

Study on the Demand for and Supply of Legal and Related Services

Reports

Contents

Chapter	Page
1 Supply Study Report	1
1. Introduction	1
2. Overview of the Legal Services Sector	2
3. Provision of Legal Services by Barristers	5
- Survey methodology	5
- Types of services	7
- Quantum of services provided	12
- Anticipated changes in volume of work	14
- Service specialisation	19
- Types of clients	20
- Location	21
- Pro bono services	22
- Promotion of services	26
- Pupil barristers	26
- Finance	28
- Views on balance of demand and supply and others	34
4. Provision of Legal Services by Solicitors	35
- Survey methodology	35
- Types of services provided	36
- Quantum of services provided	39
- Anticipated changes in volume of work	41
- Service specialisation	43
- Types of clients	45
- Location	46
- Pro bono services	47
- Promotion of services	50
- Choice of solicitors by clients	52
- Choice of barristers by solicitors	55
- Trainee solicitors	56
- Staffing	57
- Finance	59
- Views on balance of demand and supply and other issues	63
5. Provision of Legal and Related Services by Government and Quasi-public Organisations	64
- Government departments and agencies	64
- Professional and other public organisations	69
6. Provision of Legal and Related Services by Legislative and District Councillors	72
- Survey methodology	72

Chapter	Page
- Types of services provided	72
- Manpower	76
7. Provision of Legal and Related Services by Non-governmental Organisations	77
- Survey methodology	77
- Organisations providing legal or related services	77
- Service availability	78
- Publicity channels and expansion plans	79
8. Conclusion	81
2 Demand Study Report (Part I) – Survey of Small and Medium Enterprises	83
1. Introduction	83
2. Survey Methodology	83
3. Profile of Respondents	86
- Positions of interviewees	86
- Employment size	86
- Legal support within the company	87
4. Nature of Difficult-to-solve Problems or Disputes	89
- Overview	89
- Labour disputes or related problems	94
- Problems related to renting of premises by company	97
- Problems related to renting out of company properties	100
- Problems related to properties owned by the companies	103
- Business-related matters	105
- Other money matters	109
- Intellectual property	111
- Problems related to injuries or health problems suffered by employees	114
- Problems related to government departments or government officials	117
- Other difficult-to-solve problems or disputes	120
5. Handling of Difficult-to-solve Problems or Disputes	121
- Impact of the problems on the companies	121
- Whether actions taken	121
- Types of actions taken	123
- Contacts with the other parties	130
- Help seeking behaviour	131
- Assistance obtained from outside parties	133
- Outcome of actions taken to tackle difficult-to-solve problems or disputes	153
6. Views on Access to Justice	157
- Overview	157
- Affordability and legal fees	157
- Confidence and related views	158
- Knowledge	159
7. Conclusion	160

Chapter	Page
3 Demand Study Report (Part II) – Survey of Households	161
1. Introduction	161
2. Survey Methodology	161
3. Profile of Respondents	163
- Household characteristics	163
- Characteristics of respondents	164
4. Nature of Difficult-to-solve Problems or Disputes	168
- Overview	168
- Employment related problems or disputes	175
- Tenant related problems or disputes	177
- Landlord related problems or disputes	180
- Problems related to owners of residential properties	183
- Consumer-related problems or disputes	186
- Other money problems or disputes	189
- Problems or disputes related to damage and disturbances caused by others	192
- Problems or disputes related to injuries or health problems in the workplace	195
- Family-related disputes or problems	198
- Problems related to injuries or health problems outside the workplace	201
- Problems or disputes related to government departments or government officials	204
- Problems or disputes related to services provided by professionals	207
- Other problems or disputes	210
- Disputes of a criminal nature	213
5. Handling of Difficult-to-solve Problems or Disputes	215
- Whether actions taken	215
- Types of actions taken	217
- Contacts with the other parties	226
- Help seeking behaviour	227
- Assistance from other parties	229
- Outcome of actions taken to tackle problems or disputes	249
6. Views on Access to Justice	253
- Overview	253
- Affordability and legal fees	253
- Confidence and related views	254
- Knowledge	255
7. Conclusion	255
4 Combined Analysis Report	257
1. Introduction	257
2. Overview of the Demand and Supply Situation	257
- Range of legal and related services offered	257
- Level of services provided	259

Chapter	Page
- Quality of services delivered	260
- Cost of legal services	261
- Access and channels to services	262
- The balance of supply and demand	263
3. Members of the Public	264
- Knowledge	265
- Confidence	267
- Free Legal Advice Scheme	269
- Legal aid	271
- Legal services of barristers	273
- Services of consultants or claims agents	273
- Mediation services	274
- Arbitration services	274
- Outcome of actions taken to tackle problems	274
- Availability of legal services by district	274
- Affordability and legal fees	277
4. Small and Medium Enterprises	279
- Knowledge	279
- Confidence	282
- Legal services of solicitors	284
- Legal services of barristers	285
- Services of consultants or claims agents	286
- Mediation services	286
- Arbitration services	286
- Outcome of actions taken to tackle problems	286
- Affordability and legal fees	287
5. Conclusion	289
Appendix A Questionnaire for Barrister Chambers	291
Appendix B Questionnaire for Barristers	294
Appendix C Questionnaire for Solicitor Firms	300
Appendix C-1 Questionnaire for Solicitor Firms (Branch)	306
Appendix D Questionnaire for Solicitors	308
Appendix E Questionnaire for Councillors	313
Appendix F Questionnaire for Non-governmental Organisations	315
Appendix G Legal and Related Services provided by Non-governmental Organisations	320
Appendix H Company Questionnaire	323

Chapter		Page
Appendix I	Screening Questionnaire	324
Appendix J	Incident Identification Questionnaire – Part I	328
Appendix K	Incident Identification Questionnaire – Part II	329
Appendix L	Incident Handling Report Questionnaire	330
Appendix M	Opinion Questionnaire	343
Appendix N	Household Questionnaire	344
Appendix O	Screening Questionnaire	346
Appendix P	Incident Handling Report Questionnaire	354
Appendix Q	Personal Opinion Questionnaire	369
Appendix R	Profile of Unrepresented Litigants	370