%	16 28.4%	35 33.6%	33 34.8%
Fairly unlikely (-1)	<b>228</b> <b>22.5%</b>	19 22.2%	20 19.1%	32 22.5%	9 18.3%	25 19.5%	48 31.8%	23 23.3%	14 25.1%	19 17.8%	20 21.0%
Very unlikely (-2)	<b>245</b> <b>24.2%</b>	23 27.4%	23 22.3%	28 19.7%	15 30.3%	35 26.8%	32 21.0%	26 25.8%	13 21.6%	29 27.6%	23 23.9%
SUMMARY: LIKELY	<b>541</b> <b>53.3%</b>	42 50.4%	60 58.5%	82 57.8%	26 51.4%	69 53.6%	71 47.2%	51 50.9%	31 53.3%	57 54.5%	53 55.1%
UNLIKELY	<b>473</b> <b>46.7%</b>	42 49.6%	43 41.5%	59 42.2%	24 48.6%	60 46.4%	79 52.8%	49 49.1%	27 46.7%	48 45.5%	43 44.9%
Mean	<b>0.02</b>	-0.12	0.14	0.17	-0.11	-0.01	-0.12	-0.02	0.10	0.02	0.07
Standard Deviation	<b>1.52</b>	1.51	1.50	1.49	1.56	1.54	1.44	1.57	1.56	1.57	1.53

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 54

**Likelihood of using service - Accessing information about using solicitors at venues like libraries and council offices**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Very likely (+2)	<b>194</b> <b>19.1%</b>	30 25.0%	38 22.6%	33 17.0%	32 19.2%	30 19.4%	30 14.6%	82 16.4%	112 21.7%	49 18.7%	56 19.2%	48 22.5%	40 16.5%	125 19.4%	69 18.6%	168 18.2%	10 39.3%	16 23.7%
Fairly likely (+1)	<b>347</b> <b>34.2%</b>	55 45.3%	53 31.5%	67 34.3%	54 31.8%	56 36.6%	62 30.0%	176 35.4%	171 33.1%	85 32.1%	101 34.3%	71 33.5%	90 37.0%	220 34.3%	127 34.0%	316 34.3%	7 27.6%	24 35.5%
Fairly unlikely (-1)	<b>228</b> <b>22.5%</b>	22 18.4%	43 25.7%	58 29.6%	38 22.9%	28 18.0%	39 18.7%	105 21.2%	123 23.8%	61 23.0%	74 25.2%	52 24.6%	41 16.9%	155 24.1%	74 19.8%	208 22.6%	3 12.3%	17 25.1%
Very unlikely (-2)	<b>245</b> <b>24.2%</b>	14 11.3%	34 20.2%	37 19.2%	44 26.1%	40 25.9%	76 36.7%	134 27.0%	111 21.4%	69 26.1%	63 21.3%	41 19.4%	72 29.6%	143 22.2%	102 27.5%	229 24.9%	5 20.7%	11 15.7%
SUMMARY: LIKELY	<b>541</b> <b>53.3%</b>	85 70.2%	91 54.1%	100 51.3%	86 51.0%	86 56.1%	93 44.6%	257 51.8%	283 54.8%	134 50.9%	157 53.4%	119 56.0%	130 53.6%	345 53.7%	196 52.7%	484 52.5%	17 67.0%	40 59.2%
UNLIKELY	<b>473</b> <b>46.7%</b>	36 29.8%	77 45.9%	95 48.7%	82 49.0%	67 43.9%	115 55.4%	240 48.2%	234 45.2%	130 49.1%	137 46.6%	94 44.0%	113 46.4%	297 46.3%	176 47.3%	437 47.5%	8 33.0%	28 40.8%
Mean	<b>0.02</b>	0.54	0.11	*	-0.05	0.06	-0.33	-0.07	0.10	-0.06	0.05	0.15	-0.06	0.05	-0.04	-0.02	0.53	0.26
Standard Deviation	<b>1.52</b>	1.35	1.51	1.45	1.54	1.54	1.56	1.52	1.51	1.53	1.49	1.50	1.55	1.50	1.55	1.51	1.62	1.46

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 55

**Likelihood of using service - Consultations about how the legal services profession is regulated**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Very likely (+2)	<b>161</b> <b>15.8%</b>	6 7.2%	18 17.4%	23 16.4%	5 10.8%	21 16.1%	26 17.3%	15 14.7%	8 13.0%	25 23.9%	14 15.0%
Fairly likely (+1)	<b>320</b> <b>31.6%</b>	26 30.9%	33 32.4%	50 35.7%	14 29.1%	43 33.3%	45 29.8%	24 24.5%	21 36.9%	32 31.0%	30 31.9%
Fairly unlikely (-1)	<b>268</b> <b>26.4%</b>	25 29.2%	30 29.0%	38 27.0%	14 28.5%	30 23.7%	44 29.2%	28 28.3%	12 21.5%	22 20.8%	25 25.8%
Very unlikely (-2)	<b>265</b> <b>26.1%</b>	28 32.7%	22 21.2%	29 20.8%	16 31.5%	35 27.0%	36 23.6%	32 32.6%	17 28.6%	25 24.3%	26 27.3%
SUMMARY: LIKELY	<b>481</b> <b>47.4%</b>	32 38.1%	51 49.8%	74 52.2%	20 40.0%	64 49.4%	71 47.1%	39 39.2%	29 49.9%	57 54.9%	45 46.9%
UNLIKELY	<b>533</b> <b>52.6%</b>	52 61.9%	51 50.2%	67 47.8%	30 60.0%	65 50.6%	79 52.9%	61 60.8%	29 50.1%	47 45.1%	51 53.1%
Mean	<b>-0.15</b>	-0.49	-0.04	*	-0.41	-0.12	-0.12	-0.40	-0.16	0.09	-0.19
Standard Deviation	<b>1.50</b>	1.41	1.48	1.46	1.47	1.51	1.49	1.51	1.50	1.57	1.50



**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 56

**Likelihood of using service - Consultations about how the legal services profession is regulated**

**Base : All**

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Very likely (+2)	<b>161</b> <b>15.8%</b>	26 21.6%	31 18.3%	22 11.1%	30 17.5%	28 18.0%	25 12.0%	81 16.2%	80 15.4%	44 16.8%	45 15.3%	31 14.7%	40 16.5%	99 15.4%	62 16.5%	134 14.6%	8 32.4%	18 26.7%
Fairly likely (+1)	<b>320</b> <b>31.6%</b>	41 33.6%	57 34.2%	66 33.5%	42 25.2%	50 32.9%	64 30.8%	165 33.1%	156 30.1%	87 33.2%	95 32.2%	59 27.6%	79 32.6%	208 32.5%	112 30.1%	296 32.2%	5 17.9%	20 28.9%
Fairly unlikely (-1)	<b>268</b> <b>26.4%</b>	38 31.4%	42 25.4%	59 30.2%	45 26.7%	39 25.7%	44 21.1%	116 23.4%	152 29.4%	62 23.5%	81 27.6%	71 33.5%	53 21.9%	177 27.5%	91 24.6%	240 26.1%	8 33.5%	19 28.7%
Very unlikely (-2)	<b>265</b> <b>26.1%</b>	16 13.3%	37 22.1%	49 25.3%	51 30.5%	36 23.4%	75 36.1%	135 27.2%	130 25.1%	70 26.5%	73 24.9%	52 24.2%	70 29.0%	158 24.6%	107 28.7%	250 27.2%	4 16.2%	11 15.7%
SUMMARY: LIKELY	<b>481</b> <b>47.4%</b>	67 55.2%	88 52.6%	87 44.6%	72 42.7%	78 50.9%	89 42.7%	245 49.4%	236 45.6%	132 50.0%	140 47.5%	90 42.3%	119 49.1%	307 47.9%	174 46.7%	431 46.8%	13 50.3%	38 55.6%
UNLIKELY	<b>533</b> <b>52.6%</b>	54 44.8%	79 47.4%	109 55.4%	96 57.3%	75 49.1%	119 57.3%	252 50.6%	281 54.4%	132 50.0%	154 52.5%	123 57.7%	124 50.9%	335 52.1%	198 53.3%	490 53.2%	13 49.7%	30 44.4%
Mean	<b>-0.15</b>	0.19	0.01	-0.25	-0.28	-0.04	-0.39	-0.12	-0.19	-0.10	-0.15	-0.25	-0.14	-0.13	-0.19	-0.19	0.17	0.22
Standard Deviation	<b>1.50</b>	1.43	1.49	1.43	1.54	1.50	1.52	1.51	1.48	1.52	1.48	1.45	1.53	1.48	1.53	1.49	1.59	1.50

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 57

**Which of the following methods, if any, have you used to contact the Solicitors Regulation Authority (known as the SRA)?**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Telephone	<b>95</b> <b>9.4%</b>	7 8.1%	10 9.8%	6 4.6%	3 5.7%	18 13.6%	22 14.7%	6 5.6%	9 15.0%	11 10.4%	4 4.2%
Email	<b>22</b> <b>2.2%</b>	- -	6 5.6%	2 1.2%	- -	4 2.9%	2 1.5%	3 2.6%	1 2.4%	3 2.8%	2 2.1%
Website	<b>30</b> <b>2.9%</b>	- -	2 1.8%	5 3.6%	1 1.1%	3 2.5%	4 2.6%	2 2.5%	3 4.9%	5 4.7%	5 5.0%
Letter	<b>35</b> <b>3.5%</b>	2 2.3%	6 5.4%	5 3.8%	2 5.0%	- -	7 4.5%	4 3.9%	1 1.8%	7 6.6%	1 1.4%
Not contacted the SRA before	<b>854</b> <b>84.2%</b>	76 90.1%	84 81.5%	123 87.5%	44 88.2%	106 82.5%	119 79.2%	88 88.0%	46 79.4%	84 80.7%	84 88.0%

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 58

**Which of the following methods, if any, have you used to contact the Solicitors Regulation Authority (known as the SRA)?**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Telephone	<b>95</b> <b>9.4%</b>	12	14	13	15	14	26	55	40	25	22	17	30	58	36	88	2	5
		10.2%	8.6%	6.5%	8.8%	9.2%	12.6%	11.0%	7.7%	9.7%	7.5%	8.1%	12.3%	9.1%	9.8%	9.5%	6.9%	8.0%
Email	<b>22</b> <b>2.2%</b>	7	5	2	2	4	1	12	11	9	5	4	5	19	3	19	-	3
		6.0%	3.1%	1.2%	1.5%	2.7%	0.5%	2.4%	2.0%	3.3%	1.7%	1.7%	2.0%	3.0%	0.8%	2.1%	-	5.1%
Website	<b>30</b> <b>2.9%</b>	6	8	5	3	2	6	20	10	12	8	4	6	20	10	27	1	1
		4.7%	5.0%	2.4%	1.8%	1.4%	2.8%	4.0%	1.9%	4.5%	2.6%	1.8%	2.6%	3.1%	2.6%	2.9%	4.5%	2.1%
Letter	<b>35</b> <b>3.5%</b>	5	2	4	4	8	12	20	15	12	8	3	12	20	15	33	-	2
		4.4%	1.1%	2.0%	2.3%	5.0%	6.0%	4.0%	3.0%	4.6%	2.7%	1.3%	5.1%	3.1%	4.1%	3.6%	-	2.7%
Not contacted the SRA before	<b>854</b> <b>84.2%</b>	96	137	174	147	129	170	407	447	212	254	187	201	534	320	776	22	56
		78.9%	82.1%	88.9%	87.3%	84.6%	81.7%	81.9%	86.4%	80.4%	86.3%	88.0%	82.5%	83.2%	85.9%	84.2%	88.5%	82.1%

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 59

**Agreement with statements - SUMMARY**

**Base : All**

		They responded promptly to me	I received the information I needed	The people I dealt with were polite and helpful	I would happily contact the SRA again if I needed to
Unweighted Base		1014	1014	1014	1014
Weighted Base		1014	1014	1014	1014
Strongly agree	(+2)	53 5.3%	53 5.2%	63 6.2%	54 5.3%
Agree	(+1)	82 8.0%	73 7.2%	73 7.2%	75 7.4%
Disagree	(-1)	2 0.2%	7 0.7%	4 0.4%	3 0.3%
Strongly disagree	(-2)	5 0.5%	6 0.6%	6 0.6%	10 1.0%
Don't know		18 1.8%	20 2.0%	14 1.4%	18 1.8%
SUMMARY:					
AGREE		135 13.3%	126 12.5%	136 13.4%	129 12.8%
DISAGREE		7 0.7%	14 1.3%	10 1.0%	13 1.3%
Mean		1.25	1.14	1.26	1.13
Standard Deviation		0.83	0.99	0.92	1.04

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 60

**Agreement with statement - They responded promptly to me**

**Base : All that have contacted the SRA**

		REGION										
		TOTAL	East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base		155	11	18	16	8	23	15	14	14	21	15
Weighted Base		160	8	19	18	6	23	31	12	12	20	11
Strongly agree	(+2)	53 33.3%	3 33.0%	6 33.0%	3 15.7%	3 44.7%	6 26.1%	13 42.2%	6 48.1%	3 26.7%	9 42.2%	2 21.5%
Agree	(+1)	82 50.9%	5 61.3%	8 39.8%	11 60.8%	1 12.8%	13 57.4%	14 43.6%	6 51.9%	8 63.9%	10 49.0%	7 62.0%
Disagree	(-1)	2 1.1%	-	1 4.7%	1 4.7%	-	-	-	-	-	-	-
Strongly disagree	(-2)	5 3.2%	-	-	2 8.8%	1 14.3%	1 3.5%	2 6.0%	-	-	-	-
Don't know		18 11.5%	* 5.7%	4 22.5%	2 9.9%	2 28.2%	3 13.0%	3 8.2%	-	1 9.4%	2 8.8%	2 16.4%
SUMMARY:												
AGREE		135 84.3%	8 94.3%	14 72.8%	13 76.5%	3 57.5%	19 83.5%	27 85.8%	12 100.0%	11 90.6%	18 91.2%	10 83.6%
DISAGREE		7 4.2%	-	1 4.7%	2 13.5%	1 14.3%	1 3.5%	2 6.0%	-	-	-	-
Mean		1.25	1.35	1.30	0.78	1.02	1.18	1.26	1.48	1.29	1.46	1.26
Standard Deviation		0.83	0.51	0.79	1.14	1.78	0.81	1.01	0.52	0.48	0.51	0.46

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 61

**Agreement with statement - They responded promptly to me**

**Base : All that have contacted the SRA**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>155</b>	20	22	18	23	32	40	72	83	53	27	21	54	96	59	141	3	11
Weighted Base	<b>160</b>	26	30	22	21	24	38	90	70	52	40	26	43	108	52	145	3	12
Strongly agree (+2)	<b>53</b> <b>33.3%</b>	9	10	6	7	8	14	29	24	18	16	7	12	35	18	49	1	4
Agree (+1)	<b>82</b> <b>50.9%</b>	16	20	6	11	12	16	43	39	26	17	17	21	58	24	73	1	7
Disagree (-1)	<b>2</b> <b>1.1%</b>	-	-	-	-	-	2	1	1	-	-	-	2	-	2	2	-	-
Strongly disagree (-2)	<b>5</b> <b>3.2%</b>	-	-	3	1	1	-	3	2	2	2	-	1	4	1	5	-	-
Don't know	<b>18</b> <b>11.5%</b>	1	-	6	3	3	6	14	4	5	5	2	7	11	7	17	1	1
SUMMARY:																		
AGREE	<b>135</b> <b>84.3%</b>	24	30	12	18	20	30	72	63	45	33	24	33	93	42	122	2	11
DISAGREE	<b>7</b> <b>4.2%</b>	-	-	3	1	1	2	4	3	2	2	-	3	4	3	7	-	-
Mean	<b>1.25</b>	1.36	1.33	0.73	1.22	1.27	1.33	1.26	1.23	1.27	1.25	1.27	1.19	1.23	1.28	1.23	1.48	1.34
Standard Deviation	<b>0.83</b>	0.49	0.48	1.55	0.87	0.83	0.75	0.83	0.83	0.84	1.01	0.46	0.85	0.84	0.81	0.86	0.68	0.50

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 62

**Agreement with statement - I received the information I needed**

**Base : All that have contacted the SRA**

		TOTAL	REGION									
			East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base		<b>155</b>	11	18	16	8	23	15	14	14	21	15
Weighted Base		<b>160</b>	8	19	18	6	23	31	12	12	20	11
Strongly agree	(+2)	<b>53</b> 33.2%	*	7	4	3	3	13	7	2	12	3
Agree	(+1)	<b>73</b> 45.7%	5	8	9	1	16	10	4	9	5	6
Disagree	(-1)	<b>7</b> 4.5%	-	1	1	-	1	2	-	-	1	1
Strongly disagree	(-2)	<b>6</b> 3.9%	1	-	2	1	-	2	1	-	-	-
Don't know		<b>20</b> 12.6%	2	3	2	2	3	5	-	1	3	1
SUMMARY:												
AGREE		<b>126</b> 78.9%	6	15	13	3	19	23	11	11	17	9
DISAGREE		<b>14</b> 8.5%	1	1	3	1	1	4	1	-	1	1
Mean		<b>1.14</b>	0.55	1.33	0.77	1.02	1.01	1.15	1.36	1.18	1.57	1.06
Standard Deviation		<b>0.99</b>	1.30	0.78	1.22	1.78	0.61	1.20	1.10	0.40	0.72	0.95

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 63

**Agreement with statement - I received the information I needed**

**Base : All that have contacted the SRA**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>155</b>	20	22	18	23	32	40	72	83	53	27	21	54	96	59	141	3	11
Weighted Base	<b>160</b>	26	30	22	21	24	38	90	70	52	40	26	43	108	52	145	3	12
Strongly agree (+2)	<b>53</b> <b>33.2%</b>	9	12	6	4	8	15	28	25	18	15	7	13	35	18	50	1	3
Agree (+1)	<b>73</b> <b>45.7%</b>	13	17	4	12	10	17	40	33	20	15	16	22	48	25	66	1	6
Disagree (-1)	<b>7</b> <b>4.5%</b>	1	1	1	1	2	2	4	3	4	2	-	2	6	2	5	-	2
Strongly disagree (-2)	<b>6</b> <b>3.9%</b>	-	-	5	2	-	-	3	3	2	3	1	-	6	-	6	-	-
Don't know	<b>20</b> <b>12.6%</b>	3	-	6	3	4	5	14	6	7	5	2	7	13	7	18	1	1
SUMMARY:																		
AGREE	<b>126</b> <b>78.9%</b>	22	28	10	16	18	32	69	58	39	30	23	34	83	43	115	2	9
DISAGREE	<b>14</b> <b>8.5%</b>	1	1	6	2	2	2	7	6	6	5	1	2	12	2	12	-	2
Mean	<b>1.14</b>	1.34	1.30	0.36	0.86	1.20	1.36	1.14	1.14	1.11	1.05	1.14	1.27	1.04	1.34	1.16	1.48	0.86
Standard Deviation	<b>0.99</b>	0.64	0.71	1.75	1.12	0.86	0.72	0.97	1.02	1.07	1.22	0.87	0.68	1.10	0.67	0.99	0.68	1.03



**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 64

**Agreement with statement - The people I dealt with were polite and helpful**

**Base : All that have contacted the SRA**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>155</b>	11	18	16	8	23	15	14	14	21	15
Weighted Base	<b>160</b>	8	19	18	6	23	31	12	12	20	11
Strongly agree (+2)	<b>63</b> <b>39.4%</b>	3 29.9%	13 69.3%	4 21.3%	3 44.7%	5 23.9%	13 42.2%	6 48.1%	3 23.3%	10 50.3%	4 33.5%
Agree (+1)	<b>73</b> <b>45.6%</b>	6 70.1%	2 8.2%	9 51.2%	1 12.8%	15 65.5%	14 43.6%	5 44.7%	8 67.4%	8 40.9%	6 50.7%
Disagree (-1)	<b>4</b> <b>2.2%</b>	-	1 4.7%	1 8.0%	-	-	-	-	-	-	1 11.3%
Strongly disagree (-2)	<b>6</b> <b>3.9%</b>	-	-	3 14.8%	1 14.3%	-	2 6.0%	1 7.3%	-	-	-
Don't know	<b>14</b> <b>8.9%</b>	-	3 17.8%	1 4.7%	2 28.2%	2 10.6%	3 8.2%	-	1 9.4%	2 8.8%	1 4.5%
SUMMARY:											
AGREE	<b>136</b> <b>85.0%</b>	8 100.0%	15 77.5%	13 72.5%	3 57.5%	20 89.4%	27 85.8%	11 92.7%	11 90.6%	18 91.2%	10 84.2%
DISAGREE	<b>10</b> <b>6.1%</b>	-	1 4.7%	4 22.8%	1 14.3%	-	2 6.0%	1 7.3%	-	-	1 11.3%
Mean	<b>1.26</b>	1.30	1.73	0.59	1.02	1.27	1.26	1.26	1.26	1.55	1.11
Standard Deviation	<b>0.92</b>	0.49	0.76	1.38	1.78	0.45	1.01	1.08	0.46	0.51	0.94

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 65

**Agreement with statement - The people I dealt with were polite and helpful**

**Base : All that have contacted the SRA**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>155</b>	20	22	18	23	32	40	72	83	53	27	21	54	96	59	141	3	11
Weighted Base	<b>160</b>	26	30	22	21	24	38	90	70	52	40	26	43	108	52	145	3	12
Strongly agree (+2)	<b>63</b> <b>39.4%</b>	13	12	6	5	8	19	35	28	20	18	10	15	41	22	58	-	5
Agree (+1)	<b>73</b> <b>45.6%</b>	12	15	6	12	14	15	36	37	25	15	14	20	49	24	67	2	4
Disagree (-1)	<b>4</b> <b>2.2%</b>	1	1	-	-	-	2	3	1	2	-	-	2	2	2	2	-	2
Strongly disagree (-2)	<b>6</b> <b>3.9%</b>	-	-	3	2	-	1	3	3	2	3	-	1	5	1	5	1	-
Don't know	<b>14</b> <b>8.9%</b>	-	1	6	3	2	2	12	2	3	5	2	5	11	4	13	-	1
SUMMARY:																		
AGREE	<b>136</b> <b>85.0%</b>	25	27	12	17	21	33	72	65	45	32	24	35	90	46	125	2	9
DISAGREE	<b>10</b> <b>6.1%</b>	1	1	3	2	-	3	6	4	4	3	-	3	7	3	7	1	2
Mean	<b>1.26</b>	1.46	1.33	0.76	0.99	1.35	1.35	1.26	1.25	1.22	1.22	1.43	1.23	1.22	1.33	1.30	-0.09	1.07
Standard Deviation	<b>0.92</b>	0.64	0.73	1.58	1.07	0.49	0.93	0.94	0.91	0.95	1.14	0.51	0.88	0.97	0.83	0.87	1.78	1.14

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 66

**Agreement with statement - I would happily contact the SRA again if I needed to**

**Base : All that have contacted the SRA**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>155</b>	11	18	16	8	23	15	14	14	21	15
Weighted Base	<b>160</b>	8	19	18	6	23	31	12	12	20	11
Strongly agree (+2)	<b>54</b> <b>33.9%</b>	2 25.2%	10 55.3%	3 15.7%	3 51.7%	5 20.6%	10 33.0%	5 42.7%	3 26.3%	10 50.3%	2 21.5%
Agree (+1)	<b>75</b> <b>46.9%</b>	6 67.0%	4 22.2%	12 70.8%	1 12.8%	14 60.9%	11 33.9%	5 44.7%	8 64.3%	7 37.1%	7 62.6%
Disagree (-1)	<b>3</b> <b>2.0%</b>	-	1 4.7%	-	1 9.3%	-	2 5.8%	-	-	-	-
Strongly disagree (-2)	<b>10</b> <b>6.1%</b>	-	-	2 13.5%	1 14.3%	1 3.5%	3 9.5%	1 12.6%	-	-	1 11.3%
Don't know	<b>18</b> <b>11.1%</b>	1 7.9%	3 17.8%	-	1 11.8%	3 15.1%	6 17.7%	-	1 9.4%	3 12.6%	1 4.5%
SUMMARY:											
AGREE	<b>129</b> <b>80.7%</b>	8 92.1%	15 77.5%	15 86.5%	4 64.5%	18 81.5%	21 66.9%	10 87.4%	11 90.6%	18 87.4%	10 84.2%
DISAGREE	<b>13</b> <b>8.1%</b>	-	1 4.7%	2 13.5%	1 23.6%	1 3.5%	5 15.4%	1 12.6%	-	-	1 11.3%
Mean	<b>1.13</b>	1.27	1.56	0.75	0.89	1.12	0.91	1.05	1.29	1.58	0.87
Standard Deviation	<b>1.04</b>	0.48	0.79	1.18	1.75	0.79	1.34	1.30	0.48	0.51	1.18

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 67

**Agreement with statement - I would happily contact the SRA again if I needed to**

**Base : All that have contacted the SRA**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>155</b>	20	22	18	23	32	40	72	83	53	27	21	54	96	59	141	3	11
Weighted Base	<b>160</b>	26	30	22	21	24	38	90	70	52	40	26	43	108	52	145	3	12
Strongly agree (+2)	<b>54</b> <b>33.9%</b>	11	9	6	7	8	13	28	26	17	14	8	15	36	18	50	-	4
Agree (+1)	<b>75</b> <b>46.9%</b>	13	20	5	10	9	17	41	34	26	14	15	19	51	24	66	3	7
Disagree (-1)	<b>3</b> <b>2.0%</b>	-	-	-	-	2	1	1	2	-	2	-	1	2	1	3	-	-
Strongly disagree (-2)	<b>10</b> <b>6.1%</b>	1	-	4	2	2	1	3	6	4	3	-	2	8	2	9	-	1
Don't know	<b>18</b> <b>11.1%</b>	1	1	6	3	2	5	16	2	5	7	2	5	12	6	17	-	1
SUMMARY:																		
AGREE	<b>129</b> <b>80.7%</b>	24	29	12	17	18	30	70	60	43	28	24	34	87	42	116	3	10
DISAGREE	<b>13</b> <b>8.1%</b>	1	-	4	2	4	3	4	9	4	5	-	4	9	4	12	-	1
Mean	<b>1.13</b>	1.36	1.31	0.63	1.09	0.96	1.17	1.22	1.03	1.09	1.02	1.35	1.14	1.10	1.18	1.13	1.00	1.17
Standard Deviation	<b>1.04</b>	0.75	0.47	1.66	1.11	1.26	0.98	0.89	1.18	1.09	1.25	0.49	1.05	1.07	0.98	1.06	0.00	0.96

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 68

**If you needed to contact a solicitor today, how would you go about finding one?**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Look one up using a phone directory or a directory enquiries service	<b>271</b> <b>26.8%</b>	20 24.3%	28 27.4%	29 20.4%	19 37.3%	37 28.8%	37 24.5%	25 24.8%	18 31.0%	34 32.5%	25 26.3%
Do an internet search and see what comes up	<b>267</b> <b>26.4%</b>	25 29.5%	27 26.3%	38 27.2%	10 20.5%	36 28.0%	45 29.8%	26 26.0%	17 30.0%	21 20.4%	22 22.5%
Use the same one I or my family always uses	<b>262</b> <b>25.8%</b>	21 24.5%	29 28.6%	38 27.3%	13 25.9%	28 21.9%	44 29.2%	29 29.6%	12 20.4%	18 17.6%	29 30.3%
Ask someone I trust to recommend one to me	<b>255</b> <b>25.1%</b>	21 24.7%	26 25.8%	41 29.3%	11 22.8%	35 26.9%	37 24.6%	25 24.8%	11 18.2%	30 28.6%	18 19.1%
Use one located near to me geographically, for example on my local high street	<b>77</b> <b>7.6%</b>	6 7.2%	12 11.3%	6 4.3%	3 5.6%	16 12.4%	5 3.5%	7 7.5%	5 8.7%	6 5.4%	11 11.7%
Use a specialist online directory to find one	<b>69</b> <b>6.8%</b>	5 6.3%	6 6.2%	7 4.8%	3 5.3%	9 7.0%	6 4.3%	8 8.4%	5 9.3%	9 8.6%	10 10.2%
Ask the Citizens Advice Bureau to recommend one	<b>44</b> <b>4.3%</b>	1 1.3%	11 10.5%	12 8.4%	1 2.8%	4 3.2%	6 3.8%	3 3.0%	2 2.8%	2 2.1%	2 2.4%
Use one I saw advertised recently, for example on TV / billboard	<b>12</b> <b>1.2%</b>	2 2.1%	2 2.2%	-	-	3 2.6%	3 2.1%	-	-	1 0.6%	1 0.5%
Other	<b>10</b> <b>1.0%</b>	2 2.0%	1 0.7%	2 1.7%	-	1 0.9%	3 2.1%	1 0.8%	-	-	-
Don't Know	<b>1</b> <b>0.1%</b>	* 0.6%	-	-	1 1.9%	-	-	-	-	-	-

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 69

**If you needed to contact a solicitor today, how would you go about finding one?**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Look one up using a phone directory or a directory enquiries service	<b>271</b>	24	37	66	53	45	47	127	144	63	88	65	56	188	84	245	7	19
	<b>26.8%</b>	19.7%	21.9%	33.8%	31.3%	29.3%	22.6%	25.6%	27.8%	23.8%	29.8%	30.6%	22.9%	29.2%	22.5%	26.6%	28.1%	28.6%
Do an internet search and see what comes up	<b>267</b>	61	80	46	44	17	18	154	113	82	85	52	48	204	63	233	12	22
	<b>26.4%</b>	50.0%	48.1%	23.5%	26.4%	11.1%	8.9%	31.0%	21.9%	31.1%	28.9%	24.4%	19.8%	31.8%	17.0%	25.3%	47.5%	32.5%
Use the same one I or my family always uses	<b>262</b>	22	24	48	44	50	75	116	146	69	73	47	72	149	113	246	-	16
	<b>25.8%</b>	17.8%	14.1%	24.6%	25.9%	32.8%	35.9%	23.3%	28.3%	26.4%	24.8%	22.3%	29.6%	23.2%	30.3%	26.8%	-	23.0%
Ask someone I trust to recommend one to me	<b>255</b>	32	39	55	47	32	51	104	150	68	70	50	67	157	98	226	9	19
	<b>25.1%</b>	26.3%	23.0%	27.9%	27.9%	20.8%	24.6%	21.0%	29.1%	25.9%	23.8%	23.3%	27.5%	24.5%	26.3%	24.6%	35.9%	28.7%
Use one located near to me geographically, for example on my local high street	<b>77</b>	3	6	13	14	18	23	41	36	18	15	19	24	42	36	74	-	4
	<b>7.6%</b>	2.6%	3.5%	6.7%	8.3%	11.8%	11.0%	8.3%	6.9%	7.0%	5.2%	9.1%	9.9%	6.5%	9.6%	8.0%	-	5.2%
Use a specialist online directory to find one	<b>69</b>	15	10	16	10	10	8	29	40	17	24	15	13	49	19	63	3	3
	<b>6.8%</b>	12.3%	6.2%	8.0%	5.9%	6.2%	4.0%	5.8%	7.7%	6.6%	8.0%	6.8%	5.5%	7.7%	5.2%	6.9%	10.0%	4.3%
Ask the Citizens Advice Bureau to recommend one	<b>44</b>	3	9	9	2	7	15	20	24	13	12	5	14	24	20	44	-	1
	<b>4.3%</b>	2.3%	5.3%	4.6%	1.2%	4.5%	7.1%	4.0%	4.7%	5.0%	4.1%	2.3%	5.8%	3.7%	5.5%	4.7%	-	0.8%
Use one I saw advertised recently, for example on TV / billboard	<b>12</b>	2	2	1	-	2	4	8	4	3	-	5	4	5	6	12	-	-
	<b>1.2%</b>	1.7%	1.4%	0.6%	-	1.1%	2.1%	1.6%	0.7%	1.2%	-	2.3%	1.5%	0.8%	1.7%	1.3%	-	-
Other	<b>10</b>	-	2	1	2	2	3	3	7	1	6	1	2	6	4	10	-	-
	<b>1.0%</b>	-	1.4%	0.5%	1.2%	1.2%	1.3%	0.6%	1.3%	0.3%	2.1%	0.4%	0.8%	0.9%	1.1%	1.1%	-	-
Don't Know	<b>1</b>	-	-	-	-	1	-	1	-	-	1	-	*	-	1	1	-	-
	<b>0.1%</b>	-	-	-	-	0.9%	-	0.3%	-	-	0.3%	-	0.2%	-	0.4%	0.2%	-	-

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 70

**Likelihood to do the following - SUMMARY**

**Base : All**

		Look for any information about their background or previous conduct	Do an internet search on their name or their firm's name	Use an online directory to check they are a genuine solicitor	Ask opinions of people who already use the solicitor or the firm
Unweighted Base		1014	1014	1014	1014
Weighted Base		1014	1014	1014	1014
Very likely	(+2)	324 31.9%	327 32.2%	320 31.6%	493 48.6%
Fairly likely	(+1)	311 30.6%	290 28.6%	262 25.8%	329 32.4%
Fairly unlikely	(-1)	180 17.7%	131 12.9%	150 14.8%	65 6.4%
Very unlikely	(-2)	181 17.8%	256 25.2%	264 26.0%	113 11.1%
Don't know		19 1.9%	11 1.0%	19 1.9%	14 1.4%
SUMMARY: LIKELY		635 62.6%	617 60.9%	582 57.4%	822 81.1%
UNLIKELY		360 35.5%	386 38.1%	413 40.8%	178 17.5%
Mean		0.42	0.30	0.23	1.02
Standard Deviation		1.53	1.63	1.65	1.33

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 71

**Likelihood to do the following - Look for any information about their background or previous conduct**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Very likely (+2)	<b>324</b> <b>31.9%</b>	25 29.4%	37 36.4%	63 44.5%	18 35.3%	40 31.4%	38 25.5%	23 22.7%	20 34.2%	29 27.7%	31 32.9%
Fairly likely (+1)	<b>311</b> <b>30.6%</b>	29 34.1%	27 26.5%	40 28.3%	10 20.4%	43 33.5%	48 32.0%	34 34.7%	22 38.8%	30 28.4%	27 28.1%
Fairly unlikely (-1)	<b>180</b> <b>17.7%</b>	17 20.6%	19 18.4%	17 11.9%	11 22.7%	25 19.1%	25 16.6%	19 19.4%	6 10.4%	21 20.5%	19 19.7%
Very unlikely (-2)	<b>181</b> <b>17.8%</b>	13 15.2%	17 16.2%	16 11.7%	11 21.6%	20 15.1%	32 21.4%	22 21.7%	10 16.5%	23 22.1%	18 18.8%
Don't know	<b>19</b> <b>1.9%</b>	1 0.7%	3 2.5%	5 3.6%	- -	1 0.9%	7 4.5%	1 1.5%	- -	1 1.3%	1 0.5%
SUMMARY: LIKELY	<b>635</b> <b>62.6%</b>	54 63.6%	64 62.9%	103 72.8%	28 55.7%	84 64.9%	86 57.5%	57 57.4%	42 73.1%	59 56.0%	58 61.0%
UNLIKELY	<b>360</b> <b>35.5%</b>	30 35.7%	36 34.6%	33 23.6%	22 44.3%	44 34.3%	57 38.0%	41 41.1%	16 26.9%	45 42.7%	37 38.5%
Mean	<b>0.42</b>	0.42	0.50	0.85	0.25	0.47	0.25	0.17	0.64	0.19	0.37
Standard Deviation	<b>1.53</b>	1.48	1.55	1.43	1.64	1.48	1.56	1.53	1.47	1.58	1.56



**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 72

Likelihood to do the following - Look for any information about their background or previous conduct

Base : All

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Very likely (+2)	<b>324</b> <b>31.9%</b>	58 47.5%	52 31.2%	67 34.4%	54 31.8%	47 30.6%	46 22.3%	160 32.2%	164 31.7%	83 31.5%	103 35.2%	67 31.6%	70 28.8%	225 35.0%	99 26.6%	288 31.3%	12 46.2%	24 35.6%
Fairly likely (+1)	<b>311</b> <b>30.6%</b>	33 26.7%	62 36.8%	71 36.3%	52 31.0%	41 26.8%	52 25.1%	162 32.7%	148 28.7%	81 30.9%	84 28.4%	77 36.4%	68 28.0%	213 33.2%	97 26.2%	291 31.6%	2 7.3%	18 26.7%
Fairly unlikely (-1)	<b>180</b> <b>17.7%</b>	23 18.6%	30 18.2%	38 19.2%	27 16.0%	31 20.3%	31 14.9%	85 17.1%	94 18.3%	56 21.2%	50 17.0%	39 18.1%	35 14.4%	116 18.1%	63 17.1%	163 17.7%	7 26.3%	10 14.5%
Very unlikely (-2)	<b>181</b> <b>17.8%</b>	8 6.6%	18 10.9%	20 10.1%	31 18.7%	30 19.4%	73 35.2%	86 17.4%	94 18.2%	38 14.4%	53 18.1%	28 13.0%	62 25.5%	79 12.3%	101 27.3%	160 17.3%	5 20.2%	16 23.2%
Don't know	<b>19</b> <b>1.9%</b>	1 0.6%	5 2.9%	-	4 2.4%	4 2.9%	5 2.5%	3 0.7%	16 3.1%	6 2.1%	4 1.4%	2 0.9%	8 3.3%	9 1.4%	11 2.9%	19 2.1%	-	-
SUMMARY: LIKELY	<b>635</b> <b>62.6%</b>	90 74.2%	114 68.0%	138 70.7%	106 62.8%	88 57.4%	98 47.4%	322 64.8%	312 60.4%	164 62.4%	187 63.6%	145 68.0%	138 56.9%	438 68.2%	196 52.8%	579 62.9%	14 53.5%	42 62.3%
UNLIKELY	<b>360</b> <b>35.5%</b>	31 25.2%	49 29.1%	57 29.3%	58 34.8%	61 39.6%	104 50.1%	171 34.5%	189 36.5%	94 35.5%	103 35.0%	66 31.1%	97 39.9%	195 30.4%	165 44.3%	323 35.0%	12 46.5%	26 37.7%
Mean	<b>0.42</b>	0.90	0.61	0.66	0.42	0.30	-0.16	0.45	0.39	0.45	0.46	0.56	0.21	0.61	0.08	0.43	0.33	0.37
Standard Deviation	<b>1.53</b>	1.35	1.39	1.38	1.55	1.57	1.66	1.51	1.55	1.49	1.55	1.43	1.63	1.44	1.63	1.52	1.73	1.63

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 73

**Likelihood to do the following - Do an internet search on their name or their firm's name**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Very likely (+2)	<b>327</b> <b>32.2%</b>	26 30.8%	38 37.1%	53 37.4%	14 27.7%	41 31.9%	46 30.6%	29 29.2%	19 33.3%	32 30.3%	29 30.6%
Fairly likely (+1)	<b>290</b> <b>28.6%</b>	28 33.1%	28 27.0%	39 28.0%	11 22.0%	40 31.2%	47 31.3%	21 20.9%	18 30.6%	27 26.1%	31 32.8%
Fairly unlikely (-1)	<b>131</b> <b>12.9%</b>	10 11.4%	13 13.1%	12 8.8%	10 19.6%	11 8.8%	19 12.4%	18 17.8%	5 8.9%	16 15.2%	17 17.5%
Very unlikely (-2)	<b>256</b> <b>25.2%</b>	19 22.8%	22 21.4%	33 23.0%	15 30.6%	35 27.5%	37 24.8%	30 30.5%	16 27.2%	30 28.5%	18 19.1%
Don't know	<b>11</b> <b>1.0%</b>	2 1.8%	1 1.4%	4 2.8%	- -	1 0.6%	1 0.9%	2 1.6%	- -	- -	- -
SUMMARY: LIKELY	<b>617</b> <b>60.9%</b>	54 64.0%	66 64.1%	92 65.4%	25 49.7%	81 63.1%	93 61.9%	50 50.1%	37 63.9%	59 56.3%	60 63.4%
UNLIKELY	<b>386</b> <b>38.1%</b>	29 34.2%	35 34.5%	45 31.9%	25 50.3%	47 36.3%	56 37.2%	48 48.3%	21 36.1%	46 43.7%	35 36.6%
Mean	<b>0.30</b>	0.39	0.46	0.49	-0.04	0.31	0.31	0.01	0.34	0.14	0.38
Standard Deviation	<b>1.63</b>	1.59	1.61	1.63	1.67	1.65	1.61	1.69	1.66	1.66	1.54

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 74

**Likelihood to do the following - Do an internet search on their name or their firm's name**

**Base : All**

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Very likely (+2)	<b>327</b> <b>32.2%</b>	58 47.9%	75 44.8%	76 38.6%	54 32.1%	33 21.5%	31 14.8%	155 31.2%	172 33.2%	102 38.8%	111 37.6%	64 29.9%	50 20.5%	242 37.7%	84 22.7%	283 30.7%	15 59.0%	29 43.2%
Fairly likely (+1)	<b>290</b> <b>28.6%</b>	37 30.2%	55 33.1%	63 32.0%	59 35.3%	38 24.6%	39 18.6%	166 33.3%	125 24.1%	79 30.0%	81 27.5%	62 29.2%	68 28.1%	202 31.4%	89 23.9%	274 29.7%	2 6.5%	15 22.3%
Fairly unlikely (-1)	<b>131</b> <b>12.9%</b>	15 12.0%	19 11.6%	29 14.8%	16 9.8%	24 15.3%	28 13.4%	61 12.2%	70 13.6%	29 10.8%	35 11.8%	34 16.1%	33 13.7%	85 13.3%	45 12.2%	113 12.2%	6 23.4%	12 17.8%
Very unlikely (-2)	<b>256</b> <b>25.2%</b>	11 9.3%	15 8.8%	29 14.6%	36 21.4%	59 38.5%	106 51.1%	114 22.9%	142 27.4%	51 19.5%	68 23.1%	49 23.1%	87 35.9%	109 17.0%	146 39.3%	241 26.2%	3 11.1%	11 16.6%
Don't know	<b>11</b> <b>1.0%</b>	1 0.6%	3 1.8%	-	2 1.5%	-	4 2.1%	2 0.3%	9 1.7%	2 0.9%	-	4 1.8%	4 1.8%	3 0.5%	7 2.0%	11 1.1%	-	-
SUMMARY: LIKELY	<b>617</b> <b>60.9%</b>	95 78.1%	130 77.8%	138 70.6%	113 67.4%	71 46.2%	70 33.4%	321 64.6%	296 57.3%	181 68.8%	192 65.1%	126 59.1%	118 48.6%	444 69.1%	173 46.6%	556 60.4%	17 65.5%	44 65.6%
UNLIKELY	<b>386</b> <b>38.1%</b>	26 21.3%	34 20.4%	57 29.4%	52 31.2%	82 53.8%	134 64.5%	175 35.1%	212 41.0%	80 30.3%	103 34.9%	83 39.1%	121 49.6%	195 30.4%	191 51.5%	354 38.5%	9 34.5%	23 34.4%
Mean	<b>0.30</b>	0.96	0.95	0.65	0.48	-0.25	-0.69	0.38	0.23	0.58	0.45	0.27	-0.17	0.60	-0.22	0.27	0.79	0.58
Standard Deviation	<b>1.63</b>	1.35	1.32	1.48	1.55	1.66	1.60	1.58	1.67	1.56	1.62	1.60	1.65	1.52	1.69	1.63	1.61	1.58

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 75

Likelihood to do the following - Use an online directory to check they are a genuine solicitor

Base : All

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Very likely (+2)	<b>320</b> <b>31.6%</b>	23 27.1%	38 36.9%	58 41.1%	16 32.3%	48 37.0%	37 24.4%	25 25.4%	16 28.0%	30 28.5%	30 31.5%
Fairly likely (+1)	<b>262</b> <b>25.8%</b>	30 35.7%	23 22.6%	30 20.9%	6 12.5%	30 23.2%	43 28.6%	26 26.4%	19 33.2%	31 29.8%	23 24.2%
Fairly unlikely (-1)	<b>150</b> <b>14.8%</b>	13 15.2%	13 12.3%	23 16.4%	12 24.6%	11 8.6%	25 16.3%	15 15.2%	4 6.6%	16 15.6%	18 19.0%
Very unlikely (-2)	<b>264</b> <b>26.0%</b>	18 20.8%	26 25.8%	27 19.5%	14 28.5%	39 29.9%	42 28.0%	31 31.0%	18 31.3%	26 25.1%	22 23.3%
Don't know	<b>19</b> <b>1.9%</b>	1 1.3%	2 2.4%	3 2.1%	1 2.2%	2 1.3%	4 2.7%	2 2.1%	1 1.0%	1 1.0%	2 1.9%
SUMMARY: LIKELY	<b>582</b> <b>57.4%</b>	53 62.8%	61 59.6%	88 62.0%	22 44.8%	78 60.2%	80 53.0%	51 51.8%	35 61.2%	61 58.3%	53 55.7%
UNLIKELY	<b>413</b> <b>40.8%</b>	30 35.9%	39 38.1%	51 35.9%	26 53.0%	50 38.5%	67 44.3%	46 46.2%	22 37.8%	43 40.7%	40 42.4%
Mean	<b>0.23</b>	0.34	0.33	0.49	-0.04	0.29	0.05	*	0.20	0.21	0.22
Standard Deviation	<b>1.65</b>	1.54	1.69	1.62	1.71	1.72	1.62	1.66	1.67	1.61	1.63

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 76

Likelihood to do the following - Use an online directory to check they are a genuine solicitor

Base : All

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Very likely (+2)	<b>320</b> <b>31.6%</b>	54 44.0%	65 38.6%	74 37.7%	59 35.3%	42 27.2%	27 13.1%	158 31.9%	162 31.3%	98 37.2%	95 32.1%	67 31.6%	60 24.9%	238 37.1%	82 22.0%	289 31.3%	7 29.5%	24 35.9%
Fairly likely (+1)	<b>262</b> <b>25.8%</b>	31 25.8%	56 33.6%	62 31.5%	45 26.7%	26 17.3%	41 19.6%	139 27.9%	123 23.7%	70 26.5%	73 24.8%	62 29.2%	56 23.2%	176 27.4%	86 23.1%	236 25.7%	9 34.7%	16 24.2%
Fairly unlikely (-1)	<b>150</b> <b>14.8%</b>	24 19.6%	27 16.2%	32 16.6%	22 13.2%	23 15.0%	21 10.1%	67 13.5%	83 16.0%	37 14.0%	51 17.3%	33 15.4%	29 11.9%	96 14.9%	54 14.4%	122 13.3%	7 28.9%	20 29.7%
Very unlikely (-2)	<b>264</b> <b>26.0%</b>	9 7.2%	17 10.0%	27 13.9%	38 22.7%	59 38.4%	114 54.8%	125 25.1%	139 26.9%	53 20.2%	72 24.4%	51 23.8%	88 36.1%	121 18.8%	143 38.3%	255 27.7%	2 6.9%	7 10.3%
Don't know	<b>19</b> <b>1.9%</b>	4 3.3%	3 1.6%	1 0.3%	4 2.2%	3 2.1%	5 2.3%	8 1.6%	11 2.1%	5 2.0%	4 1.3%	-	10 4.0%	11 1.7%	8 2.1%	19 2.0%	-	-
SUMMARY: LIKELY	<b>582</b> <b>57.4%</b>	85 69.9%	121 72.2%	135 69.2%	104 62.0%	68 44.5%	68 32.8%	297 59.8%	285 55.0%	168 63.7%	168 57.0%	130 60.8%	117 48.0%	414 64.5%	168 45.1%	525 57.0%	16 64.2%	41 60.1%
UNLIKELY	<b>413</b> <b>40.8%</b>	33 26.8%	44 26.2%	60 30.5%	60 35.9%	82 53.4%	135 65.0%	192 38.6%	222 42.8%	90 34.2%	123 41.8%	83 39.2%	117 48.0%	217 33.8%	196 52.8%	377 41.0%	9 35.8%	27 39.9%
Mean	<b>0.23</b>	0.83	0.76	0.63	0.40	-0.20	-0.76	0.28	0.17	0.47	0.23	0.30	-0.12	0.50	-0.24	0.20	0.51	0.46
Standard Deviation	<b>1.65</b>	1.39	1.38	1.47	1.62	1.73	1.59	1.63	1.66	1.60	1.64	1.61	1.70	1.57	1.67	1.66	1.38	1.49

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 77

**Likelihood to do the following - Ask opinions of people who already use the solicitor or the firm**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Very likely (+2)	<b>493</b> <b>48.6%</b>	40 47.2%	44 43.1%	81 57.2%	28 55.3%	63 49.2%	72 48.1%	43 43.3%	30 51.6%	44 42.1%	48 50.6%
Fairly likely (+1)	<b>329</b> <b>32.4%</b>	25 29.9%	34 32.9%	43 30.8%	14 27.5%	43 33.5%	47 31.3%	33 33.6%	18 30.7%	44 42.4%	27 28.5%
Fairly unlikely (-1)	<b>65</b> <b>6.4%</b>	5 6.5%	6 5.5%	3 2.1%	5 9.4%	5 4.3%	12 7.7%	9 8.7%	5 8.4%	6 5.6%	10 10.4%
Very unlikely (-2)	<b>113</b> <b>11.1%</b>	12 14.2%	18 17.2%	13 8.9%	4 7.8%	17 13.0%	13 8.9%	12 12.0%	5 9.3%	10 9.9%	9 9.1%
Don't know	<b>14</b> <b>1.4%</b>	2 2.1%	1 1.4%	1 1.0%	- -	- -	6 3.9%	2 2.3%	- -	- -	1 1.5%
SUMMARY:											
LIKELY	<b>822</b> <b>81.1%</b>	65 77.1%	78 76.0%	124 87.9%	41 82.8%	107 82.7%	119 79.4%	77 76.9%	48 82.3%	88 84.5%	75 79.1%
UNLIKELY	<b>178</b> <b>17.5%</b>	17 20.7%	23 22.7%	16 11.0%	9 17.2%	22 17.3%	25 16.7%	21 20.8%	10 17.7%	16 15.5%	19 19.5%
Mean	<b>1.02</b>	0.91	0.80	1.27	1.13	1.02	1.06	0.89	1.07	1.01	1.03
Standard Deviation	<b>1.33</b>	1.44	1.49	1.19	1.28	1.36	1.29	1.39	1.31	1.25	1.33

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 78

Likelihood to do the following - Ask opinions of people who already use the solicitor or the firm

Base : All

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Very likely (+2)	<b>493</b> <b>48.6%</b>	64	85	103	99	64	77	217	276	141	159	96	97	337	156	440	19	34
Fairly likely (+1)	<b>329</b> <b>32.4%</b>	41	63	71	39	50	65	177	151	75	95	80	79	212	117	308	4	17
Fairly unlikely (-1)	<b>65</b> <b>6.4%</b>	7	10	13	10	14	11	36	29	18	14	17	17	42	23	56	3	7
Very unlikely (-2)	<b>113</b> <b>11.1%</b>	9	6	9	19	22	47	61	52	28	20	19	45	45	67	103	-	10
Don't know	<b>14</b> <b>1.4%</b>	1	3	-	1	2	8	6	9	3	6	1	5	5	9	14	-	-
SUMMARY:																		
LIKELY	<b>822</b> <b>81.1%</b>	105	148	174	139	115	142	394	428	216	254	176	176	549	273	748	22	51
UNLIKELY	<b>178</b> <b>17.5%</b>	16	16	22	29	37	58	97	81	45	35	36	62	88	90	159	3	16
Mean	<b>1.02</b>	1.19	1.28	1.25	1.14	0.79	0.57	0.92	1.12	1.09	1.24	1.02	0.70	1.18	0.75	1.02	1.51	0.88
Standard Deviation	<b>1.33</b>	1.19	1.02	1.08	1.35	1.45	1.60	1.36	1.29	1.33	1.16	1.26	1.52	1.19	1.51	1.32	0.98	1.49

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 79

**Which of the following, if any, might be reasons why you would not look for information about a solicitor's background or previous conduct before using them?**

**Base : All unlikely to look for information**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>376</b>	46	38	27	28	44	29	51	26	39	48
Weighted Base	<b>360</b>	30	36	33	22	44	57	41	16	45	37
I assume that they are reliable as they work for a reputable firm	<b>171</b> <b>47.6%</b>	14 45.7%	16 46.2%	10 30.5%	14 65.7%	24 54.6%	23 39.6%	20 49.3%	11 70.9%	24 53.1%	15 40.8%
Solicitors are regulated so they have to treat me fairly	<b>124</b> <b>34.3%</b>	12 39.2%	12 34.9%	7 21.7%	10 44.1%	16 35.8%	23 40.9%	12 28.8%	9 55.3%	15 33.4%	8 21.5%
I only use solicitors that come recommended by someone I trust	<b>204</b> <b>56.7%</b>	16 53.6%	19 52.8%	16 47.5%	18 83.2%	27 61.4%	37 64.0%	18 43.4%	10 65.9%	20 44.5%	23 63.7%
I don't have the time	<b>58</b> <b>16.0%</b>	5 15.3%	5 13.9%	5 14.2%	4 19.0%	3 7.9%	19 32.8%	5 13.1%	2 14.9%	4 8.2%	6 15.4%
I don't know how to	<b>59</b> <b>16.3%</b>	3 10.8%	6 18.1%	3 10.1%	4 18.5%	6 13.3%	8 13.8%	6 13.6%	5 34.4%	8 17.3%	9 25.5%
Just stick to the one we know	<b>9</b> <b>2.6%</b>	* 1.6%	4 10.2%	1 3.4%	-	-	-	2 5.0%	-	-	2 5.4%
Other	<b>4</b> <b>1.2%</b>	* 1.6%	-	-	-	-	-	1 2.4%	* 2.8%	2 4.2%	1 1.8%
Don't Know	<b>4</b> <b>1.0%</b>	* 1.4%	1 1.7%	-	-	1 2.3%	-	-	-	2 3.4%	-



**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 80

**Which of the following, if any, might be reasons why you would not look for information about a solicitor's background or previous conduct before using them?**

**Base : All unlikely to look for information**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>376</b>	22	36	53	66	79	120	155	221	110	80	49	137	186	190	348	7	21
Weighted Base	<b>360</b>	31	49	57	58	61	104	171	189	94	103	66	97	195	165	323	12	26
I assume that they are reliable as they work for a reputable firm	<b>171</b> <b>47.6%</b>	11 37.2%	23 46.3%	23 39.7%	30 51.7%	33 54.0%	52 49.6%	83 48.7%	88 46.6%	48 51.7%	59 56.8%	25 38.3%	39 40.2%	99 50.5%	73 44.1%	160 49.5%	1 10.5%	10 41.0%
Solicitors are regulated so they have to treat me fairly	<b>124</b> <b>34.3%</b>	8 26.2%	10 21.0%	22 38.0%	23 40.1%	25 41.3%	35 33.6%	61 35.5%	63 33.2%	40 42.4%	29 28.5%	29 44.3%	25 25.8%	68 35.0%	55 33.5%	115 35.8%	1 9.0%	7 27.4%
I only use solicitors that come recommended by someone I trust	<b>204</b> <b>56.7%</b>	10 34.2%	28 56.6%	38 67.2%	37 63.9%	32 53.1%	58 55.6%	93 54.2%	111 58.9%	55 58.9%	62 60.5%	39 58.9%	47 49.0%	115 59.0%	89 53.9%	191 59.1%	7 56.5%	6 25.4%
I don't have the time	<b>58</b> <b>16.0%</b>	5 16.6%	12 24.4%	10 17.1%	10 16.3%	6 9.2%	16 15.1%	29 16.8%	29 15.3%	15 16.4%	19 18.2%	13 19.5%	11 10.9%	32 16.2%	26 15.8%	49 15.3%	5 39.7%	3 13.6%
I don't know how to	<b>59</b> <b>16.3%</b>	7 21.5%	2 3.9%	12 20.5%	11 19.6%	7 11.6%	20 19.3%	27 15.5%	32 17.1%	13 14.2%	16 15.9%	14 20.9%	15 15.7%	33 17.0%	26 15.5%	56 17.4%	-	3 10.3%
Just stick to the one we know	<b>9</b> <b>2.6%</b>	-	-	-	2 2.9%	3 4.7%	5 4.6%	6 3.2%	4 2.0%	3 2.7%	2 1.8%	2 3.6%	2 2.5%	2 1.2%	7 4.3%	9 2.9%	-	-
Other	<b>4</b> <b>1.2%</b>	-	-	-	* 0.8%	* 0.7%	4 3.4%	3 1.5%	2 1.0%	* 0.5%	-	2 2.8%	2 2.2%	* 0.2%	4 2.4%	4 1.4%	-	-
Don't Know	<b>4</b> <b>1.0%</b>	-	-	-	2 3.3%	1 1.0%	1 1.0%	3 1.5%	1 0.5%	1 0.6%	2 1.5%	-	1 1.5%	2 0.8%	2 1.2%	4 1.1%	-	-

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 81

**Occasionally members of the public are owed money if their solicitors firm is closed down, or where dishonesty on the part of a solicitor has led them to lose money. If you were to find yourself in this type of situation, who would you turn to first?**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
The Citizens advice Bureau	<b>289</b> <b>28.5%</b>	21 25.4%	31 30.3%	38 27.1%	16 31.2%	40 30.9%	34 22.9%	30 30.5%	23 40.2%	22 21.3%	33 34.2%
The Law Society	<b>128</b> <b>12.6%</b>	7 8.2%	10 9.9%	25 17.8%	3 6.3%	17 13.1%	20 13.0%	8 8.2%	5 8.2%	21 20.3%	12 12.6%
The Legal Complaints Service	<b>16</b> <b>1.6%</b>	3 3.9%	3 2.5%	3 2.2%	- -	3 2.0%	- -	1 1.4%	2 3.1%	1 1.2%	- -
The Solicitors Regulation Authority	<b>144</b> <b>14.2%</b>	11 13.6%	7 7.2%	22 15.4%	10 20.3%	11 8.3%	37 24.6%	15 14.9%	6 9.8%	16 15.4%	10 10.0%
Family friend	<b>22</b> <b>2.2%</b>	2 2.9%	5 4.9%	2 1.1%	2 4.2%	2 1.8%	3 1.8%	3 2.8%	* 0.9%	- -	3 3.1%
Ombudsman	<b>13</b> <b>1.3%</b>	- -	- -	- -	1 1.8%	3 2.6%	4 2.6%	- -	- -	2 2.2%	3 2.7%
Another solicitor (within same firm)	<b>14</b> <b>1.4%</b>	- -	2 2.0%	- -	1 1.7%	1 0.7%	3 2.3%	3 2.9%	2 3.0%	1 1.2%	1 0.7%
Police	<b>19</b> <b>1.9%</b>	2 2.5%	1 1.0%	1 0.7%	1 1.9%	2 1.5%	5 3.0%	1 0.8%	1 1.5%	3 2.6%	3 3.0%
Local council/MP	<b>2</b> <b>0.2%</b>	- -	- -	- -	- -	2 1.2%	- -	- -	* 0.8%	- -	- -
The internet	<b>7</b> <b>0.7%</b>	- -	1 1.1%	- -	- -	- -	- -	2 2.0%	- -	1 1.3%	3 2.9%
Another firm of solicitors	<b>38</b> <b>3.7%</b>	6 7.0%	5 4.9%	1 0.7%	2 4.0%	2 1.7%	5 3.0%	8 8.0%	3 5.6%	3 2.7%	3 3.2%
Police	<b>1</b> <b>0.1%</b>	- -	1 0.7%	- -	- -	- -	- -	- -	* 0.8%	- -	- -
Small claims court	<b>4</b> <b>0.4%</b>	- -	- -	- -	- -	1 0.7%	- -	2 1.7%	- -	- -	1 1.2%
Trading standards	<b>4</b> <b>0.4%</b>	- -	1 0.8%	- -	- -	1 0.9%	- -	1 0.7%	- -	- -	1 1.2%
Other	<b>20</b> <b>2.0%</b>	1 1.8%	3 3.1%	2 1.7%	3 5.0%	5 3.5%	1 0.9%	3 3.0%	- -	- -	2 1.8%
Don't know	<b>1</b> <b>0.1%</b>	1 0.7%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	<b>301</b> <b>29.7%</b>	29 34.0%	34 33.2%	47 33.4%	13 26.9%	40 31.2%	40 26.6%	24 24.6%	15 26.1%	33 31.8%	25 26.3%

PREPARED BY COMRES

\* = Less than .5

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 82

**Occasionally members of the public are owed money if their solicitors firm is closed down, or where dishonesty on the part of a solicitor has led them to lose money. If you were to find yourself in this type of situation, who would you turn to first?**

**Base : All**

	TOTAL	AGE					GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY			
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
The Citizens advice Bureau	<b>289</b> <b>28.5%</b>	25 20.4%	46 27.7%	68 34.9%	52 30.9%	44 28.6%	54 25.8%	147 29.5%	142 27.5%	68 25.7%	82 27.8%	71 33.4%	68 28.1%	195 30.4%	94 25.2%	269 29.3%	6 22.0%	14 20.6%
The Law Society	<b>128</b> <b>12.6%</b>	19 15.8%	23 13.8%	24 12.1%	17 10.3%	19 12.1%	26 12.5%	69 14.0%	58 11.3%	42 15.8%	33 11.1%	23 10.8%	30 12.5%	82 12.8%	46 12.3%	121 13.1%	1 4.5%	6 8.9%
The Legal Complaints Service	<b>16</b> <b>1.6%</b>	2 2.0%	5 2.9%	3 1.4%	1 0.6%	3 1.8%	2 1.1%	14 2.8%	2 0.4%	10 3.8%	- -	4 1.7%	2 0.9%	13 2.0%	3 0.8%	16 1.7%	- -	- -
The Solicitors Regulation Authority	<b>144</b> <b>14.2%</b>	14 11.7%	23 13.5%	30 15.5%	29 17.5%	26 16.7%	22 10.7%	74 15.0%	70 13.5%	47 17.8%	48 16.3%	21 9.7%	29 11.9%	97 15.0%	48 12.9%	129 14.0%	- -	15 22.7%
Family friend	<b>22</b> <b>2.2%</b>	2 1.6%	2 0.9%	2 0.9%	4 2.1%	3 2.3%	10 4.8%	6 1.2%	16 3.2%	5 1.9%	3 0.9%	4 2.0%	10 4.3%	8 1.2%	15 4.0%	21 2.3%	- -	1 1.9%
Ombudsman	<b>13</b> <b>1.3%</b>	- -	- -	1 0.5%	6 3.8%	2 1.2%	4 1.8%	5 1.1%	8 1.5%	2 0.9%	6 2.0%	2 0.9%	3 1.2%	10 1.5%	3 0.9%	13 1.4%	- -	- -
Another solicitor (within same firm)	<b>14</b> <b>1.4%</b>	2 1.6%	1 0.4%	1 0.7%	- -	7 4.3%	3 1.5%	7 1.3%	7 1.4%	2 0.9%	5 1.7%	2 0.9%	4 1.8%	9 1.3%	5 1.4%	14 1.5%	- -	- -
Police	<b>19</b> <b>1.9%</b>	3 2.2%	- -	3 1.4%	3 1.5%	9 5.6%	2 1.1%	11 2.3%	7 1.4%	3 1.3%	5 1.7%	7 3.4%	3 1.3%	13 2.0%	6 1.7%	17 1.8%	2 9.1%	- -
Local council/MP	<b>2</b> <b>0.2%</b>	- -	- -	- -	1 0.6%	1 0.4%	* 0.2%	1 0.2%	1 0.2%	1 0.4%	- -	- -	1 0.4%	2 0.2%	* 0.1%	2 0.2%	- -	- -
The internet	<b>7</b> <b>0.7%</b>	- -	2 1.5%	2 1.0%	2 1.2%	1 0.5%	- -	4 0.7%	4 0.7%	1 0.5%	3 0.9%	2 1.0%	1 0.5%	7 1.1%	- -	7 0.8%	- -	- -
Another firm of solicitors	<b>38</b> <b>3.7%</b>	3 2.6%	1 0.6%	7 3.6%	7 4.2%	6 4.2%	13 6.2%	23 4.6%	15 2.8%	12 4.5%	15 4.9%	7 3.1%	5 1.9%	20 3.0%	18 4.9%	37 4.0%	- -	1 1.4%
Police	<b>1</b> <b>0.1%</b>	- -	- -	- -	- -	1 0.8%	- -	1 0.2%	- -	1 0.3%	- -	- -	* 0.2%	- -	1 0.3%	1 0.1%	- -	* 0.7%
Small claims court	<b>4</b> <b>0.4%</b>	- -	- -	- -	1 0.5%	- -	3 1.4%	2 0.4%	2 0.3%	2 0.6%	1 0.4%	1 0.4%	- -	1 0.1%	3 0.8%	4 0.4%	- -	- -
Trading standards	<b>4</b> <b>0.4%</b>	- -	1 0.7%	1 0.4%	- -	1 0.7%	1 0.3%	1 0.1%	3 0.6%	1 0.3%	2 0.8%	- -	1 0.3%	3 0.5%	1 0.2%	4 0.4%	- -	- -
Other	<b>20</b> <b>2.0%</b>	2 1.5%	6 3.7%	3 1.7%	4 2.6%	- -	5 2.2%	12 2.4%	8 1.6%	5 2.0%	6 1.9%	5 2.5%	4 1.7%	14 2.2%	6 1.6%	19 2.1%	- -	1 1.2%
Don't know	<b>1</b> <b>0.1%</b>	- -	- -	- -	- -	- -	1 0.3%	1 0.1%	- -	- -	- -	- -	1 0.3%	- -	1 0.2%	1 0.1%	- -	- -
Don't know	<b>301</b> <b>29.7%</b>	49 40.5%	59 35.2%	54 27.6%	43 25.3%	32 20.8%	64 31.0%	124 24.9%	177 34.3%	64 24.1%	90 30.5%	68 31.7%	80 33.0%	178 27.7%	124 33.3%	256 27.8%	16 64.4%	29 42.5%

CR1208  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 83

**Importance that SRA provide the following - SUMMARY**

**Base : All**

	Help for members of the public who have lost money owing to their solicitor's firm being closed down, or where dishonesty on the part of a solicitor has led them to lose money	A summary of the Solicitors' code of conduct so I can understand the service my solicitor should be providing me with	A helpline for the public to call if they needed advice about their solicitor or the code of conduct	A helpline for solicitors to discuss the code of conduct
Unweighted Base	1014	1014	1014	1014
Weighted Base	1014	1014	1014	1014
Very important (+2)	704 69.4%	628 61.9%	677 66.8%	505 49.8%
Quite important (+1)	245 24.1%	315 31.1%	270 26.6%	367 36.2%
Not very important (-1)	22 2.2%	39 3.9%	29 2.8%	75 7.4%
Not at all important (-2)	18 1.8%	13 1.3%	17 1.7%	29 2.9%
Don't know	25 2.5%	19 1.9%	20 2.0%	37 3.7%
<b>SUMMARY:</b>				
<b>IMPORTANT</b>	948 93.5%	943 93.0%	948 93.4%	872 86.0%
<b>NOT IMPORTANT</b>	40 4.0%	52 5.1%	46 4.6%	105 10.3%
Mean	1.61	1.51	1.57	1.27
Standard Deviation	0.77	0.80	0.79	1.01

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 84

**Importance that SRA provide the following -  
 Help for members of the public who have lost money owing to their  
 solicitor's firm being closed down, or where dishonesty on the part of a  
 solicitor has led them to lose money**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Very important (+2)	<b>704</b> <b>69.4%</b>	59 70.0%	76 73.7%	104 74.0%	38 76.9%	78 60.6%	100 66.7%	71 71.4%	40 68.5%	72 68.4%	66 69.1%
Quite important (+1)	<b>245</b> <b>24.1%</b>	21 24.6%	20 19.4%	27 19.4%	7 14.8%	40 31.4%	37 24.5%	22 22.4%	15 26.5%	28 26.8%	26 27.6%
Not very important (-1)	<b>22</b> <b>2.2%</b>	2 1.9%	2 1.6%	4 2.6%	- -	1 0.9%	4 3.0%	4 3.8%	2 3.4%	4 3.6%	- -
Not at all important (-2)	<b>18</b> <b>1.8%</b>	2 2.9%	- -	2 1.2%	2 3.9%	4 2.8%	5 3.6%	2 1.5%	1 1.6%	- -	1 0.8%
Don't know	<b>25</b> <b>2.5%</b>	1 0.6%	5 5.3%	4 2.8%	2 4.4%	5 4.3%	3 2.2%	1 0.8%	- -	1 1.2%	2 2.5%
SUMMARY: IMPORTANT	<b>948</b> <b>93.5%</b>	80 94.6%	95 93.1%	132 93.4%	46 91.7%	119 92.0%	137 91.3%	93 93.9%	55 95.0%	100 95.2%	92 96.7%
NOT IMPORTANT	<b>40</b> <b>4.0%</b>	4 4.8%	2 1.6%	5 3.8%	2 3.9%	5 3.8%	10 6.6%	5 5.4%	3 5.0%	4 3.6%	1 0.8%
Mean	<b>1.61</b>	1.58	1.75	1.67	1.68	1.53	1.51	1.60	1.57	1.62	1.68
Standard Deviation	<b>0.77</b>	0.84	0.54	0.73	0.85	0.82	0.94	0.82	0.81	0.68	0.57

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 85

**Importance that SRA provide the following -  
Help for members of the public who have lost money owing to their  
solicitor's firm being closed down, or where dishonesty on the part of a  
solicitor has led them to lose money**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Very important (+2)	<b>704</b> <b>69.4%</b>	81	111	131	132	112	135	326	377	174	225	140	164	458	246	649	15	39
		66.6%	66.6%	67.2%	78.7%	73.0%	65.1%	65.6%	73.0%	65.9%	76.7%	65.7%	67.5%	71.3%	66.1%	70.5%	59.2%	58.1%
Quite important (+1)	<b>245</b> <b>24.1%</b>	29	47	60	28	33	48	141	104	71	57	64	53	154	91	215	6	24
		24.2%	27.8%	30.9%	16.5%	21.5%	22.9%	28.3%	20.1%	26.8%	19.3%	30.1%	21.8%	24.0%	24.3%	23.4%	22.9%	35.1%
Not very important (-1)	<b>22</b> <b>2.2%</b>	8	2	2	4	1	5	8	14	5	6	6	5	12	10	14	5	3
		6.4%	1.3%	1.0%	2.5%	0.9%	2.3%	1.5%	2.8%	1.9%	2.0%	3.0%	2.1%	1.9%	2.7%	1.5%	17.9%	4.9%
Not at all important (-2)	<b>18</b> <b>1.8%</b>	3	2	-	1	5	7	14	5	8	1	2	7	11	8	18	-	*
		2.9%	1.3%	-	0.7%	3.0%	3.3%	2.7%	0.9%	3.0%	0.5%	0.7%	3.0%	1.7%	2.1%	1.9%	-	0.7%
Don't know	<b>25</b> <b>2.5%</b>	-	5	2	3	2	13	9	16	6	5	1	13	7	18	24	-	1
		-	2.9%	1.0%	1.6%	1.5%	6.5%	1.8%	3.1%	2.4%	1.6%	0.5%	5.5%	1.2%	4.8%	2.7%	-	1.1%
SUMMARY: IMPORTANT	<b>948</b> <b>93.5%</b>	110	158	192	160	145	183	467	482	244	282	204	217	612	336	864	21	63
		90.7%	94.5%	98.0%	95.2%	94.5%	88.0%	93.9%	93.1%	92.7%	96.0%	95.8%	89.4%	95.3%	90.5%	93.8%	82.1%	93.3%
NOT IMPORTANT	<b>40</b> <b>4.0%</b>	11	4	2	5	6	11	21	19	13	7	8	13	23	18	32	5	4
		9.3%	2.6%	1.0%	3.2%	3.9%	5.5%	4.3%	3.7%	4.9%	2.4%	3.7%	5.1%	3.6%	4.7%	3.5%	17.9%	5.6%
Mean	<b>1.61</b>	1.45	1.62	1.66	1.73	1.63	1.54	1.55	1.67	1.54	1.72	1.58	1.57	1.63	1.57	1.63	1.23	1.47
Standard Deviation	<b>0.77</b>	0.99	0.69	0.54	0.66	0.81	0.90	0.82	0.72	0.86	0.62	0.72	0.88	0.74	0.82	0.75	1.14	0.80

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 86

**Importance that SRA provide the following -  
A summary of the Solicitors' code of conduct so I can understand the  
service my solicitor should be providing me with**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Very important (+2)	<b>628</b> <b>61.9%</b>	51 60.8%	68 66.5%	94 66.3%	28 55.6%	75 58.0%	89 59.3%	61 61.0%	39 68.2%	64 61.3%	59 61.5%
Quite important (+1)	<b>315</b> <b>31.1%</b>	26 31.3%	28 27.5%	34 24.1%	17 34.0%	44 34.2%	54 35.7%	31 31.2%	15 26.0%	37 35.5%	29 30.1%
Not very important (-1)	<b>39</b> <b>3.9%</b>	5 5.7%	2 1.6%	10 7.3%	2 3.2%	5 3.8%	3 1.9%	3 2.8%	2 2.7%	3 2.5%	6 6.3%
Not at all important (-2)	<b>13</b> <b>1.3%</b>	1 1.6%	2 1.8%	1 0.6%	1 2.6%	- -	1 0.9%	2 2.3%	2 3.1%	1 0.7%	1 1.3%
Don't know	<b>19</b> <b>1.9%</b>	* 0.6%	3 2.7%	2 1.6%	2 4.5%	5 4.0%	3 2.1%	3 2.7%	- -	- -	1 0.7%
SUMMARY: IMPORTANT	<b>943</b> <b>93.0%</b>	78 92.1%	96 93.9%	128 90.4%	45 89.7%	119 92.2%	143 95.1%	92 92.2%	55 94.2%	101 96.8%	87 91.7%
NOT IMPORTANT	<b>52</b> <b>5.1%</b>	6 7.3%	3 3.3%	11 7.9%	3 5.8%	5 3.8%	4 2.9%	5 5.1%	3 5.8%	3 3.2%	7 7.7%
Mean	<b>1.51</b>	1.45	1.60	1.51	1.43	1.52	1.54	1.50	1.54	1.54	1.45
Standard Deviation	<b>0.80</b>	0.89	0.75	0.88	0.89	0.70	0.70	0.85	0.89	0.70	0.89

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 87

**Importance that SRA provide the following -  
A summary of the Solicitors' code of conduct so I can understand the  
service my solicitor should be providing me with**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Very important (+2)	<b>628</b> <b>61.9%</b>	78 64.3%	96 57.4%	119 60.7%	113 67.2%	102 66.5%	120 57.5%	275 55.3%	353 68.2%	154 58.5%	188 63.8%	126 59.0%	160 65.7%	402 62.7%	225 60.5%	575 62.4%	17 67.8%	35 52.2%
Quite important (+1)	<b>315</b> <b>31.1%</b>	34 28.0%	59 35.2%	71 36.0%	47 27.7%	44 28.9%	61 29.2%	183 36.7%	132 25.6%	90 34.1%	86 29.3%	81 38.0%	58 23.8%	199 31.1%	116 31.1%	282 30.6%	6 25.5%	26 38.9%
Not very important (-1)	<b>39</b> <b>3.9%</b>	5 4.3%	9 5.2%	5 2.6%	7 4.2%	1 0.6%	12 5.8%	20 4.0%	19 3.7%	9 3.6%	15 5.0%	4 1.8%	11 4.5%	24 3.8%	15 4.0%	34 3.7%	2 6.7%	4 5.5%
Not at all important (-2)	<b>13</b> <b>1.3%</b>	4 3.3%	-	1 0.3%	1 0.9%	5 3.0%	2 1.0%	11 2.2%	2 0.4%	5 1.8%	2 0.8%	2 0.7%	4 1.7%	7 1.1%	6 1.5%	11 1.2%	-	2 3.4%
Don't know	<b>19</b> <b>1.9%</b>	-	4 2.2%	1 0.3%	-	2 1.0%	14 6.5%	9 1.7%	11 2.1%	5 2.0%	3 1.0%	1 0.5%	10 4.2%	9 1.3%	11 2.9%	19 2.1%	-	-
SUMMARY: IMPORTANT	<b>943</b> <b>93.0%</b>	112 92.3%	155 92.6%	189 96.7%	160 94.9%	146 95.4%	180 86.7%	457 92.0%	485 93.8%	244 92.6%	274 93.1%	207 97.0%	218 89.6%	602 93.7%	341 91.6%	857 93.1%	24 93.3%	62 91.1%
NOT IMPORTANT	<b>52</b> <b>5.1%</b>	9 7.7%	9 5.2%	6 3.0%	9 5.1%	6 3.6%	14 6.8%	31 6.2%	21 4.1%	14 5.4%	17 5.9%	5 2.5%	15 6.2%	32 4.9%	20 5.5%	44 4.8%	2 6.7%	6 8.9%
Mean	<b>1.51</b>	1.46	1.48	1.55	1.56	1.57	1.46	1.41	1.61	1.47	1.52	1.53	1.54	1.52	1.50	1.53	1.54	1.31
Standard Deviation	<b>0.80</b>	0.96	0.76	0.67	0.78	0.81	0.87	0.87	0.72	0.83	0.81	0.67	0.87	0.79	0.83	0.78	0.82	0.98



**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 88

**Importance that SRA provide the following -  
A helpline for the public to call if they needed advice about their  
solicitor or the code of conduct**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Very important (+2)	<b>677</b> <b>66.8%</b>	55 <b>64.8%</b>	71 <b>69.5%</b>	96 <b>67.8%</b>	35 <b>71.0%</b>	70 <b>54.0%</b>	100 <b>66.6%</b>	65 <b>65.2%</b>	41 <b>71.6%</b>	74 <b>70.9%</b>	70 <b>73.9%</b>
Quite important (+1)	<b>270</b> <b>26.6%</b>	24 <b>29.0%</b>	22 <b>21.9%</b>	35 <b>24.9%</b>	11 <b>23.0%</b>	47 <b>36.8%</b>	43 <b>28.4%</b>	29 <b>29.6%</b>	13 <b>22.5%</b>	24 <b>23.1%</b>	20 <b>21.1%</b>
Not very important (-1)	<b>29</b> <b>2.8%</b>	3 <b>4.0%</b>	2 <b>1.6%</b>	5 <b>3.8%</b>	- <b>-</b>	3 <b>2.3%</b>	4 <b>3.0%</b>	2 <b>2.4%</b>	3 <b>5.9%</b>	3 <b>2.8%</b>	2 <b>2.4%</b>
Not at all important (-2)	<b>17</b> <b>1.7%</b>	2 <b>2.1%</b>	2 <b>1.8%</b>	1 <b>0.6%</b>	1 <b>2.8%</b>	4 <b>3.3%</b>	3 <b>2.1%</b>	2 <b>2.2%</b>	- <b>-</b>	- <b>-</b>	2 <b>2.1%</b>
Don't know	<b>20</b> <b>2.0%</b>	- <b>-</b>	5 <b>5.3%</b>	4 <b>2.9%</b>	2 <b>3.2%</b>	5 <b>3.7%</b>	- <b>-</b>	1 <b>0.6%</b>	- <b>-</b>	3 <b>3.2%</b>	1 <b>0.5%</b>
SUMMARY: IMPORTANT	<b>948</b> <b>93.4%</b>	79 <b>93.8%</b>	94 <b>91.4%</b>	131 <b>92.7%</b>	47 <b>94.0%</b>	117 <b>90.8%</b>	143 <b>94.9%</b>	94 <b>94.8%</b>	54 <b>94.1%</b>	98 <b>94.0%</b>	91 <b>95.0%</b>
NOT IMPORTANT	<b>46</b> <b>4.6%</b>	5 <b>6.2%</b>	3 <b>3.3%</b>	6 <b>4.4%</b>	1 <b>2.8%</b>	7 <b>5.5%</b>	8 <b>5.1%</b>	5 <b>4.6%</b>	3 <b>5.9%</b>	3 <b>2.8%</b>	4 <b>4.5%</b>
Mean	<b>1.57</b>	1.50	1.64	1.60	1.65	1.41	1.54	1.54	1.60	1.67	1.63
Standard Deviation	<b>0.79</b>	0.87	0.75	0.74	0.77	0.89	0.83	0.82	0.78	0.63	0.80

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 89

**Importance that SRA provide the following -  
A helpline for the public to call if they needed advice about their  
solicitor or the code of conduct**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Very important (+2)	<b>677</b> <b>66.8%</b>	88 72.4%	102 60.9%	125 63.9%	126 75.0%	103 67.3%	133 63.9%	312 62.9%	365 70.6%	169 64.1%	212 72.2%	140 65.7%	156 64.0%	434 67.6%	243 65.3%	615 66.7%	19 75.5%	43 64.1%
Quite important (+1)	<b>270</b> <b>26.6%</b>	23 18.7%	56 33.2%	64 32.5%	35 21.0%	42 27.7%	51 24.3%	149 30.0%	121 23.4%	74 28.0%	68 23.3%	63 29.4%	65 26.9%	174 27.1%	96 25.8%	248 26.9%	3 13.3%	19 28.6%
Not very important (-1)	<b>29</b> <b>2.8%</b>	5 3.7%	3 1.9%	4 2.1%	4 2.5%	2 1.5%	10 5.0%	14 2.8%	15 2.9%	7 2.6%	5 1.9%	6 2.7%	11 4.3%	15 2.4%	14 3.7%	24 2.6%	3 11.2%	2 3.2%
Not at all important (-2)	<b>17</b> <b>1.7%</b>	5 4.3%	2 1.1%	1 0.3%	1 0.6%	4 2.5%	5 2.3%	14 2.8%	4 0.7%	10 3.7%	2 0.8%	2 0.7%	4 1.5%	11 1.8%	6 1.6%	16 1.7%	- -	2 2.7%
Don't know	<b>20</b> <b>2.0%</b>	1 0.8%	5 2.9%	2 1.1%	1 0.9%	2 1.1%	9 4.5%	8 1.5%	13 2.5%	4 1.6%	5 1.8%	3 1.4%	8 3.2%	7 1.1%	13 3.5%	19 2.1%	- -	1 1.4%
SUMMARY: IMPORTANT	<b>948</b> <b>93.4%</b>	111 91.2%	157 94.1%	189 96.4%	162 96.0%	145 95.0%	183 88.2%	462 92.9%	486 93.9%	243 92.1%	281 95.5%	203 95.2%	221 90.9%	608 94.8%	339 91.2%	862 93.6%	22 88.8%	63 92.7%
NOT IMPORTANT	<b>46</b> <b>4.6%</b>	10 8.1%	5 3.0%	5 2.5%	5 3.1%	6 4.0%	15 7.3%	28 5.6%	19 3.6%	17 6.3%	8 2.7%	7 3.4%	14 5.9%	27 4.1%	20 5.3%	39 4.3%	3 11.2%	4 5.9%
Mean	<b>1.57</b>	1.52	1.56	1.59	1.69	1.57	1.49	1.50	1.64	1.49	1.67	1.59	1.52	1.58	1.55	1.58	1.53	1.50
Standard Deviation	<b>0.79</b>	1.00	0.71	0.64	0.67	0.80	0.93	0.87	0.70	0.93	0.66	0.70	0.84	0.78	0.82	0.78	0.98	0.88

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 90

**Importance that SRA provide the following -  
A helpline for solicitors to discuss the code of conduct**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Very important (+2)	<b>505</b> <b>49.8%</b>	41 48.9%	45 44.2%	82 57.9%	19 38.8%	52 40.2%	74 49.4%	47 47.3%	38 64.9%	56 53.9%	51 53.2%
Quite important (+1)	<b>367</b> <b>36.2%</b>	33 39.3%	36 35.4%	44 31.5%	19 37.6%	55 43.0%	53 35.1%	40 40.2%	18 30.4%	37 35.3%	32 33.4%
Not very important (-1)	<b>75</b> <b>7.4%</b>	3 3.9%	9 9.2%	8 5.9%	8 15.5%	12 9.0%	10 6.7%	7 7.1%	2 3.9%	9 8.2%	7 7.3%
Not at all important (-2)	<b>29</b> <b>2.9%</b>	5 5.6%	3 2.6%	3 2.1%	3 6.0%	4 3.3%	5 3.5%	2 2.2%	* 0.8%	2 1.7%	2 2.1%
Don't know	<b>37</b> <b>3.7%</b>	2 2.4%	9 8.5%	4 2.7%	1 2.0%	6 4.4%	8 5.3%	3 3.2%	-	1 1.0%	4 4.1%
SUMMARY: IMPORTANT	<b>872</b> <b>86.0%</b>	74 88.1%	82 79.6%	126 89.4%	38 76.5%	107 83.3%	127 84.5%	87 87.4%	55 95.3%	93 89.1%	83 86.6%
NOT IMPORTANT	<b>105</b> <b>10.3%</b>	8 9.5%	12 11.9%	11 8.0%	11 21.5%	16 12.3%	15 10.2%	9 9.4%	3 4.7%	10 9.9%	9 9.4%
Mean	<b>1.27</b>	1.25	1.19	1.41	0.90	1.13	1.27	1.27	1.55	1.33	1.34
Standard Deviation	<b>1.01</b>	1.06	1.06	0.93	1.27	1.05	1.03	0.96	0.77	0.97	0.97

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 91

**Importance that SRA provide the following -  
A helpline for solicitors to discuss the code of conduct**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Very important (+2)	<b>505</b> <b>49.8%</b>	63	74	91	98	78	101	232	273	130	148	100	127	315	190	462	11	32
		<b>51.8%</b>	<b>44.2%</b>	<b>46.3%</b>	<b>58.3%</b>	<b>51.2%</b>	<b>48.6%</b>	<b>46.6%</b>	<b>52.9%</b>	<b>49.3%</b>	<b>50.4%</b>	<b>46.7%</b>	<b>52.3%</b>	<b>49.0%</b>	<b>51.2%</b>	<b>50.1%</b>	<b>44.2%</b>	<b>47.9%</b>
Quite important (+1)	<b>367</b> <b>36.2%</b>	42	72	81	52	55	66	189	178	90	108	90	78	242	125	329	10	28
		<b>34.2%</b>	<b>43.1%</b>	<b>41.3%</b>	<b>30.7%</b>	<b>36.0%</b>	<b>31.6%</b>	<b>38.0%</b>	<b>34.4%</b>	<b>34.3%</b>	<b>36.7%</b>	<b>42.4%</b>	<b>32.2%</b>	<b>37.7%</b>	<b>33.6%</b>	<b>35.7%</b>	<b>37.9%</b>	<b>41.7%</b>
Not very important (-1)	<b>75</b> <b>7.4%</b>	11	12	18	10	8	15	37	38	19	19	17	20	51	24	66	5	5
		<b>9.0%</b>	<b>7.4%</b>	<b>9.3%</b>	<b>6.1%</b>	<b>5.4%</b>	<b>7.4%</b>	<b>7.4%</b>	<b>7.4%</b>	<b>7.4%</b>	<b>6.4%</b>	<b>8.2%</b>	<b>8.1%</b>	<b>8.0%</b>	<b>6.6%</b>	<b>7.1%</b>	<b>17.9%</b>	<b>7.8%</b>
Not at all important (-2)	<b>29</b> <b>2.9%</b>	6	1	1	4	4	12	22	7	12	5	5	7	14	15	27	-	2
		<b>4.9%</b>	<b>0.7%</b>	<b>0.7%</b>	<b>2.6%</b>	<b>2.6%</b>	<b>6.0%</b>	<b>4.4%</b>	<b>1.4%</b>	<b>4.5%</b>	<b>1.8%</b>	<b>2.2%</b>	<b>3.1%</b>	<b>2.2%</b>	<b>4.1%</b>	<b>3.0%</b>	-	<b>2.7%</b>
Don't know	<b>37</b> <b>3.7%</b>	-	8	5	4	7	13	17	20	12	14	1	10	20	17	37	-	-
		-	<b>4.7%</b>	<b>2.5%</b>	<b>2.4%</b>	<b>4.7%</b>	<b>6.4%</b>	<b>3.5%</b>	<b>3.9%</b>	<b>4.5%</b>	<b>4.7%</b>	<b>0.5%</b>	<b>4.3%</b>	<b>3.1%</b>	<b>4.6%</b>	<b>4.0%</b>	-	-
SUMMARY: IMPORTANT	<b>872</b> <b>86.0%</b>	105	146	171	150	134	167	421	451	221	256	190	205	557	315	791	21	61
		<b>86.0%</b>	<b>87.2%</b>	<b>87.6%</b>	<b>89.0%</b>	<b>87.2%</b>	<b>80.2%</b>	<b>84.7%</b>	<b>87.3%</b>	<b>83.6%</b>	<b>87.1%</b>	<b>89.1%</b>	<b>84.5%</b>	<b>86.8%</b>	<b>84.7%</b>	<b>85.9%</b>	<b>82.1%</b>	<b>89.5%</b>
NOT IMPORTANT	<b>105</b> <b>10.3%</b>	17	13	19	15	12	28	59	46	31	24	22	27	65	40	93	5	7
		<b>14.0%</b>	<b>8.0%</b>	<b>9.9%</b>	<b>8.6%</b>	<b>8.1%</b>	<b>13.4%</b>	<b>11.8%</b>	<b>8.9%</b>	<b>11.8%</b>	<b>8.2%</b>	<b>10.4%</b>	<b>11.2%</b>	<b>10.1%</b>	<b>10.7%</b>	<b>10.1%</b>	<b>17.9%</b>	<b>10.5%</b>
Mean	<b>1.27</b>	1.19	1.29	1.26	1.39	1.34	1.17	1.19	1.35	1.22	1.34	1.24	1.28	1.28	1.27	1.28	1.08	1.24
Standard Deviation	<b>1.01</b>	1.14	0.87	0.92	0.97	0.95	1.18	1.08	0.93	1.10	0.92	0.97	1.05	0.98	1.06	1.01	1.09	0.99

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 92

**Agreement with statements - SUMMARY**

**Base : All**

	Organisations like supermarkets and banks should be able to offer the same legal services that solicitors' firms currently offer.	I would be concerned about the quality of legal services available from somewhere like a supermarket.	There is no reason to think that the quality of legal services from a supermarket chain or bank would be any better or worse, than services provided by a traditional solicitors' firm	I might use a supermarket or bank's solicitors for basic services, but if it involved something more serious I would go to a traditional solicitors' firm.	I would prefer to use legal services from my bank or a supermarket I've used for years than those provided by a solicitors' firm that I know nothing about.	I would not consider using legal services offered by anywhere other than an actual solicitors' firm.	If supermarkets and banks sold legal services, this would give consumers greater choice and access to legal services.	A traditional solicitors firm provides a service that is tailored to me as an individual, which supermarkets and banks may not be able to achieve as effectively.
Unweighted Base	1014	1014	1014	1014	1014	1014	1014	1014
Weighted Base	1014	1014	1014	1014	1014	1014	1014	1014
Strongly agree (+2)	98 9.7%	279 27.5%	105 10.3%	310 30.6%	117 11.5%	315 31.1%	130 12.8%	250 24.7%
Agree (+1)	345 34.0%	417 41.1%	345 34.0%	375 37.0%	273 26.9%	376 37.1%	477 47.1%	447 44.1%
Disagree (-1)	289 28.5%	159 15.7%	301 29.6%	127 12.5%	326 32.1%	179 17.7%	177 17.5%	121 11.9%
Strongly disagree (-2)	118 11.6%	45 4.5%	73 7.2%	71 7.0%	110 10.8%	30 3.0%	63 6.2%	22 2.2%
Don't know	164 16.2%	114 11.2%	191 18.8%	131 13.0%	189 18.7%	113 11.2%	166 16.4%	173 17.1%
<b>SUMMARY:</b>								
<b>AGREE</b>	443 43.7%	696 68.6%	450 44.3%	685 67.6%	389 38.4%	691 68.2%	607 59.9%	697 68.8%
<b>DISAGREE</b>	407 40.1%	204 20.2%	374 36.9%	197 19.5%	435 42.9%	209 20.7%	241 23.7%	143 14.1%
Mean	0.02	0.81	0.13	0.82	-0.05	0.85	0.51	0.93
Standard Deviation	1.33	1.20	1.28	1.27	1.35	1.19	1.19	1.05

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 93

**Agreement with statement - Organisations like supermarkets and banks should be able to offer the same legal services that solicitors' firms currently offer.**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Strongly agree (+2)	<b>98</b> <b>9.7%</b>	6 7.6%	10 9.5%	19 13.3%	3 7.0%	14 10.7%	11 7.3%	8 8.3%	7 13.0%	12 11.7%	7 7.5%
Agree (+1)	<b>345</b> <b>34.0%</b>	35 41.7%	20 19.6%	40 28.4%	19 38.4%	42 32.4%	57 38.1%	37 37.6%	19 32.2%	38 36.0%	38 39.5%
Disagree (-1)	<b>289</b> <b>28.5%</b>	23 27.0%	32 30.7%	37 26.0%	14 27.8%	37 28.3%	42 28.1%	27 27.5%	15 25.7%	30 28.6%	33 35.1%
Strongly disagree (-2)	<b>118</b> <b>11.6%</b>	7 8.7%	13 12.3%	13 9.3%	5 9.3%	14 11.2%	20 13.6%	19 19.0%	8 13.0%	11 10.9%	8 7.9%
Don't know	<b>164</b> <b>16.2%</b>	13 15.1%	29 27.9%	32 23.0%	9 17.5%	22 17.4%	19 12.8%	8 7.7%	9 16.0%	13 12.8%	9 10.0%
SUMMARY: AGREE	<b>443</b> <b>43.7%</b>	42 49.3%	30 29.0%	59 41.6%	23 45.4%	56 43.1%	68 45.4%	46 45.8%	26 45.2%	50 47.7%	45 47.1%
DISAGREE	<b>407</b> <b>40.1%</b>	30 35.6%	44 43.0%	50 35.3%	18 37.1%	51 39.5%	63 41.7%	46 46.5%	22 38.8%	41 39.5%	41 43.0%
Mean	<b>0.02</b>	0.15	-0.23	0.13	0.07	0.04	-0.03	-0.12	0.08	0.10	0.04
Standard Deviation	<b>1.33</b>	1.25	1.37	1.37	1.28	1.35	1.32	1.38	1.40	1.34	1.24

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 94

**Agreement with statement - Organisations like supermarkets and banks should be able to offer the same legal services that solicitors' firms currently offer.**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Strongly agree (+2)	<b>98</b> <b>9.7%</b>	7 5.9%	15 9.2%	20 10.1%	18 10.7%	15 10.0%	23 10.9%	47 9.5%	51 9.9%	23 8.7%	24 8.2%	22 10.5%	28 11.7%	59 9.2%	39 10.5%	83 9.0%	5 20.9%	10 14.9%
Agree (+1)	<b>345</b> <b>34.0%</b>	58 47.7%	72 42.8%	60 30.6%	59 35.3%	41 26.5%	55 26.6%	192 38.7%	152 29.5%	96 36.5%	98 33.2%	81 38.0%	70 28.8%	236 36.7%	109 29.3%	311 33.8%	10 39.9%	24 35.2%
Disagree (-1)	<b>289</b> <b>28.5%</b>	24 19.7%	47 28.2%	64 32.6%	48 28.6%	47 30.6%	59 28.5%	130 26.1%	159 30.8%	69 26.3%	92 31.2%	65 30.7%	63 25.8%	190 29.6%	99 26.6%	270 29.3%	5 19.8%	14 20.6%
Strongly disagree (-2)	<b>118</b> <b>11.6%</b>	7 5.7%	11 6.8%	21 10.5%	20 11.6%	24 15.5%	36 17.2%	58 11.7%	60 11.6%	40 15.2%	30 10.1%	15 6.9%	33 13.7%	64 9.9%	54 14.6%	111 12.1%	- -	7 9.8%
Don't know	<b>164</b> <b>16.2%</b>	26 21.1%	22 13.0%	32 16.2%	23 13.8%	27 17.4%	35 16.8%	69 14.0%	95 18.3%	35 13.4%	51 17.2%	30 13.9%	49 20.0%	93 14.5%	71 19.0%	146 15.8%	5 19.5%	13 19.5%
SUMMARY: AGREE	<b>443</b> <b>43.7%</b>	65 53.6%	87 52.0%	80 40.6%	77 46.0%	56 36.5%	78 37.5%	240 48.2%	203 39.3%	119 45.2%	122 41.4%	103 48.5%	98 40.5%	295 45.9%	148 39.8%	394 42.7%	15 60.7%	34 50.1%
DISAGREE	<b>407</b> <b>40.1%</b>	31 25.3%	59 35.0%	84 43.1%	68 40.2%	71 46.1%	95 45.7%	188 37.8%	219 42.4%	109 41.4%	122 41.4%	80 37.6%	96 39.5%	254 39.5%	153 41.2%	381 41.4%	5 19.8%	21 30.4%
Mean	<b>0.02</b>	0.36	0.22	-0.04	0.05	-0.18	-0.17	0.09	-0.06	-0.03	-0.02	0.17	-0.01	0.07	-0.07	-0.02	0.77	0.31
Standard Deviation	<b>1.33</b>	1.15	1.23	1.32	1.34	1.38	1.41	1.32	1.34	1.35	1.29	1.26	1.40	1.29	1.39	1.32	1.12	1.36

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 95

**Agreement with statement - I would be concerned about the quality of legal services available from somewhere like a supermarket.**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Strongly agree (+2)	<b>279</b> <b>27.5%</b>	21 24.8%	37 36.3%	37 26.2%	13 25.5%	45 34.9%	44 29.5%	28 28.3%	15 26.1%	19 18.3%	20 20.7%
Agree (+1)	<b>417</b> <b>41.1%</b>	34 40.5%	33 31.7%	67 47.8%	25 50.4%	45 35.2%	64 42.5%	39 39.0%	24 41.2%	47 45.2%	38 40.0%
Disagree (-1)	<b>159</b> <b>15.7%</b>	15 17.9%	15 14.3%	14 10.0%	8 15.4%	19 14.5%	26 17.0%	15 14.7%	11 19.6%	16 15.3%	21 22.4%
Strongly disagree (-2)	<b>45</b> <b>4.5%</b>	5 5.5%	4 4.2%	4 2.7%	- -	5 3.7%	8 5.6%	8 8.5%	2 3.3%	6 5.5%	3 3.1%
Don't know	<b>114</b> <b>11.2%</b>	9 11.2%	14 13.5%	19 13.3%	4 8.7%	15 11.6%	8 5.2%	9 9.5%	6 9.8%	16 15.6%	13 13.8%
SUMMARY: AGREE	<b>696</b> <b>68.6%</b>	55 65.3%	70 68.0%	104 74.0%	38 75.9%	90 70.1%	108 72.1%	67 67.3%	39 67.3%	66 63.5%	58 60.7%
DISAGREE	<b>204</b> <b>20.2%</b>	20 23.5%	19 18.5%	18 12.8%	8 15.4%	24 18.3%	34 22.7%	23 23.2%	13 22.9%	22 20.9%	24 25.5%
Mean	<b>0.81</b>	0.69	0.94	0.98	0.94	0.94	0.77	0.71	0.74	0.66	0.61
Standard Deviation	<b>1.20</b>	1.25	1.24	1.03	0.99	1.20	1.24	1.32	1.20	1.20	1.21



**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 96

**Agreement with statement - I would be concerned about the quality of legal services available from somewhere like a supermarket.**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Strongly agree (+2)	<b>279</b> <b>27.5%</b>	29 24.1%	33 19.9%	46 23.8%	56 33.3%	47 30.9%	67 32.1%	129 25.9%	151 29.1%	77 29.3%	75 25.4%	59 27.7%	68 28.0%	173 27.0%	106 28.5%	261 28.4%	6 21.8%	13 18.5%
Agree (+1)	<b>417</b> <b>41.1%</b>	55 45.2%	95 56.9%	88 44.9%	59 35.3%	54 35.2%	65 31.3%	205 41.3%	211 40.9%	115 43.6%	128 43.6%	89 41.9%	84 34.6%	290 45.2%	127 34.0%	374 40.6%	16 63.0%	27 39.5%
Disagree (-1)	<b>159</b> <b>15.7%</b>	20 16.2%	21 12.4%	39 19.8%	28 16.5%	27 17.4%	26 12.4%	79 16.0%	80 15.4%	30 11.5%	52 17.7%	43 20.0%	34 14.1%	99 15.4%	60 16.2%	143 15.5%	3 11.0%	13 19.7%
Strongly disagree (-2)	<b>45</b> <b>4.5%</b>	3 2.6%	3 1.6%	4 1.8%	7 4.2%	12 7.6%	17 8.2%	29 5.8%	16 3.1%	9 3.3%	12 4.0%	6 2.8%	19 7.7%	17 2.7%	28 7.5%	41 4.4%	1 4.2%	3 4.8%
Don't know	<b>114</b> <b>11.2%</b>	14 11.9%	15 9.2%	19 9.7%	18 10.8%	13 8.8%	33 16.0%	55 11.0%	59 11.4%	32 12.3%	27 9.3%	16 7.6%	38 15.6%	63 9.7%	51 13.8%	102 11.1%	-	12 17.4%
SUMMARY: AGREE	<b>696</b> <b>68.6%</b>	84 69.3%	128 76.8%	134 68.6%	115 68.6%	101 66.2%	132 63.4%	334 67.2%	362 70.0%	192 72.9%	203 69.0%	148 69.7%	152 62.6%	463 72.2%	232 62.5%	635 68.9%	21 84.8%	39 58.1%
DISAGREE	<b>204</b> <b>20.2%</b>	23 18.8%	23 14.0%	42 21.7%	35 20.7%	38 25.0%	43 20.5%	108 21.8%	96 18.6%	39 14.8%	64 21.7%	49 22.8%	53 21.8%	116 18.1%	88 23.7%	184 20.0%	4 15.2%	17 24.5%
Mean	<b>0.81</b>	0.82	0.89	0.76	0.86	0.71	0.80	0.74	0.87	0.96	0.76	0.78	0.72	0.87	0.69	0.82	0.87	0.57
Standard Deviation	<b>1.20</b>	1.12	0.96	1.13	1.23	1.33	1.35	1.24	1.15	1.10	1.18	1.18	1.32	1.11	1.33	1.20	1.03	1.24

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 97

**Agreement with statement - There is no reason to think that the quality of legal services from a supermarket chain or a bank would be any better, or any worse, than services provided by a traditional solicitors' firm.**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Strongly agree (+2)	<b>105</b> <b>10.3%</b>	10 11.6%	10 9.4%	14 9.9%	1 2.9%	16 12.6%	12 7.8%	12 12.5%	6 10.9%	11 10.6%	12 12.8%
Agree (+1)	<b>345</b> <b>34.0%</b>	28 33.4%	39 38.1%	46 32.4%	20 41.2%	32 25.1%	57 38.0%	33 32.7%	20 34.4%	31 30.0%	38 40.2%
Disagree (-1)	<b>301</b> <b>29.6%</b>	27 32.2%	28 27.7%	40 28.0%	13 25.2%	40 30.7%	43 28.6%	32 32.3%	19 32.3%	32 30.3%	28 29.3%
Strongly disagree (-2)	<b>73</b> <b>7.2%</b>	5 5.4%	7 7.2%	15 10.6%	5 10.2%	11 8.5%	9 6.0%	8 8.1%	3 5.8%	5 5.2%	4 4.7%
Don't know	<b>191</b> <b>18.8%</b>	15 17.4%	18 17.6%	27 19.1%	10 20.6%	30 23.1%	29 19.6%	14 14.4%	10 16.5%	25 24.0%	12 13.1%
SUMMARY:											
AGREE	<b>450</b> <b>44.3%</b>	38 45.1%	49 47.5%	60 42.2%	22 44.1%	49 37.6%	69 45.8%	45 45.2%	26 45.4%	42 40.5%	51 52.9%
DISAGREE	<b>374</b> <b>36.9%</b>	32 37.5%	36 34.9%	54 38.6%	18 35.3%	51 39.2%	52 34.6%	40 40.4%	22 38.2%	37 35.5%	32 34.0%
Mean	<b>0.13</b>	0.17	0.18	0.04	0.02	0.03	0.16	0.11	0.15	0.14	0.31
Standard Deviation	<b>1.28</b>	1.27	1.26	1.33	1.24	1.36	1.23	1.32	1.27	1.27	1.23

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 98

**Agreement with statement - There is no reason to think that the quality of legal services from a supermarket chain or a bank would be any better, or any worse, than services provided by a traditional solicitors' firm.**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Strongly agree (+2)	<b>105</b> <b>10.3%</b>	9 7.0%	19 11.2%	24 12.1%	20 12.1%	18 11.5%	16 7.6%	55 11.0%	50 9.6%	32 12.2%	28 9.5%	18 8.5%	27 11.0%	71 11.1%	34 9.0%	90 9.8%	3 10.2%	12 17.4%
Agree (+1)	<b>345</b> <b>34.0%</b>	45 37.0%	72 43.2%	74 38.0%	57 33.8%	42 27.3%	54 26.2%	180 36.2%	165 31.9%	98 37.0%	101 34.2%	84 39.6%	62 25.6%	230 35.9%	115 30.8%	314 34.1%	10 38.0%	21 31.4%
Disagree (-1)	<b>301</b> <b>29.6%</b>	42 34.6%	50 29.7%	53 27.2%	38 22.6%	59 38.3%	59 28.3%	143 28.7%	158 30.5%	74 28.0%	99 33.6%	61 28.5%	67 27.6%	200 31.1%	101 27.1%	269 29.2%	11 42.0%	21 31.6%
Strongly disagree (-2)	<b>73</b> <b>7.2%</b>	3 2.4%	3 1.8%	11 5.5%	16 9.4%	9 6.1%	31 15.1%	35 7.1%	38 7.3%	17 6.6%	17 5.7%	12 5.8%	27 11.0%	30 4.7%	43 11.6%	69 7.5%	2 9.8%	2 2.7%
Don't know	<b>191</b> <b>18.8%</b>	23 18.9%	24 14.1%	34 17.2%	37 22.1%	25 16.7%	48 22.9%	84 16.9%	107 20.6%	43 16.3%	50 17.1%	37 17.6%	60 24.7%	111 17.3%	79 21.4%	179 19.4%	-	11 16.9%
SUMMARY:																		
AGREE	<b>450</b> <b>44.3%</b>	54 44.0%	91 54.4%	98 50.2%	77 45.9%	60 38.9%	70 33.7%	235 47.3%	215 41.5%	130 49.2%	128 43.7%	103 48.1%	89 36.6%	301 46.9%	148 39.9%	404 43.9%	12 48.2%	33 48.8%
DISAGREE	<b>374</b> <b>36.9%</b>	45 37.1%	53 31.5%	64 32.7%	54 32.0%	68 44.5%	90 43.4%	178 35.8%	196 37.9%	91 34.6%	116 39.3%	73 34.3%	94 38.7%	230 35.8%	144 38.8%	338 36.6%	13 51.8%	23 34.3%
Mean	<b>0.13</b>	0.14	0.38	0.29	0.21	*	-0.22	0.19	0.07	0.24	0.10	0.20	-0.03	0.21	-0.02	0.12	-0.03	0.35
Standard Deviation	<b>1.28</b>	1.16	1.15	1.25	1.34	1.28	1.36	1.27	1.28	1.27	1.24	1.22	1.37	1.24	1.34	1.28	1.29	1.28

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 99

**Agreement with statement - I might use a supermarket or bank's solicitors for basic services, like writing a will, but if it involved something more serious, like going to court, or a personally sensitive matter, I would go to a traditional solicitors' firm.**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Strongly agree (+2)	<b>310</b> <b>30.6%</b>	28 33.2%	30 28.8%	35 24.5%	15 30.3%	32 24.6%	52 34.5%	30 30.6%	22 37.2%	38 36.7%	29 30.5%
Agree (+1)	<b>375</b> <b>37.0%</b>	28 32.7%	40 38.7%	52 36.6%	22 44.0%	43 33.7%	60 39.7%	39 38.9%	22 38.7%	38 36.4%	32 33.5%
Disagree (-1)	<b>127</b> <b>12.5%</b>	10 12.1%	13 12.3%	17 11.7%	4 8.4%	14 10.6%	19 12.8%	12 12.0%	7 12.0%	13 12.2%	18 19.3%
Strongly disagree (-2)	<b>71</b> <b>7.0%</b>	6 7.0%	5 5.0%	9 6.3%	6 12.9%	11 8.4%	10 6.9%	7 7.0%	5 8.8%	6 5.8%	5 5.6%
Don't know	<b>131</b> <b>13.0%</b>	13 15.0%	15 15.1%	29 20.8%	2 4.3%	29 22.7%	9 6.1%	11 11.5%	2 3.3%	9 8.9%	11 11.1%
SUMMARY:											
AGREE	<b>685</b> <b>67.6%</b>	56 65.9%	69 67.6%	86 61.2%	37 74.4%	75 58.3%	111 74.1%	69 69.5%	44 75.9%	76 73.1%	61 64.0%
DISAGREE	<b>197</b> <b>19.5%</b>	16 19.1%	18 17.4%	25 18.0%	11 21.3%	24 19.0%	30 19.7%	19 19.0%	12 20.8%	19 18.0%	24 24.8%
Mean	<b>0.82</b>	0.86	0.87	0.78	0.74	0.72	0.87	0.84	0.86	0.94	0.72
Standard Deviation	<b>1.27</b>	1.30	1.21	1.26	1.36	1.33	1.25	1.26	1.31	1.23	1.31

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 100

**Agreement with statement - I might use a supermarket or bank's solicitors for basic services, like writing a will, but if it involved something more serious, like going to court, or a personally sensitive matter, I would go to a traditional solicitors' firm.**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Strongly agree (+2)	<b>310</b> <b>30.6%</b>	29	34	60	55	57	75	141	170	76	88	66	80	187	123	282	8	20
Agree (+1)	<b>375</b> <b>37.0%</b>	48	69	80	63	55	60	197	178	107	111	79	78	254	121	349	8	19
Disagree (-1)	<b>127</b> <b>12.5%</b>	11	27	21	27	18	23	68	59	32	36	30	29	87	40	112	1	14
Strongly disagree (-2)	<b>71</b> <b>7.0%</b>	8	9	11	10	12	21	27	44	18	17	12	24	38	33	65	1	5
Don't know	<b>131</b> <b>13.0%</b>	25	28	24	14	11	29	64	67	30	43	26	33	76	55	114	8	10
SUMMARY:																		
AGREE	<b>685</b> <b>67.6%</b>	77	103	139	118	112	135	337	348	184	198	146	157	440	245	630	16	39
DISAGREE	<b>197</b> <b>19.5%</b>	19	36	32	36	30	44	95	102	50	53	42	53	125	72	177	2	18
Mean	<b>0.82</b>	0.82	0.66	0.90	0.82	0.90	0.82	0.82	0.83	0.83	0.86	0.84	0.77	0.82	0.83	0.83	1.19	0.63
Standard Deviation	<b>1.27</b>	1.22	1.23	1.20	1.26	1.29	1.40	1.22	1.32	1.24	1.24	1.24	1.38	1.23	1.34	1.27	1.07	1.39

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 101

**Agreement with statement - I would prefer to use legal services from my bank or a supermarket I've used for years than those provided by a solicitors' firm that I know nothing about.**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Strongly agree (+2)	<b>117</b> <b>11.5%</b>	11 12.5%	12 12.1%	15 10.9%	3 6.8%	13 9.9%	10 7.0%	10 10.2%	8 14.4%	22 20.6%	12 12.4%
Agree (+1)	<b>273</b> <b>26.9%</b>	16 18.8%	26 25.5%	37 26.3%	13 26.9%	35 27.2%	34 22.8%	33 33.4%	18 30.5%	28 27.1%	32 33.3%
Disagree (-1)	<b>326</b> <b>32.1%</b>	33 39.1%	32 31.6%	34 24.0%	19 37.8%	44 34.1%	60 39.8%	31 31.6%	17 29.1%	27 26.0%	28 29.8%
Strongly disagree (-2)	<b>110</b> <b>10.8%</b>	6 7.1%	10 9.5%	15 10.7%	8 15.2%	14 10.6%	20 13.3%	11 10.7%	7 11.8%	11 10.5%	9 9.5%
Don't know	<b>189</b> <b>18.7%</b>	19 22.5%	22 21.4%	40 28.0%	7 13.3%	23 18.2%	26 17.1%	14 14.2%	8 14.2%	16 15.8%	14 15.1%
SUMMARY:											
AGREE	<b>389</b> <b>38.4%</b>	26 31.3%	38 37.5%	52 37.2%	17 33.7%	48 37.1%	45 29.7%	43 43.6%	26 44.9%	50 47.8%	44 45.7%
DISAGREE	<b>435</b> <b>42.9%</b>	39 46.1%	42 41.1%	49 34.8%	26 52.9%	58 44.8%	80 53.1%	42 42.2%	24 40.9%	38 36.5%	37 39.2%
Mean	<b>-0.05</b>	-0.12	-0.01	0.03	-0.32	-0.10	-0.36	0.01	0.08	0.25	0.11
Standard Deviation	<b>1.35</b>	1.33	1.36	1.39	1.30	1.33	1.27	1.32	1.40	1.44	1.34

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 102

**Agreement with statement - I would prefer to use legal services from my bank or a supermarket I've used for years than those provided by a solicitors' firm that I know nothing about.**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Strongly agree (+2)	<b>117</b> <b>11.5%</b>	14 11.6%	12 6.9%	23 11.7%	21 12.5%	27 17.4%	20 9.8%	59 11.8%	58 11.2%	38 14.5%	24 8.0%	24 11.3%	31 12.8%	70 10.9%	47 12.6%	107 11.7%	1 3.3%	9 12.6%
Agree (+1)	<b>273</b> <b>26.9%</b>	47 38.6%	48 28.8%	56 28.5%	41 24.4%	39 25.3%	42 20.1%	143 28.7%	130 25.2%	75 28.4%	67 22.7%	69 32.4%	62 25.4%	193 30.0%	80 21.5%	243 26.3%	10 40.3%	20 29.2%
Disagree (-1)	<b>326</b> <b>32.1%</b>	33 26.7%	57 34.3%	66 33.9%	52 31.1%	47 30.7%	70 33.6%	154 30.9%	172 33.3%	84 31.8%	98 33.4%	73 34.4%	70 28.9%	210 32.8%	115 31.0%	300 32.6%	7 27.2%	18 27.0%
Strongly disagree (-2)	<b>110</b> <b>10.8%</b>	4 3.5%	18 10.7%	13 6.6%	21 12.4%	17 11.1%	37 17.6%	57 11.5%	52 10.1%	30 11.3%	38 12.9%	11 5.3%	31 12.6%	56 8.7%	54 14.4%	99 10.8%	4 15.2%	7 9.8%
Don't know	<b>189</b> <b>18.7%</b>	24 19.6%	32 19.2%	38 19.2%	33 19.6%	24 15.5%	39 18.9%	85 17.1%	105 20.2%	37 14.1%	67 22.9%	36 16.7%	49 20.3%	113 17.6%	76 20.5%	171 18.6%	4 14.0%	14 21.4%
SUMMARY:																		
AGREE	<b>389</b> <b>38.4%</b>	61 50.1%	60 35.8%	79 40.2%	62 37.0%	65 42.7%	62 29.9%	201 40.5%	188 36.4%	113 42.9%	90 30.8%	93 43.7%	93 38.2%	263 40.9%	127 34.1%	350 38.0%	11 43.6%	28 41.8%
DISAGREE	<b>435</b> <b>42.9%</b>	37 30.3%	75 45.1%	79 40.5%	73 43.5%	64 41.8%	106 51.2%	211 42.4%	224 43.4%	113 43.0%	136 46.3%	85 39.7%	101 41.5%	266 41.5%	169 45.4%	400 43.4%	11 42.4%	25 36.8%
Mean	<b>-0.05</b>	0.35	-0.16	0.06	-0.08	0.08	-0.36	-0.02	-0.07	0.04	-0.27	0.12	-0.04	0.02	-0.16	-0.05	-0.12	0.10
Standard Deviation	<b>1.35</b>	1.21	1.28	1.30	1.39	1.42	1.38	1.36	1.34	1.38	1.32	1.26	1.40	1.31	1.41	1.35	1.31	1.37

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 103

**Agreement with statement - I would not consider using legal services offered by anywhere other than an actual solicitors' firm.**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Strongly agree (+2)	<b>315</b> <b>31.1%</b>	24 28.5%	35 34.6%	39 28.0%	13 27.0%	47 36.4%	48 32.2%	34 34.2%	15 25.3%	29 28.0%	30 31.0%
Agree (+1)	<b>376</b> <b>37.1%</b>	34 40.5%	33 32.1%	60 42.8%	19 37.3%	47 36.4%	51 34.0%	36 36.3%	30 51.9%	33 32.0%	33 34.2%
Disagree (-1)	<b>179</b> <b>17.7%</b>	14 16.7%	11 10.7%	18 13.1%	12 24.5%	21 16.2%	33 21.8%	20 20.2%	8 14.3%	23 22.5%	18 19.0%
Strongly disagree (-2)	<b>30</b> <b>3.0%</b>	2 2.9%	4 4.3%	2 1.3%	1 2.5%	2 1.6%	7 4.4%	2 2.4%	* 0.9%	6 6.0%	2 2.4%
Don't know	<b>113</b> <b>11.2%</b>	10 11.4%	19 18.3%	21 14.8%	4 8.7%	12 9.4%	11 7.6%	7 6.9%	4 7.6%	12 11.6%	13 13.4%
SUMMARY: AGREE	<b>691</b> <b>68.2%</b>	58 69.1%	68 66.7%	100 70.8%	32 64.3%	94 72.8%	99 66.1%	70 70.4%	45 77.2%	63 60.0%	62 65.1%
DISAGREE	<b>209</b> <b>20.7%</b>	16 19.6%	15 15.0%	20 14.4%	13 27.0%	23 17.7%	39 26.2%	23 22.6%	9 15.2%	30 28.5%	20 21.4%
Mean	<b>0.85</b>	0.85	1.00	0.98	0.68	0.99	0.73	0.85	0.94	0.61	0.83
Standard Deviation	<b>1.19</b>	1.17	1.20	1.04	1.24	1.13	1.29	1.21	1.00	1.34	1.22



**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 104

**Agreement with statement - I would not consider using legal services offered by anywhere other than an actual solicitors' firm.**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Strongly agree (+2)	<b>315</b>	33	33	49	59	51	91	158	157	77	89	57	92	178	137	290	9	16
	<b>31.1%</b>	26.9%	19.8%	25.0%	34.9%	33.1%	43.7%	31.8%	30.4%	29.1%	30.4%	26.9%	37.7%	27.7%	36.9%	31.4%	37.3%	23.8%
Agree (+1)	<b>376</b>	41	74	74	66	57	65	193	183	99	114	87	76	256	120	348	8	20
	<b>37.1%</b>	33.3%	44.1%	37.8%	39.1%	37.3%	31.3%	38.9%	35.4%	37.5%	38.9%	40.7%	31.3%	39.9%	32.3%	37.8%	30.1%	30.1%
Disagree (-1)	<b>179</b>	28	40	42	24	26	20	83	96	52	51	44	33	121	59	159	4	16
	<b>17.7%</b>	22.8%	24.2%	21.2%	14.0%	16.7%	9.8%	16.7%	18.6%	19.6%	17.3%	20.7%	13.4%	18.8%	15.8%	17.3%	17.0%	23.3%
Strongly disagree (-2)	<b>30</b>	5	7	4	3	5	6	11	19	6	6	10	8	18	12	21	3	6
	<b>3.0%</b>	4.3%	4.0%	2.2%	1.8%	3.4%	2.8%	2.3%	3.6%	2.2%	1.9%	4.9%	3.4%	2.8%	3.2%	2.3%	11.2%	8.6%
Don't know	<b>113</b>	16	13	27	17	15	26	51	62	30	34	15	34	70	44	103	1	10
	<b>11.2%</b>	12.8%	7.8%	13.8%	10.2%	9.5%	12.5%	10.3%	12.0%	11.5%	11.5%	6.9%	14.2%	10.8%	11.7%	11.1%	4.6%	14.2%
SUMMARY: AGREE	<b>691</b>	73	107	123	125	108	156	351	340	176	204	144	168	434	257	638	17	36
	<b>68.2%</b>	60.2%	64.0%	62.8%	74.0%	70.4%	74.9%	70.7%	65.8%	66.7%	69.3%	67.6%	69.0%	67.6%	69.2%	69.2%	67.3%	53.9%
DISAGREE	<b>209</b>	33	47	46	27	31	26	95	115	57	57	54	41	139	71	181	7	22
	<b>20.7%</b>	27.0%	28.2%	23.4%	15.8%	20.1%	12.6%	19.0%	22.2%	21.8%	19.3%	25.5%	16.8%	21.6%	19.0%	19.6%	28.1%	31.9%
Mean	<b>0.85</b>	0.64	0.56	0.72	1.02	0.88	1.18	0.90	0.80	0.81	0.89	0.69	1.01	0.79	0.95	0.89	0.68	0.43
Standard Deviation	<b>1.19</b>	1.30	1.21	1.20	1.10	1.20	1.10	1.15	1.23	1.19	1.15	1.25	1.19	1.18	1.21	1.16	1.46	1.41

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 105

**Agreement with statement - If supermarkets and banks sold legal services, this would give consumers greater choice and access to legal services.**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Strongly agree (+2)	<b>130</b> <b>12.8%</b>	12 14.7%	12 11.8%	19 13.8%	4 8.3%	19 14.5%	22 14.5%	12 11.9%	9 14.8%	14 13.3%	7 7.3%
Agree (+1)	<b>477</b> <b>47.1%</b>	39 46.4%	46 45.1%	63 44.8%	27 54.0%	55 42.9%	68 45.6%	48 48.2%	30 52.3%	50 47.9%	50 52.4%
Disagree (-1)	<b>177</b> <b>17.5%</b>	12 14.7%	17 16.1%	21 14.6%	10 20.6%	26 20.1%	31 20.3%	20 20.0%	9 15.2%	14 13.7%	18 19.3%
Strongly disagree (-2)	<b>63</b> <b>6.2%</b>	7 8.0%	6 5.9%	5 3.9%	1 2.5%	10 7.7%	15 9.8%	5 5.4%	3 4.6%	7 6.6%	4 4.3%
Don't know	<b>166</b> <b>16.4%</b>	14 16.1%	22 21.1%	32 23.0%	7 14.6%	19 14.8%	15 9.8%	14 14.6%	8 13.1%	19 18.5%	16 16.7%
SUMMARY: AGREE	<b>607</b> <b>59.9%</b>	52 61.1%	58 56.9%	83 58.6%	31 62.3%	74 57.3%	90 60.0%	60 60.1%	39 67.2%	64 61.2%	57 59.7%
DISAGREE	<b>241</b> <b>23.7%</b>	19 22.7%	23 22.0%	26 18.4%	11 23.1%	36 27.8%	45 30.2%	25 25.4%	11 19.7%	21 20.3%	23 23.6%
Mean	<b>0.51</b>	0.54	0.52	0.65	0.53	0.43	0.38	0.48	0.66	0.58	0.47
Standard Deviation	<b>1.19</b>	1.24	1.19	1.13	1.06	1.27	1.29	1.18	1.12	1.19	1.10

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 106

**Agreement with statement - If supermarkets and banks sold legal services, this would give consumers greater choice and access to legal services.**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Strongly agree (+2)	<b>130</b> <b>12.8%</b>	14 11.6%	11 6.8%	23 11.5%	32 18.9%	25 16.6%	24 11.8%	65 13.0%	65 12.6%	35 13.1%	29 9.8%	31 14.3%	36 14.7%	78 12.1%	52 13.9%	116 12.6%	3 11.1%	11 16.5%
Agree (+1)	<b>477</b> <b>47.1%</b>	63 52.1%	99 59.2%	102 52.4%	70 41.6%	63 41.2%	80 38.2%	239 48.1%	238 46.1%	128 48.5%	153 52.2%	104 48.7%	92 38.0%	325 50.5%	153 41.1%	434 47.1%	12 49.2%	31 46.5%
Disagree (-1)	<b>177</b> <b>17.5%</b>	18 14.8%	27 15.9%	25 12.9%	29 17.4%	33 21.4%	45 21.9%	86 17.3%	92 17.7%	45 17.0%	45 15.2%	43 20.0%	45 18.7%	108 16.8%	70 18.7%	160 17.3%	7 27.9%	11 16.0%
Strongly disagree (-2)	<b>63</b> <b>6.2%</b>	4 3.6%	6 3.4%	7 3.3%	11 6.8%	13 8.7%	22 10.5%	40 8.1%	23 4.5%	23 8.9%	12 4.1%	11 5.3%	17 6.9%	30 4.7%	33 8.8%	59 6.4%	- -	5 6.9%
Don't know	<b>166</b> <b>16.4%</b>	22 17.9%	25 14.7%	39 19.9%	26 15.3%	19 12.1%	37 17.6%	67 13.5%	99 19.2%	33 12.5%	55 18.7%	25 11.8%	53 21.8%	101 15.8%	65 17.4%	154 16.7%	3 11.8%	10 14.1%
SUMMARY: AGREE	<b>607</b> <b>59.9%</b>	77 63.7%	110 66.0%	125 63.9%	102 60.5%	88 57.8%	104 50.0%	304 61.1%	303 58.7%	163 61.7%	182 62.0%	134 63.0%	128 52.6%	402 62.7%	205 55.0%	549 59.6%	15 60.3%	43 63.0%
DISAGREE	<b>241</b> <b>23.7%</b>	22 18.5%	32 19.4%	32 16.2%	41 24.2%	46 30.1%	67 32.4%	126 25.4%	115 22.2%	68 25.8%	57 19.3%	54 25.2%	62 25.5%	138 21.5%	102 27.6%	218 23.7%	7 27.9%	15 22.9%
Mean	<b>0.51</b>	0.65	0.59	0.70	0.57	0.41	0.23	0.47	0.55	0.46	0.60	0.53	0.45	0.58	0.39	0.51	0.49	0.58
Standard Deviation	<b>1.19</b>	1.07	1.01	1.04	1.26	1.31	1.33	1.23	1.15	1.25	1.08	1.18	1.28	1.13	1.29	1.19	1.09	1.23

**CR1208**  
**MAIN ONLY**  
**Fieldwork dates : December 2008**

Table 107

**Agreement with statement - A traditional solicitors firm provides a service that is tailored to me as an individual, which supermarkets and banks may not be able to achieve as effectively.**

**Base : All**

	TOTAL	REGION									
		East Midlands	East of England	London	North East	North West	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Unweighted Base	<b>1014</b>	124	101	111	63	119	76	118	86	95	121
Weighted Base	<b>1014</b>	84	103	141	50	129	150	99	58	105	95
Strongly agree (+2)	<b>250</b> <b>24.7%</b>	19 22.9%	29 28.0%	24 17.1%	10 20.6%	39 30.0%	45 30.3%	31 31.1%	14 24.3%	23 22.0%	16 16.6%
Agree (+1)	<b>447</b> <b>44.1%</b>	38 44.6%	34 33.0%	71 50.5%	26 51.6%	54 41.5%	64 42.4%	41 41.7%	24 42.3%	50 47.7%	45 47.6%
Disagree (-1)	<b>121</b> <b>11.9%</b>	10 11.9%	12 11.5%	14 9.7%	2 4.7%	14 10.5%	24 15.7%	14 13.8%	8 14.4%	9 9.0%	15 15.2%
Strongly disagree (-2)	<b>22</b> <b>2.2%</b>	1 1.7%	5 4.7%	3 2.0%	1 2.1%	4 2.8%	3 1.9%	1 1.0%	* 0.9%	4 4.0%	- -
Don't know	<b>173</b> <b>17.1%</b>	16 18.9%	23 22.8%	29 20.8%	10 20.9%	19 15.1%	15 9.7%	12 12.5%	10 18.1%	18 17.2%	20 20.6%
SUMMARY:											
AGREE	<b>697</b> <b>68.8%</b>	57 67.5%	63 61.0%	95 67.6%	36 72.3%	92 71.6%	109 72.7%	72 72.8%	39 66.7%	73 69.7%	61 64.2%
DISAGREE	<b>143</b> <b>14.1%</b>	11 13.6%	17 16.2%	16 11.7%	3 6.8%	17 13.4%	26 17.6%	15 14.7%	9 15.3%	14 13.1%	15 15.2%
Mean	<b>0.93</b>	0.93	0.88	0.90	1.06	1.01	0.93	1.01	0.91	0.90	0.82
Standard Deviation	<b>1.05</b>	1.03	1.23	0.96	0.87	1.08	1.10	1.05	1.05	1.07	0.98

**CR1208  
MAIN ONLY  
Fieldwork dates : December 2008**

Table 108

**Agreement with statement - A traditional solicitors firm provides a service that is tailored to me as an individual, which supermarkets and banks may not be able to achieve as effectively.**

**Base : All**

	TOTAL	AGE						GENDER		SOCIAL GRADE				WORK STATUS		ETHNICITY		
		16-24	25-34	35-44	45-54	55-64	65+	Male	Female	AB	C1	C2	DE	Working	Not working	WHITE	BLACK	Other
Unweighted Base	<b>1014</b>	93	124	176	187	196	238	432	582	306	215	161	332	584	430	940	18	56
Weighted Base	<b>1014</b>	122	167	196	168	153	208	497	517	264	294	213	243	642	372	921	25	68
Strongly agree (+2)	<b>250</b> <b>24.7%</b>	36 29.5%	22 13.1%	37 18.7%	46 27.6%	49 31.9%	61 29.2%	128 25.7%	122 23.7%	72 27.2%	71 24.2%	50 23.3%	58 23.7%	158 24.5%	93 24.9%	231 25.1%	6 25.1%	13 18.8%
Agree (+1)	<b>447</b> <b>44.1%</b>	48 39.8%	95 57.0%	89 45.6%	75 44.8%	58 37.8%	81 38.8%	221 44.5%	226 43.7%	111 42.0%	136 46.1%	101 47.2%	100 41.2%	290 45.2%	157 42.1%	411 44.6%	13 51.1%	23 34.7%
Disagree (-1)	<b>121</b> <b>11.9%</b>	15 12.6%	22 13.2%	30 15.1%	16 9.4%	18 12.1%	20 9.6%	61 12.2%	60 11.7%	36 13.5%	31 10.5%	31 14.7%	23 9.6%	79 12.3%	42 11.2%	109 11.8%	- -	12 18.1%
Strongly disagree (-2)	<b>22</b> <b>2.2%</b>	- -	3 2.0%	2 1.0%	3 1.6%	8 5.3%	6 2.9%	11 2.2%	11 2.2%	7 2.8%	1 0.3%	1 0.5%	13 5.2%	9 1.4%	13 3.6%	20 2.1%	- -	2 3.7%
Don't know	<b>173</b> <b>17.1%</b>	22 18.1%	25 14.7%	38 19.6%	28 16.6%	20 12.9%	41 19.6%	76 15.4%	97 18.8%	38 14.5%	55 18.8%	30 14.3%	49 20.3%	106 16.6%	67 18.0%	151 16.4%	6 23.7%	17 24.6%
SUMMARY:																		
AGREE	<b>697</b> <b>68.8%</b>	84 69.3%	117 70.1%	126 64.3%	122 72.4%	107 69.7%	141 68.0%	349 70.3%	348 67.3%	182 69.2%	207 70.3%	150 70.5%	158 64.9%	448 69.7%	249 67.1%	642 69.7%	19 76.3%	36 53.5%
DISAGREE	<b>143</b> <b>14.1%</b>	15 12.6%	25 15.2%	31 16.1%	19 11.0%	27 17.4%	26 12.4%	71 14.4%	72 13.9%	43 16.3%	32 10.8%	32 15.2%	36 14.8%	88 13.7%	55 14.9%	128 13.9%	- -	15 21.8%
Mean	<b>0.93</b>	1.05	0.77	0.82	1.05	0.91	1.02	0.94	0.92	0.90	1.03	0.91	0.86	0.95	0.90	0.94	1.33	0.62
Standard Deviation	<b>1.05</b>	0.99	0.97	1.03	0.98	1.21	1.08	1.05	1.05	1.11	0.93	1.00	1.16	1.02	1.12	1.05	0.48	1.24