



Scottish Legal Aid Board

Survey of  
Users of Civil Legal Assistance  
2022

20 July 2022



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## 1.0 BACKGROUND, OBJECTIVES AND METHODOLOGY

### *BACKGROUND*

- 1.1 Legal assistance allows people who would not otherwise be able to afford it to get help for their legal problems. The Scottish Legal Aid Board (SLAB) is responsible for managing legal assistance in Scotland. They manage the day to day running of legal assistance through assessment of large volumes of legal assistance applications and assessing and paying accounts submitted by solicitors and advocates.
- 1.2 The majority of solicitors who provide civil legal assistance in Scotland are in private practice; however, SLAB also provides a direct advice and representation service through a small network of publicly funded Civil Legal Assistance Offices (CLAO), Public Defence Solicitors' Office (PDSO) and a 24-hour Solicitor Contact Line which facilitates and delivers advice for suspects in police custody across Scotland.
- 1.3 Civil legal assistance helps people to get legal advice and the help of a solicitor to resolve their problem, up to and including representation in court or a tribunal. Civil cases cover things such as divorce or other family matters, seeking compensation, housing matters, mental health, guardianship, debt & welfare rights and matters relating to immigration, nationality and asylum.
- 1.4 There are two kinds of help through civil legal assistance: advice & assistance (A&A), including assistance by way of representation (ABWOR), and civil legal aid.
- 1.5 Advice and assistance helps pay for advice from a solicitor on matters of Scots law. Support available under A&A includes trying to settle a dispute without going to court and advising on whether the problem should be addressed under legal aid. In certain types of case, solicitors can represent their clients or take steps in relation to court or tribunal proceedings. This is done under ABWOR. Eligibility for A&A and ABWOR is assessed by the solicitor, who informs SLAB of a grant. The solicitor assesses eligibility based on the means of the applicant and in some cases also factors relating to the case itself. In other types of case, SLAB assesses these case-related factors. A&A and ABWOR may be subject to a financial contribution, which is collected by the solicitor.

- 1.6 Civil legal aid helps pay for a solicitor to act for their client in court. It covers the preparation work, as well as the hearing itself, and can provide funding for advocates and experts if needed. It may be free, or people may have to pay towards this. SLAB is responsible for assessing eligibility and collecting financial contributions that clients make towards civil legal aid. SLAB previously surveyed civil legal aid clients (but not those who only had A&A or ABWOR) in 2017. Comparisons with these findings are provided where possible.

#### *AIMS*

- 1.7 The overarching aim of the research was to explore the experiences and satisfaction of current and past recipients of civil legal assistance, including legal aid, advice and assistance and assistance by way of representation.

#### *METHODOLOGY AND SAMPLE*

- 1.8 This work consisted of postal and online surveys of individuals who had had civil legal aid or civil A&A recently. The samples cover three distinct groups:
- ‘Closed case clients’: Civil legal aid clients with a case closed between 1/11/20 to 31/10/21;
  - ‘Open case clients’: Civil legal aid clients with a case opened between 1/11/20 to 31/10/21, and not closed on the date the sample was extracted;
  - ‘Advice and assistance clients’: those who had received civil A&A or ABWOR since 1/1/21, where this had not been followed by grant of civil legal aid.
- 1.9 Originally, it was intended to have 4,000 cases in each sample, drawn randomly from a larger pool of relevant people. This was achieved for the A&A sample. However, the closed client sample was much smaller than anticipated. SLAB therefore used all those in both the open and closed client samples<sup>1</sup> in order to get a higher number of responses overall. The small number of closed case clients means that most of those in the civil legal aid sample (84%) were clients with open cases. The response rate from clients with open cases was slightly higher than that of closed-case clients (6%, compared with 5%) while the response rate from A&A respondents was 4%.

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<sup>1</sup> Those who did not fit other sampling criteria were removed before any of the samples were extracted from SLAB’s database. These included those under 18 and certain case types such as adults with incapacity and fatal accident enquiries.

**Table 1: Sample size and response rates**

|                                       | <b>Open clients</b> | <b>Closed clients</b> | <b>A&amp;A &amp; ABWOR</b> | <b>Total</b>            |
|---------------------------------------|---------------------|-----------------------|----------------------------|-------------------------|
| Sample (number/% of overall sample)   | 5,264 / 51%         | 1,016 / 10%           | 4,000 / 39%                | 10,280 / 100%           |
| Responses (number/% of all responses) | 314 / 60%           | 50 / 10%              | 147 / 28%                  | 523 / 100% <sup>2</sup> |
| Response rate                         | 6%                  | 5%                    | 4%                         | 5%                      |

- 1.10 SLAB contracted IBP Strategy & Research to undertake the survey and write the findings report. Two separate questionnaires were created: one for civil legal aid clients with open or closed cases and another for individuals receiving advice or assistance. The survey questions were translated from English into Polish, and versions of the Polish language survey were included in the postal and online survey invitations. The surveys were also offered in other languages, including British Sign Language. The survey fieldwork took place in January and February 2022. IBP contacted 10,280 people and had 523 responses, an overall response rate of 5%.
- 1.11 Where there were significant differences between open and closed clients or demographics these are noted in the text. For most questions there was not a significant difference between the open and closed case client responses.

<sup>2</sup> Categories do not sum to 100% as 12 respondents removed the ID number and therefore could not be determined as closed or open clients.

## 2.0 PROFILE OF RESPONDENTS

- 2.1 Civil legal aid client survey respondents were more likely to be female than male (73%). This was also the case amongst respondents to the A&A survey, although to a lesser extent (60%). This is broadly reflective of civil legal aid users generally; 64% of respondents to the 2017 survey were female.
- 2.2 The majority of civil legal aid client survey respondents were aged under 45 (67%). This is identical to 2017. Conversely, the majority of respondents to the A&A survey were aged 45+ (64%), with 23% aged 65 or over. Compared with the original samples, both respondent groups have a notably older profile. This is especially so for those in the A&A group, where only 34% of the original sample were aged 45+. This difference may well be due to increased propensity of older age groups to complete a postal survey. A postal survey was necessary, since SLAB does not routinely collect other contact information from applicants. However, it is likely there will be different options for future surveys.
- 2.3 All respondents were asked whether they had a disability or condition, and whether their day-to-day activities were limited for any reason; reasons related to old age were specifically mentioned in this question. People who have a disability or condition and whose activities are limited are most likely to be classified as disabled under the Equality Act. A significant minority of legally aided survey respondents (32%) fall into this group. However, the proportion with a disability or health problem and limited activities is significantly higher amongst A&A survey respondents (56%). This may be at least partly due to the A&A respondents having a larger proportion of older people; the question wording specifically mentioned that problems related to old age were included. The proportion of legally aided people with a disability was considerably less than in 2017 (57%). This may be partly due to different question wording; in 2017 the question included whether their disability limited the work they could do.
- 2.4 The vast majority of civil legal aid survey respondents were of White ethnic origin (92%), very similar to the 91% in 2017. This compares to 87% amongst A&A survey respondents. The most common non-White ethnic group amongst the civil legal aid clients was 'African, African Scottish or African British' (3%). Amongst A&A respondents 'Chinese, Scottish Chinese or British Chinese' was the most common non-White ethnic group (3%).
- 2.5 A small proportion of civil legal aid client survey respondents (5%) are currently, or have previously been, in care. This is very similar to 2017. This figure was somewhat higher amongst A&A survey respondents (11%).

- 2.6 Five percent of civil legal aid client survey respondents felt their situation or personal characteristics made it more difficult for them to access a civil legal aid solicitor, although this was only evident amongst open clients. By comparison, 16% of A&A survey respondents felt their situation or personal characteristics made it more difficult for them to access a solicitor. A number of comments related to something other than difficulties accessing a solicitor, for instance general dissatisfaction with the system or comments on the progress of the case.
- 2.7 Overall, 36 people felt their situation or personal characteristics made it more difficult for them to access a solicitor. Of these, 14 mentioned something relevant to a characteristic covered under the Equality Act 2010<sup>2</sup>. The relevant characteristics were disability (8 people), race (3 people) and sex (4 people)<sup>3</sup>.

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<sup>2</sup> The protected characteristics under the Act are age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, sexual orientation.

<sup>3</sup> One person made a comment relevant to more than one characteristic.

### 3.0 SUMMARY OF KEY FINDINGS

3.1 Responses were mainly positive, in both the civil legal aid client survey and the A&A survey. Tables showing the responses to all the questions are provided in Appendix 1: Response Tables. Figures and percentages provided in this paper relate to those who gave a valid response<sup>4</sup>, unless stated otherwise.

#### *FINDING AND CONTACTING A SOLICITOR*

3.2 The majority of civil legal aid clients said they found it very or quite easy to find a solicitor to help them (72%), while a further 18% (66 people) said they found it very or quite difficult and the remaining 10% found it neither easy nor difficult. Similarly, 78% of A&A survey respondents said they found it very or quite easy to find a solicitor to help them, 15% (23 people) found it very or quite difficult and the remaining 6% found it neither easy nor difficult.

3.3 The proportion of civil legal aid clients having problems finding a solicitor is considerably higher than in 2017 (8%), and previous civil surveys in 2013 and 2009. This is likely due to the impact of the pandemic at the time they began trying to resolve their problem. Like the A&A clients, the open case clients (86% of the client sample) will mostly have applied during the pandemic period. For those who did have problems finding a solicitor, finding someone who was willing to take their case on was the most common reason (58% of legal aid clients answering this question, and 70% of A&A clients answering). For 35% of those legal aid clients reporting difficulty finding a solicitor, this was due to not having many solicitors in their local area. Overall 10 respondents had problems due to not knowing how to find a solicitor.

3.4 Civil legal aid clients were most likely to have only contacted one solicitor before they found the solicitor they used (59%) while a significant minority (30%) contacted between two and four solicitors and 11% had contacted five or more solicitors. A&A survey respondents were more likely than legal aid clients to have only contacted one solicitor before they found the solicitor they used (71%) with 19% contacting between two and four solicitors and 9% contacting five or more.

3.5 Seventeen percent of legal aid client respondents and 18% of A&A survey respondents said they contacted an advice agency before they found the solicitor they used.

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<sup>4</sup> Did not answer 'prefer not to say', did not skip the question.



- 3.6 The most common reasons for choosing a solicitor amongst civil legal aid client survey respondents were that they were recommended by friends or family (27%) or that they were nearby (18%). Having a solicitor nearby was a significantly more common reason amongst closed clients (28%), compared with open clients (16%). A&A survey respondents most commonly chose their solicitor because they had used them in the past (28%), followed by recommendations by friends or family (25%) and the solicitor being nearby (20%). Overall 13 people used social media in choosing their solicitor.
- 3.7 Clients were asked how they first contacted their solicitor. Telephone was by far the most common method, amongst legal aid client respondents (70%), followed by 16% that used email and 9% that met face-to-face. Similarly, 76% of A&A survey respondents first contacted their solicitor by telephone, followed by 12% that met face-to-face and 6% that used email.
- 3.8 There was majority satisfaction amongst civil legal aid clients in relation to all methods of contacting solicitors, ranging from 77% very or fairly satisfied with video links and text messages to 91% satisfied with face-to-face communication. It should also be noted that in each case, the majority of respondents were very satisfied rather than fairly satisfied. A similar pattern was true of A&A survey respondents with levels of satisfaction ranging from 70% for video links to 94% for telephone contact. Again, the majority of respondents were very satisfied rather than fairly satisfied.
- 3.9 A total of 107 people supplied a response to the question ‘what would have made it easier to find or contact a solicitor?’ Civil legal aid clients most commonly felt that there was a need for more solicitors that take on legal aid clients (24 people), that there was a need for clearer information or an easier way to search for legal aid solicitors (17 people) and general improved availability or communication from solicitors (10 people). Amongst A&A survey respondents, comments most commonly related to a need for clearer information or an easier way to search for legal aid solicitors (8 people) and more face-to-face contact / fewer Covid restrictions (5 people).

### ***EXPERIENCE AT COURT***

- 3.10 Sixty-eight percent of civil legal aid clients had their case go to court, with 39% of this being a virtual or online hearing only, 18% being in-person at court only and 11% being a mix of in-person at court and virtual court. By comparison, 35% of A&A survey respondents said their case had gone to court, with 10% attending a virtual or online hearing only, 21% being in-person at court only and 4% a mix of in-person and virtual court. A&A survey respondents under the age of 45 were more likely than others to have their case go to court (47%).
- 3.11 The majority of civil legal aid clients were very or fairly satisfied with all aspects of their experience in court; with 75% satisfied that they were able to speak to their solicitor if they needed to, that their court case started when they were told it would and 66% satisfied that their case lasted for the time they were told it would. In each case the majority of respondents were very satisfied. Perhaps not surprisingly, satisfaction for some aspects was significantly higher amongst closed case clients; with 86% satisfied that they were able to speak to their solicitor (compared with 74% for open case clients) and 84% satisfied that their case lasted around the time they were told it would (compared with 63% for open case clients).
- 3.12 Similar positive findings were evident amongst A&A survey respondents with 84% satisfied that they were able to speak to their solicitor if they needed to, 79% satisfied that their court case started when they were told it would and 71% satisfied that their case lasted for the time they were told it would. Again, in each case the majority of respondents were very satisfied.

### ***SOLICITORS***

- 3.13 The vast majority of legal aid clients rated the overall service they received from their solicitor as very good or good (86%) with the majority providing the highest rating of very good (72%). This was also the case amongst A&A survey respondents with 86% providing a positive rating and 67% rating the overall service they received from their solicitor as very good.
- 3.14 When asked how the service received from solicitors could have been improved, legal aid clients were most likely to say that there was a need for improved availability or communication from solicitors (23 people) with far fewer making other comments. This was also the most common view amongst A&A survey respondents (8 people), followed by the willingness or relevant experience amongst solicitors to take on individual's cases (7 people). In total 76 people responded to this question (30 A&A and 46 civil legal aid).

- 3.15 Despite this, the vast majority of legal aid clients rated the ease of contacting their solicitor as very or fairly easy (86%) with the majority providing the highest rating of very easy (67%). This was also the case amongst A&A survey respondents, with 89% providing a positive rating and 64% rating the ease of contacting their solicitor as very good.
- 3.16 Civil legal aid clients were asked to provide their level of agreement with a series of seven statements related to activities undertaken by their solicitor. It is encouraging to note that over 80% of respondents agreed or strongly agreed with each statement. Agreement overall with the statements ranged from 81% for “My solicitor was easy to get hold of” to 90% for “My solicitor explained things in a way I could understand”. In relation to all statements, the majority of respondents strongly agreed.
- 3.17 In relation to most measures, open case clients were slightly less likely to agree than closed case clients. The difference was most significant in relation to the statements “My solicitor kept me informed of the progress of my case” (84% agreement amongst open clients, compared with 94% amongst closed clients) and “My solicitor completed tasks related to my case in the time they said they would” (83% agreement amongst open clients, compared with 93% amongst closed clients).
- 3.18 Levels of agreement for this question were slightly lower amongst A&A survey respondents, ranging from 79% for “My solicitor explained how legal aid works” to 88% for “My solicitor explained things in a way I could understand”. Again, the majority of respondents strongly agreed with each statement.

#### ***CONTACT WITH THE SCOTTISH LEGAL AID BOARD***

- 3.19 Twenty-seven percent of civil legal aid clients said that they had contact with the Scottish Legal Aid Board (SLAB) prior to being granted legal aid, with methods of contact being split between telephone (31%), email (25%), letter (24%) and through a solicitor (19%). Closed case clients were significantly more likely than open case clients to have contacted SLAB by telephone (43%, compared with 29%). Conversely, open case clients were significantly more likely than closed case clients to have contacted SLAB through a solicitor (20%, compared with 7%).

- 3.20 Amongst civil legal aid clients that had contact with SLAB prior to being granted legal aid, levels of satisfaction were positive for the majority in relation to aspects of the service they received from SLAB. Satisfaction levels ranged from 78% very or fairly satisfied with the length of time it took to get an answer, to 88% very or fairly satisfied with the helpfulness and politeness of the staff they had contact with. In all cases, respondents were more likely to be very satisfied than fairly satisfied.
- 3.21 A small number of civil legal aid clients (17) provided suggestions on how contact with SLAB could be improved. Most commonly these related to providing individuals with a quicker response (7 people).

#### *OVERALL SATISFACTION WITH CIVIL LEGAL ASSISTANCE*

- 3.22 There was majority satisfaction amongst legal aid clients in relation to all aspects of their experience of the overall civil legal aid process, ranging from 83% very or fairly satisfied with the time taken to get legal aid in place and with the information provided by SLAB, to 87% satisfied with their overall experience of the process. Once again, it should also be noted that in each case, the majority of respondents were very satisfied.
- 3.23 Levels of satisfaction were generally higher amongst closed case clients, with the difference being most significant in relation to the information provided by SLAB (98%, compared with 81% for open case clients) and the time taken to get legal aid in place (93%, compared with 82% for open case clients).
- 3.24 This is broadly similar to 2017, although respondents to the previous survey were more likely to answer 'neither satisfied nor dissatisfied' or not provide an answer than in 2021.
- 3.25 A similar question was asked of A&A survey respondents; again the majority were very or fairly satisfied with all aspects of their most recent experience of the overall civil legal assistance process. This ranges from 82% very or fairly satisfied with the time taken to get advice and assistance to 85% very or fairly satisfied with their overall experience of the process. As with civil legal aid clients, the majority of respondents were very satisfied with each aspect of their experience.

- 3.26 Ten percent of civil legal aid clients (2% of closed case clients and 11% of open case clients) felt that there were elements of civil legal aid that they would have liked to have known or known earlier. Comments most commonly related to a desire to have known general information about the civil legal aid process (7 people) followed by knowledge or clarification of the eligibility criteria (5 people). Six people mentioned uncertainty in relation to financial aspects, including assessment, payment of the contribution and likely case cost.
- 3.27 Twelve percent of A&A survey respondents felt that there were elements of advice and assistance that they would have liked to have known or known earlier. Again, comments most commonly related to a desire to have known general information about the civil legal aid process (7 people).

#### *THE SCOTTISH LEGAL AID BOARD WEBSITE*

- 3.28 Seventeen percent of civil legal aid clients said that they had used SLAB's website, most commonly to find out about legal aid generally (33%). Fewer respondents used the website to find out if they were eligible for legal aid (23%), for information on how to contact SLAB (20%) or to find a solicitor (19%). When asked to rate how easy or difficult it was to find what they needed on the SLAB website, the majority (69%) said they found it either very or quite easy, although a significant proportion said they found it neither easy nor difficult (20%).
- 3.29 Respondents to the 2017 survey were somewhat more likely to have used SLAB's website (23%) but were less likely to have found it easy to use (55%).
- 3.30 A further 9% of A&A survey respondents said that they had used SLAB's website. The most common reasons were to find out if they were eligible for legal aid (29%), to find a solicitor (29%) or for information on how to contact SLAB (25%). The majority of A&A survey respondents rated the ease or difficulty of finding what they needed on the SLAB website as very or quite easy (63%), although again, a significant proportion said they found it neither easy nor difficult (27%).

### *FINANCIAL ELIGIBILITY FORM*

- 3.31 There are two main financial eligibility forms for civil legal aid: the non-means tested Form 1 applies to people in receipt of specified passported benefits, and the means tested financial Form 2, for those whose eligibility needs further assessment, including whether they may have to pay a financial contribution. The solicitor completes the Form 1 online, on behalf of the applicant, while the applicant should complete the Form 2 and submit this, along with any required evidence, directly to SLAB or to their solicitor to supply to SLAB. Evidence in support of a Form 2 typically includes wage slips and bank statements. These forms are not used for A&A, where financial eligibility is assessed by the solicitor.
- 3.32 We asked civil legal aid clients whether they had completed a Form 2, and their experience of this. We expect that around a quarter of civil legal aid applicants will have to complete a Form 2. However, applicants may not always distinguish between Forms 1 and 2, an indication of this is where people say their solicitor completed a Form 2 on their behalf. The majority of civil legal aid respondents said they had completed a Financial Eligibility Form (92%). We explored differences between those whose solicitor had completed the form for them and those who completed it wholly or partially themselves. Responses were very similar between these groups, suggesting that the survey does reflect experiences with Form 2 accurately.
- 3.33 Of those who completed the form, 55% had the form filled in by their solicitor, 23% filled it in by themselves and 14% filled it in with help from their solicitor. Closed case clients were significantly more likely to have the form filled in by their solicitor (71%) when compared with open case clients (53%).
- 3.34 In 23% of cases solicitors suggested to clients that they could fill out the Financial Eligibility Form online. This figure rises to 45% amongst closed case clients, compared with 21% amongst open case clients. However, in the majority of cases the form was completed on paper (71%). A further 13% completed and submitted the form online while 15% completed the form onscreen and then emailed it.
- 3.35 The vast majority of legal aid clients had to provide SLAB with evidence to support their Financial Eligibility Form (93%) and most found this very or quite easy to provide (82%). Amongst those that said they had difficulties filling in the Financial Eligibility Form or providing evidence, comments most commonly related to difficulties sourcing or accessing the documents they were required to provide (10 people).

### ***SUGGESTIONS FOR IMPROVEMENT***

- 3.36 Respondents were asked for suggestions for improving the civil legal assistance process. A total of 123 people responded to this question (45 A&A and 78 civil legal aid). Most commonly, suggestions related to length of time the process takes (13 people), followed by comments on the scope of civil legal aid eligibility where people feel that they perhaps should be eligible, but are not (9 people), whether solicitors were genuinely offering civil legal aid when they advertise as doing so (8 people) and improved communication with clients (8 people).

## **4.0 CONCLUSIONS AND NEXT STEPS**

- 4.1 The results overall are positive, for both civil legal aid clients and individuals that have received civil advice and assistance, suggesting that the service is generally meeting people's requirements.
- 4.2 The findings from this research will be used to help monitor the service that SLAB offers, the availability and accessibility of legally aided services, as well as to explore the experience of users of civil legal assistance.



## 5.0 FURTHER INFORMATION

- 5.1 SLAB's research publications are available on their website at: <https://www.slabs.org.uk/corporate-information/publications/research-publications/>
- 5.2 If you would like further information about the research, please contact SLAB's Research Team at [research@slabs.org.uk](mailto:research@slabs.org.uk)

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## APPENDIX 1: RESPONSE TABLES<sup>5</sup>

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<sup>5</sup> The tables which follow set out the results for the “closed” quantitative questions within the surveys. Question numbers not referenced herein were “open” write-in questions.

## CIVIL LEGAL AID

### Q1 How easy or difficult was it to find a solicitor to help you?

|                            | Number | Percent | Valid Percent |
|----------------------------|--------|---------|---------------|
| Very easy                  | 178    | 47%     | 49%           |
| Quite easy                 | 84     | 22%     | 23%           |
| Neither easy nor difficult | 38     | 10%     | 10%           |
| Quite difficult            | 36     | 10%     | 10%           |
| Very difficult             | 30     | 8%      | 8%            |
| Don't know                 | 3      | 1%      |               |
| Not answered               | 7      | 2%      |               |

### Q1a Why was it difficult to find a solicitor to help you?

|   | Number | Percent of responses | Percent of difficulties |
|---|--------|----------------------|-------------------------|
| Hard to find a solicitor who was willing to take my case on | 38     | 58%                  | 47%                     |
| Not many solicitors in my local area                        | 23     | 35%                  | 28%                     |
| I did not know how to find a solicitor                      | 8      | 12%                  | 10%                     |
| Other reason  | 12     | 18%                  | 15%                     |
| Not answered  | 1      | 2%                   |                         |

### Q2 How many solicitors did you contact before you found the solicitor you used?

|              | Number | Percent | Valid percent |
|--------------|--------|---------|---------------|
| 1            | 217    | 58%     | 59%           |
| 2 to 4       | 110    | 29%     | 30%           |
| 5 or more    | 39     | 10%     | 11%           |
| Not answered | 10     | 3%      |               |

### Q3 Did you contact an advice agency before you found the solicitor you used?

|                             | Number | Percent | Valid percent |
|-----------------------------|--------|---------|---------------|
| Yes                         | 60     | 16%     | 17%           |
| No                          | 298    | 79%     | 83%           |
| Don't know / don't remember | 14     | 4%      |               |
| Not answered                | 4      | 1%      |               |

#### Q4 How did you choose your civil legal aid solicitor?

|  | Number | Percent of responses | Percent of sources |
|--|--------|----------------------|--------------------|
| They were recommended to me by friends / family                  | 122    | 32%                  | 28%                |
| They were near where I lived / worked                            | 78     | 21%                  | 17%                |
| I was referred to them by another agency / adviser               | 72     | 19%                  | 16%                |
| I had used them in the past                                      | 58     | 15%                  | 13%                |
| I saw their website  | 33     | 9%                   | 7%                 |
| I used the Scottish Legal Aid Board's website's solicitor finder | 25     | 7%                   | 6%                 |
| I saw an advert for them   | 7      | 2%                   | 2%                 |
| I saw their social media (e.g. Twitter, Facebook)                | 6      | 2%                   | 1%                 |
| I heard about them on social media                               | 5      | 1%                   | 1%                 |
| Other  | 38     | 10%                  | 9%                 |
| Don't know   | 5      | 1%                   |                    |
| Not answered   | 3      | 1%                   |                    |

#### Q5 How did you first contact your solicitor?

|  | Number | Percent | Valid percent |
|--|--------|---------|---------------|
| Telephone call                           | 261    | 69%     | 70%           |
| Email                                    | 60     | 16%     | 16%           |
| Face-to-face                             | 32     | 9%      | 9%            |
| Form on website                          | 3      | 1%      | 1%            |
| Other                                    | 2      | 1%      | 1%            |
| Someone else contacted them on my behalf | 14     | 4%      | 4%            |
| Don't remember                           | 2      | 1%      |               |
| Not answered                             | 2      | 1%      |               |

#### Q6 How satisfied or dissatisfied were you with the following ways of contacting your solicitor?

*Valid responses plus numbers responding have not used, don't know or not answering.*

|                          | Very or fairly satisfied |         | Neither Satisfied nor Dissatisfied |         | Very or fairly dissatisfied |         | Have not used | Don't know / no answer |
|--------------------------|--------------------------|---------|------------------------------------|---------|-----------------------------|---------|---------------|------------------------|
|                          | Number                   | Percent | Number                             | Percent | Number                      | Percent |               |                        |
| Telephone call           | 326                      | 90%     | 12                                 | 3%      | 25                          | 7%      | 3             | 10                     |
| Email                    | 287                      | 89%     | 18                                 | 6%      | 18                          | 6%      | 7             | 46                     |
| Letter                   | 197                      | 87%     | 21                                 | 9%      | 8                           | 4%      | 58            | 92                     |
| Videolink / Skype / Zoom | 81                       | 77%     | 17                                 | 16%     | 7                           | 7%      | 137           | 134                    |
| Texting / messaging      | 78                       | 77%     | 15                                 | 15%     | 8                           | 8%      | 144           | 131                    |
| Face-to-face             | 198                      | 91%     | 10                                 | 5%      | 9                           | 4%      | 74            | 85                     |

**Q8 Did your case go to court?**

|  | Number | Percent | Valid percent |
|--|--------|---------|---------------|
| Yes - virtual court or online hearing only | 130    | 35%     | 39%           |
| Yes - at court building only               | 58     | 15%     | 18%           |
| Yes - at court and virtual court           | 35     | 9%      | 11%           |
| No   | 107    | 28%     | 32%           |
| Don't know / don't remember                | 32     | 9%      |               |
| Not answered                               | 14     | 4%      |               |

**Q8a Thinking about your experience at court, how satisfied or dissatisfied were you with the following?**

*Valid responses plus numbers responding don't know or not answering.*

|  | Very or fairly satisfied |     | Neither Satisfied nor Dissatisfied |     | Very or fairly dissatisfied |     | Don't know / no answer |
|--|--------------------------|-----|------------------------------------|-----|-----------------------------|-----|------------------------|
| Being able to speak to your solicitor privately if you needed to | 132                      | 75% | 20                                 | 11% | 25                          | 14% | 46                     |
| Your court case starting when you were told it would             | 128                      | 75% | 19                                 | 11% | 24                          | 14% | 52                     |
| Your case lasting for around the time you were told it would     | 104                      | 66% | 31                                 | 20% | 23                          | 15% | 65                     |

**Q9 How good or poor was the overall service you received from your solicitor?**

|                       | Number | Percent | Valid percent |
|-----------------------|--------|---------|---------------|
| Very Good             | 261    | 69%     | 72%           |
| Good                  | 50     | 13%     | 14%           |
| Neither Good nor Poor | 18     | 5%      | 5%            |
| Poor                  | 15     | 4%      | 4%            |
| Very Poor             | 17     | 5%      | 5%            |
| Don't Know            | -      | -       |               |
| Not answered          | 15     | 4%      |               |

**Q10 How easy or difficult was it to contact your solicitor?**

|                            | Number | Percent | Valid percent |
|----------------------------|--------|---------|---------------|
| Very Easy                  | 242    | 64%     | 67%           |
| Fairly Easy                | 68     | 18%     | 19%           |
| Neither Easy nor Difficult | 21     | 6%      | 6%            |
| Fairly Difficult           | 17     | 5%      | 5%            |
| Very Difficult             | 14     | 4%      | 4%            |
| Don't Know                 | 2      | 1%      |               |
| Not answered               | 12     | 3%      |               |

**Q11 To what extent do you agree or disagree with the following statements about your solicitor?**

*Valid responses plus numbers responding don't know or not answering.*

|  | Strongly Agree or Agree |     | Neither Agree nor Disagree |    | Strongly Disagree or Disagree |     | Don't know / no answer |
|--|-------------------------|-----|----------------------------|----|-------------------------------|-----|------------------------|
| My solicitor explained things in a way that I could understand                   | 324                     | 90% | 17                         | 5% | 20                            | 6%  | 15                     |
| My solicitor kept me informed of the progress of my case                         | 298                     | 84% | 19                         | 5% | 36                            | 10% | 23                     |
| My solicitor explained how legal aid works                                       | 307                     | 88% | 21                         | 6% | 21                            | 6%  | 27                     |
| My solicitor listened to what I had to say                                       | 316                     | 90% | 14                         | 4% | 22                            | 6%  | 24                     |
| My solicitor was easy to get hold of   | 285                     | 81% | 29                         | 8% | 37                            | 11% | 25                     |
| My solicitor gave me the information I needed                                    | 308                     | 87% | 18                         | 5% | 27                            | 8%  | 23                     |
| My solicitor completed tasks related to my case in the time they said they would | 290                     | 83% | 28                         | 8% | 30                            | 9%  | 28                     |

**Q12 Did you have contact with the Scottish Legal Aid Board (SLAB) before you were granted legal aid?**

|                | Number | Percent | Valid percent |
|----------------|--------|---------|---------------|
| Yes            | 80     | 21%     | 27%           |
| No             | 217    | 58%     | 73%           |
| Don't remember | 65     | 17%     |               |
| Not answered   | 14     | 4%      |               |

**Q13 What contact methods were used?**

|                           | Number | Percent of responses | Percent of methods |
|---------------------------|--------|----------------------|--------------------|
| Phone                     | 44     | 55%                  | 31%                |
| Email                     | 36     | 45%                  | 25%                |
| Letter                    | 35     | 44%                  | 24%                |
| Contact through solicitor | 27     | 34%                  | 19%                |
| Something else            | 2      | 3%                   | 1%                 |
| Not answered              | 3      | 4%                   |                    |

**Q14 Thinking about the contact with SLAB, how satisfied or dissatisfied were you with the following?**

*Valid responses plus numbers responding don't know or not answering.*

|  | Very or fairly satisfied |         | Neither Satisfied nor Dissatisfied |         | Very or fairly dissatisfied |         | Don't know / Not applicable | No answer |
|--|--------------------------|---------|------------------------------------|---------|-----------------------------|---------|-----------------------------|-----------|
|  | Number                   | Percent | Number                             | Percent | Number                      | Percent |                             |           |
| The length of time it took to get an answer                      | 57                       | 78%     | 8                                  | 11%     | 8                           | 11%     | 5                           | 2         |
| That things were explained in a way you could understand         | 60                       | 80%     | 8                                  | 11%     | 7                           | 9%      | 1                           | 4         |
| The response answered your questions                             | 59                       | 86%     | 4                                  | 6%      | 6                           | 9%      | 6                           | 5         |
| The helpfulness and politeness of the staff you had contact with | 65                       | 88%     | 4                                  | 5%      | 5                           | 7%      | 3                           | 3         |

**Q16 Thinking about your most recent experience of the overall civil legal aid process, how satisfied or dissatisfied were you with the following?**

*Valid responses plus numbers responding don't know or not answering.*

|  | Very or fairly satisfied |         | Neither Satisfied nor Dissatisfied |         | Very or fairly dissatisfied |         | Don't know / Not applicable | No answer |
|--|--------------------------|---------|------------------------------------|---------|-----------------------------|---------|-----------------------------|-----------|
|  | Number                   | Percent | Number                             | Percent | Number                      | Percent |                             |           |
| Your overall experience of the process                                     | 308                      | 87%     | 24                                 | 7%      | 21                          | 6%      | 5                           | 18        |
| How easy it was to understand what you needed to do to apply for legal aid | 301                      | 87%     | 24                                 | 7%      | 22                          | 6%      | 8                           | 21        |
| The time taken to get legal aid in place                                   | 289                      | 83%     | 26                                 | 7%      | 33                          | 9%      | 6                           | 22        |
| The information you were provided with by SLAB                             | 262                      | 83%     | 34                                 | 11%     | 20                          | 6%      | 28                          | 32        |
| The efficiency of SLAB staff   | 255                      | 85%     | 28                                 | 9%      | 18                          | 6%      | 40                          | 35        |

**Q17 Is there anything about civil legal aid that you would have liked to have known or known earlier?**

|                | Number | Percent | Valid percent |
|----------------|--------|---------|---------------|
| Yes            | 30     | 8%      | 10%           |
| No             | 279    | 74%     | 90%           |
| Don't remember | 42     | 11%     |               |
| Not answered   | 25     | 7%      |               |

**Q18 Have you used SLAB's website?**

|                | Number | Percent | Valid percent |
|----------------|--------|---------|---------------|
| Yes            | 55     | 15%     | 17%           |
| No             | 274    | 73%     | 83%           |
| Don't remember | 32     | 9%      |               |
| Not answered   | 15     | 4%      |               |



**Q19 What did you use the SLAB website for?**

|  | Number | Percent of responses | Percent of uses |
|--|--------|----------------------|-----------------|
| To find out about legal aid generally          | 34     | 62%                  | 33%             |
| To find out if you were eligible for legal aid | 23     | 42%                  | 23%             |
| To see how to contact SLAB                     | 20     | 36%                  | 20%             |
| To find a solicitor                            | 19     | 35%                  | 19%             |
| Another reason                                 | 6      | 11%                  | 6%              |
| Not answered                                   | 1      | 2%                   |                 |

**Q20 How easy or difficult was it to find what you needed on SLAB's website?**

|                            | Number | Percent | Valid percent |
|----------------------------|--------|---------|---------------|
| Very Easy                  | 18     | 33%     | 33%           |
| Quite Easy                 | 20     | 36%     | 37%           |
| Neither Easy nor Difficult | 11     | 20%     | 20%           |
| Quite Difficult            | 5      | 9%      | 9%            |
| Very Difficult             | -      | -       | -             |
| Don't Know                 | -      | -       |               |
| Not answered               | 1      | 2%      |               |

**Q21 When your solicitor applied for your civil legal aid did you or your solicitor fill in the Form 2 Financial Eligibility form?**

|  | Number | Percent | Valid percent |
|--|--------|---------|---------------|
| Yes - my solicitor filled it in for me           | 166    | 44%     | 55%           |
| Yes - I filled it in                             | 70     | 19%     | 23%           |
| Yes - I filled it in with help from my solicitor | 43     | 11%     | 14%           |
| No - this form was not used                      | 23     | 6%      | 8%            |
| Don't remember                                   | 52     | 14%     |               |
| Not answered                                     | 22     | 6%      |               |

**Q22 Did your solicitor suggest you could fill the financial form in online?**

|                | Number | Percent | Valid percent |
|----------------|--------|---------|---------------|
| Yes            | 36     | 13%     | 23%           |
| No             | 119    | 43%     | 77%           |
| Don't remember | 111    | 40%     |               |
| Not answered   | 13     | 5%      |               |

**Q22a How did you complete the financial form?**

|                             | Number | Percent | Valid percent |
|-----------------------------|--------|---------|---------------|
| Online and submitted online | 14     | 9%      | 13%           |
| Onscreen and emailed it     | 16     | 10%     | 15%           |
| Paper                       | 74     | 48%     | 71%           |
| Don't remember              | 45     | 29%     |               |
| Not answered                | 6      | 4%      |               |

**Q23 Did you have to provide SLAB with evidence to support your financial form (e.g. bank statements, wage slips, benefits award letters, details of savings, etc.)?**

|                | Number | Percent | Valid percent |
|----------------|--------|---------|---------------|
| Yes            | 249    | 66%     | 93%           |
| No             | 18     | 5%      | 7%            |
| Don't remember | 55     | 15%     |               |
| Not answered   | 54     | 14%     |               |

**Q23a How easy or difficult was this for you to provide?**

|                            | Number | Percent | Valid percent |
|----------------------------|--------|---------|---------------|
| Very Easy                  | 133    | 53%     | 55%           |
| Quite Easy                 | 64     | 26%     | 27%           |
| Neither Easy nor Difficult | 24     | 10%     | 10%           |
| Quite Difficult            | 14     | 6%      | 6%            |
| Very Difficult             | 6      | 2%      | 2%            |
| Don't Know                 | 1      | 0%      |               |
| Not answered               | 7      | 3%      |               |

**DEMOGRAPHICS SECTION QUESTIONS**
**Q25 What is your sex?**

|                   | Number | Percent | Valid percent |
|-------------------|--------|---------|---------------|
| Female            | 260    | 69%     | 73%           |
| Male              | 94     | 25%     | 27%           |
| Prefer not to say | 1      | 0%      | -             |
| Not answered      | 21     | 6%      | -             |

**Q26 What age range are you in?**

|                   | Number | Percent | Valid percent |
|-------------------|--------|---------|---------------|
| 18 to 24          | 10     | 3%      | 3%            |
| 25 to 34          | 81     | 22%     | 23%           |
| 35 to 44          | 144    | 38%     | 41%           |
| 45 to 54          | 69     | 18%     | 19%           |
| 55 to 64          | 37     | 10%     | 10%           |
| 65+               | 14     | 4%      | 4%            |
| Prefer not to say | -      | -       |               |
| Not answered      | 21     | 6%      |               |

**Q27 Do you have any of the following, which have lasted, or are expected to last, at least 12 months? Tick all that apply**

|   | Number | Percent | Valid percent <sup>6</sup> |
|---|--------|---------|----------------------------|
| Learning disability   | 20     | 5%      | 7%                         |
| Learning difficulty   | 16     | 4%      | 6%                         |
| Developmental disorder  | 11     | 3%      | 4%                         |
| Physical disability   | 46     | 12%     | 16%                        |
| Mental health condition (a condition that affects your emotional, physical, and mental wellbeing) | 94     | 25%     | 33%                        |
| Long term illness, disease or condition   | 58     | 15%     | 20%                        |
| Deafness or partial hearing loss  | 10     | 3%      | 3%                         |
| Blindness or partial sight loss   | 5      | 1%      | 2%                         |
| Full or partial loss of voice or difficulty speaking  | 1      | 0%      | 0%                         |
| Other condition   | -      | -       | 0%                         |
| No condition  | 168    | 45%     | 58%                        |
| Prefer not to say   | 53     | 14%     |                            |
| Not answered  | 35     | 9%      |                            |

**Q28 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Please include problems related to old age.**

|                       | Number | Percent | Valid percent |
|-----------------------|--------|---------|---------------|
| Yes, limited a lot    | 54     | 14%     | 17%           |
| Yes, limited a little | 53     | 14%     | 17%           |
| No                    | 211    | 56%     | 66%           |
| Prefer not to say     | 29     | 8%      |               |
| Not answered          | 29     | 8%      |               |

<sup>6</sup> Of number of respondents stating they had no condition or identifying one or more conditions. N=288.

**Q29 What is your ethnic group? Please tick one box only<sup>7</sup>**

|   | Number | Percent | Valid percent |
|---|--------|---------|---------------|
| White - Scottish  | 259    | 69%     | 74%           |
| White - Other British   | 26     | 7%      | 7%            |
| White - Irish   | 3      | 1%      | 1%            |
| White - Polish  | 20     | 5%      | 6%            |
| White - Any Other White Ethnic Group  | 13     | 3%      | 4%            |
| Mixed or Multiple Ethnic Groups   | 1      | 0%      | 0%            |
| Asian, Scottish Asian or British Asian - Pakistani, Scottish Pakistani or British Pakistani       | 5      | 1%      | 1%            |
| Asian, Scottish Asian or British Asian - Indian, Scottish Indian or British Indian                | 1      | 0%      | 0%            |
| Asian, Scottish Asian or British Asian - Bangladeshi, Scottish Bangladeshi or British Bangladeshi | 1      | 0%      | 0%            |
| Asian, Scottish Asian or British Asian - Other  | 2      | 1%      | 1%            |
| African, Scottish African or British African  | 7      | 2%      | 2%            |
| Caribbean or Black  | 5      | 1%      | 1%            |
| Other Ethnic Group - Arab, Scottish Arab or British Arab  | 2      | 1%      | 1%            |
| Other Ethnic Group - Other  | 6      | 2%      | 2%            |
| Prefer not to say   | 1      | 0%      |               |
| Not answered  | 24     | 6%      |               |

**Q30 We would like to know whether you are currently, or ever have been, 'looked after' by a Local Authority, including continuing care to age 21. Which of the following applies to you?**

|  | Number | Percent | Valid percent |
|--|--------|---------|---------------|
| Currently 'looked after' by a Local Authority            | 3      | 1%      | 1%            |
| Have previously been 'looked after' by a Local Authority | 11     | 3%      | 4%            |
| Never been 'looked after' by a Local Authority           | 299    | 80%     | 96%           |
| Prefer not to say  | 35     | 9%      |               |
| Not answered   | 28     | 7%      |               |

<sup>7</sup> Answer options not selected by any respondents are not included in the table. This question, and the answer options, used the wording from the ethnicity question in Scotland's Census 2022.

**Q31 Do you think anything about your situation or personal characteristics made it more difficult for you to access a civil legal aid solicitor?**

|            | Number | Percent | Valid percent |
|------------|--------|---------|---------------|
| Yes        | 16     | 4%      | 5%            |
| No         | 298    | 79%     | 95%           |
| Don't know | 41     | 11%     |               |
| No answer  | 21     | 6%      |               |

## A&A & ABWOR

### Q1 How easy or difficult was it to find a solicitor to help you?

|                            | Number | Percent | Valid Percent |
|----------------------------|--------|---------|---------------|
| Very easy                  | 87     | 59%     | 59%           |
| Quite easy                 | 28     | 19%     | 19%           |
| Neither easy nor difficult | 9      | 6%      | 6%            |
| Quite difficult            | 8      | 5%      | 5%            |
| Very difficult             | 15     | 10%     | 10%           |
| Don't know                 | -      | -       |               |
| Not answered               | -      | -       |               |

### Q1a Why was it difficult to find a solicitor to help you?

|   | Number | Percent of responses | Percent of difficulties |
|---|--------|----------------------|-------------------------|
| Hard to find a solicitor who was willing to take my case on | 16     | 70%                  | 67%                     |
| I did not know how to find a solicitor                      | 3      | 13%                  | 13%                     |
| Not many solicitors in my local area                        | 2      | 9%                   | 8%                      |
| Other reason  | 3      | 13%                  | 13%                     |
| Not answered  | -      | -                    |                         |

### Q2 How many solicitors did you contact before you found the solicitor you used?

|              | Number | Percent | Valid percent |
|--------------|--------|---------|---------------|
| 1            | 99     | 67%     | 71%           |
| 2 to 4       | 27     | 18%     | 19%           |
| 5 or more    | 13     | 9%      | 9%            |
| Not answered | 8      | 5%      |               |

### Q3 Did you contact an advice agency before you found the solicitor you used?

|                             | Number | Percent | Valid percent |
|-----------------------------|--------|---------|---------------|
| Yes                         | 25     | 17%     | 18%           |
| No                          | 112    | 76%     | 82%           |
| Don't know / don't remember | 8      | 5%      |               |
| Not answered                | 2      | 1%      |               |

#### Q4 How did you choose your solicitor?

|  | Number | Percent of responses | Percent of sources |
|--|--------|----------------------|--------------------|
| I had used them in the past                                      | 46     | 31%                  | 28%                |
| They were recommended to me by friends / family                  | 41     | 28%                  | 25%                |
| They were near where I lived / worked                            | 35     | 24%                  | 20%                |
| I was referred to them by another agency / adviser               | 13     | 9%                   | 8%                 |
| I used the Scottish Legal Aid Board's website's solicitor finder | 9      | 6%                   | 5%                 |
| I saw their website  | 9      | 6%                   | 5%                 |
| I saw an advert for them   | 3      | 2%                   | 2%                 |
| I saw their social media (e.g. Twitter, Facebook)                | 1      | 1%                   | 1%                 |
| I heard about them on social media                               | 1      | 1%                   | 1%                 |
| Other  | 10     | 7%                   | 6%                 |
| Don't know   | 4      | 3%                   |                    |
| Not answered   | -      | -                    |                    |

#### Q5 How did you first contact your solicitor?

|  | Number | Percent | Valid percent |
|--|--------|---------|---------------|
| Telephone call                           | 110    | 75%     | 76%           |
| Face-to-face                             | 18     | 12%     | 12%           |
| Email                                    | 9      | 6%      | 6%            |
| Form on website                          | 2      | 1%      | 1%            |
| Other                                    | 5      | 3%      | 3%            |
| Someone else contacted them on my behalf | 1      | 1%      | 1%            |
| Don't remember                           | 2      | 1%      | -             |
| Not answered                             | -      | -       | -             |

#### Q6 How satisfied or dissatisfied were you with the following ways of contacting your solicitor?

*Valid responses plus numbers responding have not used, don't know or not answering.*

|                          | Very or fairly satisfied |         | Neither Satisfied nor Dissatisfied |         | Very or fairly dissatisfied |         | Have not used | Don't know / no answer |
|--------------------------|--------------------------|---------|------------------------------------|---------|-----------------------------|---------|---------------|------------------------|
|                          | Count                    | Percent | Count                              | Percent | Count                       | Percent |               |                        |
| Telephone call           | 129                      | 94%     | 3                                  | 2%      | 5                           | 3%      | -             | 10                     |
| Email                    | 67                       | 88%     | 5                                  | 7%      | 4                           | 6%      | 4             | 67                     |
| Letter                   | 53                       | 86%     | 7                                  | 11%     | 2                           | 4%      | 8             | 77                     |
| Videolink / Skype / Zoom | 14                       | 70%     | 4                                  | 20%     | 2                           | 10%     | 22            | 105                    |
| Texting / messaging      | 18                       | 76%     | 5                                  | 21%     | 1                           | 4%      | 24            | 99                     |
| Face-to-face             | 65                       | 92%     | 3                                  | 4%      | 3                           | 4%      | 13            | 63                     |

**Q8 Did your case go to court?**

|  | Number | Percent | Valid percent |
|--|--------|---------|---------------|
| Yes - virtual court or online hearing only | 13     | 9%      | 10%           |
| Yes - at court building only               | 29     | 20%     | 21%           |
| Yes - at court and virtual court           | 5      | 3%      | 4%            |
| No   | 89     | 61%     | 65%           |
| Don't know / don't remember                | 7      | 5%      |               |
| Not answered                               | 4      | 3%      |               |

**Q8a Thinking about your experience at court, how satisfied or dissatisfied were you with the following?**

*Valid responses plus numbers responding don't know or not answering.*

|  | Very or fairly satisfied |     | Neither Satisfied nor Dissatisfied |     | Very or fairly dissatisfied |     | Don't know / no answer |
|--|--------------------------|-----|------------------------------------|-----|-----------------------------|-----|------------------------|
| Being able to speak to your solicitor privately if you needed to | 36                       | 84% | 1                                  | 2%  | 6                           | 14% | 4                      |
| Your court case starting when you were told it would             | 30                       | 79% | 1                                  | 3%  | 7                           | 19% | 9                      |
| Your case lasting for around the time you were told it would     | 24                       | 71% | 4                                  | 12% | 6                           | 18% | 13                     |

**Q9 How good or poor was the overall service you received from your solicitor?**

|                       | Number | Percent | Valid percent |
|-----------------------|--------|---------|---------------|
| Very Good             | 95     | 65%     | 67%           |
| Good                  | 27     | 18%     | 19%           |
| Neither Good nor Poor | 9      | 6%      | 6%            |
| Poor                  | 2      | 1%      | 1%            |
| Very Poor             | 8      | 5%      | 6%            |
| Don't Know            | 3      | 2%      |               |
| Not answered          | 3      | 2%      |               |



**Q10 How easy or difficult was it to contact your solicitor?**

|                            | Number | Percent | Valid percent |
|----------------------------|--------|---------|---------------|
| Very Easy                  | 93     | 63%     | 64%           |
| Fairly Easy                | 36     | 24%     | 25%           |
| Neither Easy nor Difficult | 10     | 7%      | 7%            |
| Fairly Difficult           | 3      | 2%      | 2%            |
| Very Difficult             | 3      | 2%      | 2%            |
| Don't Know                 | 1      | 1%      | -             |
| Not answered               | 1      | 1%      | -             |

**Q11 To what extent do you agree or disagree with the following statements about your solicitor?**

*Valid responses plus numbers responding don't know or not answering.*

|  | Strongly Agree or Agree |     | Neither Agree nor Disagree |     | Strongly Disagree or Disagree |     | Don't know / no answer |
|--|-------------------------|-----|----------------------------|-----|-------------------------------|-----|------------------------|
| My solicitor explained things in a way that I could understand                   | 124                     | 88% | 6                          | 4%  | 12                            | 9%  | 5                      |
| My solicitor kept me informed of the progress of my case                         | 106                     | 82% | 7                          | 5%  | 16                            | 12% | 18                     |
| My solicitor explained how legal aid works                                       | 102                     | 79% | 15                         | 12% | 12                            | 10% | 18                     |
| My solicitor listened to what I had to say                                       | 109                     | 85% | 9                          | 7%  | 11                            | 8%  | 18                     |
| My solicitor was easy to get hold of   | 105                     | 82% | 12                         | 9%  | 11                            | 9%  | 19                     |
| My solicitor gave me the information I needed                                    | 105                     | 82% | 8                          | 6%  | 15                            | 12% | 19                     |
| My solicitor completed tasks related to my case in the time they said they would | 104                     | 83% | 7                          | 6%  | 15                            | 12% | 21                     |

**Q12 Thinking about your most recent experience of the overall civil legal assistance process, how satisfied or dissatisfied were you with the following? Valid responses plus numbers responding don't know or not answering.**

|  | Very or fairly satisfied |         | Neither Satisfied nor Dissatisfied |         | Very or fairly dissatisfied |         | Don't know / Not applicable | No answer |
|--|--------------------------|---------|------------------------------------|---------|-----------------------------|---------|-----------------------------|-----------|
|  | Number                   | Percent | Number                             | Percent | Number                      | Percent |                             |           |
| Your overall experience of the process   | 122                      | 85%     | 7                                  | 5%      | 15                          | 10%     | -                           | 3         |
| How easy it was to understand what you needed to do to do to get advice and assistance | 109                      | 83%     | 9                                  | 7%      | 13                          | 10%     | 1                           | 15        |
| The time taken to get advice and assistance  | 109                      | 82%     | 7                                  | 5%      | 17                          | 13%     | -                           | 14        |

**Q13 Is there anything about advice and assistance that you would have liked to have known or known earlier?**

|                | Number | Percent | Valid percent |
|----------------|--------|---------|---------------|
| Yes            | 17     | 12%     | 14%           |
| No             | 105    | 71%     | 86%           |
| Don't remember | 16     | 11%     |               |
| Not answered   | 9      | 6%      |               |

**Q14 Have you used SLAB's website?**

|                | Number | Percent | Valid percent |
|----------------|--------|---------|---------------|
| Yes            | 12     | 8%      | 9%            |
| No             | 124    | 84%     | 91%           |
| Don't remember | 7      | 5%      |               |
| Not answered   | 4      | 3%      |               |

**Q15 What did you use the SLAB website for?**

|  | Number | Percent of responses | Percent of uses |
|--|--------|----------------------|-----------------|
| To find out if you were eligible for legal aid | 7      | 58%                  | 29%             |
| To find a solicitor                            | 7      | 58%                  | 29%             |
| To see how to contact SLAB                     | 6      | 50%                  | 25%             |
| To find out about legal aid generally          | 4      | 33%                  | 17%             |
| Another reason                                 | -      | -                    |                 |
| Not answered                                   | 1      | 8%                   |                 |

**Q16 How easy or difficult was it to find what you needed on SLAB's website?**

|                            | Number | Percent | Valid percent |
|----------------------------|--------|---------|---------------|
| Very Easy                  | 4      | 33%     | 36%           |
| Quite Easy                 | 3      | 25%     | 27%           |
| Neither Easy nor Difficult | 3      | 25%     | 27%           |
| Quite Difficult            | 1      | 8%      | 9%            |
| Very Difficult             | -      | -       | -             |
| Don't Know                 | -      | -       |               |
| Not answered               | 1      | 8%      |               |

**DEMOGRAPHICS SECTION QUESTIONS**
**Q18 What is your sex?**

|                   | Number | Percent | Valid percent |
|-------------------|--------|---------|---------------|
| Female            | 87     | 59%     | 60%           |
| Male              | 59     | 40%     | 40%           |
| Prefer not to say | -      | -       |               |
| Not answered      | 1      | 1%      |               |

**Q19 What age range are you in?**

|                   | Number | Percent | Valid percent |
|-------------------|--------|---------|---------------|
| 18 to 24          | 4      | 3%      | 3%            |
| 25 to 34          | 14     | 10%     | 10%           |
| 35 to 44          | 36     | 24%     | 25%           |
| 45 to 54          | 30     | 20%     | 21%           |
| 55 to 64          | 29     | 20%     | 20%           |
| 65+               | 33     | 22%     | 23%           |
| Prefer not to say | 1      | 1%      |               |
| Not answered      | -      | -       |               |

**Q20 Do you have any of the following, which have lasted, or are expected to last, at least 12 months? Tick all that apply**

|   | Number | Percent | Valid percent <sup>8</sup> |
|---|--------|---------|----------------------------|
| Learning disability   | 15     | 10%     | 11%                        |
| Learning difficulty   | 12     | 8%      | 9%                         |
| Developmental disorder  | 8      | 5%      | 6%                         |
| Physical disability   | 47     | 32%     | 35%                        |
| Mental health condition (a condition that affects your emotional, physical, and mental wellbeing) | 49     | 33%     | 36%                        |
| Long term illness, disease or condition   | 47     | 32%     | 35%                        |
| Deafness or partial hearing loss  | 20     | 14%     | 15%                        |
| Blindness or partial sight loss   | 6      | 4%      | 4%                         |
| Full or partial loss of voice or difficulty speaking  | 2      | 1%      | 1%                         |
| Other condition   | -      | -       | 0%                         |
| No condition  | 44     | 30%     | 32%                        |
| Prefer not to say   | 9      | 6%      |                            |
| Not answered  | 2      | 1%      |                            |

**Q21 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Please include problems related to old age.**

|                       | Number | Percent | Valid percent |
|-----------------------|--------|---------|---------------|
| Yes, limited a lot    | 47     | 32%     | 36%           |
| Yes, limited a little | 28     | 19%     | 21%           |
| No                    | 56     | 38%     | 43%           |
| Prefer not to say     | 9      | 6%      |               |
| Not answered          | 7      | 5%      |               |

<sup>8</sup> Of number of respondents stating they had no condition or identifying one or more conditions. N=136.

**Q22 What is your ethnic group? Please tick one box only<sup>9</sup>**

|   | Number | Percent | Valid percent |
|---|--------|---------|---------------|
| White - Scottish  | 111    | 76%     | 76%           |
| White - Other British   | 10     | 7%      | 7%            |
| White - Irish   | 3      | 2%      | 2%            |
| White - Polish  | 2      | 1%      | 1%            |
| White - Any Other White Ethnic Group  | 2      | 1%      | 1%            |
| Mixed or Multiple Ethnic Groups   | 1      | 1%      | 1%            |
| Asian, Scottish Asian or British Asian - Pakistani, Scottish Pakistani or British Pakistani | 2      | 1%      | 1%            |
| Asian, Scottish Asian or British Asian - Indian, Scottish Indian or British Indian          | 2      | 1%      | 1%            |
| Asian, Scottish Asian or British Asian - Chinese, Scottish Chinese or British Chinese       | 5      | 3%      | 3%            |
| African, Scottish African or British African  | 2      | 1%      | 1%            |
| Other Ethnic Group - Arab, Scottish Arab or British Arab                                    | 2      | 1%      | 1%            |
| Other Ethnic Group - Other  | 4      | 3%      | 3%            |
| Prefer not to say   | 1      | 1%      |               |
| Not answered  | -      | -       |               |

**Q23 We would like to know whether you are currently, or ever have been, 'looked after' by a Local Authority, including continuing care to age 21. Which of the following applies to you?**

|  | Number | Percent | Valid percent |
|--|--------|---------|---------------|
| Currently 'looked after' by a Local Authority            | 5      | 3%      | 4%            |
| Have previously been 'looked after' by a Local Authority | 9      | 6%      | 7%            |
| Never been 'looked after' by a Local Authority           | 110    | 75%     | 89%           |
| Prefer not to say  | 11     | 7%      |               |
| Not answered   | 12     | 8%      |               |

**Q24 Do you think anything about your situation or personal characteristics made it more difficult for you to access a solicitor?**

|            | Number | Percent | Valid percent |
|------------|--------|---------|---------------|
| Yes        | 20     | 14%     | 16%           |
| No         | 106    | 72%     | 84%           |
| Don't know | 17     | 12%     |               |
| No answer  | 4      | 3%      |               |

<sup>9</sup> Answer options not selected by any respondents are not included in the table. This question, and the answer options, used the wording from the ethnicity question in Scotland's Census 2022.