

Dame Meg Hillier
Sent by email: pubaccom@parliament.uk



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16th May 2024,

Dear Dame Meg Hillier,

Legal Services Board's response to call for evidence on value for money from legal aid

On 8 March 2024, we submitted a response to the Public Accounts Committee's call for evidence on value for money from legal aid. Our response shared statistics from our draft 2023 Individual Legal Needs Survey summary report produced by YouGov and suggested that an estimated 36% of people had an unmet legal need. I am writing to inform you that in reviewing the draft report prior to publication, YouGov identified that they had made an error in their calculation of unmet legal needs. The report has since been published [here](#)¹ and the correct figures are as follows:

- **Of those people with a contentious legal issue, an estimated 32% had an unmet legal need. This is an increase of 1 percentage point since the previous survey conducted in 2019.**
- Of the 32% of individuals with an unmet legal need for a contentious legal issue:
 - 20% had an unmet need because they did not get expert help.
 - 9.8% had an unmet need because the issue took too long to resolve.
 - 2.6% had an unmet need because they felt the help they received was inadequate.
- Levels of unmet legal need for contentious issues varied by demographics, notably:
 - women were more likely (35%) to have an unmet legal need compared to men (30%).
 - people whose day-to-day activities are limited a lot by disability were more likely to have an unmet legal need (42%) compared to people who are not limited by disability (30%).
 - people with low levels of legal confidence were more likely to have an unmet legal need (38%) compared to people with high levels of legal confidence (25%).

I'm sorry that in our submission to the Public Accounts Committee dated 8 March we were not able to report the correct percentage of estimated unmet legal need. However, I am

pleased to provide the corrected figures set out in this letter and I can confirm that the other figures provided in our submission dated 8 March are all correct.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'R Orpin', written in a cursive style.

Richard Orpin,
Interim CEO