



Individual Legal Needs Survey 2023

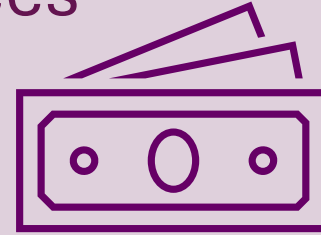
Tom May, Research Manager
*Reshaping legal services
conference*

17,668 adults in England and Wales



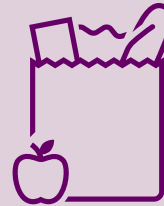
- List 34 legal issues
- OECD framework for estimating legal needs
- Measures of legal capability

Defective
goods/services



Parking
tickets

Facing
eviction



Being
arrested

Debt



17,668 adults in England and Wales



- List 34 legal issues
- OECD framework for estimating legal needs
- Measures of legal capability

Who has unmet legal needs?



36% level of unmet
contentious legal
needs



**What is an unmet
legal need, and how
do we know?**



What is an unmet legal
need, and how do we
know?

Legal need = Seriousness

—

(awareness + confidence + process
fairness)



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What is an unmet legal need, and how do we know?

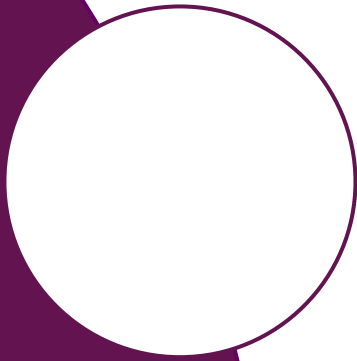
Unmet legal need = Legal need +

(no expert help OR needed more help
OR took too long)



Who has unmet legal needs?

36% overall



33%

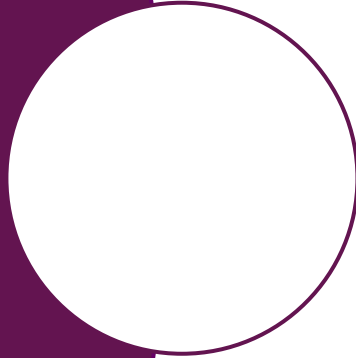
men

38%

women

Who has unmet legal needs?

36% overall



50%

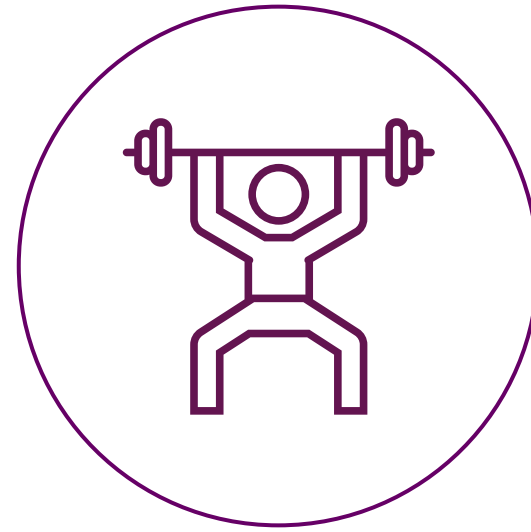
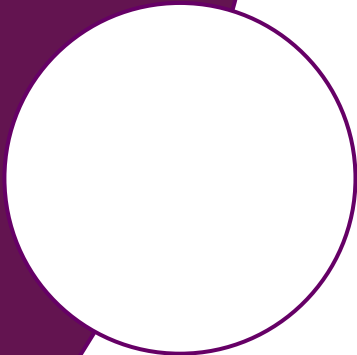
Limited a lot
by disability

33%

not limited

Who has unmet legal needs?

36% overall



43%

Low legal
confidence

27%

high legal
confidence

Didn't get help



25% overall



24%

men

26%

women



35%

Limited a lot
by disability

23%

not limited



31%

Low legal
confidence

19%

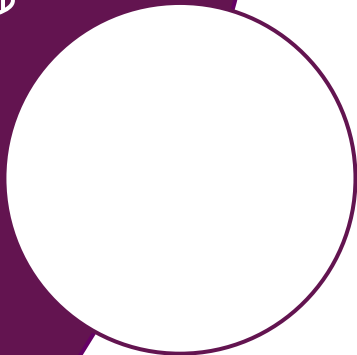
high legal
confidence



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**Believed
costs would
be too
expensive**

13% overall



18%

**Low legal
confidence**

10%

**high legal
confidence**



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