

## **Collated evidence on young people's preferred modes of access to advice**

1. Extract from *Young People and Civil Justice: Findings from the 2004 English and Welsh Civil and Social Justice Survey*, Nigel J. Balmer, Tania Tam & Pascoe Pleasence, Legal Services Research Centre, published by Youth Access, February 2007.

“Those aged from 18 to 24 years old were significantly more likely than older people to contact first advisers in person in the first instance (67 v 40 per cent). As a consequence, they were less likely to contact first advisers either by telephone (17 v 27 per cent) or by telephone and then in person (17 v 33 per cent). Though based on relatively small numbers, this tendency to contact first advisers in person was even more marked for 18-21 years olds. 71 per cent of 18 to 21 year olds contacted first advisers in person, with 21 per cent doing so by telephone and 8 per cent by telephone and then in person.

“62 per cent of 18 to 24 year olds reported having access to the internet, a slightly higher figure than the 56 per cent for those over 24; although the main contrast was with people of retirement age. There were, though, important differences between socially isolated and other young respondents. While some 71 per cent of non-isolated young respondents had access to the internet, just 39 per cent of socially isolated young respondents did. Indeed 8 per cent of the latter did not even have access to a telephone (compared to 1 per cent of other young respondents).

“Despite a high percentage of young respondents having access to the internet, use of the internet to obtain information to try and resolve problems was far less common among this group than among older respondents (6 v 11 per cent). Even more significantly, socially isolated younger respondents used the internet to obtain information about only 2 per cent of problems (compared to around 8 per cent for other young respondents). Moreover, those young respondents who did make use of the internet were less successful in obtaining information than their older counterparts. Twelve per cent of 18 to 24 year olds obtained all of the information they needed, compared to 25% of those over 24.”

2. Extract from *Rights to Access Project: Interim Evaluation Summary Report for Youth Access*, Michael Bell Associates Research & Consultancy, January 2007.

### **“GETTING ADVICE**

- All the young people interviewed felt that receiving information face to face was the best method of getting advice.
- Only three young people identified the telephone as one of the best methods for providing advice to young people.

- Only one person suggested obtaining information from the internet but many expressed concerns that you may not fully understand what you are reading and a number of young people did not have access to a computer.
- A number of negative comments were made about Government Agencies and local authorities. Young people reported some staff can be very rude to young people, often just pass young people around, promise to contact them and don't and generally treat them like children.
- Many of the respondents said they would prefer to go to a voluntary organisation. They have found the staff to be more approachable and the advice is provided in one building and they are not sent around to different organisations.
- Most respondents (71%) said they would prefer to get legal advice in a youth setting, such as a Youth Information Advice & Counselling Service, a Connexions centre or a youth centre. A minority (19%) expressed a preference for a Citizens Advice Bureau, Law Centre or solicitor's office.
- Respondents overwhelmingly rejected the idea of getting advice from an adviser or lawyer who doesn't specialise in young people. None chose this option. Twelve (50%) favoured a youth worker with good legal knowledge and 10 (42%) an adviser or lawyer specialising in young people."

3. Relevant recommendations contained in ***Young People's Social Welfare Needs and the Impact of Good Advice: Issues Paper***, James Kenrick, Youth Access, Feb 2007

- Policy-makers and providers need to plan services that take account of the evidence on the kind of services young people want and how they want to access them.
- Current LSC policy to extend CLS Direct needs to be counter-balanced by extra funding for face to face advice targeted at client groups who are less likely to use the telephone.
- Existing telephone advice services, particularly CLS Direct and Connexions Direct, need to work more closely together.

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