

Northern Ireland Legal Needs Survey: Statistical Annex

Report prepared for

Northern Ireland Legal Services Commission

July 2006

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Economic Research and Evaluation

July 2006

TABLE OF CONTENTS

| | |
|--|-----------|
| 1 The NI Legal Needs Survey | 1 |
| Introduction..... | 1 |
| Design Principles | 2 |
| Structure of the Questionnaire..... | 3 |
| The NI Omnibus Survey | 7 |
| Fieldwork..... | 9 |
| Survey outcomes..... | 9 |
| Weighting | 11 |
| Problem Incidence..... | 11 |
| 2 Incidence, Number and Type of Problem..... | 17 |
| 3 Socio-demographic Profile | 35 |
| Introduction..... | 37 |
| Definitions | 38 |
| Indicators for the socio-demographic profile: Interpretation | 42 |
| 4 Responses and Actions Taken | 73 |
| 5 Outcomes and Resolutions..... | 85 |

1 The NI Legal Needs Survey

Introduction

1.1 The NI Legal Needs Survey was designed to address the following questions:

- What is the incidence of legal need in Northern Ireland, as measured by the proportion of the adult population experiencing different kinds of problems which have a remedy in civil law? Alternatively, what is the incidence in Northern Ireland of justiciable events, as defined in Genn's *Paths to Justice* studies?
- How does the incidence of legal need vary among different segments of the population, with particular reference to the section 75 equality groups and receipt of benefit?
- What are the responses of the public to justiciable problems, including the use of legal and other advice sources, self-help strategies, and simply doing nothing?
- The outcome of different strategies for resolving justiciable disputes.
- How does the incidence of legal need in Northern Ireland compare with existing estimates for England and Wales and Scotland?

1.2 In order to help meet its remit, the LSC commissioned the NI Legal Needs Survey to be undertaken as part of the NI Omnibus Survey in the period January to May 2005. This Section describes the NI LNS under the following headings:

- Design principles.
- The structure of the questionnaire.
- The NI Omnibus Survey.
- Fieldwork.
- Survey outcomes.
- Weighting.
- Problem incidence.

Design Principles

1.3 Reflecting the research objectives, two fundamental design principles were adopted for the design of the NI Legal Needs Survey:

- To replicate, so far as possible, the questionnaire used by the Legal Services Research Centre (LSRC) for its 2004 English and Welsh Civil and Social Justice Survey¹.
- The use of a random probability method for sampling from the population.

1.4 These criteria were adopted for the following reasons:

- The 2004 English and Welsh Civil and Social Justice Survey is built around the justiciable problems concept and provides an appropriate framework for the NI LNS.
- The importance of achieving comparability with survey evidence from other parts of the UK, including especially Genn (1999), Genn and Paterson (2001) and Pleasence et al (2004, 2006)
- The need to obtain robust and reliable results that could be generalised to the population of Northern Ireland.

1.5 The 2004 English and Welsh Civil and Social Justice Survey was large in scale and also very detailed. It was not, however, possible to fully replicate the English and Welsh Civil and Social Justice Survey². The design and implementation of the NI Legal Needs Survey therefore proceeded as follows:

- Develop a modified shortened version of the *English and Welsh Civil and Social Justice Survey* that could be used in conjunction with an existing survey.
- Make se of an existing survey vehicle for the purposes of data collection, that is, the Northern Ireland Omnibus Survey, which is a random probability sample of individuals living in private households.

¹ The co-operation of the LSRC in supplying a paper version of their questionnaire was very important in the design of the NI Legal Needs Survey. The assistance given by the LSRC is much appreciated.

² As discussed in Dignan (2004), this was for reasons of survey and analysis costs and the timescales over which data would be available from a large-scale bespoke survey.

Structure of the Questionnaire

- 1.6 The structure of the NI Legal Needs Survey is illustrated in Figure A1.1. An annotated summary of the questionnaire is given in Table A1.1; a paper version of the full questionnaire, which is lengthy, is available on request.
- 1.7 Each respondent was asked whether or not they had experienced one or more of 19 problem types in the previous three years (see Table A1.2 below for a list of the problem types). The questions used in the screening module for identifying the incidence of different problem types replicated the questions in the 2004 English and Welsh Civil and Social Justice Survey. The main difference was that the NI Survey included one additional problem type, that is, access to social services. As in the English and Welsh survey, the screening module also asked respondents to say, for the most recent and, where applicable, second most recent occurrence of each problem type, whether it was still ongoing or now over. If the problem had concluded, respondents were asked how the dispute had been resolved.

Figure A1.1 The Northern Ireland Legal Needs Survey: Structure

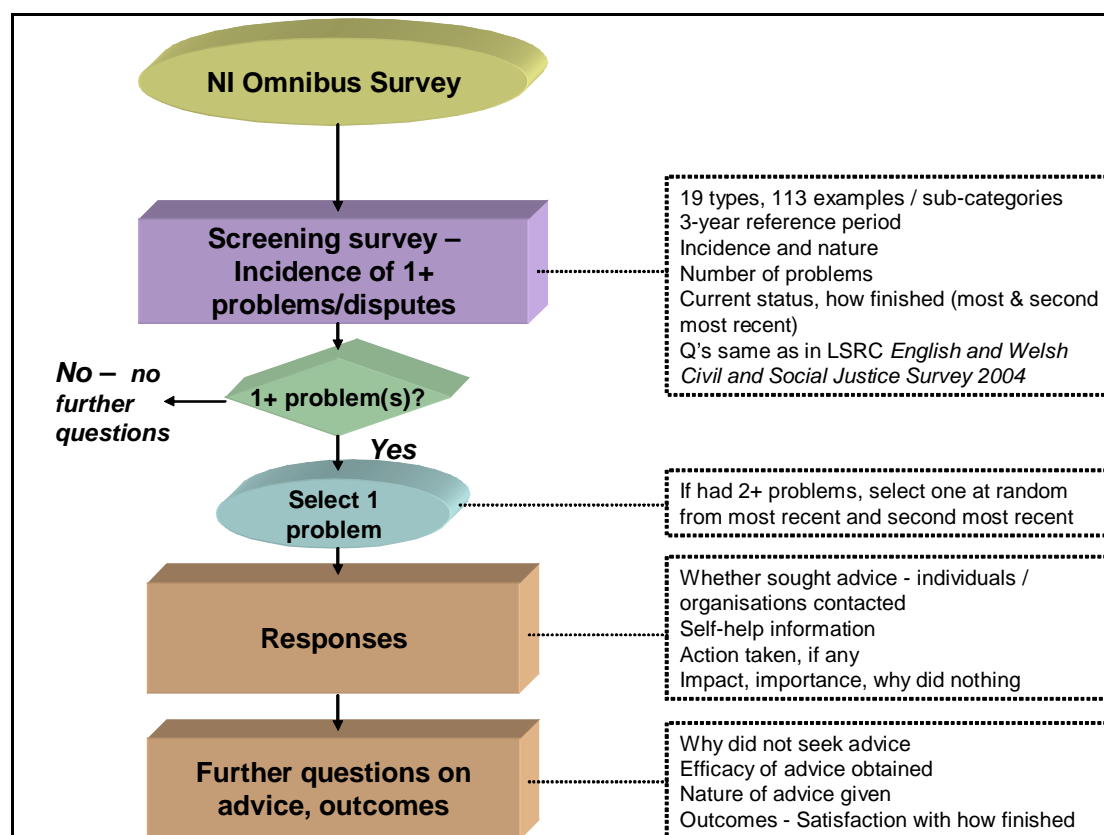


Table A1.1 The NI Omnibus Survey Legal Need Module: Structure

| Section | Commentary |
|---|---|
| 1 Additional Profile Variables | Receipt of benefits Dwelling type |
| 2 Identifying Problem Types | Incidence of problems or disputes that are difficult to resolve – 19 problem types – see Table A1.2 Respondents were asked to include only problems or disputes: <ul style="list-style-type: none"> • Involving themselves, not situations where they had helped somebody else with their problem. • That had occurred in the previous three years or, if had turned 18 in that period, problems experienced since turning 18. • Involving themselves as individuals, not any experienced by their employer or by any business run by the respondent. |
| 3 Number and Nature | Frequency of each problem type Nature of most recent and second most recent problem of each type |
| 4 Current Status | For most recent and (where applicable) second most recent of each problem type: <ul style="list-style-type: none"> • Now over or ongoing? • If now over, how finished? |
| Selection of a problem for follow-up questions | <ul style="list-style-type: none"> • If only one instance of one problem type identified, proceed straight to the follow-up questions. • If two or more problems identified select one at random from the most recent and second most recent incidences. |
| 5 Action Taken | For the selected problem, respondents are asked if they have taken any of the following types of action: <ul style="list-style-type: none"> • Whether contacted an adviser (from list on show-card) for advice or information. • Sought self-help advice. • Contacted other side. • Attend a court or tribunal. • Mediation or conciliation. • Contact an ombudsman. This Section also includes questions on: <ul style="list-style-type: none"> • Who started the dispute? |

Table A1.1 The NI Omnibus Survey Legal Need Module: Structure

| | | |
|----------|--------------------------------------|---|
| | | <ul style="list-style-type: none"> • Whether connected to another problem (if more than one). • Importance to the respondent. • Impact on respondent's life. • Effects on respondent. |
| 6 | Reasons for not taking action | Asked of those who did nothing to try and resolve the dispute. |
| 7 | Advice | <p>Questions for:</p> <ul style="list-style-type: none"> • Those who did not seek personal/any advice. • Those who sought self-help advice. • Those who obtained some or all of advice needed. • Those who obtained advice or information, but none that they needed. |
| 8 | Costs | <p>Advice-seekers:</p> <ul style="list-style-type: none"> • Whether had to pay? • If not, who paid? |
| 9 | Outcomes | <p>Respondent asked to say whether:</p> <ul style="list-style-type: none"> • Thought resolution was fair or not? If not, why not? • Satisfied with resolution? Why satisfied or why not? |

Table A1.2 Problem types in the NI Legal Needs Survey

| | Problem type | Illustrative nature of the problem type |
|----|---------------------------------------|--|
| 1 | Consumer | Receiving faulty goods or services. |
| 2 | Employment | Getting pay or pension to which entitled, being sacked or made redundant, harassment |
| 3 | Noisy or anti-social neighbours | Regular or excessive noise, damage to property or garden |
| 4 | Owning or buying residential property | Planning permission or consent, selling or buying property, boundaries or rights of way |
| 5 | Living in rented accommodation | Dealing with landlord, condition of accommodation, getting a deposit back |
| 6 | Money/debt | Getting someone to pay money they owe, difficulty paying monies owed, poor financial advice |
| 7 | Welfare benefits | Entitlement to and/or amount of welfare benefits |
| 8 | Divorce proceedings | Involvement in divorce proceedings |
| 9 | Family/relationships | Disputes over division of money, maintenance payments, residence and/or contact arrangements for children |
| 10 | Domestic violence | Suffering violence or abuse |
| 11 | Children | School-related problems (e.g. educational needs, getting into a school, exclusion/suspension), care/fostering, abduction |
| 12 | Personal injury/negligence | Whether suffered an injury or health problem because of an accident and/or poor working conditions. |
| 13 | Mental health | Receipt of care relating to mental health, admission/discharge from hospital |
| 14 | Clinical negligence | Whether suffered from wrong medical or dental treatment |
| 15 | Social services | Access to disability aids for the home, appropriate health care, residential and/or domiciliary care |
| 16 | Immigration | Obtaining UK citizenship, entering/remaining in UK |
| 17 | Unfair treatment by the police | Unreasonably arrested, etc |
| 18 | Homelessness | Whether been homeless or threatened with this in previous three years |
| 19 | Discrimination | Nine categories, per the section 75 groups |

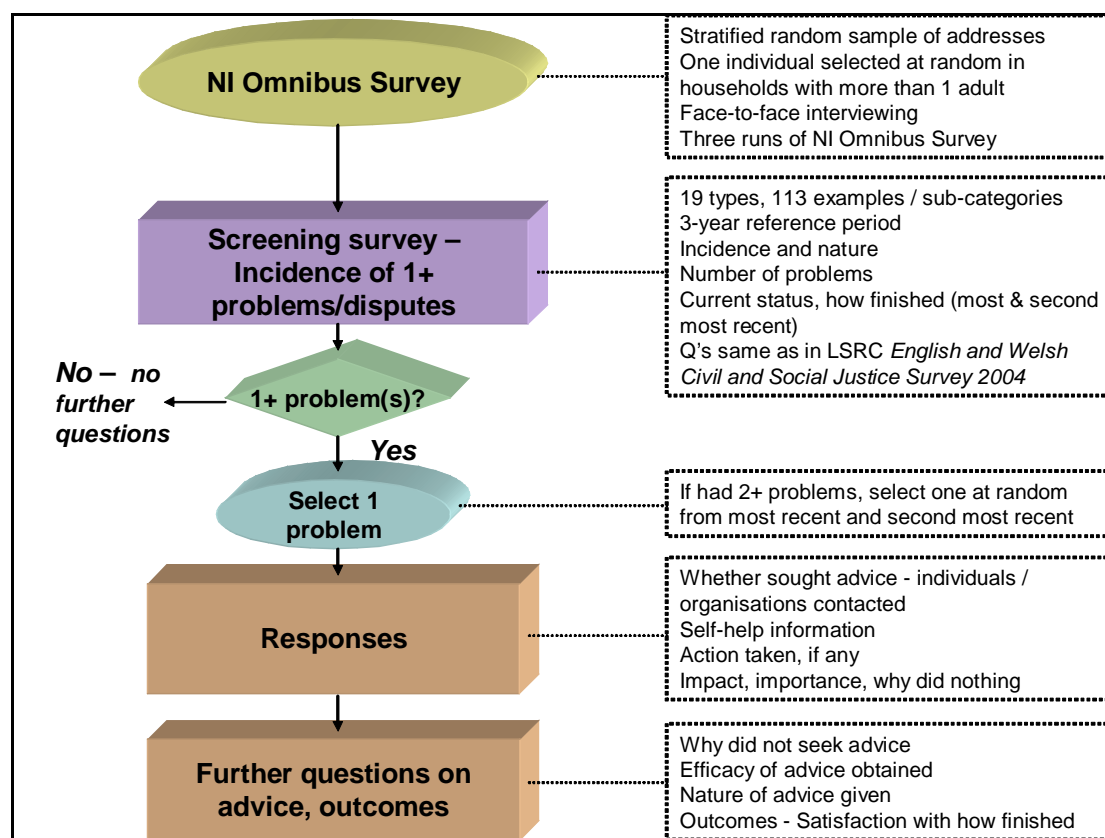
- 1.8 Those who had experienced a problem were then asked a series of follow-up questions to determine what they had done in response to the problem, including whether they had sought advice, the sources used and what, if any, further action was taken. Where a respondent reported having two or more problems in the previous three years, one problem was selected at random for the follow-up questions. This marks an important point of contrast with the 2004 English and Welsh Survey. In the latter, respondents were asked about whether they had sought advice in relation to each of their most recent and second most recent problems.
- 1.9 Finally, the NI survey included a further set of questions on the nature of the advice given and level of satisfaction with the outcome. Again, this block did not include the same level of detail as in the English and Welsh survey, though the routing and specification of questions replicated the English and Welsh survey as far as possible in respect of the selected problem.

The NI Omnibus Survey

- 1.10 The NI Omnibus Survey is undertaken on a periodic basis mainly to obtain snap-shot data on attitudes to various issues of interest to Government. The Survey comprises a core set of questions plus a set of modules that are purchased by public sector bodies. The core questions provide profile variables for, *inter alia*:
- Age.
 - Gender
 - Religion.
 - Marital status.
 - Disability status.
 - Dependants.
 - Socio-economic classification.
 - Employment status.
 - Highest educational qualifications.
 - Areas – urban/rural, Belfast/East/West, Education and Library Board area, Health Board area.

1.11 The sample frame for the NI Omnibus Survey is derived from a list of addresses held by the Valuation and Lands Authority. At each sampled address, the interviewer seeks to complete an interview with one individual, selected at random from the eligible adults aged 16 and over resident at the sampled address. This is different to the LSRC approach for England and Wales, where information was sought on all household members aged 18 and over. As discussed in Dignan (2004), these differences should not greatly affect the comparability of the results from the Omnibus Survey.

Figure A1.2 The Northern Ireland Legal Needs Survey: Implementation



1.12 The sample size for the Omnibus Survey is typically in the region of 1,100-1,200. A single run of the Omnibus survey was therefore considered to be too small in terms of statistical reliability, particularly in terms of analysing the incidence of legal need amongst sub-groups of the population. Typically, in surveys undertaken in England and Wales, about 35 per cent of people report a problem or dispute in a three-year reference period. For that reason, it was decided to include the NI Legal Needs Survey in three successive Omnibus surveys. It was anticipated that this would give a reasonable number of observations of persons reporting problems or disputes, around 900-1,200 on the basis that the incidence of problems would be in the range 25-35 per cent.

Fieldwork

- 1.13 The fieldwork for the first NI Omnibus Survey containing the Legal Needs questionnaire commenced on 10 January 2005 (Table A1.3). The remaining surveys were undertaken in the periods from March to April 2005 and April to May 2005.
- 1.14 Full details on the technical aspects of the NI Omnibus Surveys containing the Legal Needs Questionnaire were provided in the Technical Reports provided by Central Survey Unit (CSU), the branch of NISRA which is responsible for undertaking the NI Omnibus Survey.

Table A1.3 The NI Legal Needs Survey: Fieldwork dates

| | Survey 1 | Survey 2 | Survey 3 |
|-----------------------|-------------|--------------|---------------|
| Fieldwork start-date: | 10 Jan 2005 | 7 March 2005 | 11 April 2005 |
| Fieldwork end-date: | 11 Feb 2005 | 8 April 2005 | 13 May 2005 |

- 1.15 Full details on the technical aspects of the NI Omnibus Surveys containing the Legal Needs Questionnaire were provided in the Technical Reports provided by Central Survey Unit (CSU), the branch of NISRA which is responsible for undertaking the NI Omnibus Survey.
- 1.16 While the NI survey is a condensed version of the LSRC survey, it was nonetheless a challenging task to implement the Legal Needs Questionnaire successfully within the Omnibus survey, since this had not been attempted before. Notwithstanding a degree of complexity and the inclusion of a number of sensitive topics (e.g. domestic violence, mental health, relationship problems), the Omnibus Survey response rates did not suffer. Indeed, feedback from the field interviewers indicated that the survey worked well in practice. In that regard, CSU should be commended for the successful outcome.

Survey outcomes

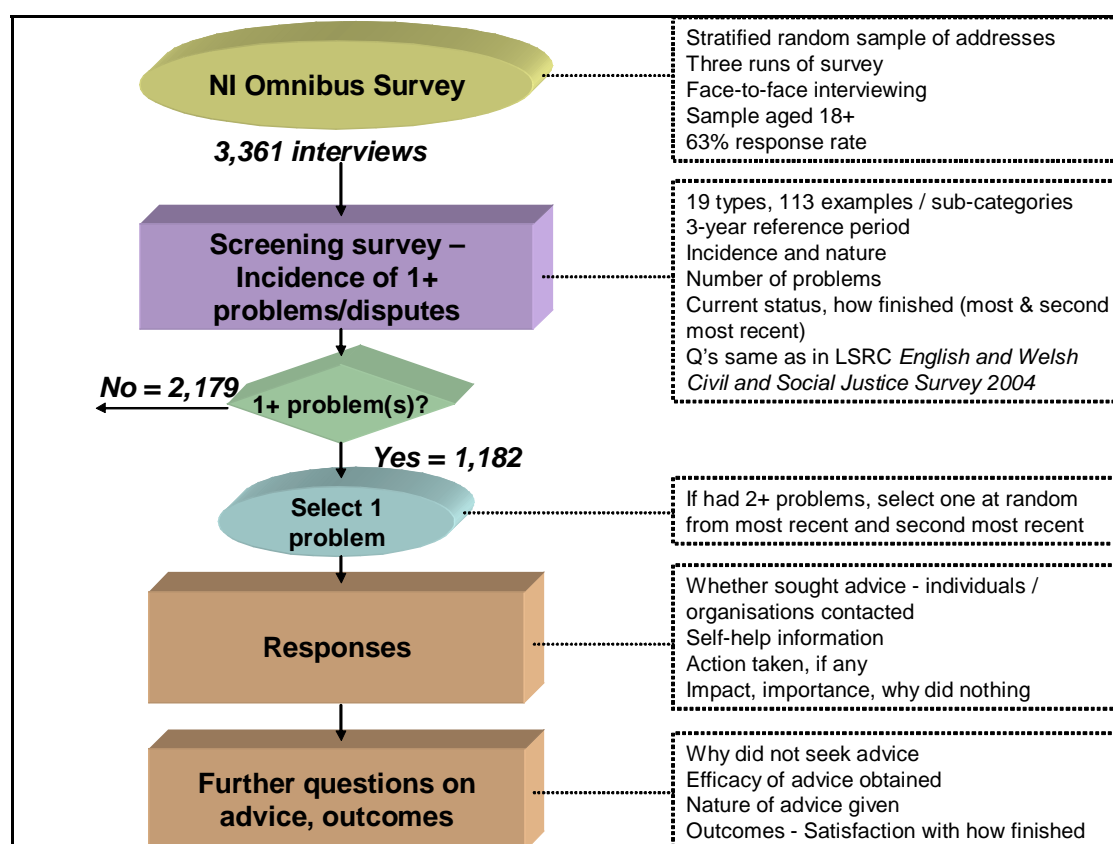
- 1.17 The main survey outcomes are summarised in Table A1.4. A total of 3,342 persons were interviewed over the three surveys combined, with an average response rate of 62 per cent.

Table A1.4 NI Omnibus Legal Needs Surveys 1 and 2: Summary of survey outcomes

| | Survey 1 | Survey 2 | Survey 3 | Pooled |
|-------------------|----------|----------|----------|--------|
| Total interviewed | 1,179 | 1,090 | 1,163 | 3,432 |
| Response rate | 63% | 59% | 63% | 62% |
| Total aged 18+ | 1,149 | 1,067 | 1,145 | 3,361 |

1.18 The pooled sample contained interviews with a total of 3,361 persons aged 18+. Of the 3,361 persons interviewed, 1,182 said that they had experienced one or more of the 19 problem types (see Figure A1.3). This was well within the target sample size range originally specified as being required to facilitate statistical analysis of what people do when confronted with justiciable problems. Overall, therefore, the NI Legal Needs Survey was successful in meeting its stated sample size targets.

Figure A1.3 The Northern Ireland Legal Needs Survey: Outcomes



- 1.19 Table A1.5 shows the survey outcomes for a selected set of demographic variables, that is, age, sex and receipt of benefit. The important point to note is that sample sizes decline for more detailed sub-groups. The implication of this is that, where a sub-group is relatively small in number, there is greater uncertainty regarding estimates such as the proportion with a problem or dispute. Furthermore, with the smaller sub-groups, the base number of problems reported will be even smaller (Table A1.6 shows the base numbers per problem type). While this is inevitable in a survey context, it is important that caution be exercised in circumstances where the base numbers are small.

Weighting

- 1.20 CSU provides a weighting variable for the Omnibus Survey results in order to adjust for the fact that the sampling unit comprises households, but it is individuals within each household who are selected for interview. An adjustment is needed for this because the probability of being selected for interview varies with household size. For example, someone living in a two-person household has a higher chance of being selected than a person living in a three-person household.
- 1.21 In addition, two further adjustments were made for the purposes of this report. First, and consistent with the LSRC approach, the NI Legal Needs Survey was administered only to persons aged 18 and over. Hence, persons aged 16-17 are not included in the findings discussed in this report. The effect of this on the sample size is relatively small, as can be seen from Table A1.4 above.
- 1.22 Second, in order to facilitate grossing-up of selected results, the survey responses were further adjusted to match the age-sex profile of the Northern Ireland population, based on the NISRA 2003 mid-year population estimates.
- 1.23 The percentages shown in this report have been computed using the weighting for household size combined with the age-sex adjustment. It should, however, be noted that the main effect of weighting comes through the adjustment for the effect of household size on selection probabilities.

Problem Incidence

- 1.24 Table A1.7 shows the pattern of responses by problem type both overall and for each of the three Omnibus Surveys. In broad terms, the pattern did not vary greatly from one Survey to another. For example, consumer problems were the most frequently reported in each of the three surveys while employment problems and problems to do with noisy or anti-social neighbours were the next most frequently reported problems in each of the three surveys.

- 1.25 The main point of note when the three surveys are compared is that the overall incidence of problems was less in the third survey than in the first two surveys; 32.2 per cent compared to 37.5 per cent in the first survey and 36.9 per cent in the second survey. The reason for this is not clear.
- 1.26 Nonetheless, the overall survey outcome must be regarded as very satisfactory. In particular, the total number of persons reporting that they had experienced a problem or dispute in the past three years was 1,193 (on a weighted basis; 1,182 on an un-weighted basis). This was at the upper end of the target range of 900-1,200 noted above and means that a sufficient number of cases were available to undertake various sub-group analyses.
- 1.27 Table A1.8 shows the composition of the total number of problems reported by type, under three headings:
- All problems.
 - Most recent and second most recent.
 - Problems selected for follow-up questions.
- 1.28 The main point to note is that the composition by problem type is reasonably similar under each of the three headings. The implication is that the problems selected for follow-up questions on advice sought and actions taken can be viewed as a representative sample of all problems reported. The responses to the follow-up questions were therefore weighted to adjust to the profile by type for all problems reported by the survey respondents. Though, the weighting effect is small in magnitude.
- 1.29 A final point to note is that, in light of the use of various weighting procedures, it was decided to use the 99 per cent level in computing confidence intervals. This was chosen rather than the more usual 95 per cent in order to make an allowance for the introduction of design effects due to the weighting procedures.

Table A1.5 Base numbers: Illustrative survey outcomes

| | Un- weighted | Weighted by: | | |
|---------------------------|-----------------|-------------------|---|------------------|
| | | Household size | Household size, age and sex ¹ | |
| | | All <i>No</i> | All <i>No</i> | All <i>No</i> |
| Age | | | | |
| 18-24 | 295 | 405 | 446 | 173 |
| 25-34 | 554 | 512 | 605 | 271 |
| 36-49 | 959 | 996 | 968 | 411 |
| 50-64 | 745 | 767 | 726 | 235 |
| 65+ | 808 | 634 | 616 | 102 |
| Sex | | | | |
| Male | 1,464 | 1,528 | 1,616 | 594 |
| Female | 1,897 | 1,787 | 1,745 | 599 |
| Receipt of benefit | | | | |
| Working age | | | | |
| • None | 1,255 | 1,425 | 1,503 | 536 |
| • Child benefit only | 294 | 329 | 321 | 123 |
| • Any other state benefit | 871 | 809 | 811 | 403 |
| Retirement age | | | | |
| • State pension only | 443 | 372 | 357 | 60 |
| • Any other state benefit | 498 | 380 | 369 | 71 |
| All | 3,361 | 3,315 | 3,361 | 1,193 |

1 Weighted base scaled to all persons un-weighted base.

Sources: NISRA Omnibus Survey Legal Needs Module 2005.

Table A1.6 Problem types: Incidence – un-weighted compared to weighted (per cent of persons aged 18+)

| | Un-weighted | | Weighted | |
|-----------------------------|-----------------|--------------|-----------------|--------------|
| | <i>Per cent</i> | <i>No.</i> | <i>Per cent</i> | <i>No.</i> |
| Consumer | 12.9 | 433 | 14.0 | 469 |
| Employment | 5.6 | 188 | 6.0 | 200 |
| Neighbours | 8.2 | 274 | 7.6 | 256 |
| Owned housing | 2.0 | 67 | 2.1 | 69 |
| Rented accommodation | 2.6 | 86 | 2.3 | 76 |
| Money/debt | 4.9 | 165 | 5.0 | 168 |
| Welfare benefits | 3.7 | 124 | 3.5 | 117 |
| Divorce | 2.3 | 77 | 1.6 | 55 |
| Family | 2.0 | 66 | 1.6 | 55 |
| Domestic violence | 1.2 | 42 | 0.9 | 31 |
| Children | 1.8 | 61 | 1.9 | 64 |
| Personal injury | 4.6 | 155 | 4.8 | 162 |
| Mental health | 0.8 | 26 | 0.9 | 30 |
| Clinical negligence | 1.8 | 62 | 1.8 | 60 |
| Social services | 1.6 | 55 | 1.6 | 54 |
| Immigration | 0.2 | 7 | 0.3 | 9 |
| Treatment by police | 1.2 | 39 | 1.0 | 34 |
| Homelessness | 0.7 | 23 | 0.5 | 16 |
| Discrimination | 1.6 | 54 | 1.6 | 55 |
| All with 1+ problems | 35.2 | 1,182 | 35.5 | 1,193 |
| <i>Base</i> | | <i>3,361</i> | | <i>3,361</i> |

Source: NISRA Omnibus Survey, Legal Need module

Table A1.7 Problem types: Incidence by Omnibus Survey fieldwork period (per cent of persons aged 18+, weighted results)

| | Fieldwork | | | Pooled data |
|-----------------------------|--------------|--------------|--------------|--------------|
| | Jan-Feb 2005 | Feb-Mar 2005 | Apr-May 2005 | |
| | % | % | % | % |
| Consumer | 15.3 | 14.0 | 12.5 | 14.0 |
| Employment | 7.1 | 5.5 | 5.3 | 6.0 |
| Neighbours | 7.2 | 9.5 | 6.3 | 7.6 |
| Owned housing | 1.8 | 3.0 | 1.5 | 2.1 |
| Rented accommodation | 1.7 | 3.4 | 1.8 | 2.3 |
| Money/debt | 4.9 | 5.7 | 4.4 | 5.0 |
| Welfare benefits | 3.9 | 3.2 | 3.3 | 3.5 |
| Divorce | 1.7 | 1.5 | 1.7 | 1.6 |
| Family | 1.6 | 1.4 | 1.9 | 1.6 |
| Domestic violence | 1.3 | 0.8 | 0.7 | 0.9 |
| Children | 1.8 | 2.3 | 1.6 | 1.9 |
| Personal injury | 5.0 | 4.8 | 4.6 | 4.8 |
| Mental health | 1.5 | 1.0 | 0.2 | 0.9 |
| Clinical negligence | 2.1 | 1.6 | 1.7 | 1.8 |
| Social services | 1.7 | 1.7 | 1.4 | 1.6 |
| Immigration | 0.2 | 0.1 | 0.4 | 0.3 |
| Treatment by police | 0.8 | 1.3 | 1.0 | 1.0 |
| Homelessness | 0.6 | 0.6 | 0.3 | 0.5 |
| Discrimination | 2.0 | 1.8 | 1.1 | 1.6 |
| All with 1+ problems | 37.5 | 36.9 | 32.2 | 35.5 |
| <i>Base (un-weighted)</i> | <i>1,149</i> | <i>1,067</i> | <i>1,145</i> | <i>3,361</i> |

Source: NISRA Omnibus Survey, Legal Need module

Table A1.8 Problems by type: All, most recent and second most recent and selected problem (per cent of base)

| | All | Most recent and second most recent | Selected for follow-up |
|----------------------|--------------|--|---------------------------|
| | % | % | % |
| Consumer | 23.5 | 24.4 | 25.6 |
| Employment | 10.1 | 10.2 | 9.3 |
| Neighbours | 13.3 | 13.4 | 14.0 |
| Owned housing | 3.0 | 3.2 | 3.6 |
| Rented accommodation | 3.9 | 3.9 | 3.1 |
| Money/debt | 7.9 | 8.2 | 8.2 |
| Welfare benefits | 5.1 | 5.4 | 6.4 |
| Divorce | 2.4 | 2.5 | 2.7 |
| Family | 3.0 | 2.8 | 1.8 |
| Domestic violence | 1.3 | 1.4 | 1.2 |
| Children | 3.0 | 3.2 | 3.1 |
| Personal injury | 8.7 | 8.3 | 9.3 |
| Mental health | 1.3 | 1.4 | 1.0 |
| Clinical negligence | 3.2 | 3.2 | 3.2 |
| Social services | 2.7 | 2.8 | 2.5 |
| Immigration | 0.5 | 0.4 | 0.6 |
| Treatment by police | 2.1 | 2.0 | 1.6 |
| Homelessness | 0.7 | 0.7 | 0.7 |
| Discrimination | 4.2 | 2.6 | 2.1 |
| All problems | 100.0 | 100.0 | 100.0 |
| <i>Base</i> | <i>2,312</i> | <i>2,175</i> | <i>1,191</i> |

Source: NISRA Omnibus Survey, Legal Need module

2 Incidence, Number and Type of Problem

Table A2.1 Incidence of problem types: Per cent of persons aged 18+ reporting one or more of each problem type

| | Mean | 99% Confidence interval | Lower | Upper |
|-----------------------------|-------------|--|--------------|--------------|
| | <i>%</i> | <i>pps</i> | <i>%</i> | <i>%</i> |
| Consumer | 14.0 | ± 1.5 | 12.4 | 15.5 |
| Employment | 6.0 | ± 1.1 | 4.9 | 7.0 |
| Neighbours | 7.6 | ± 1.2 | 6.4 | 8.8 |
| Owned housing | 2.1 | ± 0.6 | 1.4 | 2.7 |
| Rented accommodation | 2.3 | ± 0.7 | 1.6 | 2.9 |
| Money/debt | 5.0 | ± 1.0 | 4.0 | 6.0 |
| Welfare benefits | 3.5 | ± 0.8 | 2.7 | 4.3 |
| Divorce | 1.6 | ± 0.6 | 1.1 | 2.2 |
| Family | 1.6 | ± 0.6 | 1.1 | 2.2 |
| Domestic violence | 0.9 | ± 0.4 | 0.5 | 1.3 |
| Children | 1.9 | ± 0.6 | 1.3 | 2.5 |
| Personal injury | 4.8 | ± 1.0 | 3.9 | 5.8 |
| Mental health | 0.9 | ± 0.4 | 0.5 | 1.3 |
| Clinical negligence | 1.8 | ± 0.6 | 1.2 | 2.4 |
| Social services | 1.6 | ± 0.6 | 1.1 | 2.2 |
| Immigration | 0.3 | ± 0.2 | 0.0 | 0.5 |
| Treatment by police | 1.0 | ± 0.4 | 0.6 | 1.5 |
| Homelessness | 0.5 | ± 0.3 | 0.2 | 0.8 |
| Discrimination | 1.6 | ± 0.6 | 1.1 | 2.2 |
| All with 1+ problems | 35.5 | ± 2.1 | 33.4 | 37.6 |

pps Percentage points

Sources: NI Legal Needs Survey 2005.

Table A2.2 Incidence of problem types: Northern Ireland compared to England and Wales

| | N. Ireland | | England & Wales | | |
|-----------------------------|-------------|-------------|-----------------|-------------|-----|
| | 2005 | 2001 | 2001 | 2004 | |
| | % | % | % | % | |
| Consumer | 14.0 | 13.3 | 10.0 | 10.0 | *** |
| Employment | 6.0 | 6.1 | 5.2 | 5.2 | |
| Neighbours | 7.6 | 8.4 | 6.6 | 6.6 | |
| Owned housing | 2.1 | 2.4 | 2.4 | 2.4 | |
| Rented accommodation | 2.3 | 3.8 | *** | 2.7 | |
| Money/debt | 5.0 | 8.3 | *** | 5.6 | |
| Welfare benefits | 3.5 | 2.3 | *** | 1.9 | *** |
| Divorce | 1.6 | 2.2 | 2.1 | 2.1 | |
| Family | 1.6 | 2.2 | 1.7 | 1.7 | |
| Domestic violence | 0.9 | 1.6 | *** | 0.8 | |
| Children | 1.9 | 1.9 | 1.5 | 1.5 | |
| Personal injury | 4.8 | 3.9 | 4.9 | 4.9 | |
| Mental health | 0.9 | 0.5 | 0.2 | 0.2 | *** |
| Clinical negligence | 1.8 | 1.6 | 1.6 | 1.6 | |
| Social services | 1.6 | | | | |
| Immigration | 0.3 | 0.3 | 0.3 | 0.3 | |
| Treatment by police | 1.0 | 0.7 | 0.8 | 0.8 | |
| Homelessness | 0.5 | 0.6 | 1.2 | 1.2 | *** |
| Discrimination | 1.6 | 1.4 | 2.2 | 2.2 | |
| All with 1+ problems | 35.5 | - | - | - | |
| LSRC problem set | 35.2 | 37.2 | 33.0 | 33.0 | |

*** Significantly different from NI at 99 per cent confidence level.

Sources: NI Legal Needs Survey 2005; LSRC, 2004, 2006.

Table A2.3 Mean number of problems by type

| | Mean per person reporting 1+ problems | Number of problems per 1,000 population aged 18+ | |
|-----------------------------|---------------------------------------|--|-------------------------|
| | | Rate | 99% confidence interval |
| Consumer | 1.16 | 162 | ±19 |
| Employment | 1.17 | 70 | ±14 |
| Neighbours | 1.20 | 92 | ±16 |
| Owned housing | 1.01 | 21 | ±6 |
| Rented accommodation | 1.19 | 27 | ±9 |
| Money/debt | 1.08 | 54 | ±11 |
| Welfare benefits | 1.00 | 35 | ±8 |
| Divorce | 1.00 | 16 | ±7 |
| Family | 1.27 | 21 | ±13 |
| Domestic violence | 1.02 | 9 | ±5 |
| Children | 1.09 | 21 | ±7 |
| Personal injury | 1.24 | 60 | ±14 |
| Mental health | 1.00 | 9 | ±4 |
| Clinical negligence | 1.23 | 22 | ±9 |
| Social services | 1.14 | 18 | ±7 |
| Immigration | 1.25 | 3 | ±3 |
| Treatment by police | 1.42 | 15 | ±9 |
| Homelessness | 1.03 | 5 | ±4 |
| Discrimination | 1.79 | 29 | ±11 |
| All with 1+ problems | 1.94 | 688 | ±63 |

Sources: NI Legal Needs Survey 2005.

Table A2.4 Grossed-up estimated number of problems by type

| | Grossed-up estimate | 99% confidence interval | Per cent of all reported problems |
|----------------------|---------------------|-------------------------|-----------------------------------|
| | No | No | % |
| Consumer | 206,000 | ±25,000 | 23.5 |
| Employment | 89,000 | ±18,000 | 10.1 |
| Neighbours | 117,000 | ±21,000 | 13.3 |
| Owned housing | 27,000 | ±8,000 | 3.0 |
| Rented accommodation | 34,000 | ±12,000 | 3.9 |
| Money/debt | 69,000 | ±14,000 | 7.9 |
| Welfare benefits | 44,000 | ±11,000 | 5.1 |
| Divorce | 21,000 | ±8,000 | 2.4 |
| Family | 26,000 | ±17,000 | 3.0 |
| Domestic violence | 12,000 | ±7,000 | 1.3 |
| Children | 26,000 | ±8,000 | 3.0 |
| Personal injury | 76,000 | ±17,000 | 8.7 |
| Mental health | 12,000 | ±5,000 | 1.3 |
| Clinical negligence | 28,000 | ±12,000 | 3.2 |
| Social services | 23,000 | ±9,000 | 2.7 |
| Immigration | 4,000 | ±4,000 | 0.5 |
| Treatment by police | 19,000 | ±11,000 | 2.1 |
| Homelessness | 6,000 | ±5,000 | 0.7 |
| Discrimination | 37,000 | ±14,000 | 4.2 |
| All problems | 875,000 | 80,000 | 100.0 |

Sources: NISRA Omnibus Survey.

Table A2.5a Problems or disputes to do with provision of goods or services, by amount involved

| | Per cent of problems | Grossed -up number |
|-----------------|----------------------------|--------------------------|
| Under £100 | 25 | 52,000 |
| £100-£499 | 31 | 64,000 |
| £500-£999 | 14 | 28,000 |
| £1,000-£9,999 | 22 | 44,000 |
| £10,000-£49,999 | 6 | 12,000 |
| £50,000+ | 0 | 1,000 |
| Don't know | 1 | 2,000 |

Source: NI Legal Needs Survey 2005.

Table A2.5b Problems or disputes to do with employment, including pensions from employment

| | Per cent of problems | Grossed -up number |
|---|----------------------------|--------------------------|
| Being sacked or made redundant | 15 | 13,000 |
| Being threatened with the sack | 3 | 3,000 |
| Getting pay or a pension to which you were entitled | 21 | 18,000 |
| Other rights at work (e.g. maternity leave, sickness pay, holiday entitlement, working hours) | 17 | 15,000 |
| Changes to your terms and conditions of employment that made things worse | 12 | 11,000 |
| Unsatisfactory or dangerous working conditions | 9 | 7,000 |
| Unfair disciplinary procedures | 5 | 4,000 |
| Harassment at work | 17 | 15,000 |

Source: NI Legal Needs Survey 2005.

Table A2.5c Problems or disputes to do with anti-social behaviour by neighbours

| | Per cent of problems | Grossed -up number |
|-----------------------------------|----------------------------|--------------------------|
| Regular and excessive noise | 38 | 44,000 |
| Threats or harassment | 12 | 13,000 |
| Violence or intimidation | 7 | 8,000 |
| Damage to your property or garden | 33 | 38,000 |
| Other vandalism | 9 | 10,000 |
| Don't know | 1 | 2,000 |

Source: NI Legal Needs Survey 2005.

Table A2.5d Problems or disputes to do with owning or buying residential property

| | Per cent of problems | Grossed -up number |
|---|----------------------------|--------------------------|
| Planning permission or consent | 45 | 12,000 |
| Selling or buying property (e.g. misleading property survey, problems with lease) | 23 | 6,000 |
| Communal repairs or maintenance | 10 | 3,000 |
| Repossession of the home | 0 | 0 |
| Being several mortgage payments in arrears | 0 | 0 |
| Dealing with squatters | 5 | 1,000 |
| Boundaries or rights of way or access to your property | 16 | 4,000 |

Source: NI Legal Needs Survey 2005.

Table A2.5e Problems or disputes to do with living in rented accommodation

| | Per cent of problems | Grossed -up number |
|--|----------------------------|--------------------------|
| Condition of accommodation | 14 | 5,000 |
| Unsafe living conditions | 7 | 2,000 |
| Otherwise unsuitable conditions for yourself/family | 8 | 3,000 |
| Problems to do with money | 17 | 6,000 |
| Getting a deposit back | 10 | 3,000 |
| Being several rent payments in arrears | 7 | 2,000 |
| Dealing with landlord | 67 | 22,000 |
| Getting the landlord to do repairs or maintain the property | 51 | 17,000 |
| Getting the landlord to provide other services under the terms of the lease, such as furniture | 1 | 0 |
| Agreeing (with your landlord) on rent, rates, housing benefit payments, or other terms of the lease or tenancy agreement | 3 | 1,000 |
| Getting your landlord to provide a written lease or tenancy agreement | 2 | 1,000 |
| Transfer of tenancy on death or separation | 1 | 0 |
| Harassment by your landlord | 6 | 2,000 |
| Eviction or threat of eviction | 4 | 1,000 |
| Other problems | 1 | 0 |
| Flatmates not paying the rent or behaving in an anti-social manner | 0 | 0 |
| Renting out rooms to lodgers or sub-letting in a property you rented | 0 | 0 |
| Boundaries or rights of way or access to your property | 1 | 0 |

Source: NI Legal Needs Survey 2005

Table A2.5f Problems or disputes to do with money/debt

| | Per cent of problems | Grossed -up number |
|--|----------------------------|--------------------------|
| Difficulty obtaining money | 43 | 29,000 |
| Getting someone to pay money that they owe | 22 | 15,000 |
| Insurance companies unfairly rejecting claims | 12 | 8,000 |
| Incorrect information about you leading to a refusal of credit | 5 | 4,000 |
| Disagreement over the content of a will or division of property after the death of a family member | 3 | 2,000 |
| Difficulty paying money | 24 | 17,000 |
| Unreasonable harassment from people or organisations to whom you owe(d) money | 8 | 6,000 |
| Severe difficulties managing to pay money you owe(d) | 8 | 5,000 |
| Being threatened with legal action to recover money you owe(d) | 7 | 5,000 |
| Having a County Court judgement made against you | 2 | 1,000 |
| Poor financial advice / financial management | 17 | 11,000 |
| Being given incorrect information or advice that led you to buy insurance, pensions, mortgages or other financial products | 16 | 11,000 |
| Mismanagement of a pension fund to which you or your husband/wife/partner contribute | 1 | 0 |
| Other | 16 | 11,000 |
| Incorrect or disputed bills, excluding rent / mortgage payments | 6 | 4,000 |
| Incorrect or unfair tax demands, including rates | 5 | 3,000 |
| Repeated incorrect charges by banks or utilities | 6 | 4,000 |

Source: NI Legal Needs Survey 2005.

Table A2.5g Problems or disputes to do with welfare benefits, State pension, student loans or grants

| | Per cent of problems | Grossed -up number |
|--|----------------------------|--------------------------|
| Entitlement to welfare benefits (including rate rebate, tax credits) | 62 | 27,000 |
| Entitlement to state pension/pension credits | 7 | 3,000 |
| Entitlement to student loans or grants | 5 | 2,000 |
| Entitlement to other grants (e.g. housing improvement grants) | 2 | 1,000 |
| Amount of welfare benefits (including tax credits) | 18 | 8,000 |
| Amount of state pension/pension credits | 2 | 1,000 |
| Amount of student loans or grants | 4 | 2,000 |
| Amount of other grants (e.g. housing improvement grants) | 1 | 0 |

Source: NI Legal Needs Survey 2005.

Table A2.5h Problems or disputes to do with relationships and other family matters

| | Per cent of problems | Grossed -up number |
|---|----------------------------|--------------------------|
| Disputes over the division of money, pensions or property in connection with divorce or separation from a spouse or partner | 23 | 6,000 |
| Difficulties obtaining maintenance from a former partner for yourself (excluding payments for children) | 12 | 3,000 |
| Difficulties agreeing to pay maintenance to a former partner (excluding payments for children) | 7 | 2,000 |
| Difficulties obtaining child support payments | 9 | 2,000 |
| Difficulties agreeing to pay child support payments | 6 | 1,000 |
| Difficulties with (residence) custody arrangements for children | 12 | 3,000 |
| Difficulties with (contact) access arrangements for children | 26 | 6,000 |
| Don't know | 5 | 1,000 |

Source: NI Legal Needs Survey 2005.

Table A2.5i Problems or disputes to do with children aged 21 or younger, including foster, step or adopted children

| | Per cent of problems | Grossed -up number |
|---|----------------------------|--------------------------|
| School | 89 | 23,000 |
| Difficulties with children going to/getting into a school for which they are eligible | 23 | 6,000 |
| Difficulties with children receiving an appropriate education (e.g. special needs) | 27 | 7,000 |
| Children being unfairly excluded or suspended from school | 12 | 3,000 |
| Serious concerns over the safety of children whilst at school or on school trips | 27 | 7,000 |
| Care / fostering | 1 | 0 |
| Difficulties fostering or adopting children, or becoming a legal guardian | 0 | 0 |
| Children being taken into care, or being on the Child Protection Register | 1 | 0 |
| Abduction | 10 | 3,000 |
| A parent or other family member abducting or threatening to abduct a child | 10 | 3,000 |

Source: NI Legal Needs Survey 2005.

Table A2.5j Personal injury/negligence

| | Per cent of problems | Grossed -up number |
|-------------------------|----------------------------|--------------------------|
| Accident | 78 | 48,000 |
| Poor working conditions | 21 | 13,000 |
| Both | 1 | 1,000 |

Source: NI Legal Needs Survey 2005.

Table A2.5k Problems or disputes to do with mental health

| | Per cent of problems | Grossed -up number |
|--|----------------------------|--------------------------|
| Care relating to mental health | 90 | 10,000 |
| Mental health treatment or care you received in hospital | 28 | 3,000 |
| Mental health treatment or care you received after leaving hospital | 0 | 0 |
| Other mental health treatment or care you received | 62 | 7,000 |
| Admission / discharge from hospital in connection with mental health | 5 | 1,000 |
| Problem with the manner of admission to hospital for mental health problems | 5 | 1,000 |
| Problem obtaining a discharge from hospital for mental health problems | 0 | 0 |
| Problems with restrictions or conditions of discharge from hospital for mental health problems | 0 | 0 |
| Don't know | 4 | 1,000 |

Source: NI Legal Needs Survey 2005.

Table A2.5I Social services

| | Per cent of problems | Grossed -up number |
|---|----------------------------|--------------------------|
| Access to domiciliary care for yourself or a parent | 16 | 4,000 |
| Access to residential care for yourself or a parent | 12 | 3,000 |
| Access to disability aids for your home | 35 | 8,000 |
| Access to appropriate health care | 36 | 8,000 |

Source: NI Legal Needs Survey 2005.

Table A2.5m Discrimination - Any problems or disputes that were difficult due to being discriminated against because of:

| | Per cent of persons reporting this problem | Per cent of all persons |
|-------------------------|--|-------------------------------|
| Race | 6 | 0.1 |
| Gender | 8 | 0.2 |
| Disability | 16 | 0.3 |
| Sexual orientation | 9 | 0.2 |
| Age | 20 | 0.4 |
| Religion | 44 | 0.9 |
| Political opinion | 13 | 0.3 |
| Marital status | 1 | 0.0 |
| Caring responsibilities | 10 | 0.2 |

Source: NI Legal Needs Survey 2005.

Table A2.6 Importance of the problem (Base=problems selected for follow-up questions)

| | None | Mild | Moderate | Marked | Extremely |
|--|-------------|-------------|-----------------|---------------|------------------|
| | % | % | % | % | % |
| Consumer | 2 | 16 | 20 | 24 | 38 |
| Employment | 5 | 4 | 20 | 30 | 40 |
| Neighbours | 2 | 12 | 26 | 25 | 35 |
| Divorce, family, children, domestic violence | 7 | 6 | 10 | 11 | 66 |
| Personal injury / negligence | 9 | 8 | 21 | 20 | 41 |
| Money/debt | 1 | 11 | 13 | 20 | 54 |
| Welfare benefits & social services | 1 | 6 | 16 | 26 | 51 |
| Housing | 3 | 5 | 16 | 19 | 57 |
| Other | 7 | 7 | 31 | 29 | 24 |
| All | 4 | 9 | 20 | 23 | 44 |

Source: NISRA Omnibus Legal Needs Survey 2005.

Table A2.7 Impact of the problem (Base=problems selected for follow-up questions)

| | None | Mild | Moderate | Marked | Extremely |
|--|-------------|-------------|-----------------|---------------|------------------|
| | % | % | % | % | % |
| Consumer | 19 | 38 | 24 | 13 | 6 |
| Employment | 8 | 23 | 21 | 33 | 15 |
| Neighbours | 11 | 22 | 28 | 19 | 20 |
| Divorce, family, children, domestic violence | 1 | 16 | 20 | 29 | 35 |
| Personal injury / negligence | 6 | 22 | 23 | 26 | 21 |
| Money/debt | 8 | 27 | 25 | 23 | 16 |
| Welfare benefits & social services | 3 | 14 | 23 | 26 | 33 |
| Housing | 15 | 20 | 21 | 19 | 24 |
| Other | 18 | 13 | 30 | 23 | 15 |
| All | 11 | 24 | 24 | 22 | 19 |

Source: NISRA Omnibus Legal Needs Survey 2005.

Table A2.8 Consequences by problem type: Whether experienced one or more of (base = problems selected for follow-up questions)

| | Physical ill-health | Stress- related illness | Relation ship break- down | Violence | Damage to property | Had to move home | Loss of employ- ment | Loss of income | Loss of confid- ence | None of these |
|---|------------------------|-------------------------------|------------------------------------|----------|--------------------------|------------------------|----------------------------|-------------------|----------------------------|------------------|
| | % | % | % | % | % | % | % | % | % | % |
| Consumer | 1 | 4 | 0 | 0 | 2 | 1 | 0 | 3 | 4 | 86 |
| Employment | 8 | 25 | 3 | 3 | 0 | 1 | 21 | 36 | 24 | 35 |
| Neighbours | 4 | 23 | 2 | 7 | 31 | 6 | 1 | 2 | 9 | 48 |
| Divorce, family, children, domestic violence | 8 | 41 | 21 | 12 | 5 | 15 | 4 | 10 | 19 | 43 |
| Personal injury / negligence | 41 | 30 | 2 | 1 | 2 | 2 | 13 | 27 | 15 | 35 |
| Money/debt | 5 | 17 | 1 | 0 | 2 | 0 | 1 | 20 | 10 | 62 |
| Welfare benefits & social services | 19 | 36 | 7 | 0 | 0 | 3 | 4 | 22 | 18 | 42 |
| Housing | 5 | 19 | 2 | 2 | 3 | 11 | 0 | 8 | 4 | 64 |
| Other | 9 | 28 | 2 | 14 | 3 | 4 | 3 | 2 | 16 | 48 |
| All | 10 | 22 | 4 | 4 | 6 | 4 | 5 | 13 | 12 | 55 |

Source: NISRA Omnibus Legal Needs Survey 2005.

3 Socio-demographic Profile

Introduction

3.1 This Section presents the findings from the NI Legal Needs Survey in respect of socio-demographic variations in the incidence and number of problems, for the following profile variables:

- Age.
- Sex.
- Marital status.
- Dependants.
- Family type.
- Care of an older person.
- Disability status.
- Receipt of benefit.
- Economic activity.
- NS socio-economic classification.
- Household income.
- Qualifications.
- Tenure.
- Location.
- Religion.
- Political opinion.

3.2 Table A3.1 presents the results for the incidence of one or more problems, of any type, in the reference period.

3.3 Tables A3.2-.A3.14 present the findings by problem type for selected socio-demographic profile variables, with particular reference to the section 75 equality groups.

Definitions

Dependants

- 3.4 The NI Omnibus Survey uses one of the standard approaches to identifying whether a person has a disability or not, that is, self-reported limiting long-term illness. In this approach, a person is first asked if they have a long-standing illness, disability or infirmity that has troubled them over a long period of time or that is likely to affect them over a period of time. Those saying they have such an illness or disability are then asked if this limits their activities in any way.

Disability

- 3.5 The NI Omnibus Survey uses one of the standard approaches to identifying whether a person has a disability or not, that is, self-reported limiting long-term illness. In this approach, a person is first asked if they have a long-standing illness, disability or infirmity that has troubled them over a long period of time or that is likely to affect them over a period of time. Those saying they have such an illness or disability are then asked if this limits their activities in any way.

Family Type

- 3.6 A family unit is a single adult or a couple, together with any dependant children. A family is often the same as a household, but not always, as a household may contain more than one family. For example, an adult living in the same household as his or her parents is considered to be a separate family unit. In such a case, the family units in a household would be assessed separately for State benefits such as Income Support, Tax Credits and so on (in the administration of State benefits, a family unit is referred to as a 'benefit unit').
- 3.7 Family type is a derived variable, based on the respondent's age (whether working age or pensionable age), living arrangements (whether living with another as a couple or not) and the presence or absence of dependant children. Individuals are classified according to these criteria, as follows:
- Single pensioner – a single adult of state pension age or over.
 - Pensioner couple – a couple, where the man of the family unit is of state pension age or over.
 - Couple with children – a non-pensioner couple with dependent children.
 - Couple without children – a non-pensioner couple with no dependent children.

- Single with children – a non-pensioner single adult with dependent children.
- Single without children – a non-pensioner single adult with no dependent children.

Social class

3.8 From 2001 onwards the National Statistics Socio-economic Classification (NS-SEC) has been used to derive a social class variable from survey data. The NS-SEC is an occupational-based classification, but includes rules to provide coverage of the whole adult population.

Receipt of benefits

3.9 A variety of State benefits are available to help individuals who meet eligibility criteria based on their circumstances, such as low income, disability or sickness and so on. In broad terms, benefits can be contributory (e.g. the State Retirement Pension), income or means-tested non-contributory benefits (e.g. Income Support) or other non-contributory benefits that depend on qualifying conditions such as disability or family need (e.g. Disability Living Allowance).

3.10 In order to ensure comparability, in the NI Legal Needs Survey, receipt of benefit was recorded using the same question as in the LSRC's 2004 English and Welsh Civil and Social Justice Survey. This entailed the use of a single question ("Which, if any, of these state benefits are you currently receiving in your own right?"), albeit multiple responses were permitted. The response options comprised the following:

- Unemployment-related benefits or National Insurance Credits.
- Income Support (not as an unemployed person).
- Sickness or Disability benefits (not including tax credits).
- State Pension.
- Family related benefits (excluding Child Benefit and tax credits).
- Child benefit.
- Cold weather payment.
- Housing benefits (including rate rebate).
- Tax credits.
- Other (specify).

- None of the above.
- 3.11 The UK benefits system is complex and this is obviously difficult to capture in a single question approach to receipt of benefit. Indeed, reporting problems can arise even in surveys that are specially designed to profile benefit receipt. For example, in the Family Resources Survey, it has been found that persons of pensionable age do not always distinguish between Retirement Pension (a contributory benefit) and Pension Credit (the replacement for Income Support for older people).
- 3.12 The responses in the NI LNS should not therefore be taken as definitive in terms of the proportion of the population in receipt of different State benefits. Rather, the NI LNS provides an opportunity to explore the relationship between self-reported benefit receipt and the incidence of problems or disputes.
- 3.13 In this report, the experience of persons who are socially and/or economically disadvantaged is of particular interest. Hence, the analysis of welfare benefits and problem incidence focuses in particular on respondents' reported receipt of income and disability-related benefits, that is, any of the foregoing benefits listed above *with the exception of* Child Benefit and State Pension. The former is a universal benefit and is not means-tested while almost all persons of pensionable age receive some State Pension³. Receipt of such benefits is therefore not necessarily accompanied by a form of social or economic disadvantage due to, say, low income or disability. Excluding Child Benefit and Retirement Pension means that the analysis can concentrate on self-reported receipt of income-related and disability-related benefits.
- 3.14 Thus, where this report refers to 'receipt of benefit' it should be clearly understood that this does not include Child Benefit or the State Pension. Though, for comparison purposes, the NI LNS survey results are reported separately in Tables A3.1 and A3.9 for those who said these were the *only* benefits that they received.

Household Income

- 3.15 Household income is very difficult to measure in a survey such as the NI Omnibus Survey, in which one individual is selected at random from the household members. A high proportion of respondents either do not know the total household income, or they refuse to disclose their income (see Table A3.1).

³ According to the benefit statistics produced by the Department for Social Development (DSD), 99 per cent of pensionable-age persons are in receipt of a Retirement Pension.

3.16 Just as important, gross household income is a less than perfect indicator of variations in disposable income levels if it is not adjusted for the size and composition of the household. Put simply, a two-person household requires a higher level of income to obtain the same standard of living as a one-person household. Such adjustments are very difficult to apply to survey datasets where income data are recorded in bands (e.g. £10,000-£20,000, £50,000 and above) rather than the actual amount. In the absence of such adjustments, the interpretation of patterns associated with income is subject to a good deal of uncertainty. For both of these reasons, the variations in the incidence of problems by gross household income should be interpreted with caution. Also, in the main report, social class is preferred as a proxy indicator for variations in household income levels.

Indicators for the socio-demographic profile: Interpretation

- 3.17 This note provides a brief overview on the measurement of key indicators discussed in the socio-demographic profile and their inter-relationships, to assist in the interpretation of the findings reported in Table A3.1.
- 3.18 There are two main issues of interest in mapping the socio-economic and demographic dimensions of legal need⁴:
- **Risk effect** - How does the risk of experiencing a problem vary according to an individual's social and economic circumstances?
 - **Composition effect** - To what extent are problems more or less concentrated in different socio-economic and demographic groups?
- 3.19 In the NI LNS, variations in risk are measured primarily by the *incidence* of one or more problems or disputes in the previous three years, that is, *the proportion of the relevant population group saying that they had encountered one or more of the 19 problem types in the reference period*.
- 3.20 The extent to which problems are more or less concentrated in different socio-economic and demographic groups can be examined by looking at their *share of all problems reported in the reference period*, which can then be *compared with the group's population share*. If the group's share of all problems exceeds its population share, it can be concluded that justiciable problems are more highly concentrated in that group than in the population at large.
- 3.21 For example, persons aged 18+ living in families comprised of a single parent with children accounted for 12 per cent of all problems reported in the NI LNS, compared with a five per cent population share. This indicates that justiciable problems are disproportionately to be found amongst persons in that family type i.e. lone parents.
- 3.22 As it turns out, the risk and extent measures are related. Specifically, a group's *share of all problems* depends on:
- The group's *population share*.

⁴ This is similar to the framework used in the analysis of low income statistics, such as the annual Households Below Average Income (HBAI) reports (see <http://www.dsdni.gov.uk/index/publications/households.htm>). See also Dignan, T., 2003. *Low Income Households in Northern Ireland 1990-2003*, at <http://www.research.ofmdfmi.gov.uk/publications.htm>.

- The *incidence* of 1+ problems or disputes amongst those in the group *relative to* the average incidence of problems or disputes. The higher the incidence, the higher will be the group's share of all problems, when compared to their population share.
 - The *mean (or average) number* of problems reported in the reference period by those who had experienced 1+ problems or disputes, *relative to* the mean for all individuals with 1+ problems.
- 3.23 Finally, it can be noted that the number of problems per 1,000 population in a particular group is given by multiplying together the incidence of problems reported by that group times the average number of problems reported by those with 1+ problems in the reference period.
- 3.24 The foregoing points are demonstrated in Box 3.A at the rear of this Section, which is included for completeness sake.
- 3.25 Reflecting the framework outlined above, Table A3.1 shows the following for each of the profile groups discussed in this Section:
- The incidence measure i.e. the percentage reporting 1+ problems, along with 99 per cent confidence intervals.
 - The mean number of problems reported by those with 1+ problems.
 - The rate per 1,000 population aged 18+ (this is given by the incidence measure times the mean number of problems).
 - The group's share of all problems.
 - The group's population share.
- 3.26 The risk effect can be measured most directly by the incidence of 1+ problems, supplemented by the mean number of problems and the rate per 1,000 population.
- 3.27 The composition effect, or the extent to which problems are concentrated in particular groups, can be measured by comparing the group's share of all problems with the group's population share.

Table A3.1 Incidence and number of problems: Socio-demographic variations

| | Incidence | | Number of problems | | | Population share |
|-----------------------------|---------------|---------------------------|---------------------------------|-------------------------|--------------------------------|------------------|
| | 1+ problem(s) | Confidence interval (99%) | Mean per person w/1+ problem(s) | Rate per 1,000 aged 18+ | Share of all reported problems | |
| | % | <i>pps</i> | <i>No</i> | | % | % |
| All with 1+ problems | 35.5 | ±2.1 | 1.9 | 688 | 100 | 100 |
| Age | | | | | | |
| 18-24 | 39 | ±5.9 | 2.1 | 830 | 16 | 13 |
| 25-34 | 45 | ±5.2 | 2.2 | 968 | 25 | 18 |
| 35-44 | 45 | ±4.9 | 2.0 | 885 | 26 | 20 |
| 45-59 | 36 | ±4.3 | 1.9 | 678 | 24 | 24 |
| 60+ | 18 | ±3.5 | 1.4 | 250 | 9 | 24 |
| Sex | | | | | | |
| Male | 37 | ±3.1 | 2.0 | 736 | 51 | 48 |
| Female | 34 | ±3.0 | 1.9 | 643 | 49 | 52 |
| Marital status | | | | | | |
| Single, never married | 38 | ±4.0 | 2.3 | 869 | 36 | 29 |
| Married | 35 | ±2.8 | 1.7 | 586 | 48 | 56 |
| Separated | 45 | ±10.9 | 2.5 | 1,122 | 7 | 4 |
| Divorced | 58 | ±11.3 | 2.3 | 1,297 | 7 | 4 |

Table A3.1 Incidence and number of problems: Socio-demographic variations

| | Incidence | | Number of problems | | | Population share |
|---|---------------|---------------------------|---------------------------------|-------------------------|--------------------------------|------------------|
| | 1+ problem(s) | Confidence interval (99%) | Mean per person w/1+ problem(s) | Rate per 1,000 aged 18+ | Share of all reported problems | |
| | % | <i>pps</i> | <i>No</i> | | % | % |
| All with 1+ problems | 35.5 | ±2.1 | 1.9 | 688 | 100 | 100 |
| Widowed | 15 | ±5.9 | 1.4 | 213 | 2 | 7 |
| 1+ Dependants (child and/or person w/disability and/or older person) | | | | | | |
| Working-age with | 46 | ±3.7 | 2.1 | 973 | 52 | 37 |
| Working-age without | 35 | ±3.3 | 1.9 | 668 | 41 | 42 |
| Retirement age with | 25 | ±11.2 | 1.8 | 444 | 2 | 3 |
| Retirement age without | 17 | ±3.9 | 1.2 | 211 | 6 | 19 |
| Family Type | | | | | | |
| Pensioner couple | 20 | ±5.0 | 1.3 | 269 | 5 | 13 |
| Single pensioner | 15 | ±5.3 | 1.4 | 205 | 3 | 9 |
| Couple with children | 43 | ±4.2 | 1.9 | 808 | 33 | 28 |
| Couple without children | 36 | ±4.6 | 1.7 | 636 | 20 | 21 |
| Single with children | 59 | ±9.7 | 2.8 | 1,642 | 12 | 5 |
| Single without children | 37 | ±4.4 | 2.2 | 794 | 28 | 24 |

Table A3.1 Incidence and number of problems: Socio-demographic variations

| | Incidence | | Number of problems | | | Population share |
|--|---------------|---------------------------|---------------------------------|-------------------------|--------------------------------|------------------|
| | 1+ problem(s) | Confidence interval (99%) | Mean per person w/1+ problem(s) | Rate per 1,000 aged 18+ | Share of all reported problems | |
| | % | <i>pps</i> | <i>No</i> | | % | % |
| All with 1+ problems | 35.5 | ±2.1 | 1.9 | 688 | 100 | 100 |
| Care of person w/disability or dependant older person | | | | | | |
| No | 34 | ±2.2 | 1.9 | 636 | 83 | 89 |
| Yes | 46 | ±6.8 | 2.5 | 1,127 | 17 | 11 |
| Disability | | | | | | |
| Working-age with | 55 | ±6.7 | 2.5 | 1,359 | 21 | 11 |
| Working-age without | 38 | ±2.6 | 1.9 | 723 | 71 | 68 |
| Retirement age with | 20 | ±6.0 | 1.4 | 278 | 3 | 9 |
| Retirement age without | 17 | ±4.6 | 1.3 | 219 | 4 | 13 |
| Receipt of benefit | | | | | | |
| Working age | | | | | | |
| None | 36 | ±3.2 | 1.9 | 676 | 44 | 45 |
| Child benefit only | 38 | ±7.0 | 1.9 | 737 | 10 | 10 |
| State benefit | 50 | ±4.5 | 2.2 | 1,089 | 38 | 24 |

Table A3.1 Incidence and number of problems: Socio-demographic variations

| | Incidence | | Number of problems | | | Population share |
|------------------------------------|---------------|---------------------------|---------------------------------|-------------------------|--------------------------------|------------------|
| | 1+ problem(s) | Confidence interval (99%) | Mean per person w/1+ problem(s) | Rate per 1,000 aged 18+ | Share of all reported problems | |
| | % | <i>pps</i> | <i>No</i> | | % | % |
| All with 1+ problems | 35.5 | ±2.1 | 1.9 | 688 | 100 | 100 |
| Retirement age | | | | | | |
| Retirement pension only | 17 | ±5.1 | 1.3 | 218 | 3 | 11 |
| Other State benefits | 19 | ±5.3 | 1.4 | 266 | 4 | 11 |
| Economic activity | | | | | | |
| Full-time employee | 39 | ±3.5 | 1.9 | 753 | 41 | 38 |
| Part-time employee | 40 | ±6.8 | 2.0 | 791 | 12 | 10 |
| Self-employed | 36 | ±7.4 | 1.8 | 651 | 8 | 8 |
| Unemployed/scheme/looking for work | 40 | ±11.7 | 2.0 | 802 | 4 | 3 |
| Full-time education | 39 | ±14.1 | 1.9 | 758 | 3 | 2 |
| Not looking - sick | 48 | ±18.3 | 2.7 | 1,264 | 3 | 1 |
| Inactive - working age | 43 | ±5.4 | 2.2 | 947 | 23 | 17 |
| Inactive - retirement age | 17 | ±3.8 | 1.4 | 234 | 7 | 20 |

Table A3.1 Incidence and number of problems: Socio-demographic variations

| | Incidence | | Number of problems | | | Population share |
|---|---------------|---------------------------|---------------------------------|-------------------------|--------------------------------|------------------|
| | 1+ problem(s) | Confidence interval (99%) | Mean per person w/1+ problem(s) | Rate per 1,000 aged 18+ | Share of all reported problems | |
| | % | <i>pps</i> | <i>No</i> | | % | % |
| All with 1+ problems | 35.5 | ±2.1 | 1.9 | 688 | 100 | 100 |
| NS Socio-economic classification | | | | | | |
| Managerial and professional occupations | 40 | ±4.3 | 2.0 | 779 | 29 | 26 |
| Intermediate occupations | 35 | ±5.8 | 2.0 | 715 | 14 | 13 |
| Small employers and own account workers | 32 | ±7.2 | 1.7 | 540 | 6 | 8 |
| Lower supervisory and technical occupations | 39 | ±8.0 | 2.0 | 762 | 8 | 7 |
| Semi-routine and routine occupations | 34 | ±3.5 | 2.0 | 676 | 35 | 36 |
| Never worked and long-term unemployed | 27 | ±7.6 | 1.6 | 433 | 4 | 7 |
| Full-time student | 39 | ±14.1 | 1.9 | 758 | 3 | 2 |
| Not classified | 37 | ±30.5 | 1.7 | 607 | 0 | 0 |

Table A3.1 Incidence and number of problems: Socio-demographic variations

| | Incidence | | Number of problems | | | Population share |
|-----------------------------|---------------|---------------------------|---------------------------------|-------------------------|--------------------------------|------------------|
| | 1+ problem(s) | Confidence interval (99%) | Mean per person w/1+ problem(s) | Rate per 1,000 aged 18+ | Share of all reported problems | |
| | % | <i>pps</i> | <i>No</i> | | % | % |
| All with 1+ problems | 35.5 | ±2.1 | 1.9 | 688 | 100 | 100 |
| Household income | | | | | | |
| Under £10,000 | 34 | ±5.2 | 2.2 | 730 | 17 | 16 |
| £10-£20,000 | 32 | ±4.5 | 2.1 | 692 | 22 | 22 |
| £20-£30,000 | 39 | ±5.2 | 1.8 | 697 | 18 | 17 |
| £30-£40,000 | 41 | ±6.2 | 1.6 | 644 | 11 | 12 |
| £40-£50,000 | 38 | ±7.9 | 1.7 | 643 | 7 | 7 |
| £50,000+ | 39 | ±8.1 | 2.1 | 819 | 9 | 7 |
| Refusal | 29 | ±8.6 | 1.6 | 460 | 4 | 5 |
| Don't know | 33 | ±5.9 | 2.1 | 706 | 13 | 13 |
| Qualifications | | | | | | |
| Primary | 25 | ±3.4 | 1.8 | 449 | 21 | 33 |
| Secondary | 40 | ±3.4 | 1.9 | 782 | 47 | 41 |
| Tertiary | 41 | ±4.3 | 2.1 | 449 | 31 | 26 |

Table A3.1 Incidence and number of problems: Socio-demographic variations

| | Incidence | | Number of problems | | | Population share |
|-----------------------------|---------------|---------------------------|---------------------------------|-------------------------|--------------------------------|------------------|
| | 1+ problem(s) | Confidence interval (99%) | Mean per person w/1+ problem(s) | Rate per 1,000 aged 18+ | Share of all reported problems | |
| | % | <i>pps</i> | <i>No</i> | | % | % |
| All with 1+ problems | 35.5 | ±2.1 | 1.9 | 688 | 100 | 100 |
| Tenure | | | | | | |
| Owned outright | 25 | ±3.3 | 1.6 | 409 | 20 | 34 |
| Owned w/mortgage | 40 | ±3.3 | 1.9 | 769 | 49 | 44 |
| Social rented | 40 | ±6.4 | 2.5 | 1,022 | 17 | 12 |
| Private rented | 48 | ±7.8 | 2.0 | 945 | 11 | 8 |
| Location | | | | | | |
| Belfast | 41 | ±5.4 | 2.0 | 831 | 20 | 16 |
| Urban east | 35 | ±4.2 | 1.9 | 674 | 26 | 26 |
| Urban west | 37 | ±5.7 | 2.3 | 839 | 17 | 14 |
| Rural east | 32 | ±4.5 | 1.9 | 606 | 19 | 22 |
| Rural west | 34 | ±4.5 | 1.7 | 581 | 18 | 22 |

Table A3.1 Incidence and number of problems: Socio-demographic variations

| | Incidence | | Number of problems | | | Population share |
|-----------------------------|---------------|---------------------------|---------------------------------|-------------------------|--------------------------------|------------------|
| | 1+ problem(s) | Confidence interval (99%) | Mean per person w/1+ problem(s) | Rate per 1,000 aged 18+ | Share of all reported problems | |
| | % | <i>pps</i> | <i>No</i> | | % | % |
| All with 1+ problems | 35.5 | ±2.1 | 1.9 | 688 | 100 | 100 |
| Religion | | | | | | |
| Catholic | 34 | ±3.4 | 1.9 | 642 | 36 | 38 |
| Protestant | 35 | ±2.9 | 1.8 | 645 | 51 | 54 |
| Other/none/refused/missing | 47 | ±8.0 | 2.6 | 1,228 | 14 | 8 |
| Political opinion | | | | | | |
| Nationalist | 31 | ±4.5 | 1.7 | 537 | 16 | 20 |
| Unionist | 31 | ±3.7 | 1.8 | 548 | 25 | 31 |
| Neither/refused/not known | 41 | ±3.1 | 2.1 | 843 | 59 | 48 |

Source: NI Legal Needs Survey 2005.

Table A3.2 Problem types: Age group

| | 18-24 | 25-34 | 35-44 | 45-59 | 60+ | All |
|-----------------------------|-----------|-----------|-----------|-----------|-----------|-------------|
| | % | % | % | % | % | % |
| Incidence | | | | | | |
| Consumer | 13 | 19 | 19 | 15 | 6 | 14.0 |
| Employment | 9 | 10 | 8 | 5 | 1 | 6.0 |
| Neighbours | 8 | 11 | 9 | 7 | 5 | 7.6 |
| Owned housing | 1 | 3 | 3 | 2 | 1 | 2.1 |
| Rented accommodation | 5 | 4 | 2 | 1 | 1 | 2.3 |
| Money/debt | 5 | 8 | 7 | 5 | 1 | 5.0 |
| Welfare benefits | 4 | 5 | 5 | 3 | 2 | 3.5 |
| Divorce | 0 | 2 | 4 | 2 | 0 | 1.6 |
| Family | 1 | 4 | 2 | 2 | 0 | 1.6 |
| Domestic violence | 1 | 2 | 1 | 1 | 0 | 0.9 |
| Children | 1 | 1 | 4 | 3 | 0 | 1.9 |
| Personal injury | 6 | 4 | 6 | 6 | 3 | 4.8 |
| Mental health | 1 | 1 | 1 | 1 | 0 | 0.9 |
| Clinical negligence | 2 | 2 | 2 | 2 | 1 | 1.8 |
| Social services | 1 | 0 | 4 | 2 | 1 | 1.6 |
| Immigration | 1 | 1 | 0 | 0 | 0 | 0.3 |
| Treatment by police | 1 | 1 | 2 | 1 | 0 | 1.0 |
| Homelessness | 1 | 1 | 1 | 0 | 0 | 0.5 |
| Discrimination | 3 | 3 | 1 | 1 | 0 | 1.6 |
| All with 1+ problems | 39 | 45 | 45 | 36 | 18 | 35.5 |
| Confidence interval (99%) | ±5.9 | ±5.2 | ±4.9 | ±4.3 | ±3.5 | ±2.1 |
| N of problem types (mean) | 1.7 | 1.8 | 1.8 | 1.6 | 1.3 | 1.7 |
| N of problems (mean) | 2.1 | 2.2 | 2.0 | 1.9 | 1.4 | 1.9 |
| <i>Share of persons 18+</i> | <i>13</i> | <i>18</i> | <i>20</i> | <i>24</i> | <i>24</i> | <i>100</i> |

Source: NI Legal Needs Survey 2005.

Table A3.2(a) Problem types: Working-age

| | Retirement age | Working age | All |
|-----------------------------|-------------------|----------------|-------------|
| | % | % | % |
| Incidence | | | |
| Consumer | 7 | 16 | 14.0 |
| Employment | 1 | 7 | 6.0 |
| Neighbours | 5 | 8 | 7.6 |
| Owned housing | 1 | 2 | 2.1 |
| Rented accommodation | 1 | 3 | 2.3 |
| Money/debt | 1 | 6 | 5.0 |
| Welfare benefits | 2 | 4 | 3.5 |
| Divorce | 0 | 2 | 1.6 |
| Family | 0 | 2 | 1.6 |
| Domestic violence | 0 | 1 | 0.9 |
| Children | 0 | 2 | 1.9 |
| Personal injury | 3 | 5 | 4.8 |
| Mental health | 0 | 1 | 0.9 |
| Clinical negligence | 1 | 2 | 1.8 |
| Social services | 1 | 2 | 1.6 |
| Immigration | 0 | 0 | 0.3 |
| Treatment by police | 0 | 1 | 1.0 |
| Homelessness | 0 | 1 | 0.5 |
| Discrimination | 0 | 2 | 1.6 |
| All with 1+ problems | 18 | 40 | 35.5 |
| Confidence interval (99%) | ±3.7 | ±2.5 | ±2.1 |
| N of problem types (mean) | 1.3 | 1.7 | 1.7 |
| N of problems (mean) | 1.3 | 2.0 | 1.9 |
| <i>Share of persons 18+</i> | <i>22</i> | <i>78</i> | <i>100</i> |

Source: NI Legal Needs Survey 2005.

Table A3.3 Problem types: Sex

| | Male | Female | All |
|-----------------------------|-------------|---------------|-------------|
| | % | % | % |
| Incidence | | | |
| Consumer | 15 | 13 | 14.0 |
| Employment | 7 | 5 | 6.0 |
| Neighbours | 7 | 8 | 7.6 |
| Owned housing | 3 | 2 | 2.1 |
| Rented accommodation | 2 | 3 | 2.3 |
| Money/debt | 6 | 4 | 5.0 |
| Welfare benefits | 3 | 4 | 3.5 |
| Divorce | 1 | 2 | 1.6 |
| Family | 2 | 2 | 1.6 |
| Domestic violence | 1 | 1 | 0.9 |
| Children | 2 | 2 | 1.9 |
| Personal injury | 6 | 4 | 4.8 |
| Mental health | 1 | 0 | 0.9 |
| Clinical negligence | 2 | 2 | 1.8 |
| Social services | 1 | 2 | 1.6 |
| Immigration | 0 | 0 | 0.3 |
| Treatment by police | 2 | 1 | 1.0 |
| Homelessness | 0 | 1 | 0.5 |
| Discrimination | 2 | 1 | 1.6 |
| All with 1+ problems | 37 | 34 | 35.5 |
| Confidence interval (99%) | ±3.1 | ±3.0 | ±2.1 |
| N of problem types (mean) | 1.7 | 1.6 | 1.7 |
| N of problems (mean) | 2.0 | 1.9 | 1.9 |
| <i>Share of persons 18+</i> | <i>48</i> | <i>52</i> | <i>100</i> |

Source: NI Legal Needs Survey 2005.

Table A3.4 Problem types: Marital status

| | Single | Marr- ied | Separ- ated | Divor- ced | Widow -ed | All |
|-----------------------------|-----------|--------------|----------------|---------------|--------------|-------------|
| | % | % | % | % | % | % |
| Incidence | | | | | | |
| Consumer | 13 | 16 | 15 | 17 | 4 | 14.0 |
| Employment | 9 | 5 | 6 | 5 | 1 | 6.0 |
| Neighbours | 11 | 7 | 5 | 8 | 5 | 7.6 |
| Owned housing | 2 | 3 | 0 | 2 | 1 | 2.1 |
| Rented accommodation | 5 | 1 | 4 | 4 | 1 | 2.3 |
| Money/debt | 6 | 5 | 4 | 7 | 2 | 5.0 |
| Welfare benefits | 4 | 3 | 6 | 7 | 3 | 3.5 |
| Divorce | 0 | 0 | 14 | 23 | 0 | 1.6 |
| Family | 2 | 0 | 10 | 11 | 0 | 1.6 |
| Domestic violence | 1 | 0 | 6 | 3 | 0 | 0.9 |
| Children | 1 | 2 | 5 | 6 | 0 | 1.9 |
| Personal injury | 5 | 5 | 6 | 9 | 2 | 4.8 |
| Mental health | 1 | 1 | 4 | 0 | 0 | 0.9 |
| Clinical negligence | 2 | 2 | 2 | 3 | 1 | 1.8 |
| Social services | 1 | 2 | 2 | 2 | 1 | 1.6 |
| Immigration | 0 | 0 | 0 | 0 | 0 | 0.3 |
| Treatment by police | 2 | 1 | 1 | 4 | 0 | 1.0 |
| Homelessness | 1 | 0 | 2 | 0 | 0 | 0.5 |
| Discrimination | 3 | 1 | 3 | 4 | 1 | 1.6 |
| All with 1+ problems | 38 | 35 | 45 | 58 | 15 | 35.5 |
| Confidence interval (99%) | ±4.0 | ±2.8 | ±10.9 | ±11.3 | ±5.9 | ±2.1 |
| N of problem types (mean) | 1.8 | 1.5 | 2.1 | 2.0 | 1.3 | 1.7 |
| N of problems (mean) | 2.3 | 1.7 | 2.5 | 2.3 | 1.4 | 1.9 |
| <i>Share of persons 18+</i> | <i>29</i> | <i>56</i> | <i>4</i> | <i>4</i> | <i>7</i> | <i>100</i> |

Source: NI Legal Needs Survey 2005.

Table A3.5 Problem types: 1+ Dependants

| | Working-age | | Retirement age | | All |
|-----------------------------|-------------|-----------|----------------|-----------|-------------|
| | With | Without | With | Without | |
| | % | % | % | % | % |
| Incidence | | | | | |
| Consumer | 20 | 13 | 12 | 6 | 14.0 |
| Employment | 8 | 7 | 1 | 1 | 6.0 |
| Neighbours | 9 | 8 | 9 | 4 | 7.6 |
| Owned housing | 3 | 2 | 1 | 1 | 2.1 |
| Rented accommodation | 3 | 3 | 1 | 1 | 2.3 |
| Money/debt | 7 | 5 | 2 | 1 | 5.0 |
| Welfare benefits | 6 | 3 | 0 | 2 | 3.5 |
| Divorce | 3 | 1 | 1 | 0 | 1.6 |
| Family | 3 | 1 | 1 | 0 | 1.6 |
| Domestic violence | 1 | 1 | 0 | 0 | 0.9 |
| Children | 5 | 0 | 0 | 0 | 1.9 |
| Personal injury | 6 | 5 | 7 | 2 | 4.8 |
| Mental health | 1 | 1 | 0 | 0 | 0.9 |
| Clinical negligence | 2 | 2 | 2 | 1 | 1.8 |
| Social services | 3 | 1 | 3 | 1 | 1.6 |
| Immigration | 0 | 0 | 0 | 0 | 0.3 |
| Treatment by police | 2 | 1 | 1 | 0 | 1.0 |
| Homelessness | 1 | 0 | 0 | 0 | 0.5 |
| Discrimination | 2 | 2 | 0 | 1 | 1.6 |
| All with 1+ problems | 46 | 35 | 25 | 17 | 35.5 |
| Confidence interval (99%) | ±3.7 | ±3.3 | ±11.2 | ±3.9 | ±2.1 |
| N of problem types (mean) | 1.8 | 1.6 | 1.6 | 1.2 | 1.7 |
| N of problems (mean) | 2.1 | 1.9 | 1.8 | 1.2 | 1.9 |
| <i>Share of persons 18+</i> | <i>37</i> | <i>42</i> | <i>3</i> | <i>19</i> | <i>100</i> |

Source: NI Legal Needs Survey 2005.

Table A3.6 Problem types: Family type

| | Pensioner | | Couple | | Single | |
|-----------------------------|-----------|-----------|--------------------|--------------|--------------------|--------------|
| | Couple | Single | With child- ren | With- out | With child- ren | With- out |
| | % | % | % | % | % | % |
| Incidence | | | | | | |
| Consumer | 9 | 4 | 20 | 16 | 15 | 11 |
| Employment | 1 | 1 | 7 | 6 | 9 | 8 |
| Neighbours | 5 | 5 | 7 | 8 | 15 | 9 |
| Owned housing | 1 | 1 | 3 | 2 | 2 | 2 |
| Rented accommodation | 1 | 1 | 2 | 1 | 11 | 4 |
| Money/debt | 1 | 1 | 7 | 6 | 9 | 5 |
| Welfare benefits | 1 | 3 | 4 | 3 | 7 | 3 |
| Divorce | 0 | 0 | 1 | 1 | 11 | 2 |
| Family | 0 | 0 | 1 | 0 | 11 | 2 |
| Domestic violence | 0 | 0 | 0 | 1 | 8 | 1 |
| Children | 0 | 0 | 5 | 0 | 10 | 0 |
| Personal injury | 4 | 2 | 5 | 5 | 6 | 6 |
| Mental health | 0 | 0 | 0 | 1 | 2 | 2 |
| Clinical negligence | 2 | 1 | 2 | 2 | 4 | 2 |
| Social services | 1 | 1 | 2 | 2 | 4 | 1 |
| Immigration | 0 | 0 | 0 | 0 | 0 | 0 |
| Treatment by police | 0 | 0 | 1 | 1 | 2 | 1 |
| Homelessness | 0 | 0 | 0 | 0 | 5 | 0 |
| Discrimination | 0 | 1 | 2 | 1 | 2 | 3 |
| All with 1+ problems | 20 | 15 | 43 | 36 | 59 | 37 |
| Confidence interval (99%) | ±5.0 | ±5.3 | ±4.2 | ±4.6 | ±9.7 | ±4.4 |
| N of problem types (mean) | 1.2 | 1.3 | 1.7 | 1.5 | 2.3 | 1.7 |
| N of problems (mean) | 1.3 | 1.4 | 1.9 | 1.7 | 2.8 | 2.2 |
| <i>Share of persons 18+</i> | 13 | 9 | 28 | 21 | 5 | 24 |

Source: NI Legal Needs Survey 2005.

Table A3.7 Problem types: Care of person w/disability or dependant older person

| | No | Yes | All |
|-----------------------------|-----------|-----------|-------------|
| | % | % | % |
| Incidence | | | |
| Consumer | 13 | 20 | 14.0 |
| Employment | 6 | 8 | 6.0 |
| Neighbours | 7 | 12 | 7.6 |
| Owned housing | 2 | 4 | 2.1 |
| Rented accommodation | 2 | 3 | 2.3 |
| Money/debt | 5 | 7 | 5.0 |
| Welfare benefits | 3 | 6 | 3.5 |
| Divorce | 2 | 2 | 1.6 |
| Family | 1 | 3 | 1.6 |
| Domestic violence | 1 | 2 | 0.9 |
| Children | 2 | 4 | 1.9 |
| Personal injury | 4 | 8 | 4.8 |
| Mental health | 1 | 1 | 0.9 |
| Clinical negligence | 2 | 3 | 1.8 |
| Social services | 1 | 7 | 1.6 |
| Immigration | 0 | 0 | 0.3 |
| Treatment by police | 1 | 2 | 1.0 |
| Homelessness | 0 | 1 | 0.5 |
| Discrimination | 2 | 1 | 1.6 |
| All with 1+ problems | 34 | 46 | 35.5 |
| Confidence interval (99%) | ±2.2 | ±6.8 | ±2.1 |
| N of problem types (mean) | 1.6 | 2.1 | 1.7 |
| N of problems (mean) | 1.9 | 2.5 | 1.9 |
| <i>Share of persons 18+</i> | <i>89</i> | <i>11</i> | <i>100</i> |

Source: NI Legal Needs Survey 2005.

Table A3.8 Problem types: Disability

| | Working-age | | Retirement age | | All |
|-----------------------------|-------------|-----------|----------------|-----------|-------------|
| | With | Without | With | Without | |
| | % | % | % | % | % |
| Incidence | | | | | |
| Consumer | 18 | 16 | 8 | 6 | 14.0 |
| Employment | 9 | 7 | 1 | 1 | 6.0 |
| Neighbours | 13 | 8 | 6 | 4 | 7.6 |
| Owned housing | 1 | 3 | 0 | 1 | 2.1 |
| Rented accommodation | 6 | 2 | 1 | 1 | 2.3 |
| Money/debt | 8 | 6 | 1 | 1 | 5.0 |
| Welfare benefits | 8 | 3 | 2 | 2 | 3.5 |
| Divorce | 3 | 2 | 0 | 0 | 1.6 |
| Family | 4 | 2 | 0 | 0 | 1.6 |
| Domestic violence | 3 | 1 | 0 | 0 | 0.9 |
| Children | 4 | 2 | 0 | 0 | 1.9 |
| Personal injury | 9 | 5 | 3 | 2 | 4.8 |
| Mental health | 4 | 1 | 0 | 0 | 0.9 |
| Clinical negligence | 5 | 2 | 1 | 1 | 1.8 |
| Social services | 4 | 1 | 2 | 0 | 1.6 |
| Immigration | 0 | 0 | 0 | 0 | 0.3 |
| Treatment by police | 3 | 1 | 0 | 0 | 1.0 |
| Homelessness | 2 | 0 | 0 | 0 | 0.5 |
| Discrimination | 6 | 1 | 1 | 0 | 1.6 |
| All with 1+ problems | 55 | 38 | 20 | 17 | 35.5 |
| Confidence interval (99%) | ±6.7 | ±2.6 | ±6.0 | ±4.6 | ±2.1 |
| N of problem types (mean) | 2.0 | 1.6 | 1.3 | 1.2 | 1.7 |
| N of problems (mean) | 2.5 | 1.9 | 1.4 | 1.3 | 1.9 |
| <i>Share of persons 18+</i> | <i>11</i> | <i>68</i> | <i>9</i> | <i>13</i> | <i>100</i> |

Source: NI Legal Needs Survey 2005.

Table A3.9 Problem types: Receipt of benefit

| | Working age | | | Retirement age | | All |
|-----------------------------|-------------|--------------------|---------------|----------------------|---------------------|-------------|
| | None | Child benefit only | State benefit | RP ¹ only | Other State benefit | |
| | % | % | % | % | % | |
| Incidence | | | | | | |
| Consumer | 16 | 18 | 15 | 7 | 6 | 14.0 |
| Employment | 7 | 7 | 8 | 1 | 0 | 6.0 |
| Neighbours | 7 | 5 | 12 | 4 | 6 | 7.6 |
| Owned housing | 2 | 3 | 2 | 1 | 1 | 2.1 |
| Rented accommodation | 1 | 0 | 6 | 1 | 1 | 2.3 |
| Money/debt | 5 | 7 | 8 | 1 | 1 | 5.0 |
| Welfare benefits | 2 | 5 | 8 | 2 | 1 | 3.5 |
| Divorce | 2 | 2 | 3 | 0 | 0 | 1.6 |
| Family | 1 | 1 | 4 | 0 | 0 | 1.6 |
| Domestic violence | 1 | 0 | 3 | 0 | 0 | 0.9 |
| Children | 1 | 5 | 4 | 0 | 0 | 1.9 |
| Personal injury | 5 | 6 | 6 | 1 | 4 | 4.8 |
| Mental health | 0 | 0 | 3 | 0 | 0 | 0.9 |
| Clinical negligence | 1 | 2 | 3 | 1 | 1 | 1.8 |
| Social services | 1 | 2 | 2 | 0 | 2 | 1.6 |
| Immigration | 0 | 0 | 0 | 0 | 0 | 0.3 |
| Treatment by police | 1 | 0 | 2 | 0 | 0 | 1.0 |
| Homelessness | 0 | 0 | 2 | 0 | 0 | 0.5 |
| Discrimination | 1 | 1 | 4 | 1 | 0 | 1.6 |
| All with 1+ problems | 36 | 38 | 50 | 17 | 19 | 35.5 |
| Confidence interval (99%) | ±3.2 | ±7.0 | ±4.5 | ±5.1 | ±5.3 | ±2.1 |
| N of problem types (mean) | 1.6 | 1.7 | 1.9 | 1.2 | 1.3 | 1.7 |
| N of problems (mean) | 1.9 | 1.9 | 2.2 | 1.3 | 1.4 | 1.9 |
| <i>Share of persons 18+</i> | <i>45</i> | <i>10</i> | <i>24</i> | <i>11</i> | <i>11</i> | <i>100</i> |

1 State retirement pension.

Source: NI Legal Needs Survey 2005.

Table A3.10 Problem types: Tenure

| | Owned | | Rented | | All |
|-----------------------------|-----------|---------------|-----------|-----------|-------------|
| | Outright | Mort- gage | Social | Private | |
| | % | % | % | % | |
| Incidence | | | | | |
| Consumer | 10 | 18 | 12 | 11 | 14.0 |
| Employment | 3 | 8 | 5 | 10 | 6.0 |
| Neighbours | 5 | 7 | 15 | 8 | 7.6 |
| Owned housing | 2 | 2 | 1 | 2 | 2.1 |
| Rented accommodation | 1 | 0 | 10 | 8 | 2.3 |
| Money/debt | 3 | 7 | 4 | 6 | 5.0 |
| Welfare benefits | 3 | 3 | 6 | 7 | 3.5 |
| Divorce | 0 | 2 | 2 | 4 | 1.6 |
| Family | 1 | 1 | 4 | 3 | 1.6 |
| Domestic violence | 0 | 1 | 2 | 2 | 0.9 |
| Children | 0 | 2 | 4 | 3 | 1.9 |
| Personal injury | 3 | 6 | 5 | 6 | 4.8 |
| Mental health | 0 | 1 | 1 | 2 | 0.9 |
| Clinical negligence | 2 | 1 | 3 | 2 | 1.8 |
| Social services | 1 | 2 | 2 | 1 | 1.6 |
| Immigration | 0 | 0 | 0 | 2 | 0.3 |
| Treatment by police | 1 | 1 | 2 | 3 | 1.0 |
| Homelessness | 0 | 0 | 2 | 1 | 0.5 |
| Discrimination | 1 | 2 | 3 | 1 | 1.6 |
| All with 1+ problems | 25 | 40 | 40 | 48 | 35.5 |
| Confidence interval (99%) | ±3.3 | ±3.3 | ±6.4 | ±7.8 | ±2.1 |
| N of problem types (mean) | 1.4 | 1.7 | 2.1 | 1.7 | 1.7 |
| N of problems (mean) | 1.6 | 1.9 | 2.5 | 2.0 | 1.9 |
| <i>Share of persons 18+</i> | <i>34</i> | <i>44</i> | <i>12</i> | <i>8</i> | <i>100</i> |

Source: NI Legal Needs Survey 2005.

Table A3.11 Problem types: Urban/rural

| | Belfast | Urban | Rural | All |
|-----------------------------|----------------|--------------|--------------|-------------|
| | % | % | % | % |
| Incidence | | | | |
| Consumer | 17 | 14 | 13 | 14.0 |
| Employment | 6 | 7 | 6 | 6.0 |
| Neighbours | 12 | 8 | 5 | 7.6 |
| Owned housing | 2 | 2 | 2 | 2.1 |
| Rented accommodation | 5 | 2 | 1 | 2.3 |
| Money/debt | 5 | 5 | 5 | 5.0 |
| Welfare benefits | 4 | 4 | 3 | 3.5 |
| Divorce | 2 | 2 | 1 | 1.6 |
| Family | 2 | 2 | 1 | 1.6 |
| Domestic violence | 1 | 1 | 1 | 0.9 |
| Children | 2 | 2 | 1 | 1.9 |
| Personal injury | 4 | 5 | 5 | 4.8 |
| Mental health | 2 | 1 | 0 | 0.9 |
| Clinical negligence | 1 | 2 | 2 | 1.8 |
| Social services | 1 | 2 | 2 | 1.6 |
| Immigration | 1 | 0 | 0 | 0.3 |
| Treatment by police | 2 | 1 | 1 | 1.0 |
| Homelessness | 0 | 1 | 0 | 0.5 |
| Discrimination | 2 | 2 | 1 | 1.6 |
| All with 1+ problems | 42 | 36 | 33 | 35.5 |
| Confidence interval (99%) | ±5.4 | ±3.4 | ±3.2 | ±2.1 |
| N of problem types (mean) | 1.7 | 1.8 | 1.5 | 1.7 |
| N of problems (mean) | 2.0 | 2.0 | 1.8 | 1.9 |
| <i>Share of persons 18+</i> | <i>16</i> | <i>40</i> | <i>44</i> | <i>100</i> |

Source: NI Legal Needs Survey 2005.

Table A3.12 Problem types: Area

| | Belfast | East | West | All |
|-----------------------------|----------------|-------------|-------------|-------------|
| | % | % | % | % |
| Incidence | | | | |
| Consumer | 17 | 13 | 14 | 14.0 |
| Employment | 5 | 6 | 6 | 6.0 |
| Neighbours | 12 | 6 | 8 | 7.6 |
| Owned housing | 2 | 2 | 2 | 2.1 |
| Rented accommodation | 5 | 1 | 2 | 2.3 |
| Money/debt | 5 | 6 | 4 | 5.0 |
| Welfare benefits | 4 | 3 | 4 | 3.5 |
| Divorce | 2 | 2 | 1 | 1.6 |
| Family | 2 | 2 | 1 | 1.6 |
| Domestic violence | 1 | 1 | 1 | 0.9 |
| Children | 2 | 2 | 1 | 1.9 |
| Personal injury | 4 | 5 | 5 | 4.8 |
| Mental health | 2 | 1 | 1 | 0.9 |
| Clinical negligence | 1 | 2 | 2 | 1.8 |
| Social services | 1 | 1 | 2 | 1.6 |
| Immigration | 1 | 0 | 0 | 0.3 |
| Treatment by police | 2 | 1 | 1 | 1.0 |
| Homelessness | 0 | 1 | 0 | 0.5 |
| Discrimination | 2 | 2 | 1 | 1.6 |
| All with 1+ problems | 41 | 34 | 35 | 35.5 |
| Confidence interval (99%) | ±5.4 | ±3.0 | ±3.5 | ±2.1 |
| N of problem types (mean) | 1.7 | 1.6 | 1.7 | 1.7 |
| N of problems (mean) | 2.0 | 1.9 | 2.0 | 1.9 |
| <i>Share of persons 18+</i> | <i>16</i> | <i>48</i> | <i>36</i> | <i>100</i> |

Source: NI Legal Needs Survey 2005.

Table A3.13 Problem types: Religion

| | Catholic | Protestant | Other / none / not known | All |
|-----------------------------|-----------|------------|--------------------------------|-------------|
| | % | % | % | % |
| Incidence | | | | |
| Consumer | 13 | 14 | 16 | 14.0 |
| Employment | 6 | 5 | 12 | 6.0 |
| Neighbours | 7 | 7 | 13 | 7.6 |
| Owned housing | 2 | 2 | 3 | 2.1 |
| Rented accommodation | 2 | 2 | 3 | 2.3 |
| Money/debt | 5 | 4 | 13 | 5.0 |
| Welfare benefits | 3 | 4 | 5 | 3.5 |
| Divorce | 1 | 2 | 1 | 1.6 |
| Family | 1 | 2 | 3 | 1.6 |
| Domestic violence | 1 | 1 | 2 | 0.9 |
| Children | 2 | 2 | 2 | 1.9 |
| Personal injury | 5 | 5 | 7 | 4.8 |
| Mental health | 1 | 1 | 2 | 0.9 |
| Clinical negligence | 2 | 2 | 4 | 1.8 |
| Social services | 1 | 1 | 5 | 1.6 |
| Immigration | 0 | 0 | 1 | 0.3 |
| Treatment by police | 1 | 1 | 2 | 1.0 |
| Homelessness | 1 | 0 | 0 | 0.5 |
| Discrimination | 2 | 1 | 4 | 1.6 |
| All with 1+ problems | 34 | 35 | 47 | 35.5 |
| Confidence interval (99%) | ±3.4 | ±2.9 | ±8.0 | ±2.1 |
| N of problem types (mean) | 1.6 | 1.6 | 2.1 | 1.7 |
| N of problems (mean) | 1.9 | 1.8 | 2.6 | 1.9 |
| <i>Share of persons 18+</i> | <i>38</i> | <i>54</i> | <i>8</i> | <i>100</i> |

Source: NI Legal Needs Survey 2005.

Table A3.14 Problem types: NS Socio-economic classification

| | Managerial and professional occupations | Intermediate occupations | Small employers and own account workers | Lower supervisory and technical occupations | Semi-routine and routine occupations | Never worked and long-term unemployed | Full-time student |
|----------------------|--|-------------------------------------|--|--|---|--|------------------------------|
| | % | % | % | % | % | % | % |
| Incidence | | | | | | | |
| Consumer | 18 | 16 | 9 | 17 | 11 | 9 | 18 |
| Employment | 7 | 9 | 4 | 9 | 5 | 0 | 8 |
| Neighbours | 10 | 8 | 4 | 7 | 7 | 7 | 5 |
| Owned housing | 3 | 2 | 4 | 2 | 1 | 1 | 2 |
| Rented accommodation | 2 | 2 | 0 | 2 | 3 | 2 | 5 |
| Money/debt | 7 | 4 | 4 | 7 | 4 | 2 | 4 |
| Welfare benefits | 3 | 4 | 2 | 6 | 4 | 3 | 3 |
| Divorce | 2 | 1 | 2 | 1 | 2 | 0 | 2 |
| Family | 2 | 2 | 1 | 1 | 2 | 2 | 1 |
| Domestic violence | 1 | 1 | 1 | 1 | 1 | 0 | 1 |
| Children | 2 | 1 | 3 | 1 | 2 | 1 | 0 |
| Personal injury | 4 | 5 | 7 | 6 | 5 | 1 | 1 |
| Mental health | 1 | 1 | 0 | 1 | 1 | 2 | 1 |

Table A3.14 Problem types: NS Socio-economic classification

| | Managerial and professional occupations | Intermediate occupations | Small employers and own account workers | Lower supervisory and technical occupations | Semi-routine and routine occupations | Never worked and long-term unemployed | Full-time student |
|-----------------------------|--|-----------------------------|---|--|--|--|----------------------|
| | % | % | % | % | % | % | % |
| Clinical negligence | 1 | 2 | 3 | 2 | 2 | 0 | 0 |
| Social services | 2 | 2 | 1 | 2 | 1 | 0 | 0 |
| Immigration | 0 | 0 | 1 | 0 | 0 | 0 | 3 |
| Treatment by police | 1 | 1 | 1 | 2 | 1 | 3 | 1 |
| Homelessness | 0 | 0 | 1 | 0 | 1 | 1 | 1 |
| Discrimination | 2 | 2 | 0 | 0 | 2 | 2 | 3 |
| All with 1+ problems | 40 | 35 | 32 | 39 | 34 | 27 | 39 |
| Confidence interval (99%) | ±4.3 | ±5.8 | ±7.2 | ±8.0 | ±3.5 | ±7.6 | ±14.1 |
| N of problem types (mean) | 1.7 | 1.8 | 1.5 | 1.7 | 1.7 | 1.4 | 1.5 |
| N of problems (mean) | 2.0 | 2.0 | 1.7 | 2.0 | 2.0 | 1.6 | 1.9 |
| <i>Share of persons 18+</i> | 26 | 13 | 8 | 7 | 36 | 7 | 2 |

Source: NI Legal Needs Survey 2005.

Table A3.15 Incidence of 1+ problems and socio-demographic characteristics: Statistical associations (chi-squared test)

| | Chi-squared | Degrees of freedom | Probability ¹ |
|---|-------------|--------------------|--------------------------|
| <i>Age</i> | 154.743 | 4 | .000 |
| Sex | 2.240 | 1 | .135 |
| <i>Marital status</i> | 80.801 | 4 | .000 |
| <i>1+ Dependants (child and/or person w/disability and/or older person)</i> | 73.210 | 1 | .000 |
| <i>Family Type</i> | 163.772 | 5 | .000 |
| <i>Care of person w/disability or dependant older person</i> | 17.505 | 1 | .000 |
| <i>Disability by working age</i> | 162.105 | 3 | .000 |
| <i>Receipt of benefit by working age</i> | 168.843 | 4 | .000 |
| Economic activity | | | |
| • <i>All</i> | 126.350 | 7 | .000 |
| • Working age | 4.691 | 6 | .584 |
| • Retirement age | 7.534 | 6 | .274 |
| NS Socio-economic classification | | | |
| • <i>All</i> | 18.675 | 7 | .009 |
| • Working age | 3.729 | 7 | .810 |
| • Retirement age | 12.330 | 7 | .090 |
| Household income | 17.687 | 7 | .014 |
| <i>Qualifications</i> | 75.943 | 2 | .000 |
| <i>Tenure</i> | 85.860 | 3 | .000 |
| Location | 12.595 | 4 | .013 |
| Religion | | | |
| • <i>All</i> | 15.850 | 2 | .000 |
| • Protestant and Catholic only | 1.002 | 1 | .317 |
| Political opinion | | | |
| • <i>All</i> | 34.824 | 2 | .000 |
| • Unionist and Nationalist only | 0.008 | 1 | .927 |

1 Less than .01 – significant at 99 per cent (highlighted in italics).

Source: NI Legal Needs Survey 2005.

Table A3.16 Logistic regression model for the incidence of 1+ problem types (only significant effects listed)

| | Coefficient | Standard error | Significance | Odds-ratio effect |
|---|-------------|----------------|--------------|-------------------|
| Age | | | | |
| Age squared | -0.0002 | 0.0000 | 0.0000 *** | 1.00 |
| Family type | | | | |
| Pensioner couple | 0.3724 | 0.1629 | 0.0222 ** | 1.45 |
| Couple with children | 0.3871 | 0.1136 | 0.0007 *** | 1.47 |
| Couple without children | 0.3200 | 0.1177 | 0.0065 *** | 1.38 |
| Single with children | 0.7337 | 0.1589 | 0.0000 *** | 2.08 |
| Marital status | | | | |
| Divorced | 0.8622 | 0.1634 | 0.0000 *** | 2.37 |
| Caring responsibilities | | | | |
| Caring for an older person | 0.5002 | 0.1268 | 0.0001 *** | 1.65 |
| Disability | | | | |
| Disability - working age | 0.7948 | 0.1347 | 0.0000 *** | 2.21 |
| Disability - retirement age | 0.4168 | 0.1738 | 0.0165 ** | 1.52 |
| Benefit | | | | |
| Receipt of state benefit, working age | 0.2854 | 0.1147 | 0.0129 ** | 1.33 |
| Economic activity | | | | |
| Employed | 0.2003 | 0.1101 | 0.0690 * | 1.22 |
| Tenure | | | | |
| Public rented | 0.2156 | 0.1255 | 0.0858 * | 1.24 |
| Private rented | 0.3210 | 0.1378 | 0.0199 ** | 1.38 |
| Location | | | | |
| Belfast | 0.2336 | 0.1083 | 0.0310 ** | 1.26 |
| Urban west | 0.2033 | 0.1162 | 0.0803 * | 1.23 |
| Rural east | -0.1793 | 0.1041 | 0.0850 * | 0.84 |
| NS Socio-economic classification | | | | |
| Managerial and professional | 0.2093 | 0.0936 | 0.0254 ** | 1.23 |
| Never worked/long-term unemployed | -0.3257 | 0.1737 | 0.0608 * | 0.72 |
| Qualifications | | | | |
| None | -0.4030 | 0.1015 | 0.0001 *** | 0.67 |
| Religion | | | | |
| Religion - none/not stated | 0.2886 | 0.1387 | 0.0374 ** | 1.33 |
| Constant | | | | |
| | -0.8137 | 0.1616 | 0.0000 *** | 1.00 |
| Number of observations | 3,361 | | | |
| Model chi-square | 414.857 | Significance | 0.0000 | |

*** Significant at 99 per cent ** 95 percent * 90 per cent.

Source: NI Legal Needs Survey 2005.

Box 3.A Indicators for the socio-demographic profile: Interpretation

Consider a socio-economic or demographic grouping with K categories, indexed by $k=1, \dots, K$. For example, sex has two categories ($K=2$), male and female ($k=1, 2$). The k th category's *share of all reported problems or disputes* – call this p_k – can be written as follows:

$$p_k = \left[\frac{NP_k}{NP} \right] \times 100$$

where,

NP_k is the total number of disputes reported by individuals in the k th category e.g. all disputes reported by men;

NP is the total number of disputes reported by all individuals e.g. all disputes reported by both men and women.

The total reported number of problems, both for all individuals and any particular sub-group, can be written as follows:

$$NP = i \times n \times N$$

where,

i is the probability of reporting 1+ problems or disputes. Alternatively, i is the *incidence of 1+problems or disputes* and is defined as follows:

$$i = \left[\frac{N_p}{N} \right]$$

N_p is the number of individuals reporting 1+ problems or disputes.

N is the total number of individuals.

n is the mean number of problems reported by those with 1+ problems i.e.:

$$n = \frac{NP}{N_p}$$

Substituting the formula for the total reported number of problems into the share equation gives the following expression:

$$p_k = \left[\frac{i_k}{i} \right] \times \left[\frac{n_k}{n} \right] \times \left[\frac{N_k}{N} \right] \times 100$$

The share equation can be re-written as follows:

$$p_k = \left[\frac{i_k}{i} \right] \times \left[\frac{n_k}{n} \right] \times s_k \times 100$$

where,

$s_k = [N_k/N]$ is category k's population share e.g. the share of the population accounted for by men.

The kth category's share of all problems can therefore be seen to depend on three factors:

- The kth category's population share.
- The incidence of 1+ problems or disputes amongst those in the kth category relative to the average incidence of problems or disputes. The higher the incidence of problems amongst the individuals in the kth category, the higher will be their share of all problems, when compared to their population share.
- The mean number of problems experienced by individuals in the kth category, amongst those who had experienced 1+ problems or disputes, relative to the mean for all individuals with 1+ problems. The higher the mean number of problems amongst the individuals in the kth category, the higher will be their share of all problems, when compared to their population share.

In the above formulation, the population share effect gives the expected share for the kth category in the event that the incidence and mean number of problems is the same as for the population as a whole. If the incidence amongst the kth category is above (below) average, this shifts the share of problems upwards (downwards). In that event, problems or disputes can be said to be more (less) concentrated in the kth category, given its population share. Similarly, if the mean number of problems is above (below) the average for all individuals.

The share equation can be further simplified as follows:

$$p_k = \left[\frac{r_k}{r} \right] \times s_k \times 100$$

where,

$r = i \times n$, denotes the average number of problems per capita. Note that multiplying r by 1,000 gives the rate per 1,000 population discussed in Section 2 above.

The average number of problems per capita varies both with the incidence of problems and the mean number per person with 1+ problems. For the k th category, the higher (lower) is r_k relative to the all-persons average, the higher (lower) will be the k th category's share of all problems.

4 Responses and Actions Taken

Table A4.1 Advice sought - organisations/individuals contacted

| | Base: | Advice- seekers | All problems |
|--------------------------------------|--------------|----------------------------|---------------------|
| | | % | % |
| Local Council/Government Dept/Agency | | 16 | 9 |
| Advice Agency | | 24 | 15 |
| Trade Union/Professional Body | | 8 | 5 |
| Lawyer | | 29 | 17 |
| The Police | | 15 | 9 |
| Employer | | 10 | 6 |
| Insurance company | | 7 | 4 |
| Doctor or other health worker | | 16 | 10 |
| Social worker | | 3 | 2 |
| MP, MLA or local councillor | | 6 | 4 |
| Statutory body or commission | | 5 | 3 |
| Other | | 8 | 5 |
| Did not seek advice | | - | 40 |
| <i>Base</i> | | <i>712</i> | <i>1,191</i> |
| <i>Mean number of sources</i> | | <i>1.52</i> | <i>-</i> |

Source: NI Legal Needs Survey 2005.

Table A4.2 Advice - People or organizations contacted: Per cent of problems for which advice was sought

| | Local Council | Advice agency | Lawyer | Police | Doctor, other health or social | Other | Mean no. of sources contacted | Base |
|---|--------------------------|--------------------------|---------------|---------------|---|--------------|--|-------------|
| | <i>%</i> | <i>%</i> | <i>%</i> | <i>%</i> | <i>%</i> | <i>%</i> | <i>No</i> | <i>No</i> |
| Consumer | 22 | 39 | 21 | 2 | 1 | 38 | 1.27 | 92 |
| Employment | 5 | 29 | 15 | 2 | 9 | 80 | 1.66 | 84 |
| Neighbours | 27 | 10 | 14 | 67 | 1 | 22 | 1.45 | 99 |
| Divorce, family, children, domestic violence | 9 | 28 | 59 | 15 | 19 | 22 | 1.75 | 89 |
| Personal injury / negligence | 4 | 7 | 47 | 18 | 55 | 43 | 1.87 | 96 |
| Money/debt | 9 | 24 | 42 | 0 | 3 | 40 | 1.26 | 66 |
| Welfare benefits & social services | 16 | 37 | 4 | 0 | 52 | 18 | 1.37 | 74 |
| Housing | 29 | 21 | 32 | 1 | 2 | 31 | 1.23 | 67 |
| Other | 23 | 33 | 27 | 11 | 7 | 62 | 1.82 | 46 |
| All | 16 | 24 | 29 | 15 | 18 | 38 | 1.52 | 712 |

Source: NI Legal Needs Survey 2005.

Table A4.2(a) Advice - People or organizations contacted: Per cent of all problems

| | Local Council | Advice agency | Lawyer | Police | Doctor, other health or social | Other | None | Base |
|---|--------------------------|--------------------------|---------------|---------------|---|--------------|-------------|--------------|
| | % | % | % | % | % | % | % | No |
| Consumer | 7 | 13 | 7 | 1 | 0 | 13 | 67 | 280 |
| Employment | 4 | 20 | 10 | 1 | 7 | 56 | 30 | 121 |
| Neighbours | 17 | 6 | 9 | 42 | 1 | 14 | 38 | 159 |
| Divorce, family, children, domestic violence | 7 | 21 | 45 | 12 | 15 | 17 | 23 | 116 |
| Personal injury / negligence | 3 | 5 | 32 | 12 | 37 | 29 | 32 | 142 |
| Money/debt | 6 | 17 | 30 | 0 | 2 | 28 | 30 | 94 |
| Welfare benefits & social services | 11 | 25 | 3 | 0 | 35 | 13 | 32 | 108 |
| Housing | 21 | 15 | 23 | 1 | 2 | 23 | 27 | 91 |
| Other | 13 | 19 | 15 | 6 | 4 | 35 | 44 | 81 |
| All | 9 | 15 | 17 | 9 | 10 | 23 | 40 | 1,191 |

Source: NI Legal Needs Survey 2005.

Table A4.3 Advice-seekers: Whether got some of all of advice or information looking for - Per cent of problems for which advice was sought

| | All that needed | Some of what needed | None of what needed | Base |
|--|------------------------|----------------------------|----------------------------|-------------|
| | % | % | % | No |
| Consumer | 56 | 34 | 10 | 87 |
| Employment | 52 | 37 | 11 | 82 |
| Neighbours | 44 | 33 | 22 | 97 |
| Divorce, family, children, domestic violence | 70 | 23 | 6 | 89 |
| Personal injury / negligence | 68 | 27 | 5 | 96 |
| Money/debt | 77 | 20 | 3 | 62 |
| Welfare benefits & social services | 60 | 32 | 9 | 72 |
| Housing | 68 | 23 | 10 | 63 |
| Other | 69 | 23 | 9 | 42 |
| All | 61 | 29 | 10 | 690 |

Note: Excluding refused to answer and those who said 'don't know' (three per cent of those who sought advice).

Source: NI Legal Needs Survey 2005.

Table A4.4 Type of advice given: Per cent of persons who got some or all of advice said needed

| | Talk to other side | Get advice / help from another organisa- tion | Threaten the other side with legal action | Start formal legal proceed- ings | Profess- ional mediation / concilia- tion service | Go to ombuds- man | Nothing that could be done | Other | None of these | <i>Base</i> |
|---|-----------------------|---|---|--|--|-------------------------|----------------------------------|----------|------------------|-------------|
| | % | % | % | % | % | % | % | % | % | <i>No</i> |
| Consumer | 56 | 12 | 15 | 7 | 0 | 2 | 10 | 12 | 14 | 78 |
| Employment | 48 | 23 | 11 | 10 | 7 | 1 | 10 | 11 | 10 | 73 |
| Neighbours | 36 | 13 | 12 | 3 | 6 | 0 | 7 | 14 | 24 | 75 |
| Divorce, family, children, domestic violence | 37 | 29 | 15 | 38 | 9 | 0 | 2 | 1 | 15 | 83 |
| Personal injury / negligence | 29 | 15 | 10 | 23 | 6 | 0 | 10 | 3 | 30 | 91 |
| Money/debt | 59 | 17 | 17 | 9 | 6 | 2 | 11 | 6 | 17 | 60 |
| Welfare benefits & social services | 35 | 20 | 1 | 1 | 3 | 0 | 10 | 5 | 37 | 66 |
| Housing | 54 | 16 | 7 | 6 | 7 | 0 | 10 | 6 | 13 | 57 |
| Other | 52 | 13 | 12 | 17 | 14 | 13 | 19 | 0 | 7 | 38 |
| All | 44 | 18 | 11 | 13 | 6 | 1 | 9 | 7 | 19 | 622 |

Note: Multiple responses allowed – percentages may add up to more than 100 per cent.

Source: NI Legal Needs Survey 2005.

Table A4.5 Action taken by advisor: Per cent of persons who got some or all of advice said needed

| | Contacted the other side | Negotiat- ed with the other side | Prepared paper- work | Contacted another person / organisa- tion | Helped to contact another person / organisa- tion | Accom- panied to court / tribunal / arbitra- tion / mediation | Spoke at court / tribunal / arbitra- tion / mediation | Told what to write or say | Other | None of these | <i>Base</i> |
|---|--------------------------------|---|----------------------------|---|--|---|--|---------------------------------|----------|------------------|-------------|
| | % | % | % | % | % | % | % | % | % | % | <i>No</i> |
| Consumer | 25 | 13 | 16 | 2 | 5 | 1 | 3 | 33 | 4 | 37 | 78 |
| Employment | 46 | 25 | 21 | 26 | 11 | 7 | 11 | 17 | 4 | 35 | 73 |
| Neighbours | 29 | 10 | 3 | 9 | 8 | 2 | 2 | 3 | 8 | 47 | 75 |
| Divorce, family, children, domestic violence | 37 | 37 | 40 | 16 | 16 | 15 | 20 | 17 | 3 | 17 | 83 |
| Personal injury / negligence | 31 | 26 | 41 | 16 | 7 | 2 | 5 | 7 | 4 | 37 | 91 |
| Money/debt | 52 | 26 | 29 | 18 | 8 | 5 | 4 | 16 | 2 | 21 | 60 |
| Welfare benefits & social services | 37 | 11 | 16 | 7 | 3 | 2 | 3 | 11 | 4 | 45 | 66 |
| Housing | 40 | 16 | 14 | 9 | 7 | 0 | 0 | 15 | 7 | 28 | 57 |
| Other | 40 | 20 | 20 | 31 | 11 | 5 | 21 | 2 | 0 | 31 | 38 |
| All | 37 | 21 | 23 | 14 | 8 | 4 | 7 | 14 | 4 | 34 | 622 |

Note: Multiple responses allowed – percentages may add up to more than 100 per cent.

Source: NI Legal Needs Survey 2005.

Table A4.6 Advice and information - People or organizations contacted: Per cent of persons seeking advice/information

| | Advice only | Both advice and information | Information only | Neither | Base |
|--|--------------------|------------------------------------|-------------------------|----------------|--------------|
| | <i>%</i> | <i>%</i> | <i>%</i> | <i>%</i> | <i>No</i> |
| Consumer | 24 | 9 | 2 | 65 | 280 |
| Employment | 44 | 26 | 1 | 29 | 121 |
| Neighbours | 53 | 9 | 0 | 38 | 159 |
| Divorce, family, children, domestic violence | 57 | 20 | 1 | 22 | 116 |
| Personal injury / negligence | 58 | 10 | 0 | 32 | 142 |
| Money/debt | 50 | 20 | 3 | 27 | 94 |
| Welfare benefits & social services | 48 | 20 | 5 | 26 | 108 |
| Housing | 60 | 13 | 1 | 27 | 91 |
| Other | 37 | 20 | 0 | 42 | 81 |
| All | 45 | 15 | 2 | 39 | 1,191 |

Source: NI Legal Needs Survey 2005.

Table A4.7 Action taken by problem type

| | Talk / write to other side | Mediation | Ombudsman | Court / tribunal | Advice only: No action | Did nothing | <i>Base</i> |
|---|-------------------------------|-----------|-----------|---------------------|---------------------------|-------------|--------------|
| | % | % | % | % | % | % | <i>No</i> |
| Consumer | 92 | 3 | 2 | 3 | 1 | 7 | 280 |
| Employment | 66 | 12 | 5 | 14 | 11 | 18 | 121 |
| Neighbours | 48 | 4 | 2 | 2 | 24 | 25 | 159 |
| Divorce, family, children, domestic violence | 63 | 9 | 0 | 26 | 20 | 7 | 116 |
| Personal injury / negligence | 32 | 6 | 0 | 10 | 38 | 21 | 142 |
| Money/debt | 80 | 3 | 5 | 8 | 13 | 3 | 94 |
| Welfare benefits & social services | 68 | 3 | 3 | 5 | 22 | 10 | 108 |
| Housing | 75 | 4 | 1 | 6 | 18 | 5 | 91 |
| Other | 37 | 9 | 11 | 14 | 18 | 34 | 81 |
| All | 65 | 5 | 3 | 8 | 17 | 14 | 1,191 |

Source: NI Legal Needs Survey 2005.

Table A4.8 Problem handling strategy, advice obtained and action taken: Summary

| | Did nothing | Handled alone | Sought advice, did not get all said needed, did nothing | Sought advice, did not get all said needed, did something | Sought advice, got all said needed, did nothing | Sought advice, got all said needed, did something | All |
|--|---------------------|---------------|---|---|---|---|------------|
| | <i>Row per cent</i> | | | | | | |
| Consumer | 7 | 60 | 1 | 15 | 1 | 17 | 100 |
| Employment | 18 | 12 | 5 | 29 | 5 | 30 | 100 |
| Neighbours | 25 | 13 | 12 | 23 | 12 | 15 | 100 |
| Divorce, family, children, domestic violence | 7 | 16 | 5 | 17 | 14 | 40 | 100 |
| Personal injury / negligence | 21 | 11 | 8 | 14 | 30 | 16 | 100 |
| Money/debt | 3 | 27 | 1 | 18 | 12 | 39 | 100 |
| Welfare benefits & social services | 10 | 22 | 8 | 21 | 14 | 26 | 100 |
| Housing | 5 | 23 | 2 | 24 | 16 | 31 | 100 |
| Other | 35 | 8 | 11 | 10 | 6 | 29 | 100 |
| All | 14 | 26 | 6 | 19 | 11 | 25 | 100 |

Source: NI Legal Needs Survey 2005.

5 Outcomes and Resolutions

Table A5.1 Current status of problems

| | Ongoing | Over | All | Base |
|--|----------------|-------------|------------|--------------|
| | <i>%</i> | <i>%</i> | <i>%</i> | <i>No</i> |
| Consumer | 26 | 74 | 100 | 530 |
| Employment | 38 | 62 | 100 | 223 |
| Neighbours | 49 | 51 | 100 | 288 |
| Divorce, family, children, domestic violence | 51 | 49 | 100 | 217 |
| Personal injury / negligence | 48 | 52 | 100 | 248 |
| Money/debt | 46 | 54 | 100 | 178 |
| Welfare benefits & social services | 54 | 46 | 100 | 208 |
| Housing | 43 | 57 | 100 | 167 |
| Other | 37 | 63 | 100 | 93 |
| All | 41 | 59 | 100 | 2,152 |

Source: NI Legal Needs Survey 2005.

Table A5.2 Resolutions: Per cent of problems that are now over

| | Court / tribunal | Mediation | Ombuds- man | Agree- ment | Sorted itself | Gave up | Did nothing | Other | Base |
|---|-----------------------------|------------------|------------------------|------------------------|--------------------------|----------------|------------------------|--------------|--------------|
| | % | % | % | % | % | % | % | % | <i>No</i> |
| Consumer | 1 | 5 | 1 | 67 | 10 | 12 | 3 | 1 | 393 |
| Employment | 5 | 6 | 1 | 34 | 9 | 23 | 6 | 15 | 139 |
| Neighbours | 0 | 5 | 0 | 19 | 31 | 5 | 12 | 26 | 148 |
| Divorce, family, children, domestic violence | 33 | 6 | 0 | 35 | 9 | 5 | 3 | 9 | 107 |
| Personal injury / negligence | 1 | 2 | 0 | 17 | 46 | 5 | 24 | 6 | 128 |
| Money/debt | 4 | 6 | 6 | 47 | 8 | 16 | 3 | 10 | 95 |
| Welfare benefits & social services | 6 | 4 | 0 | 35 | 22 | 23 | 3 | 8 | 96 |
| Housing | 12 | 5 | 0 | 38 | 15 | 15 | 3 | 12 | 95 |
| Other | 5 | 1 | 5 | 16 | 22 | 17 | 26 | 8 | 59 |
| All | 6 | 5 | 1 | 42 | 18 | 13 | 8 | 9 | 1,259 |

Source: NI Legal Needs Survey 2005.

Table A5.3 Whether very/fairly satisfied with how things have worked out/are working out, by problem type

| | Problem ongoing | Problem over | All |
|--|------------------------|---------------------|------------|
| | % | % | % |
| Consumer | 24 | 79 | 65 |
| Employment | - | 47 | 38 |
| Neighbours | 26 | 67 | 48 |
| Divorce, family, children, domestic violence | 39 | 86 | 61 |
| Personal injury / negligence | 53 | 69 | 61 |
| Money/debt | - | 71 | 58 |
| Welfare benefits & social services | 38 | 66 | 52 |
| Housing | - | - | 50 |
| Other | - | - | 39 |
| All | 34 | 69 | 55 |

- Number of cases too small (less than 50) to calculate a percentage.

Source: NI Legal Needs Survey 2005.

Table A5.4 Composition of illustrative unmet need indicators by problem type

| | Narrow | Medium | All justiciable events |
|--|---------------|---------------|-------------------------------|
| | <i>%</i> | <i>%</i> | <i>No</i> |
| Consumer | 28 | 22 | 25 |
| Employment | 10 | 14 | 10 |
| Neighbours | 15 | 17 | 13 |
| Divorce, family, children, domestic violence | 8 | 8 | 10 |
| Personal injury / negligence | 9 | 9 | 11 |
| Money/debt | 8 | 6 | 8 |
| Welfare benefits & social services | 8 | 10 | 9 |
| Housing | 6 | 7 | 8 |
| Other | 8 | 7 | 5 |
| All | 100 | 100 | 100 |

Source: NI Legal Needs Survey 2005.

