

YouGov / The Law Society Survey Results

Sample Size: 2580 Adults in the UK
Fieldwork: 15th - 16th January 2025

	Vote in 2024 GE				EU Ref 2016		Gender		Age				Social Grade		Country					
	Total	Con	Lab	Lib Dem	Reform UK	Remain	Leave	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	England	Wales	Scotland	Northern Ireland	
Weighted Sample	2580	449	640	232	271	913	918	1251	1329	271	1066	640	604	1471	1109	2159	134	214	72	
Unweighted Sample	2580	401	751	244	301	1071	940	1160	1420	150	1089	656	685	1607	973	2161	123	215	81	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

How important, if at all, do you think legal services are to the British economy today?

Very important	19	25	19	16	18	19	18	19	18	18	17	20	21	19	19	20	19	7	22
Fairly important	46	46	50	47	46	50	42	48	44	47	49	45	42	50	41	46	43	51	45
TOTAL IMPORTANT	65	71	69	63	64	69	60	67	62	65	66	65	63	69	60	66	62	58	67
Not very important	11	10	10	13	12	12	14	14	8	5	9	13	14	10	12	11	10	12	13
Not at all important	2	1	2	0	4	1	3	2	1	0	2	1	3	1	2	2	0	1	0
TOTAL NOT IMPORTANT	13	11	12	13	16	13	17	16	9	5	11	14	17	11	14	13	10	13	13
Don't know	23	18	20	23	19	19	22	17	29	30	23	22	20	20	27	22	29	29	20

Do you think the British justice system does or does not treat everyone equally?

Does treat everyone equally	16	19	20	21	9	20	13	20	13	15	18	15	16	19	12	17	16	16	9
Does not treat everyone equally	69	69	65	62	86	68	76	70	68	60	66	75	73	68	70	68	67	74	82
Don't know	14	12	14	17	5	11	12	10	19	26	16	10	11	12	18	15	17	10	10

Generally speaking, how confident, if at all, would you feel about using online legal services independently, without guidance from a lawyer?

Very confident	2	1	3	2	3	2	2	3	1	2	2	3	1	2	2	2	3	1	3
Fairly confident	16	19	17	16	21	17	16	18	13	12	18	18	12	18	13	17	12	8	12
TOTAL CONFIDENT	18	20	20	18	24	19	18	21	14	14	20	21	13	20	15	19	15	9	15
Not very confident	42	43	45	44	36	47	38	43	42	39	44	40	43	44	41	42	44	47	43
Not at all confident	28	30	25	29	29	24	34	25	30	24	22	29	37	26	29	27	30	32	29
TOTAL NOT CONFIDENT	70	73	70	73	65	71	72	68	72	63	66	69	80	70	70	69	74	79	72
Don't know	12	7	11	9	11	10	10	11	14	24	14	10	7	10	15	12	12	13	13

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Sample Size: 2580 Adults in the UK
Fieldwork: 15th - 16th January 2025

	Region in England				
	Total	North	Midlands	London	Rest of South
Weighted Sample	2580	593	410	297	859
Unweighted Sample	2580	596	406	303	856
	%	%	%	%	%

How important, if at all, do you think legal services are to the British economy today?

Very important	19	20	19	23	20
Fairly important	46	47	43	51	44
TOTAL IMPORTANT	65	67	62	74	64
Not very important	11	10	12	7	12
Not at all important	2	2	3	1	2
TOTAL NOT IMPORTANT	13	12	15	8	14
Don't know	23	21	24	19	22

Do you think the British justice system does or does not treat everyone equally?

Does treat everyone equally	16	16	15	20	17
Does not treat everyone equally	69	70	71	68	66
Don't know	14	14	14	12	17

Generally speaking, how confident, if at all, would you feel about using online legal services independently, without guidance from a lawyer?

Very confident	2	2	3	3	2
Fairly confident	16	16	16	20	17
TOTAL CONFIDENT	18	18	19	23	19
Not very confident	42	39	42	44	42
Not at all confident	28	29	26	23	27
TOTAL NOT CONFIDENT	70	68	68	67	69
Don't know	12	13	13	11	12

Sample Size: 2580 Adults in the UK
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	Vote in 2024 GE				EU Ref 2016		Gender		Age				Social Grade		Country				
Total	Con	Lab	Lib Dem	Reform UK	Remain	Leave	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	England	Wales	Scotland	Northern Ireland	
Weighted Sample	2580	449	640	232	271	913	918	1251	1329	271	1066	640	604	1471	1109	2159	134	214	72
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	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Imagine a solicitor were to offer a mobile app or online platform, which allowed their clients to access their case 24/7. Do you think this would make the client's experience more positive or negative, or would it make no difference?

Much more positive experience	16	15	16	22	16	16	14	16	16	23	16	15	14	17	16	17	17	11	23
Slightly more positive experience	43	44	47	44	37	48	41	44	43	43	48	44	35	48	37	44	45	41	35
TOTAL MORE POSITIVE EXPERIENCE	59	59	63	66	53	64	55	60	59	66	64	59	49	65	53	61	62	52	58
No difference	17	17	14	16	25	15	22	19	16	7	15	21	23	15	20	17	20	18	27
Slightly more negative experience	5	7	6	4	4	6	4	5	5	3	5	5	6	5	4	5	6	6	2
Much more negative experience	3	3	3	2	3	2	4	3	2	1	2	3	4	3	3	3	3	2	2
TOTAL MORE NEGATIVE EXPERIENCE	8	10	9	6	7	8	8	8	7	4	7	8	10	8	7	8	9	8	4
Don't know	15	14	15	13	16	13	14	13	18	23	14	12	18	12	20	15	11	22	10

Generally speaking, to what extent, if at all, would you trust Artificial Intelligence (AI) like Chat GPT, to provide you with legal advice?

Would trust it a great deal	1	1	2	0	1	1	1	2	0	1	1	1	1	1	1	1	2	0	0
Would trust it a fair amount	13	12	13	11	10	13	10	16	10	15	15	11	10	13	12	13	11	14	15
TOTAL WOULD TRUST	14	13	15	11	11	14	11	18	10	16	16	12	11	14	13	14	13	14	15
Would not trust it very much	34	37	35	40	29	38	31	35	33	35	35	32	35	36	31	34	31	34	32
Would not trust it at all	43	43	42	40	48	41	48	39	46	36	41	46	45	42	44	42	47	45	41
TOTAL WOULD NOT TRUST	77	80	77	80	77	79	79	74	79	71	76	78	80	78	75	76	78	79	73
Don't know	9	7	7	10	12	8	10	8	10	12	8	10	9	7	12	9	10	7	11

Have you used a solicitor in the last 5 years?

Yes, I have used a solicitor in the last 5 years	33	35	35	38	30	40	33	33	33	12	35	38	33	37	28	32	26	38	52
No, I have not used a solicitor in the last 5 years	66	65	64	62	70	60	66	67	66	85	63	62	67	63	70	67	73	61	48
Don't know	1	0	1	0	0	1	1	1	1	3	2	0	0	0	2	1	1	2	0

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Imagine a solicitor were to offer a mobile app or online platform, which allowed their clients to access their case 24/7. Do you think this would make the client's experience more positive or negative, or would it make no difference?

Much more positive experience	16	18	17	16	15
Slightly more positive experience	43	43	42	48	44
TOTAL MORE POSITIVE EXPERIENCE	59	61	59	64	59
No difference	17	19	14	16	17
Slightly more negative experience	5	4	5	6	5
Much more negative experience	3	3	4	2	2
TOTAL MORE NEGATIVE EXPERIENCE	8	7	9	8	7
Don't know	15	14	18	13	16

Generally speaking, to what extent, if at all, would you trust Artificial Intelligence (AI) like Chat GPT, to provide you with legal advice?

Would trust it a great deal	1	1	1	2	1
Would trust it a fair amount	13	11	13	20	11
TOTAL WOULD TRUST	14	12	14	22	12
Would not trust it very much	34	30	33	39	36
Would not trust it at all	43	48	42	32	42
TOTAL WOULD NOT TRUST	77	78	75	71	78
Don't know	9	9	11	8	9

Have you used a solicitor in the last 5 years?

Yes, I have used a solicitor in the last 5 years	33	37	28	30	32
No, I have not used a solicitor in the last 5 years	66	63	70	69	67
Don't know	1	1	2	1	1

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	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

You previously said that you have used a solicitor in the last 5 years. Would you say that you experienced good or poor customer service from that solicitor? If you have used more than one solicitor in that time, please think about the most recent occasion.

[Asked only to those who said they have used a solicitor in the last 5 years; n=907]

Very good customer service	39	46	36	37	48	38	44	38	40	52	29	47	47	35	47	38	39	45	54
Fairly good customer service	39	40	39	39	31	39	37	38	40	31	45	36	34	41	36	41	27	38	30
TOTAL GOOD CUSTOMER SERVICE	78	86	75	76	79	77	81	76	80	83	74	83	81	76	83	79	66	83	84
Fairly poor customer service	14	10	17	18	13	16	13	16	13	18	16	13	12	16	12	14	24	11	10
Very poor customer service	6	4	7	4	6	6	6	6	7	0	8	4	6	7	5	6	10	6	6
TOTAL BAD CUSTOMER SERVICE	20	14	24	22	19	22	19	22	20	18	24	17	18	23	17	20	34	17	16
Don't know	1	0	1	1	1	1	0	1	0	0	1	0	0	1	1	1	0	0	0

*Any percentages calculated on bases fewer than 100 respondents do not represent a wide enough cross-section of the target population to be considered statistically reliable. These figures should not be used.

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[Asked only to those who said they have used a solicitor in the last 5 years; n=907]

Very good customer service	39	38	38	37	38
Fairly good customer service	39	38	36	42	44
TOTAL GOOD CUSTOMER SERVICE	78	76	74	79	82
Fairly poor customer service	14	17	16	14	12
Very poor customer service	6	5	9	6	6
TOTAL BAD CUSTOMER SERVICE	20	22	25	20	18
Don't know	1	1	1	0	1

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