

Client Satisfaction Survey 2017



In **2017**, we conducted a client survey on **1,001 random clients** who had used our Legal Help telephone service or who had received either a grant of aid, legal advice or a duty lawyer service during 2016-17. We also conducted 20 in-depth interviews with clients to find out more about their experience of our services.

Overall satisfaction



■ Very satisfied
 ■ Satisfied
 ■ Neutral
■ Dissatisfied
 ■ Very dissatisfied
 ■ Don't know

Service type

| Legal Advice | Casework | Duty Lawyer | Legal Help |
|--------------|----------|-------------|------------|
| 66% | 78% | 72% | 62% |

Law type

| Family | Criminal | Civil |
|--------|----------|-------|
| 64% | 76% | 72% |

Difficulty accessing legal aid?



'They were good at communicating with me on the phone. They weren't rude, they listened and directed me in the right spot nicely. Nothing they could have done differently.'

Clients were generally satisfied with the performance of their lawyer, with:

82 per cent agreeing that their lawyer/advisor listened to them

76 per cent agreeing their lawyer helped them understand their legal situation.

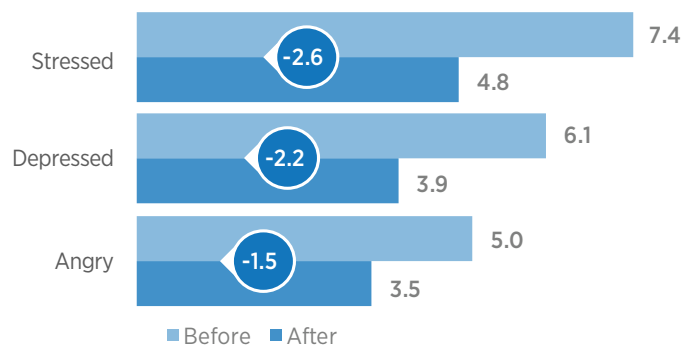


'They always listen. They always communicate properly. They give good simple explanations. They gave me options.'

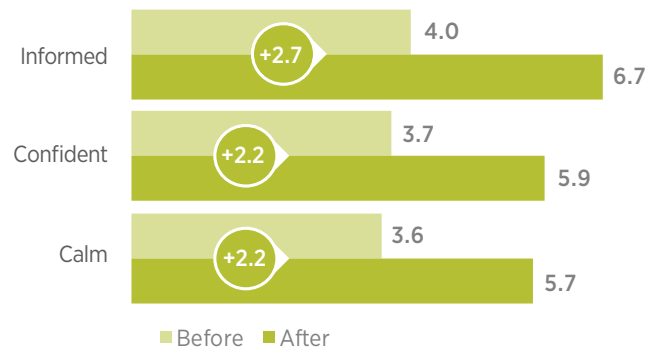
Impact on emotions

Our services had a very positive impact on clients' wellbeing

Decrease in negativity after VLA service



Increase in positivity after VLA service



'It was a very distressing experience. He calmed me down and went into it step to step. I was very anxious but he made it easier by letting me know what to expect.'

Responding to the survey results

Results have declined since the previous survey in 2015 where 76% clients were satisfied. We want to focus on the following areas of improvement:

- **communicating** better with clients about what to expect from our services including **eligibility**
- improving our **referrals** to other sources of help, including non-legal support
- keeping clients **better informed** at key stages of their legal matter.



'I was shuffled from one office to another. This took forever and when I did end up speaking to a lawyer, it had to be really rushed.'