

Saga / Populus Panel

31 August 2012

Populus interviewed 10,203 Saga customers, all aged 50+, online between 24th and 31st August 2012.

Populus is a member of the British Polling Council and abides by its rules; for more information see www.populus.co.uk.

Legal issues

- 90% of respondents have experienced a legal issue in their life time.
- Three quarters (76%) of respondents have arranged a will, rising to 83% for over 65s. Just 12% of those dealt successfully with the legal issue themselves, compared to 83% of respondents who sought legal help when arranging a will.
- Most respondents (18%) paid between £151-£200 for legal advice when arranging a will, but 1% spent over £1001.
- Two thirds (65%) of respondents have experienced conveyancing services when buying or selling property. Those in social grade AB were far more likely than those in DE to have experienced conveyancing services (70% of SEG AB and 42% of SEG DE). 27% of respondents who had legal help in relation to conveyancing services complained that the process was slow.
- Of those respondents who had a legal issue regarding a dispute, 10% had a dispute over motoring and the same number had a dispute over employment. 2% of respondents involved in a dispute tried to deal with it themselves first before eventually seeking legal help, while 83% sought legal help immediately. 45% of respondents involved in disputes over employment sought legal help compared to just 20% of those involved in a motoring dispute.
- 83% of those respondents who took legal action following a a dispute experienced no problems. Disputes over buying or selling property or personal goods were the most problematic (67% experienced problems after taking legal action).
- Of those respondents who experienced a legal issue regarding a dispute and took legal action, most chose a solicitor they had used in the past (40%) or chose one recommended by friend or family member (32%).

- Over half (55%) the respondents said that they would chose a solicitor they had used in the past if they needed legal advice in the future, but 16% said they would be unsure who to go to.
- A third (29%) of respondents would worry about the risk of high costs if they needed legal advice in the future. The same number of respondents would be comfortable that the costs incurred would be made clear.

Post- war British Prime Ministers

- A third (34%) of respondents name Margaret Thatcher as their favourite Prime Minister and 39% believe she would be the best at leading the UK out of its current economic troubles.
- Only 1% of respondents rated current Prime Minister David Cameron as their favourite Prime Minister and 3% believe Cameron would be the best at leading the UK out of the recession.
- A quarter (23%) of respondents believe that Winston Churchill cared the most about the UK and its people, while just 2% think that David Cameron really cares about the UK.

Taking grandchildren to school

- Of those respondents with grandchildren, 44% take their grandchildren to school. 3% take their grandchildren to school one or two days a week, while most (30%) take their grandchildren as and when their required. Only 1% of grandparents take their children to school more than four times a week.
- Respondents aged 65-69 are most likely to take their grandchildren to school and those aged over 75 are least likely (50% of 65-69 and 26% of 75+). Almost three quarters (71%) of over 75s never take their grandchildren to school.

Saving accounts

- Respondents are most likely to put money in a savings account for an emergency or a rainy day (55%) or to save for a holiday (47%).
- As many as 29% are using their savings as an extra form of income and 20% are saving for their own care and assistance.
- 1 in 5 (19%) respondents with a savings account don't save any money, however a quarter (25%) save over £250 a month.
- Respondents are more likely to save for their grandchildren's school/university fees than their children's (5% spend on grandchildren and 2% save on their children).



- Over a quarter (27%) of respondents financially support their children, rising to 37% of 50-54 year olds. 9% financially support their grandchildren, rising to 15% of over 75s. However, two thirds (68%) of respondents do not financially support any relatives.
- Respondents tend to give family members one off lump sums as required rather than giving them money every month (27% of respondents give one-off lump sums). Of those that give relatives monthly sums, 10% give them more than £250 a month.
- Of those respondents that financially support their family members, a quarter say the money goes on bills (24%), clothes and shoes (24%), paying rent or a mortgage (23%) or car costs (23%).

Incidents in the home

- A quarter of respondents say that a fire (24%) or a burglary (23%) are their biggest concerns regarding an incident in the home, however a similar number (26%) say they have no concerns.

