United Kingdom

Paths followed by people in the United Kingdom to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents’ legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

Part 1

Legal Problems

59% Experienced a legal problem in the past two years

Incidence by type of problem:
- Accidental Illness & Injury: 7%
- Citizenship & ID: 2%
- Community & Natural Resources: 11%
- Consumer: 29%
- Employment: 9%
- Education: 5%
- Family: 8%
- Housing: 28%
- Land: 9%
- Law Enforcement: 1%
- Money & Debt: 17%
- Public Services: 18%

Part 2

Legal

Information
72% Knew where to get advice and information

Expert Help
59% Felt they could get all the expert help they wanted

Confidence
65% Were confident they could achieve a fair outcome

Part 3

Sources of Help

28% Were able to access help

Type of advisor:
- Friend or Family: 47%
- Lawyer or Professional Advice Service: 38%
- Government Legal Aid Office: 4%
- Court or Government Body or Police: 13%
- Health or Welfare Professional: 10%
- Trade Union or Employer: 7%
- Religious or Community Leader: 2%
- Civil Society Organization or Charity: 10%
- Other Organization: 17%

Part 4

Process

Fair
66% Felt the process followed to resolve the problem was fair, regardless of the outcome

Time
On average, it took respondents 6.3 Months to solve the problem

Financial difficulty
10% Said it was difficult or nearly impossible to find the money required to solve the problem

Part 5

Hardship

39% Experienced a hardship

Type of hardship:
- Health 30% Experienced a physical or stress-related illness
- Economic 20% Experienced loss of income, employment, or the need to relocate
- Interpersonal 10% Experienced a relationship breakdown or damage to a family relationship
- Substance Abuse 5% Experienced problems with alcohol or drugs

Part 6

Status

Fully Resolved 46% said problem is done and fully resolved

Problem Persists 22%
Gave up any action to resolve the problem further