



# The Bar - Public Awareness and Confidence Research report

September 2024

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BAR  
STANDARDS  
BOARD

REGULATING BARRISTERS

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# Executive Summary

- In exercising its functions, the BSB is committed to understanding the needs of consumers and to targeting its regulatory intervention where there is evidence of the need to do so. In this context, the BSB wishes to develop an improved understanding of public awareness of, and confidence in, the profession, as well as understanding and awareness of barristers' regulatory status and the role of the BSB. This will help to inform our work around our regulatory objectives, particularly around protecting and promoting the public interest, and improving public understanding of their legal rights and duties.
- In order to improve our evidence base around public awareness and confidence of the Bar, the BSB commissioned a survey of the general public in March 2025. This is the second time the BSB has run this survey, with the previous survey taking place in March 2024. The BSB intends to carry out this survey annually to enable us to monitor trends over time.
- The survey covered questions on awareness, impressions of, and attitudes towards, barristers among the adult population in England and Wales, including some additional questions around use of a barrister. The BSB commissioned Ipsos to collect the data from a representative sample of GB adults aged 16-75, along with a booster sample of 200 responses specifically for Wales.

## Key Findings

- The vast majority of respondents had heard of barristers, at a similar level to other high-profile roles within the legal system, with 98% stating they had heard of barristers. The proportion who stated they knew something about barristers was slightly lower, with 87% of respondents stating they knew something about barristers. Among respondents as a whole, 87% thought that the Bar was regulated, and 5% thought that it was not regulated.
- A much lower proportion of respondents had heard of the BSB – 46% had not heard of the BSB, and only 17% stated they knew something about the organisation. Awareness of whether the BSB was independent of the Bar Council was even lower, with 70% of respondents stating that they did not know.
- Overall, confidence in the profession was high, with the majority of respondents stating they had confidence in each of the four areas covered in the survey (acting in their clients' interests, providing a competent standard of service to their clients, acting with integrity, and treating everyone fairly and without discrimination). However, confidence in the two questions relating service to clients was higher than the other two areas, with confidence that barristers treated everyone fairly and without discrimination lowest across the four areas.
- Responses to the questions on confidence differed considerably by certain

characteristics of respondents. Confidence was higher than average among those who had used a barrister personally, among those with higher incomes, among those who knew someone who worked in the legal sector, and among those from the East Midlands.

- In contrast, confidence was lower than average among those who did not think the Bar was regulated, among those from the East of England, among those from a lower social grade, and among those from a minority ethnic background.
- Among those who had used a barrister personally, the majority were satisfied both with the service they received and with the outcome of their legal matter, although satisfaction was slightly higher (2 percentage points) with service received than it was for outcome.
- There were some variations in satisfaction levels across different groups of respondents. Satisfaction was higher among those who had used a barrister for other legal advice compared to those who had used them to represent them in court. Satisfaction was also higher among those with higher incomes or from a higher social grade, and higher among those from a minority ethnic background.

# 1 Introduction

1.1. The Bar Standards Board (BSB) is the regulator for barristers in England and Wales. The BSB is responsible for:

- Setting the education and training requirements for becoming a barrister;
- Setting continuing training requirements to ensure that barristers' skills are maintained throughout their careers;
- Setting standards of conduct for barristers;
- Authorising organisations that focus on advocacy, litigation, and specialist legal advice;
- Monitoring the service provided by barristers and the organisations we authorise to assure quality;
- Responding to concerns about barristers and the organisations we authorise and taking disciplinary or other action where appropriate.

1.2. Our regulatory objectives are laid down in the Legal Services Act 2007 and are:

- Protecting and promoting the public interest;
- Supporting the constitutional principle of the rule of law;
- Improving access to justice;
- Protecting and promoting the interests of clients;
- Promoting competition in the provision of services;
- Encouraging an independent, strong, diverse and effective legal profession;
- Increasing public understanding of citizens' legal rights and duties;
- Promoting and maintaining adherence to the professional principles;<sup>1</sup> and
- Promoting the prevention and detection of economic crime.

1.3. The Legal Services Act 2007 requires the BSB to regulate in a transparent, accountable, proportionate, consistent and targeted way. We also have a responsibility to base our regulatory activities on risk and take an evidence-based approach to determine the priority risks. To achieve this, we allocate our resources where we think they would be most effective in addressing these priority risks and constantly monitor the market for barristers' and advocacy services.

## Background

1.4. In exercising its functions, the BSB is committed to understanding the needs of

1. As defined in the Legal Services Act (2007), the "professional principles" are (a) that authorised persons should act with independence and integrity, (b) that authorised persons should maintain proper standards of work, (c) that authorised persons should act in the best interests of their clients, (d) that persons who exercise before any court a right of audience, or conduct litigation in relation to proceedings in any court, by virtue of being authorised persons should comply with their duty to the court to act with independence in the interests of justice, and that the affairs of clients should be kept confidential.

consumers and to targeting its regulatory intervention where there is evidence of the need to do so. In this context, the BSB wishes to develop an improved understanding of public awareness of, and confidence in, the profession, as well as understanding and awareness of barristers' regulatory status and the role of the BSB. This will help to inform our work around our regulatory objectives, particularly around protecting and promoting the public interest, and improving public understanding of their legal rights and duties.

## Research Objectives

- 1.5. In order to improve our evidence base around public awareness and confidence of the Bar, the BSB commissioned a survey of the general public in March 2025. The survey covered questions on awareness, impressions of, and attitudes towards, barristers among the adult population in England and Wales, including some additional questions around use of a barrister. This is the second time the BSB has run this survey, with the previous survey taking place in March 2024. The BSB intends to carry out this survey annually to enable us to monitor trends over time.

## 2 Methodology

2.1. The research focussed on answering the following key questions:

- To what extent are the public aware of the barrister profession and its regulatory status?
- To what extent are the public aware of the BSB and its role?
- To what extent do the public have confidence in the barrister profession?
- If they have used a barrister before, were members of the public satisfied with the service they received and the outcome of their legal issue?
- Are there any key differences in responses to the above questions related to the characteristics of those responding?

2.2. The research used a quantitative approach. The BSB commissioned Ipsos to collect the data from a representative sample of GB adults aged 16-75, along with a booster sample of 200 responses specifically for Wales. To ensure representativeness, quotas were set on age, gender, ethnicity, region, and working status. Overall results were then weighted according to these demographic variables as well as social grade to reflect the proportions of the overall population.

2.3. The data was collected using the Ipsos online panel, with fieldwork taking place in March 2025. The survey received a total of 2048 responses. The survey questions are included in Appendix 1.

### Research limitations

2.4. While the results from this survey that cover the population as a whole are based on a large sample which is weighted to be representative, responses to some questions have been broken down by sub-groups, such as by region or by income. These results are based on a smaller subsection of the sample that is not weighted to be representative of that group within the wider population. As such, these results are less reliable than those covering all respondents.

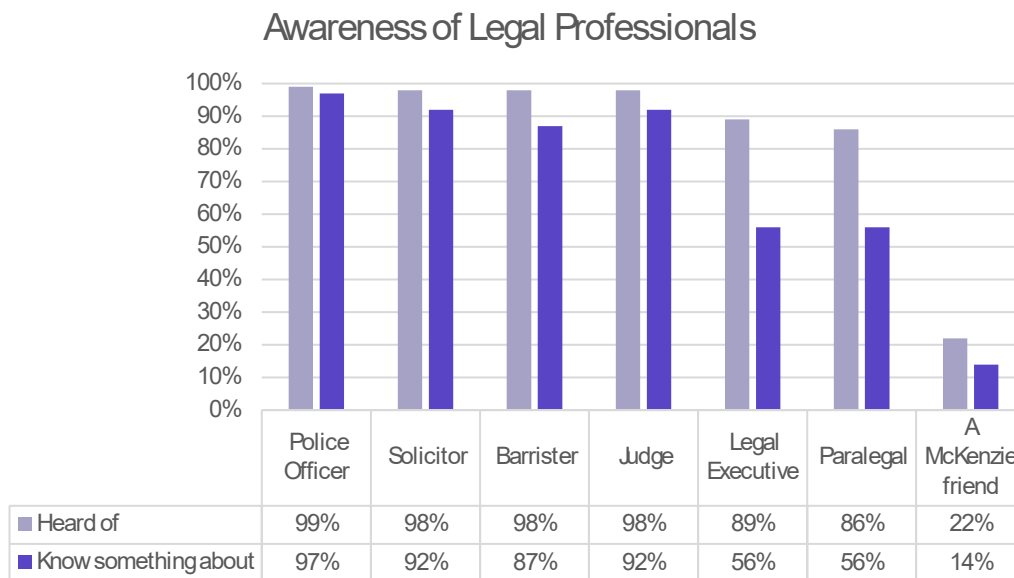
2.5. As with all surveys based on a sample of the general population, this survey has a margin of error, which is relevant when comparing results across years. Given the size of the sample used, the margin of error for the survey is approximately 2% - i.e. any change of 2% or less year-on-year is likely to be within the margin of error and not reflect an actual change in the views held by the wider population. As a result, any year-on-year changes of 2% or less have not been highlighted in this report.

## 3 Research Findings

### Public Awareness

- 3.1. Chart 1 compares respondents who have heard of different legal professionals with those who know something about them. For all types of legal professionals, the proportion of respondents who have heard of them is higher than those who know something about them. Police Officer is the type of professionals that most respondents have heard of (99%), followed by Solicitor, Barrister and Judge (98%). The roles that most respondents know something about are Police Officer (97%), Solicitor (92%), and Judge (92%). Although 98% of respondents have heard of Barristers, only 87% know something about them. The roles that the fewest respondents have heard of or know something about are Legal Executive, Paralegal, and McKenzie Friend. There is a significant difference between those who have heard of Legal Executives (89%) and Paralegals (86%) and those who know something about these professionals (both 56%).

**Chart 1**



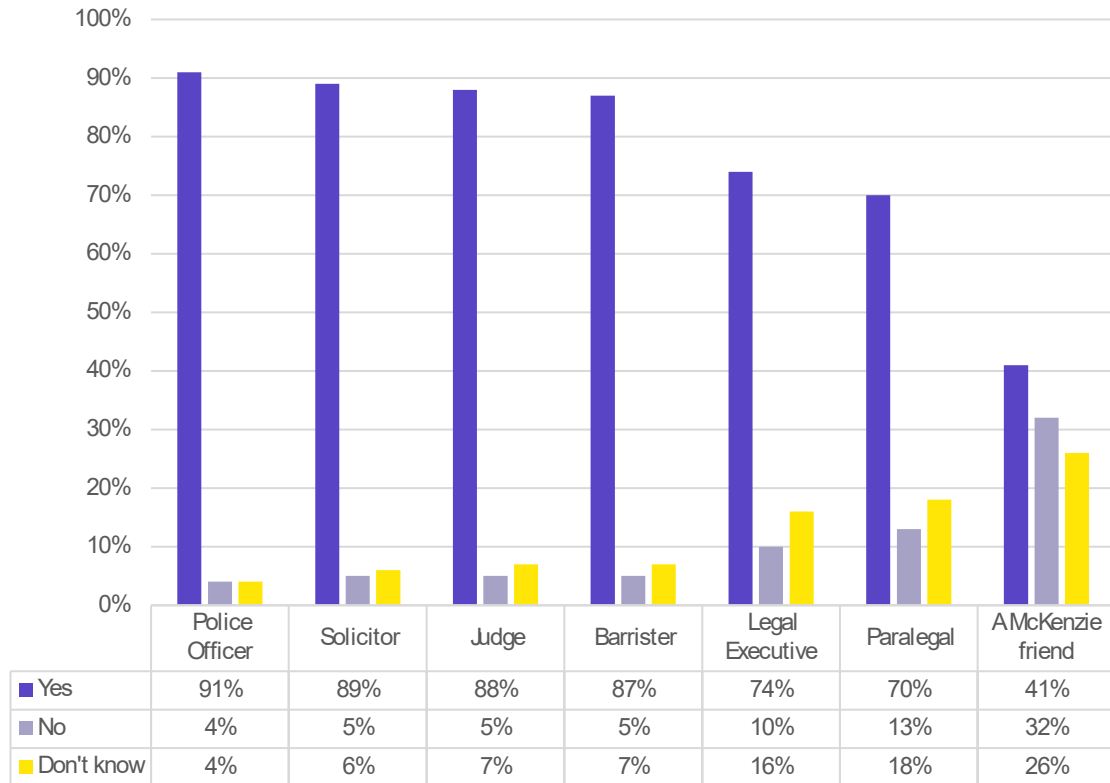
- 3.2. Chart 2 illustrates the percentage of respondents who think which professions are regulated, which are not, and those who don't know. Over 87% of respondents think that Barristers, Judges, Solicitors, and Police Officers are regulated, while 74% think that Legal Executives are regulated, 70% of respondents think that Paralegals are regulated, and only 41% think that a McKenzie Friend is regulated. Some respondents are unsure whether a McKenzie Friend, Paralegal, and Legal Executive are regulated, with proportions of 26%, 18%, and 16%, respectively. This figure illustrates how, for those professions with a lower proportion of respondents who know something about or have heard of them, a higher proportion of respondents don't know if they are regulated or not. Regarding the barrister profession, 87% of respondents think they are regulated, 5% said they are not



regulated, and 7% don't know if barristers are regulated.

## Chart 2

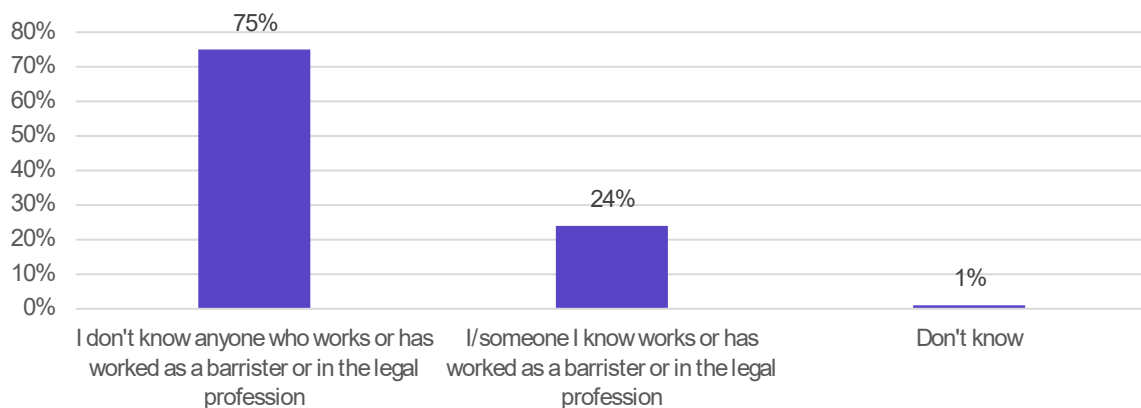
Which of the following professions do you think are regulated?



- 3.3. Chart 3 shows the proportion of respondents who don't know anyone who works or has worked as a barrister or in the legal profession (75%), and those who know someone who works or has worked as a barrister or in the legal profession (24%). Only 1% of respondents don't know if they know anyone who works or has worked as a barrister or in the legal profession.

## Chart 3

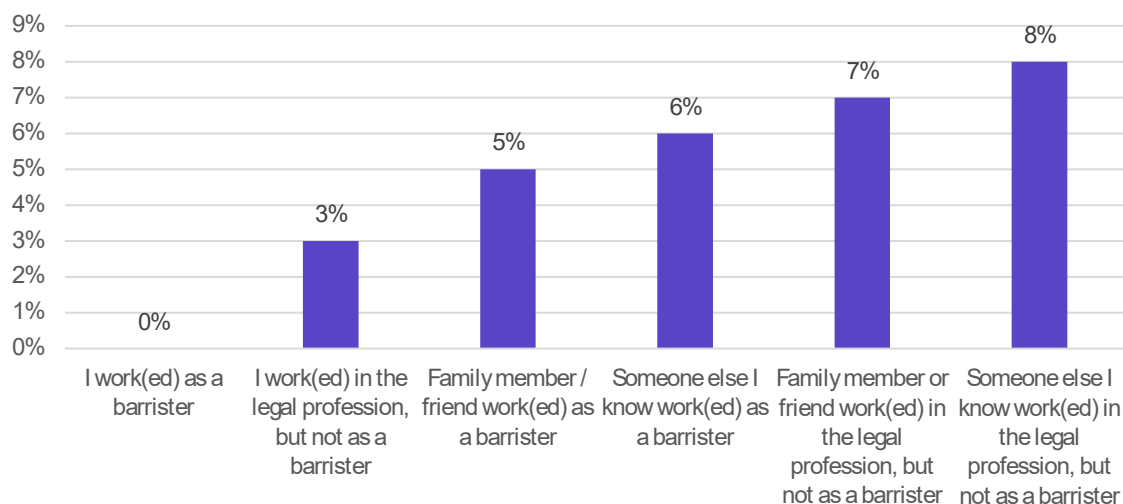
Do you, or someone you know, currently work or have previously worked as a barrister or another role in the legal profession



- 3.4. Chart 4 shows the different responses from those who work or know someone who works or has worked as a barrister or in the legal profession. 3% of them said that they worked in the legal profession, but not as barristers; 5% responded that a family member or friend worked as a barrister; 6% said that someone else they know worked as a barrister; 7% mentioned that a family member or friend worked in the legal profession but not as a barrister; and 8% said that someone else they know worked in the legal profession but not as a barrister. Overall, 11% of total respondents know someone who worked as a barrister, and none of them worked as a barrister (respondents were able to give more than one option for who they knew that worked as a barrister or other legal professional). 18% of respondents worked in or know someone who worked in the legal profession, but not as a barrister.

**Chart 4**

Do you, or someone you know, currently work or have previously worked as a barrister or another role in the legal profession



- 3.5. Survey respondents were also asked if they had any previous experience with a barrister in a professional context. Table 1 shows different situations that apply to respondents regarding their previous experience with barristers. The largest proportion of respondents (77%) said that they have never had any personal experience dealing with a barrister, followed by 10% who said that a barrister has either represented them or given them legal advice (combined). Additionally, 6% said that a barrister has given them legal advice, and 5% mentioned that a barrister has personally represented them in court. Only 2% of respondents mentioned that they had contact with a barrister for a legal matter in another way, and the same percentage preferred not to say.

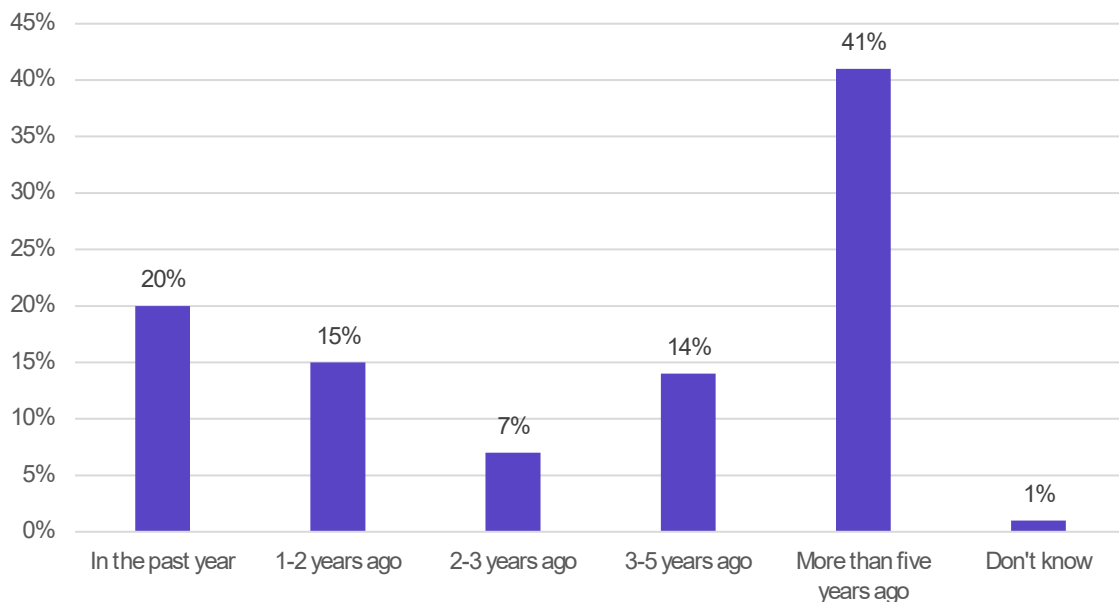
**Table 1**

<b>Previous Experience with Barristers</b>	
I have never had any personal experience dealing with a barrister	77%
A barrister has represented me or gave me legal advice (Combined)	10%
A barrister has given me legal advice for a matter which did not go to court	6%
A barrister has represented me personally in court	5%
I have been a witness in a court and a barrister cross-examined me as a witness	5%
I have worked in a job which involved working with barristers	4%
Don't know	3%
I had a legal matter which didn't go to court and a barrister was representing someone else	2%
I have been to court for my own legal matter and a barrister was representing someone else	3%
I had contact with a barrister for a legal matter (either in or out court) in another way	2%
Prefer not to say	1%

3.6. Chart 5 suggests that for most respondents (41%) who have been involved with barristers, the most recent experience was more than five years ago. 20% of respondents said it was last year, 21% said it was between 2-5 years ago, and 15% said it was 1-2 years ago.

**Chart 5**

When was your most recent experience employing a barrister?



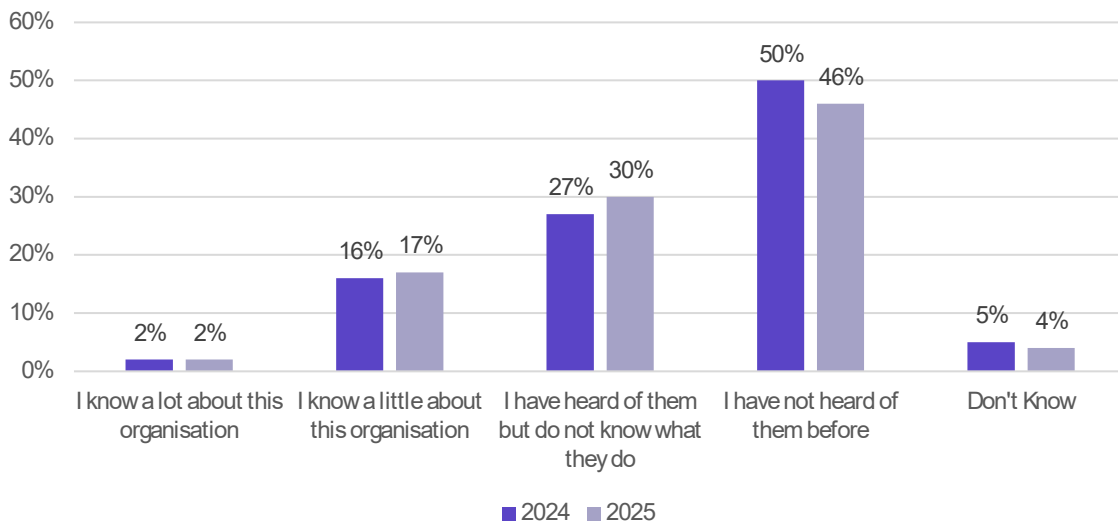
## Public Awareness - BSB

3.7. Chart 6 shows public awareness about the Bar Standards Board (BSB). Among respondents, 46% said they have not heard of the BSB before (from 50% in 2024),

30% mentioned that they have heard of the BSB but do not know what they do (27% in 2024), 17% said they know little about this organisation (16% in 2024), and only 2% said they know a lot about it (same proportion as in 2024). This chart suggests that less than a half of the respondents don't know about the BSB, and only a small proportion of them are familiar with it. However, more people said they have heard of the BSB in 2025 (49%) than in 2024 (45%).

**Chart 6**

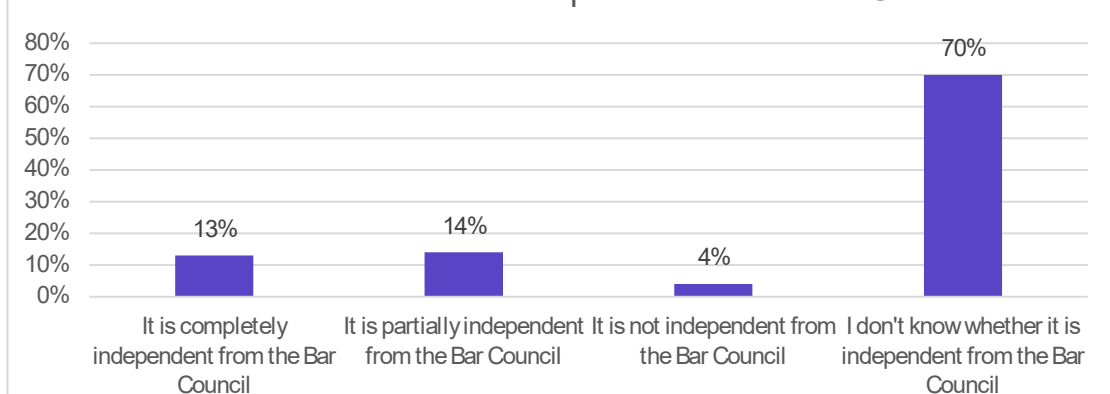
Before completing this survey, how much did you know about the Bar Standards Board?



- 3.8. When asked whether the Bar Standards Board is independent from the Bar Council,<sup>2</sup> 70% of respondents said they don't know whether it is independent from the Bar Council. Meanwhile, 13% mentioned that it is completely independent, and 14% said it is partially independent from the Bar Council. Only 4% of respondents think that the BSB is not independent from the Bar Council.

**Chart 7**

Is the Bar Standards Board independent from the Bar Council?

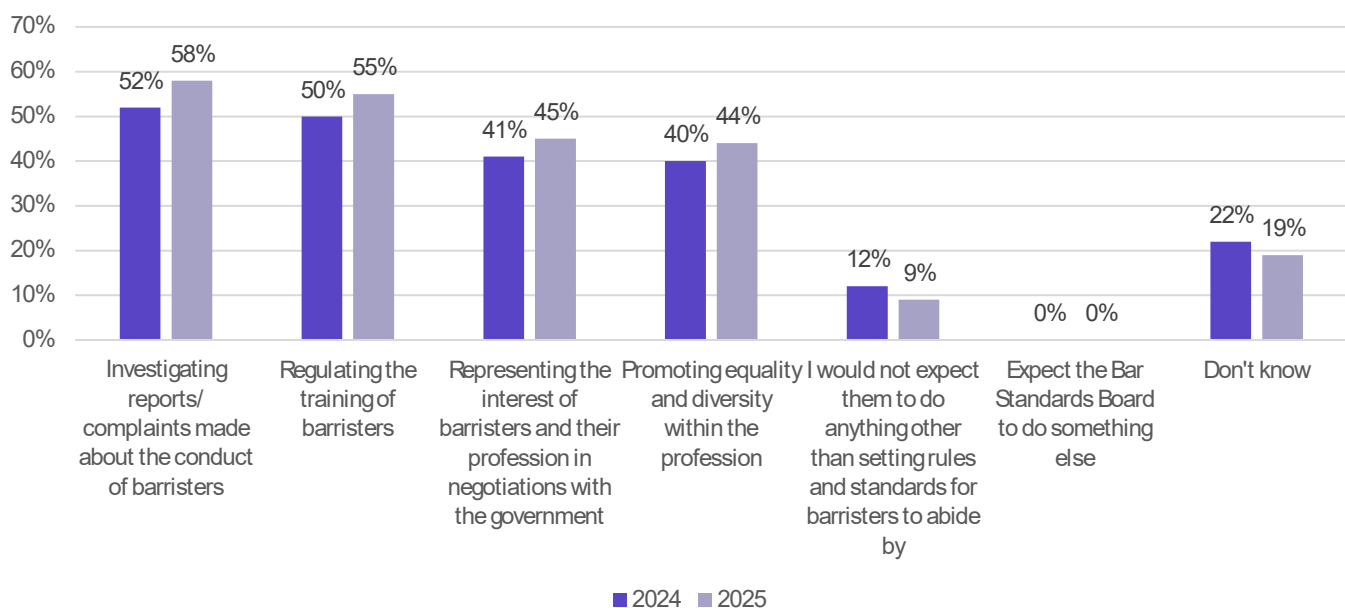


2. The BSB and the Bar Council are legally the same entity ('the General Council of the Bar') – however, the BSB operates the GCB's regulatory function independently of the Bar Council

3.9. Chart 8 shows what respondents think should be covered by the BSB's role (year 2024 and 2025). 58% of respondents would expect investigating reports and complaints made about the conduct of barristers to be part of the BSB's role, compared to 52% for 2024, followed by 55% who expect the BSB to regulate the training of barristers, compared to 50% in 2024. Additionally, 45% (41% in 2024) said that representing the interests of barristers and their profession in negotiations with the government should be included, while 44% (4pp more than in 2024) think that promoting equality and diversity within the profession should be a part of the BSB's role. Furthermore, 19% admitted they don't know the role of the BSB (3pp less than in 2024), and 9% (12% in 2024) would not expect the BSB to do anything other than setting rules and standards for barristers to abide by. None of the respondents expect the BSB to have other responsibilities. The percentages given here do not sum up to 100% because respondents could choose more than one response.

**Chart 8**

Which, if any, of the following would you also expect to be part of the Bar Standards Board's role?

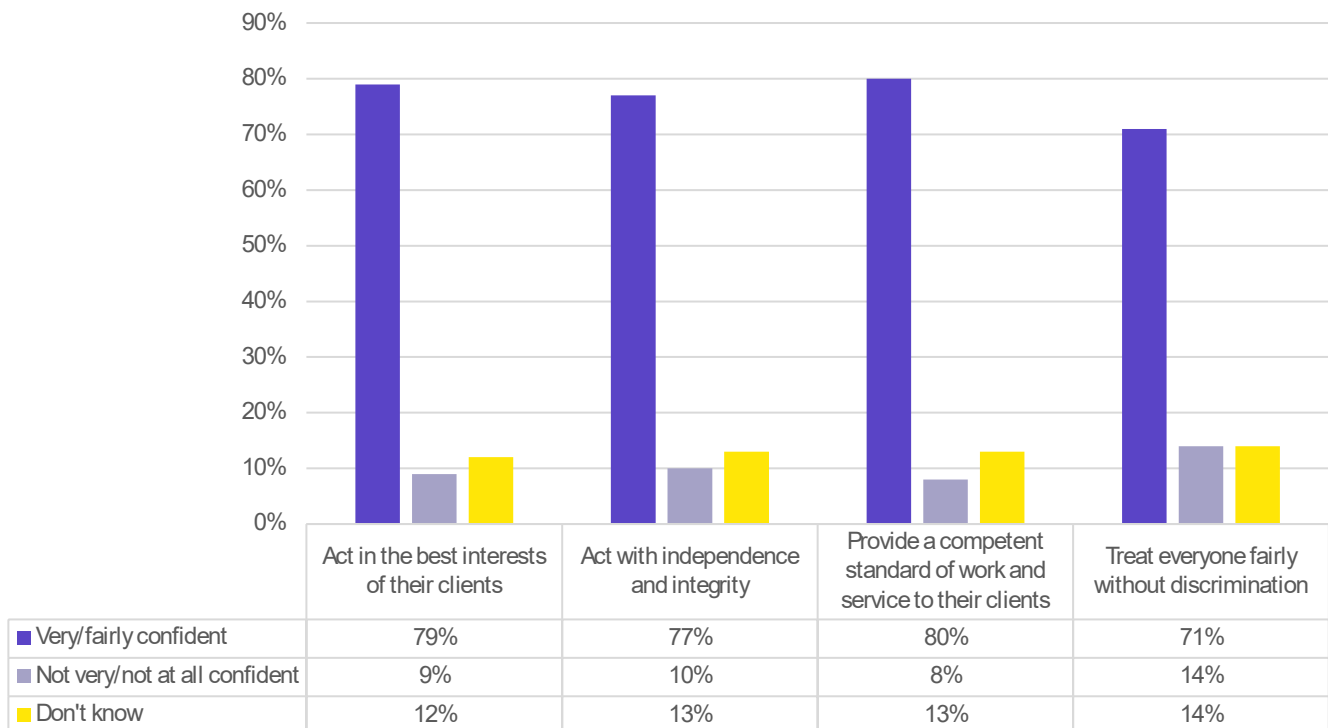


## Public Confidence

3.10. Chart 9 compares respondents' confidence regarding barristers when undertaking their work. 79% of respondents are very/fairly confident that barristers act in the best interest of their clients, compared to 9% who are not very/not at all confident about this. Additionally, 12% of respondents indicated they don't know. 77% of respondents feel very/fairly confident that barristers act with independence and integrity, while 10% are not very/not at all confident about it. Moreover, 13% responded that they don't know.

**Chart 9**

When working as a barrister, how confident, if at all, are you that barristers:



3.11. 80% of respondents think that barristers provide a competent standard of work and service to their clients, while 8% are not very/not at all confident about this, and 13% don't know. This contrasts with 71% of respondents who are very/fairly confident that barristers treat everyone fairly without discrimination, while 14% are not very/not at all confident about it. Additionally, 14% of respondents said they don't know.

3.12. **This suggests the general public may have slightly higher confidence around barristers' provision of services to clients than they do about aspects that relate to their ethical responsibilities.**

3.13. There are also some notable group differences in responses to the questions about confidence in the profession. Chart 10 differentiates by geographical area and by social grade<sup>3</sup> how confident the respondents are with barristers. Looking at differences by region, the proportion of respondents who are confident that barristers act in the best interest of their clients, act with independence, provide a competent standard of work and service, and treat everyone without discrimination was highest for respondents from East Midlands (83%, 82%, 82%, and 78% respectively) and lowest for those from the East of England (74%, 73%, 75% and 67%). Those from ABC1 social grade (81%, 79%, 82%, and 76% had higher confidence than those from a C2DE grade (77%, 74%, 76%, and 68%).

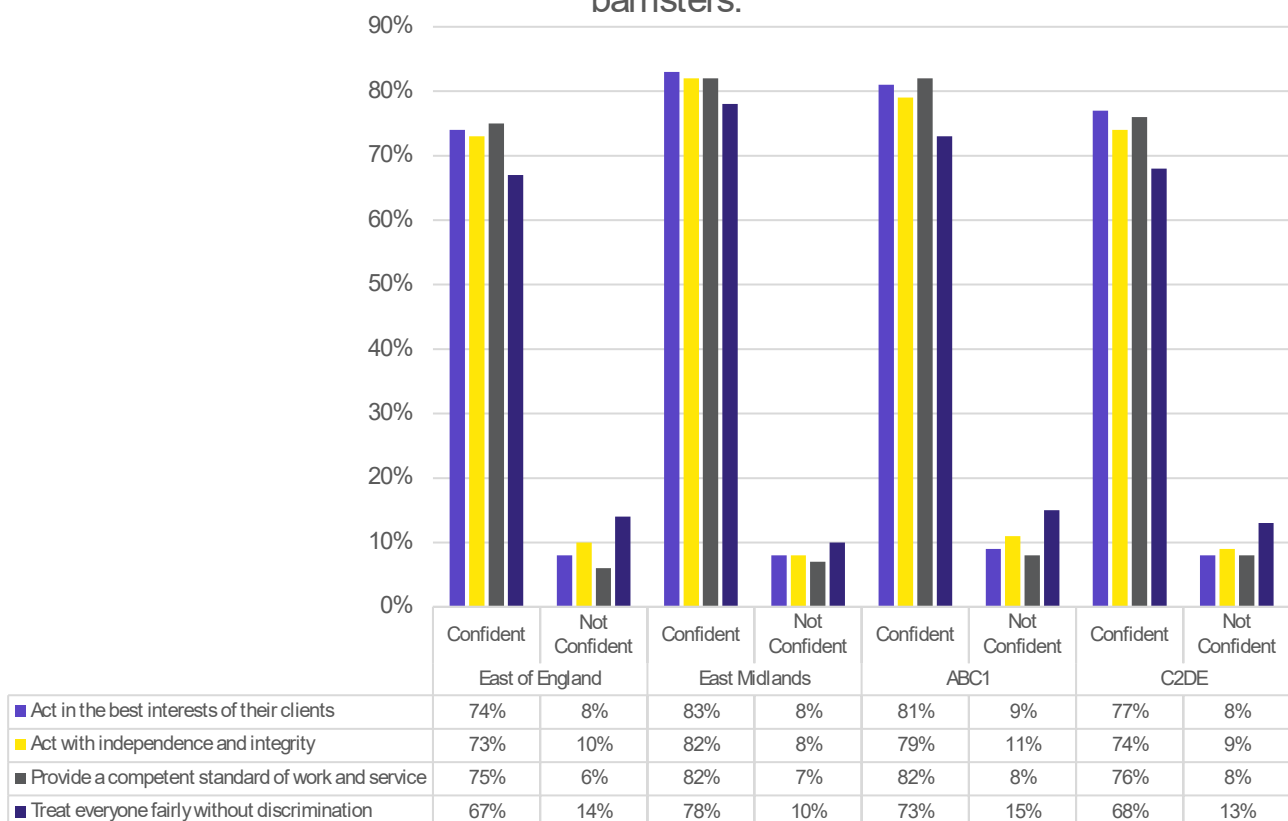
3. The NRS Social Grade classification is based on the occupation of the head of household. ABC1 represents those who work in professional, managerial and other office-based occupations, whereas C2DE represents those working in skilled and unskilled manual occupations, as well as those who are unemployed or in receipt of the state pension.

3.14. In all groups, the proportion of respondents who are confident that barristers treat everyone fairly without discrimination is lower than the other questions around confidence. Confidence in this indicator is lowest for those from East England (67%) and for those from a C2DE social degree (68%). This compares to 78% and 73% for those from East Midlands and for those from ABC1 social grade who are confident with this statement.

3.15. There is a common trend in Figure 10, which suggests that for most groups the highest proportion are confident that barristers act in the best interest of their clients, followed by confidence that barristers provide a competent standard of work and service to their clients, followed by confidence that barristers act with independence and integrity, and finally, the lowest levels of confidence are around whether barristers treat everyone fairly without discrimination. The order differs for those respondents from East England, the order of confidence is: barristers provide a competent standard of work and service to their clients; act in the best interest of their clients; act with independence and integrity; treat everyone fairly without discrimination.

**Chart 10**

When working as a barrister, how confident, if at all, are you that barristers:

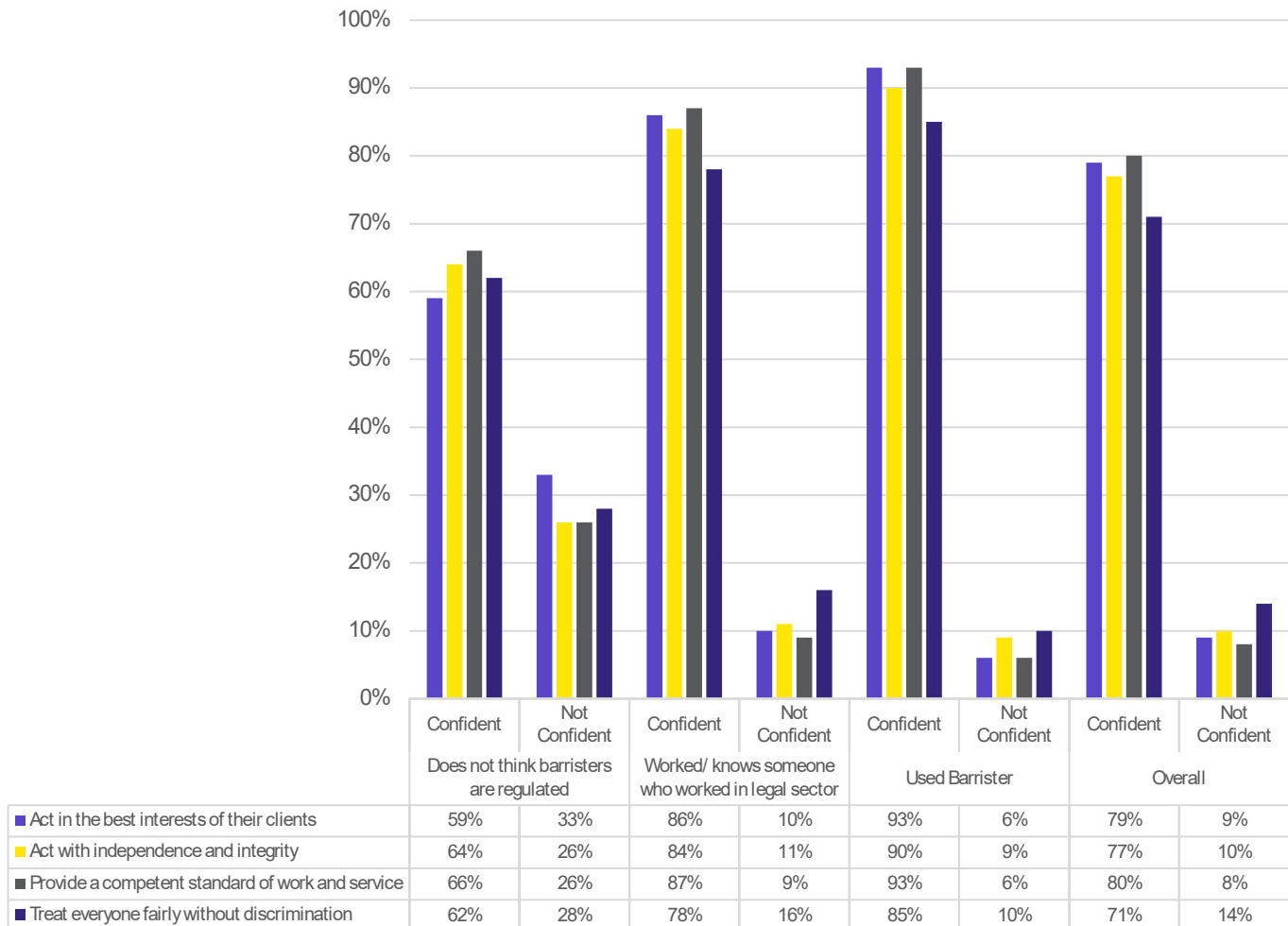


3.16. Chart 11 shows further differences in confidence levels by characteristics related to knowledge or experience of the legal sector. The proportion of respondents who are confident that barristers act in the best interest of their clients, act with independence, provide a competent standard of work and service, and treat

everyone without discrimination is higher than average for those respondents who have used barristers (93%, 90%, 93%, and 85% respectively), followed by those respondents who worked/know someone who worked in the legal sector (86%, 84%, 87%, and 78%, respectively). In comparison, those who don't think that barristers are regulated have much lower levels of confidence than average (59%, 64%, 66%, and 62%, respectively).

### Chart 11

When working as a barrister, how confident, if at all, are you that barristers:



3.17. The proportion of respondents who are confident that barristers treat everyone fairly without discrimination is higher among those who worked/know someone who worked in legal sector (78%) and for those who have used a barrister (85%) than for respondents as a whole (71%).

3.18. There is a common trend in Chart 11, which suggests that for most groups the highest levels of confidence are around barristers providing a competent standard of work and service to their clients, followed by those who are confident that barristers act in the best interest of their clients, followed by

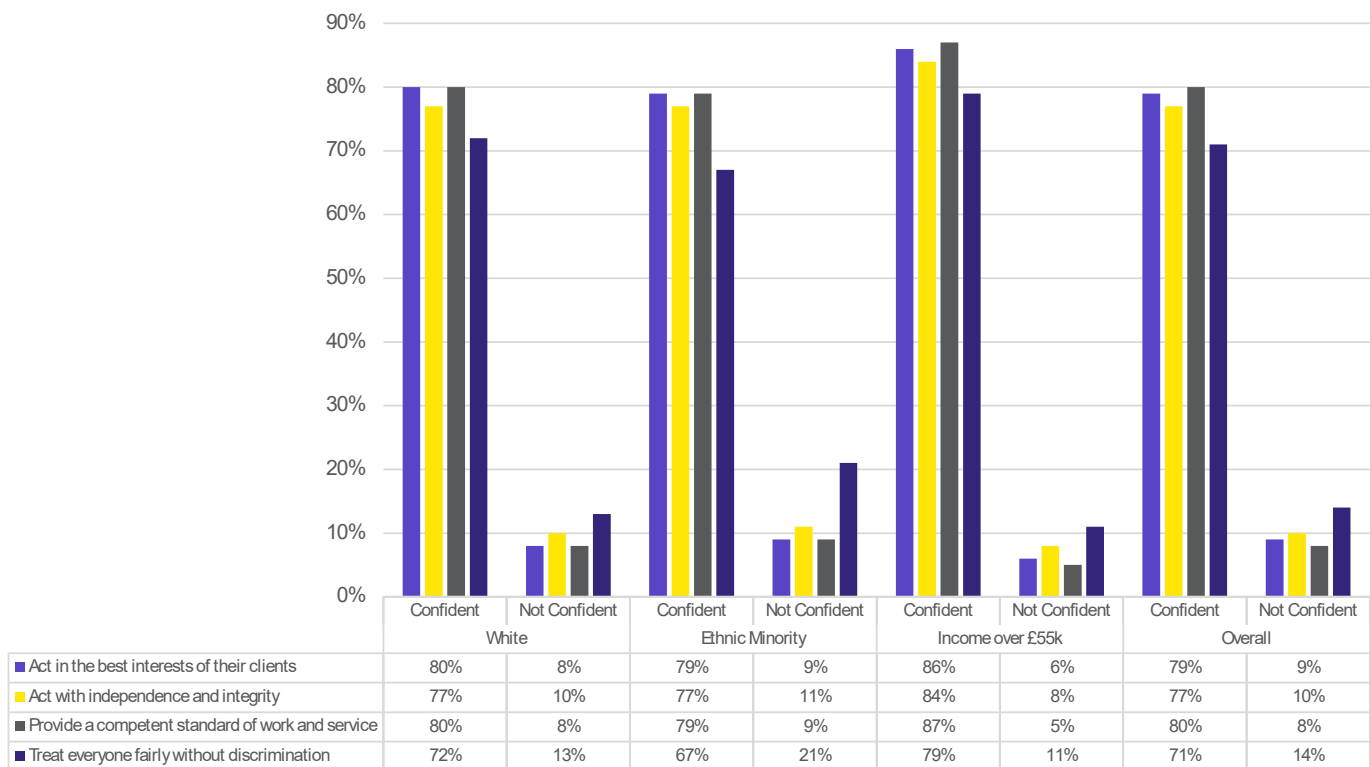


those who are confident that barristers act with independence and integrity, and finally, those who are confident that barristers treat everyone fairly without discrimination. This differs for those respondents who don't think that barristers are regulated, where the order of confidence is: barristers provide a competent standard of work and service to their clients; act with independence and integrity; treat everyone fairly without discrimination; act in the best interest of their clients.

- 3.19. Overall, 14% of respondents are not confident that barristers treat everyone fairly without discrimination, followed by 10% of respondents who are not confident that barristers act with independency and integrity, 9% of those who are not confident that barristers act in the best interest of their clients, and 8% of those who are not confident that barristers provide a competent standard of work and service to their clients.

### Chart 12

When working as a barrister, how confident, if at all, are you that barristers:



- 3.20. Chart 12 looks at differences in confidence by ethnicity, as well as for those with higher incomes. The proportion of respondents who are confident that barristers act in the best interest of their clients, act with independence, provide a competent standard of work and service, and treat everyone without discrimination is higher for those respondents whose income is over £55k/year (86%, 84%, 87%, and 79% respectively), followed by those respondents from a white background (80%, 77%, 80%, and 72%, respectively), followed by those from an ethnic minority background (79%, 77%, 79%, and 67%, respectively).

- 3.21. In all groups, the proportion of respondents who are confident that barristers treat

everyone fairly without discrimination is lower than for the other statements. This is specifically significant for those from an ethnic minority background, with only 67% of respondents agreeing with this statement, while 21% of them are not confident about this statement. This compares to 72% of respondents from a white background who are confident about this statement, and 79% of respondents whose income is over £55k/year.

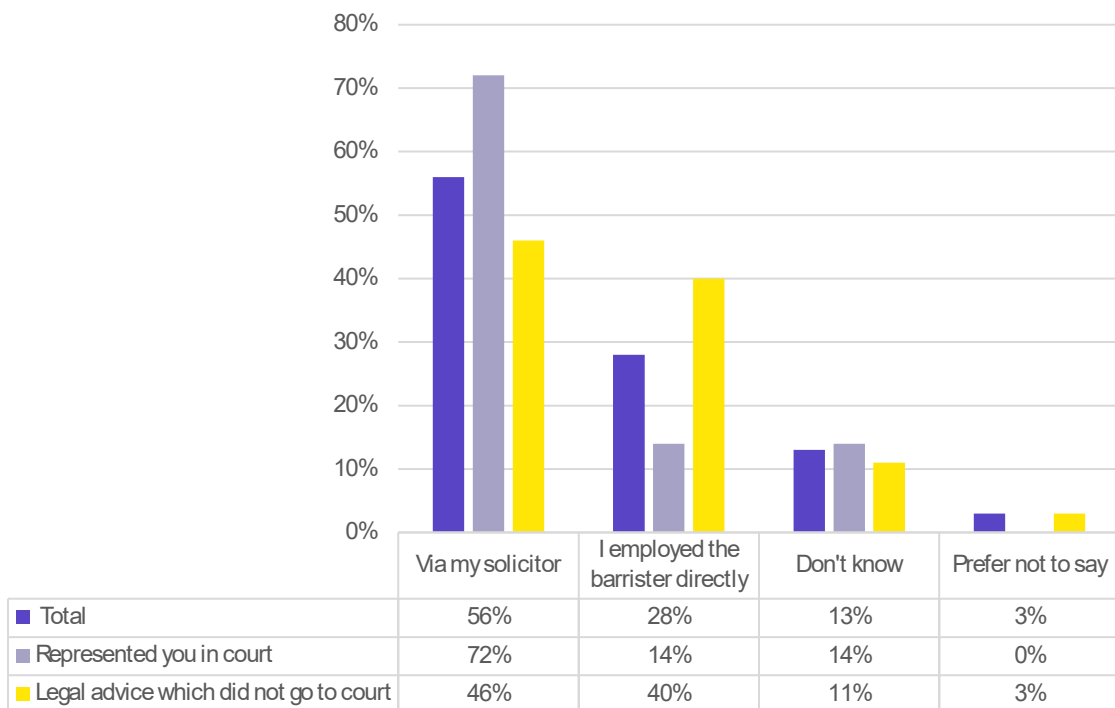
- 3.22. There is a common trend in Chart 12, which suggests that more respondents are confident that barristers provide a competent standard of work and service to their clients, followed by those who are confident that barristers act in the best interest of their clients, followed by those who are confident that barristers act with independence and integrity, and finally, those who are confident that barristers treat everyone fairly without discrimination.

## Barristers Clients

- 3.23. For the 10% of the sample who had employed a barrister personally, the survey asked several additional questions about their use of a barrister. It is worth highlighting that the results for these questions are based on a smaller sample (only 206 of the overall sample had used a barrister personally) and therefore some caution should be taken in drawing generalisable conclusions about barrister's clients.

**Chart 13**

Was your barrister employed via your solicitor or did you employ your barrister directly?

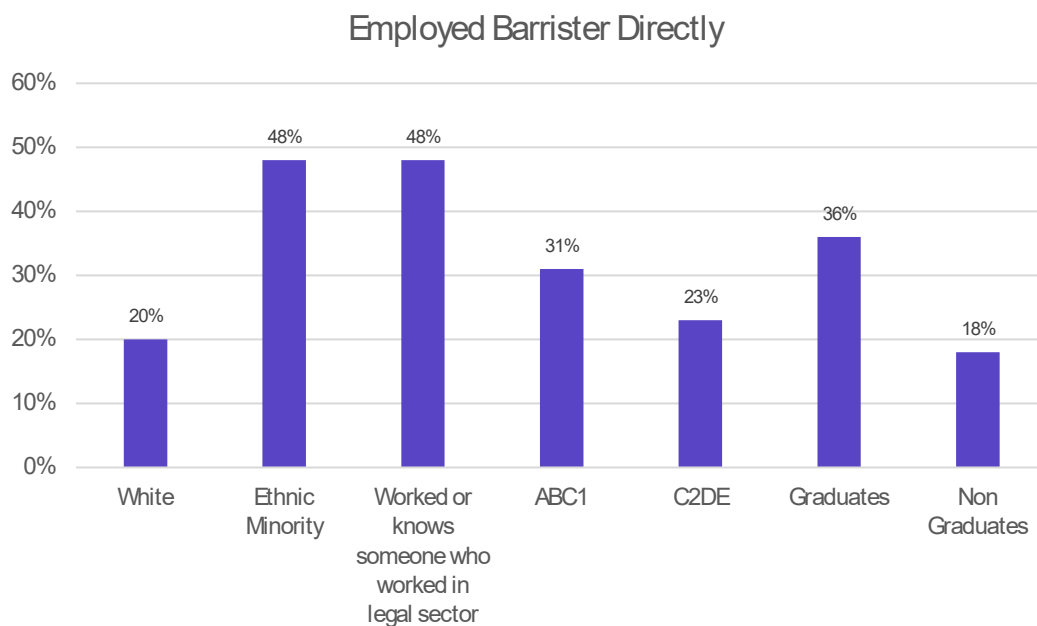


- 3.24. Chart 13 compares responses from those who have used a barrister before

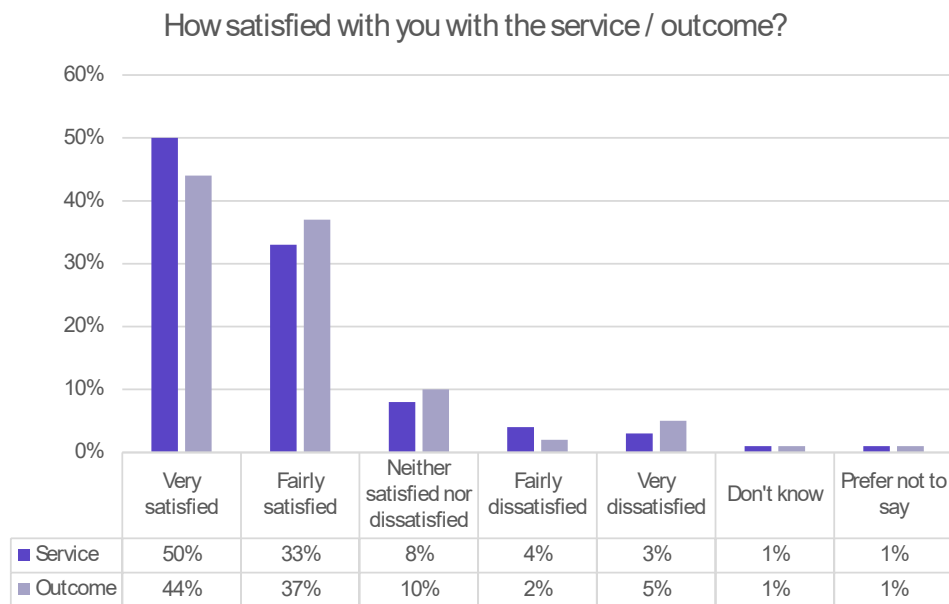
regarding how the barrister was employed, either directly by the respondents (via the Public Access scheme) or via solicitors. The proportion of respondents who employed barristers via solicitors is higher (56%) than the proportion of those who employed barristers directly (28%), with 13% of respondents not whether they went direct or via a solicitor. This suggests that most respondents using a barrister employed their barrister via their solicitor.

- 3.25. Of those who used a barrister to represent them in court, 72% employed a barrister via their solicitor, while 14% employed a barrister directly. Among those who used a barrister for legal advice that did not go to court, 46% employed them via a solicitor, while 40% employed them directly. 14% of respondents mentioned that they don't know how they employed the barrister for representation in court, while 11% said the same for legal advice without going to court. This suggests that the proportion of those who employ a barrister directly is higher for those who receive Legal advice which did not go to court (40%) than among respondents who employ a barrister for representation in court (14%).

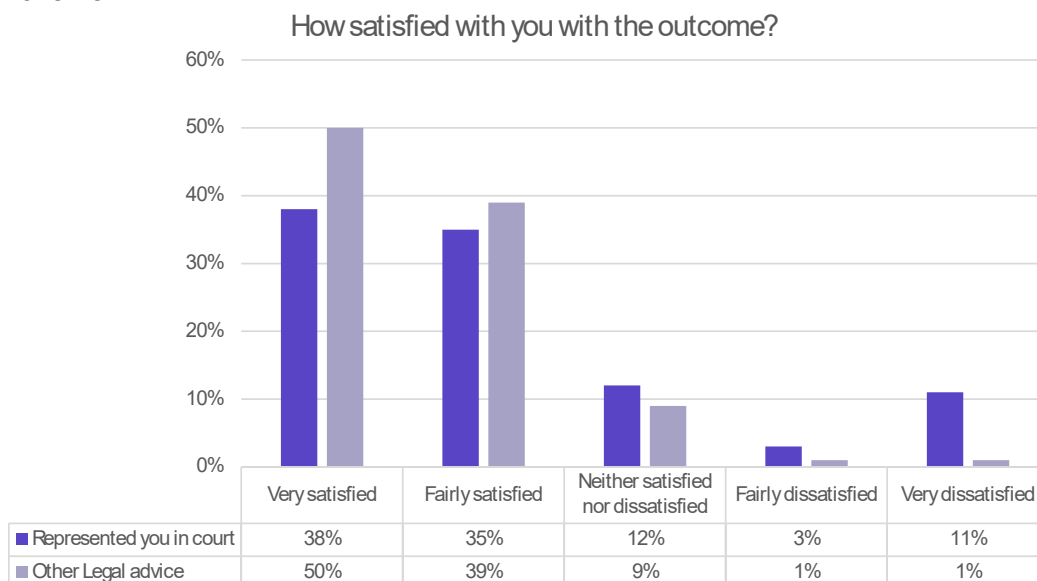
**Chart 14**



- 3.26. Chart 15 compares the degree of satisfaction of respondents with the service offered by the barrister and the outcomes of this service. Overall, 83% of respondents said that they were fairly/very satisfied with the service, 8% said they were neither satisfied nor dissatisfied with it, and 7% said they were fairly/very dissatisfied with the service. Regarding the outcome, 81% of respondents said they were fairly/very satisfied, 10% were neither satisfied nor dissatisfied with it, and 7% were fairly/very dissatisfied with the outcome.

**Chart 15**

3.27. Chart 16 compares the level of satisfaction with the outcome of their experience with a barrister between respondents who were represented at court and those who accessed other legal advice. It shows that 73% of those who were represented at court were fairly/very satisfied with the outcome, and 14% were fairly/very dissatisfied with it. This compares with 89% and 2%, respectively, for those who accessed other legal advice. 12% of respondents who were represented at court were neither satisfied nor dissatisfied with the outcome, compared with 9% for those who accessed other legal advice. This figure suggests that those who were represented by a barrister at court are less satisfied with the outcome than those who received other legal advice.

**Chart 16**

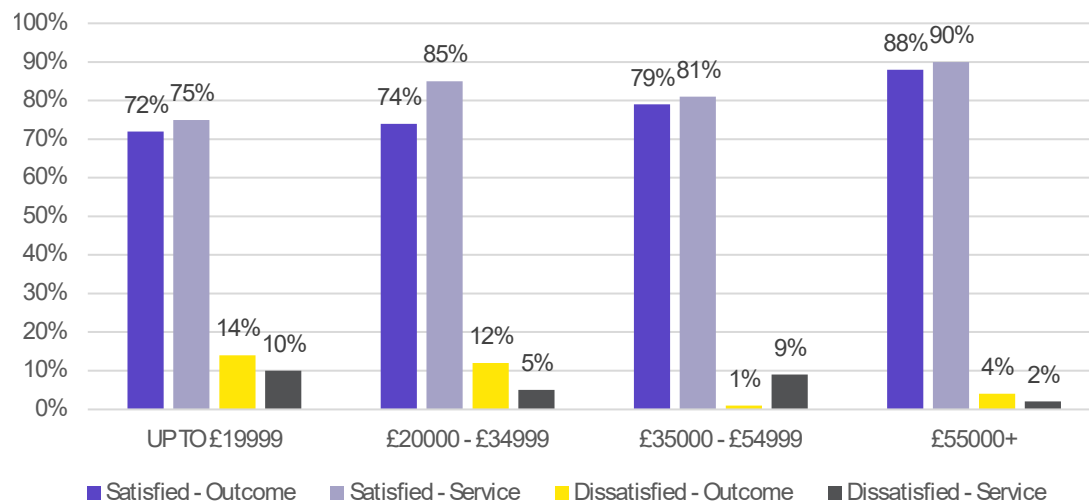
3.28. Chart 17 compares the satisfaction with the service/outcome among respondents by yearly earnings. It shows that 90% of respondents earning £55,000+/year were

satisfied with the service and 88% were satisfied with the outcome. This compares with 81% and 79%, respectively, for those respondents earning between £35,000 and £54,900/year; 85% and 74%, respectively, for those earning between £20,000 and £34,900/year; and with 75% and 72% for those earning up to £19,999/year. This figure suggests that those with higher yearly earnings are more likely to be satisfied with the service/outcome than those with lower yearly earnings.

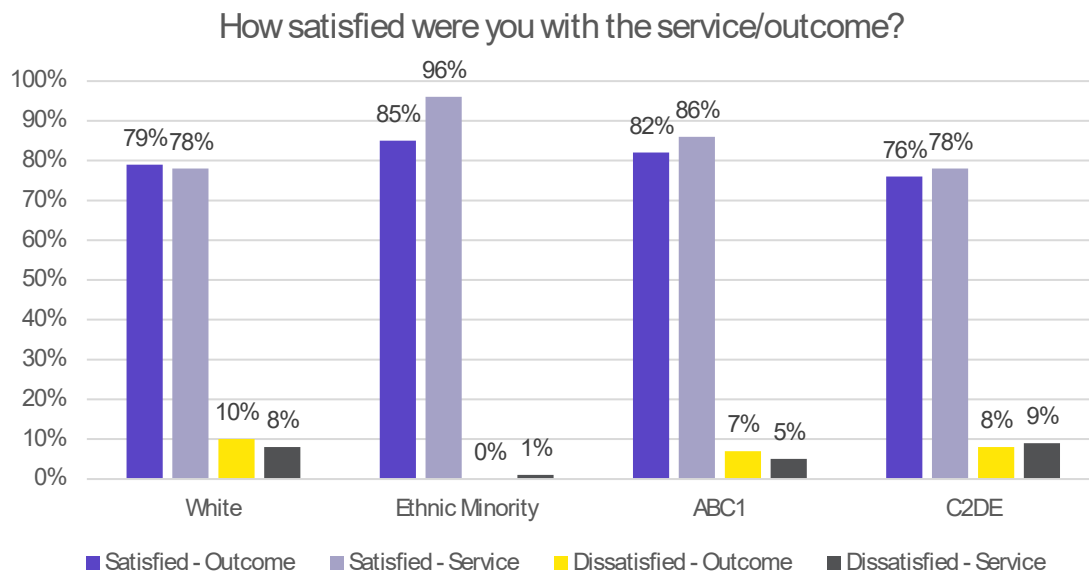
- 3.29. On the other hand, 2% of respondents earning £55,000+/year were dissatisfied with the service and 4% were dissatisfied with the outcome. This compares with 9% and 1%, respectively, for those respondents earning between £35,000 and £54,900/year; 5% and 12%, respectively, for those earning between £20,000 and £34,900/year; and with 10% and 14% for those earning up to £19,999/year. This figure suggests that those with lower yearly earnings are more dissatisfied with the service/outcome than those with higher yearly earnings, with the exception of those earning £35000 - £54999, who are less dissatisfied with the outcome (1%) but are the second group more dissatisfied with the service (9%).

**Chart 17**

How satisfied were you with the service/outcome?



- 3.30. Chart 18 compares if respondents from different backgrounds were satisfied with the service/outcome. 96% of respondents from an ethnic minority background are satisfied with the service and 85% of them are satisfied with the outcome. For those respondents from ABC1 background, the percentages are 86% and 82%, respectively; for those from a white background, it is 78% and 79%, respectively; and 78% and 76% for those from C2DE backgrounds. This figure suggests that those from minority ethnic backgrounds are more likely to be satisfied with the outcomes/service than those from White backgrounds, and those from higher social grades are more likely to be satisfied with their service/outcome than those from lower social grades.

**Chart 18**

3.31. Looking at the proportion of respondents who were dissatisfied with the service/outcome, 9% of respondents from C2DE backgrounds are dissatisfied with the service, and 8% of them are dissatisfied with the outcome. For those respondents from a white background, the percentages are 8% and 10%, respectively; 5% and 7%, respectively, for those from ABC1 backgrounds; and 1% and 0% for those from ethnic minority backgrounds. This figure suggests that those from lower social grades are more likely to be dissatisfied than those from higher social grades, and those from White backgrounds are more likely to be dissatisfied than those from minority ethnic backgrounds.

## 4 Summary and Conclusions

- 4.1. Overall, the vast majority (of respondents had heard of barristers, at a similar level to other high-profile roles within the legal system such as police officers, solicitors and judges (and higher than other legal roles such as paralegal or legal executive). The proportion who stated they knew something about barristers was slightly lower, with 87% of respondents stating they knew something about barristers, compared to 92% who knew something about solicitors or judges. Among respondents as a whole, 87% thought that the Bar was regulated, and 5% thought that it was not regulated.
- 4.2. A much lower proportion of respondents had heard of the BSB – 46% had not heard of the BSB, and only 17% stated they knew something about the organisation. Awareness of whether the BSB was independent of the Bar Council was even lower, with 70% of respondents stating that they did not know. When asked what they expected to be part of the BSB's role (other than setting rules and standards for barristers) 58% of the respondents thought the BSB was responsible for investigating complaints about barristers and/or setting training requirements, and 44% thought it was responsible for promoting equality and diversity within the profession (all of which are parts of the BSB's role). However, 45% felt it was responsible for representing the profession in negotiations with the government (which is part of the role of the Bar Council as the representative body).
- 4.3. Overall, confidence in the profession was high, with the majority of respondents stating they had confidence in each of the four areas covered in the survey (acting in their clients' interests, providing a competent standard of service to their clients, acting with integrity, and treating everyone fairly and without discrimination). However, confidence in the two questions relating service to clients was higher (at 80% and 79%) than the other two areas, with confidence that barristers treated everyone fairly and without discrimination lowest across the four areas (at 71%).
- 4.4. Responses to the questions on confidence differed considerably by certain characteristics of respondents. Confidence was higher than average among those who had used a barrister personally, among those with higher incomes, among those who knew someone who worked in the legal sector, and among those from the East Midlands. In contrast, confidence was lower than average among those who did not think the Bar was regulated, among those from the East of England, among those from a lower social grade, and among those from a minority ethnic background.
- 4.5. Among those who had used a barrister personally, the majority were satisfied both with the service they received and with the outcome of their legal matter, although satisfaction was slightly higher with service received than it was for outcome (at 83% compared to 81%, and with 50% 'very satisfied' with the service received compared to 44% who were 'very satisfied' with the outcome). As with questions on confidence in the Bar, there were some variations in satisfaction levels across different groups of respondents. Satisfaction was higher among those who had

used a barrister for other legal advice compared to those who had used them to represent them in court. Satisfaction was also higher among those with higher incomes or from a higher social grade, and higher among those from a minority ethnic background.

4.6.



# Appendix 1

**Q1. How much, if anything, do you know about each of the following types of professions or roles? Please take into account all of the ways you have heard or learned about them and any of the things you think are important.**

- Barrister
- Solicitor
- Legal Executive
- Judge
- Police Officer
- Paralegal
- A McKenzie friend

## **COLUMNS**

- A great deal
- A fair amount
- Just a little
- Heard of, know nothing about
- Never heard of
- Don't know

**Q2. And which, if any, of the following professions do you think are regulated? By regulated we mean the profession is governed by a specific set of rules and standards set by a specific regulatory body.**

- Barrister
- Solicitor
- Legal Executive
- Judge
- Police Officer
- Paralegal
- A McKenzie friend

## **COLUMNS**

- Yes – Definitely
- Yes – Probably
- No – Probably not
- No – Definitely not
- Don't know

**Q3. Do you, or someone you know, currently work or have you previously worked as a Barrister or another role in the legal profession (see below list)?**

- Arbitrator and mediator
- Judge

- Law costs draftsman
- Legal cashier
- Legal executive
- Legal secretary
- Notary
- Paralegal
- Solicitor
- Court Usher

#### **COLUMNS**

- Yes - I work(ed) as a barrister
- Yes - a close family member or friend work(ed) as a barrister
- Yes – someone else I know work(ed) as a barrister
- Yes – I work(ed) in the legal profession, but not as a barrister
- Yes - a close family member or friend work(ed) in the legal profession, but not as a barrister
- Yes – someone else I know work(ed) in the legal profession, but not as a barrister
- None of these
- Don't know

In England and Wales, barristers are often referred to as 'counsel' and are known for their work in court trials and providing expert legal advice. Barristers can represent individuals or organisations in court, presenting the case, cross-examining witnesses, and summing up.

A barrister can also provide expert legal opinions, draft legal pleadings, research points of law and advise on the strength of a legal case. They may also negotiate settlements in civil disputes.

Typically solicitors who have direct contact with the clients, gather evidence, and handle the day-to-day management of the case. Barristers are usually brought in by the solicitor to provide legal knowledge and skill in court representation. Some barristers accept instructions directly from members of the public under the Public Access Scheme.

**Q4. We would now like to ask you about your personal experience, if any, with barristers. Which, if any, of the following situations apply to you? Please select all that apply.**

- A barrister has represented me personally in court
- I have been to court for my own legal matter where I was not personally represented by a barrister, but there was a barrister representing the other part(ies)/the Crown
- I have been a witness in a court and a barrister cross-examined me as a witness
- A barrister has given me legal advice for a matter which did not go to court
- I had a legal matter which didn't go to court. I was not personally represented by a barrister, but a barrister was representing the other part(ies)/the Crown
- I currently work/have previously worked in a job working alongside barristers on a legal matter (either in or out of court) e.g. Police Officer, Probation Officer, etc.
- I have never had any personal experience dealing with a barrister
- I have personally worked with /been in personal contact with a barrister for a legal matter (either in or out court) in another way
- Don't know
- Prefer not to say

ALL ADULTS WHO HAVE HAD A BARRISTER REPRESENT THEM/GIVE LEGAL ADVICE

**Q5. And of the following, which of these was your most recent experience? Please select one answer only**

- A barrister represented me in court
- A barrister gave me legal advice for a matter which did not go to court
- Don't know
- Prefer not to say

**Q6. Thinking about your most recent experience with a barrister, when they represented you in court/ gave you legal advice for a matter which did not go to court. When was this?**

- In the past 12 months
- Within the last 2 years (but more than a 12 months ago)
- Within the last 3 years (but more than 2 years ago)
- In the past 3 -5 years
- More than five years ago
- Don't know
- Prefer not to say

**Q7. Still thinking about your most recent experience with a barrister, when they represented you in court/ gave you legal advice for a matter which did not go to court. Regardless of the outcome of the case, overall, how satisfied or dissatisfied were you with the service you received from the barrister(s)?**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know
- Prefer not to say

**Q8. And on this occasion, was your barrister employed via your solicitor or did you employ your barrister directly?**

- Via my solicitor
- I employed the barrister directly (without going via a solicitor)
- Don't know
- Prefer not to say

**Q9. And overall, how satisfied or dissatisfied were you with the outcome of your case?**

- Very satisfied
- Fairly satisfied

- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know
- Prefer not to say

ASK ALL

**Q10. Thinking about barristers in England & Wales). When they are undertaking their work as a barrister, how confident, if at all, are you that barristers...**

- ...act in the best interests of their clients
- ... act with independence and integrity
- ...provide a competent standard of work and service to their clients.
- ... treat everyone fairly without discrimination

**COLUMNS**

- Very confident
- Fairly confident
- Not very confident
- Not at all confident
- Don't know

In England & Wales, barristers are regulated (i.e., the profession is governed by a specific set of rules and standards set by a regulatory body).

The Bar Standards Board is the regulatory body for barristers in England & Wales. Barristers are regulated by the Bar Standards Board and are obliged to abide by the Bar Standards Board (BSB) handbook , which outlines the ethical standards and professional conduct they must uphold.

**Q11. Before completing this survey, how much, if anything, did you know about the Bar Standards Board?**

- I know a lot about this organisation
- I know a little about this organisation
- I have heard of them but do not know what they do
- I have not heard of them before
- Don't know

**Q12. The Bar Standards Board is the regulatory body for barristers in England & Wales. As well as setting rules and standards for barristers to abide by, which, if any, of the following would you also expect to be part of the Bar Standards Board's role?**

- Regulating the training of barristers
- Promoting equality and diversity within the profession
- Investigating reports/complaints made about the conduct of barristers
- Representing the interest of barristers and their profession in negotiations with the

- government
- Expect the Bar Standards Board to do something else
- I would not expect them to do anything other than setting rules and standards for barristers to abide by
- Don't know

As you may know, The Bar Council is the professional body that represents barristers in England and Wales. Some of its key functions include representing barristers in negotiations with the government, lobbying on legal issues, promoting access to justice for all, and providing training and guidance for barristers.

**Q13. As far as you are aware, is the Bar Standards Board completely independent from the Bar Council, is it partially independent from the Bar Council or is not independent from the Bar Council?**

- It is completely independent from the Bar Council
- It is partially independent from the Bar Council
- It is not independent from the Bar Council
- I don't know whether the Bar Standards Board is independent from the Bar Council

