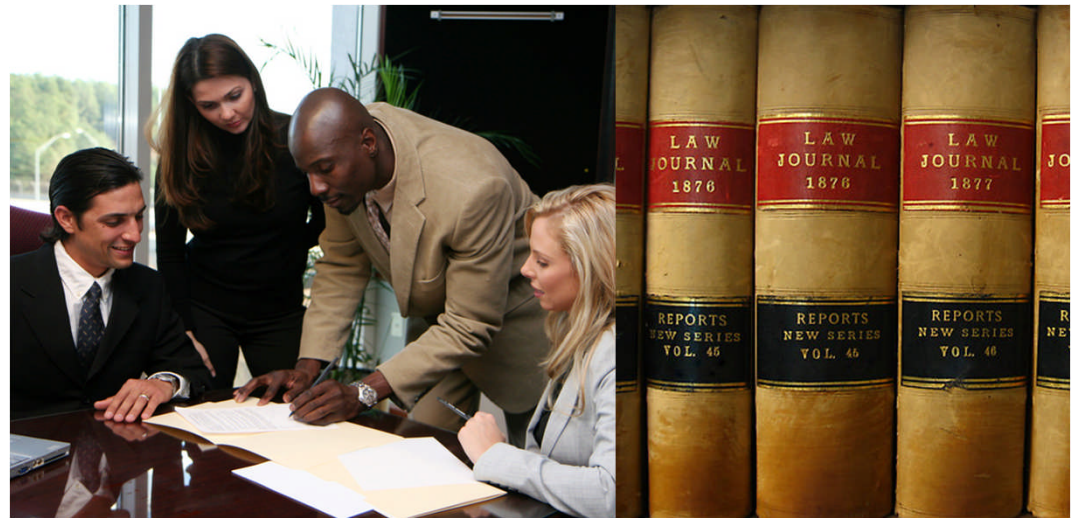




Legal Services Society of BC Problems of Everyday Life (2013)

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May 2013



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Background & Objectives



Background & Objectives

- Founded in 1979, the Legal Services Society (LSS) is an independent non-profit organization that provides legal information, advice and representation services to British Columbians facing legal problems. While priority is placed on providing assistance to low income earners, many of the Legal Services Society's services are available to all BC residents.
- In 2008, LSS commissioned Ipsos Reid to conduct a survey to better understand the range of legal issues faced by British Columbians (specifically targeting low income earners) in their everyday lives, as well as to determine whether people recognize that they have legal options with which to address these issues. More specifically, the objectives of the 2008 survey were to:
 - Measure the incidence of justiciable problems faced;
 - Identify what action, if any, was taken;
 - Better understand the perceived barriers to taking action to address legal issues;
 - Determine the impact that these problems have on individuals; and
 - Determine the perceived fairness of the justice system.
- This year, LSS re-commissioned Ipsos Reid to repeat the 2008 survey in order to gain an updated perspective on the various issues previously assessed in the survey. Further, new questions were added to the survey to gain an understanding of the following:
 - Whether they received the legal assistance sought; and
 - The types of assistance respondents thought may have been helpful in achieving a better outcome for problems experienced.

Methodology



Methodology

- The study was undertaken using an online survey methodology. The survey was conducted between April 17 and April 23, 2013.
 - Invitations to participate were sent to a random sample of Ipsos' Canadian panel members who are BC residents and are at least 18 years of age. The sample was balanced by age and gender to be representative of the BC population according to Statistics Canada.
 - To qualify for the survey, respondents were required to be 18 years of age or older, reside in BC, and from low income households, as defined by the following criteria:
 - Single person household with an annual household income of less than \$40,000 per year; or
 - Two or more person household with an annual household income of less than \$55,000 per year.
- (Note: To be considered low income, the 2013 household income cut-offs were adjusted from the 2008 values by adjusting for the inflation rate over the past 5 years. In 2008, the low income cut-offs were household incomes of less than \$35,000 per year for single person households, and less than \$50,000 per year for multi-person households).*
- This survey resulted in a total of 1,208 completed responses. The margin of error for this total sample is $\pm 2.8\%$, 19 times out of 20. Please note that the margin of error will be larger for any subgroup analysis.
 - At the data tabulation stage, the results were weighted to reflect BC residents with an annual income of less than \$55,000 on age and gender to ensure the sample is as representative as possible of the low income population as defined in this study.
 - Where relevant, the 2013 data is trended against 2008. When comparing 2013 results against 2008 on the total base size of 1,208, a shift of ± 4 percentage points is generally required to be considered statistically significant at the 95% confidence level. Please note that larger shifts will be required when drawing year-over-year comparisons between smaller subgroups (e.g., when drawing comparisons by each type of problem experienced, etc.).

Attention:

- *In 2008, the results for several questions were presented based on a summary of total responses rather than the actual number of respondents. To enable the trending of results, the same approach was taken when presenting the 2013 results for the applicable questions. Where suitable, the 2013 results are further presented by the type of problem experienced in addition to the summary of total responses.*



Methodology (cont.)

Attention:

- *All mentions of BC residents throughout this report refer specifically to BC residents who are low income, as defined by the survey methodology (see item #3 on page 6).*
- *It is important to note that since the occurrence of problems is self-reported, the incidence may be underreported, particularly for problems that are more sensitive in nature, such as police incidents, legal action problems and immigration problems. Thus, the incidence of problems may actually be greater than indicated in this survey.*

Executive Summary

Problems Experienced in the Past Three Years

- **In the past three years, the vast majority of BC residents have experienced at least one of the 13 legal problems they were surveyed about.** Currently, 79% report having experienced at least one problem, which is lower than the 83% reported in 2008.
- **The incidence of consumer problems remains the most prevalent type of problem encountered by BC residents,** though it has decreased (42% currently vs. 51% in 2008).
- **Legal action problems (such as being sued or receiving letters threatening to sue) and immigration problems are the least prevalent** (7% and 6% respectively have experienced it).
- With the exception of BC residents who experienced problems with consumer issues and wills & powers of attorney issues, the majority of those who have experienced other types of problems (56% to 85%) say that the issues have disrupted their daily lives. Further, the large majority of BC residents who have experienced at least one legal problem (68% to 91%) say it is somewhat to extremely important to get the issues resolved.

Response to Problems Experienced

- **With the exception of discrimination problems, the majority of BC residents who said they had experienced a legal problem took action towards resolving it.** Specifically, those who experienced problems with wills & powers of attorney were the most likely to take action (81% took action).
- Understandably, the course of action taken is dependent to some extent on the nature of the problem, although invariably there is a sizable proportion of BC residents who chose to take care of the problems on their own.
 - For consumer problems and discrimination problems specifically, an overwhelming majority of those who took action (88% and 77%, respectively) chose to do it on their own.
 - Not surprisingly, for problems that tend to involve more technical aspects (i.e., wills & powers of attorney problems, family relationship problems and legal action problems), the most common course of action was to seek legal assistance.
- BC residents were more likely to turn to non-legal professionals to help resolve their welfare/social assistance problems (19%) and hospital treatment/release problems (20%) than for all other problems.
- **One-in-four (23%) BC residents did not take any action to address their problems even when the problems were serious enough to warrant attention.**
 - The perception that nothing could be done is the main reason for not taking any action – one-half (49%) of problems were left unattended for this reason.
 - Secondary reasons include not knowing what to do (37%) and high stress (36%). These findings are broadly in line with 2008.

Legal Assistance

- **Respondents who chose not to seek legal assistance identified three main reasons to explain their decision: thinking that nothing could be done (25% of responses), high cost (22%) and not knowing what to do (20%).** These results suggest there is no single reason that predominantly explains why respondents did not seek help for the problem(s) they experienced.
- **Among BC residents who sought legal assistance for their problems, most say they turned to a lawyer (62%); consistent with 2008 findings.**
 - Legal aid/LSS follows as a distant second, however the use of this source has decreased compared to 2008.
 - Currently, 18% of problems that involved legal assistance used legal aid/LSS; this compares to 25% in 2008.
 - This decrease is particularly noticeable among younger individuals (18-34 years) and single person households.
- While BC residents have generally turned to lawyers and legal aid/LSS for legal assistance, their choice is partly dependent upon the type of problem experienced.
 - Individuals who have experienced money/debt problems most often turned to government offices for legal assistance.
 - Community advocates/agencies (along with lawyers) are the top two resources for those who have experienced housing/land problems.

- The majority of respondents who sought some type of legal assistance say they received the help they were looking for. Telephone advice lines offer the only exception, where opinions on this question were split.
- Overall BC residents are likely to be satisfied (60% of responses) with the legal assistance they received.

Non-legal Assistance

- **Friends and relatives remain the main source that BC residents turn to for non-legal assistance.** However, BC residents turned to their friends and relatives for help with fewer problems in 2013 (47%) than in 2008 (63%).
- The internet, counsellors and doctors are secondary sources that BC residents have turned to for non-legal assistance.
- Again, the resource chosen for non-legal assistance is in part dependent of the type of problem experienced.
- **The majority of those who have sought non-legal assistance say that they received the assistance they were looking for** – at least 63% say that they received the assistance they wanted. BC residents are also more likely to be satisfied than dissatisfied with the non-legal assistance they received.



Executive Summary

Perceived Fairness and Satisfaction with Resolution

- **Regardless of whether they sought legal or non-legal assistance, at least 56% of those who have experienced each problem in the past three years resolved the problem.**
 - The majority who report that their legal problem was resolved (46% to 97%), consider the resolution to be fair. However, the proportion varies by the type of problem experienced.
- Satisfaction with the resolution varies by the type of problem experienced and appears to be linked to the respondent's perception of whether the resolution was fair.

Perceived Outcome if More Assistance Had Been Available

- **Those who experienced welfare/social assistance problems felt most strongly that more assistance would have improved the outcome.**
 - Close to one-half (47%) who experienced problems in this area feel that the situation might have worked out better with help. Respondents specifically identified the following as most helpful: if they received more or better information (72%), someone to intervene with the other party (74%) or someone to explain/ help with documents (54%).
- In terms of the type of assistance that might have helped, between 42% and 72% of respondents identified having additional or better information as the type of assistance with the most potential to be helpful.

Perceptions of Fairness and Confidence in the Justice System

- **Opinions on the fairness of the laws and justice system in Canadian society are more positive than in 2008.**
 - Agreement that the laws and justice system are fair has strengthened (from 42% in 2008 to 47% currently), while disagreement on this point has lessened (from 40% to 28%).
- **Views on the effectiveness of the BC justice system in resolving legal problems are split, with 32% each agreeing vs. disagreeing. Older individuals (35+) are more likely than others to disagree on this point. This question was not asked in 2008.**



Key Findings

- 1) **A sizable proportion of BC residents who faced justiciable problem(s) choose to resolve it on their own**, especially when dealing with consumer problems.
 - Six-in-ten who have encountered consumer problems chose to resolve the problem on their own. Four-in-ten respondents who experienced money problems, housing/land problems and welfare/social assistance problems also tried to resolve the issue(s) on their own.
 - This situation holds true even when dealing with problems with greater legal or technical aspects (e.g., wills & powers of attorney, legal action problems), and thus may benefit from additional legal and non-legal assistance.
- 2) **BC residents are not always aware of their rights when dealing with particular problems, and are not fully familiar with the services available to assist them or how to access these services.** The perception that nothing could be done or not knowing what to do are common reasons provided by BC residents who have chosen not to take any action even when the problem(s) they have encountered is (are) serious enough.
 - Improving awareness of individuals' rights and enhanced understanding about what actions may be taken to address legal problems would be most helpful for those facing discrimination problems. Six-in-ten people who have experienced problems in this area say that it is disruptive to their lives, and seven-in-ten say that it is at least somewhat important to resolve the problem. However, a proportionately smaller group (37% of those who experienced a discrimination problem) took action to resolve their problem.
 - This suggests an opportunity for LSS to continue to build awareness of individuals' rights when dealing with various problems and continue to promote the types of assistance and support services available to people with legal needs.
- 3) **Those who are most marginalized (i.e., those who have experienced welfare/social assistance problems) need help the most.** A large proportion reported taking care of the problem on their own, and a sizable proportion feel that the resolution of their problem is unfair.
 - Four-in-ten (39%) BC residents who have experienced welfare/social assistance problems say they resolved the issue on their own, whereas another 29% took no action at all.
 - Only 4% reported seeking legal assistance. The most common reason for not seeking legal assistance is the perception that nothing could be done (31%) or uncertainty about their rights (35%).

(cont. on next page)



Key Findings (cont.)

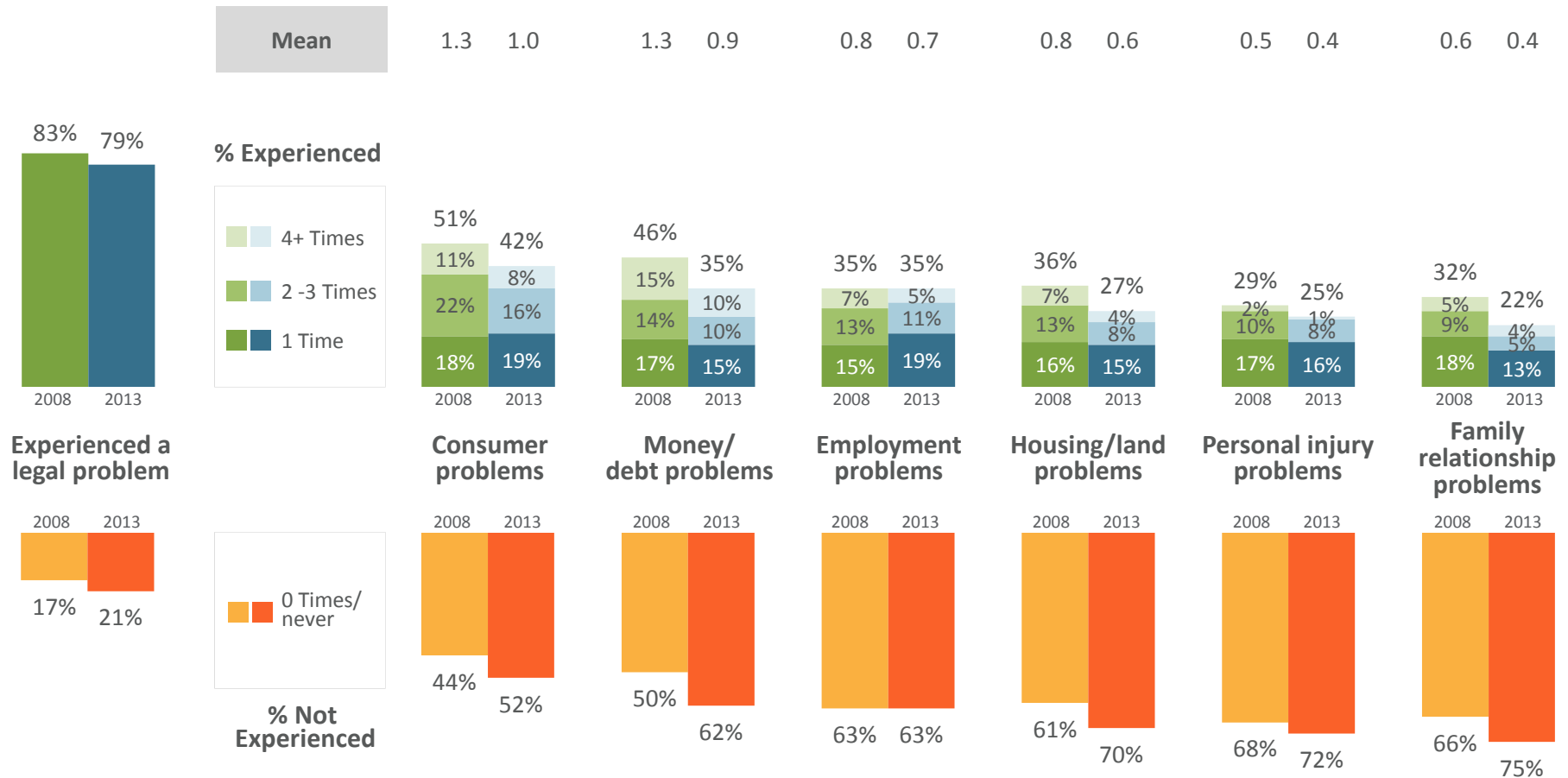
- A sizable proportion (30%) of those who experienced welfare/ social assistance problems perceive the resolution of their problems as unfair.
 - Close to half (47%) feel that the resolution would improve if they had more assistance. They perceived having more information (72%), someone to intervene with the other party (74%) and someone to help them in person* (54%) as to be the most helpful types of assistance. They were much less likely to identify a lawyer as someone who could help them (43%).
- 4) The majority of respondents who have experienced legal problems and sought assistance are likely to be satisfied with the assistance, be it legal or non-legal types of assistance.**
- 54% of those who sought non-legal assistance were satisfied with the assistance they received and 60% of those who sought legal assistance were satisfied with the legal assistance they received.
- 5) BC residents perceive legal assistance as too expensive, and therefore may choose not to seek legal assistance even in cases when it might be needed.**
- The view that legal help “costs too much” ranks among the top reasons (though not the sole reason) provided for not seeking legal assistance.
 - LSS can contribute to addressing the high cost of legal assistance by communicating this finding to justice system partners to assist in developing strategies to reduce the costs of legal assistance and to improve access to low and no cost legal help.
- 6) BC residents identified non-legal support as the type of assistance that they believe would have helped them achieve a better resolution.**
- Specifically, most respondents identified “additional or better information”, followed by “someone to explain the legal aspects and/or help fill out forms” and “someone to intervene with the opposing party”. Lawyers were the least favoured option by all respondent groups.

*For example, to explain the legal aspects or to help with forms or documents.

Detailed Findings



Problems Experienced in the Past Three Years



Note:

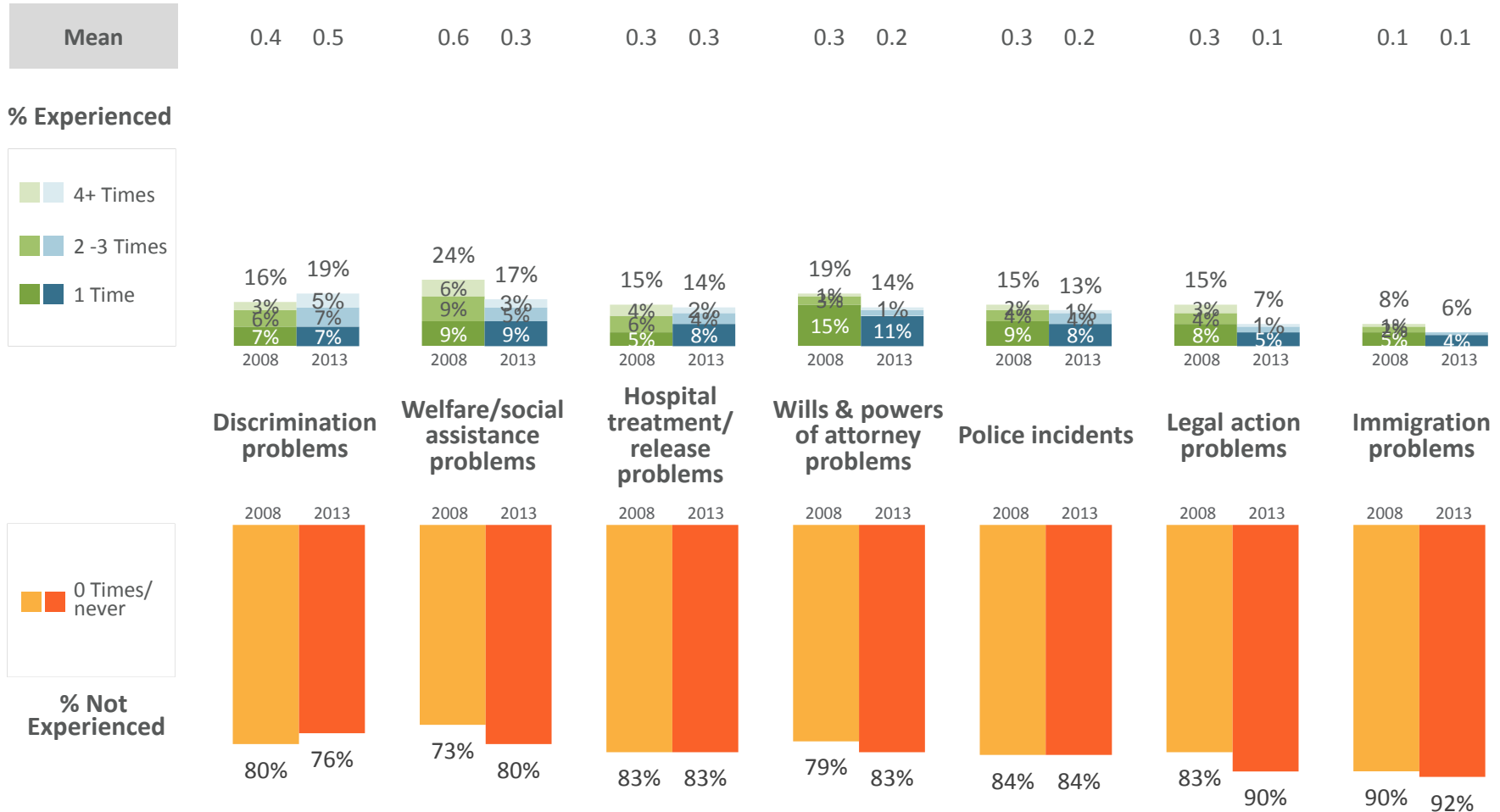
1. % don't know responses for each problem not shown. In 2013, % don't know responses ranges from 2% to 6%, depending on the type of problem experienced.

Base: All respondents (2008 n=1189; 2013 n=1208)

B1. Please read the description of each type of problem, and then indicate the approximate number of times in the past 3 years you have experienced a problem in each category that was serious and difficult to resolve.



Problems Experienced in the Past Three Years (cont.)



Note:
 1. % don't know responses for each problem not shown. In 2013, % don't know responses ranges from 2% to 6%, depending on the type of problem experienced.
 2. Definition of discrimination problems in 2008 was modified to "discrimination problems on the basis of race, gender, age, ability, etc."

Base: All respondents (2008 n=1189; 2013 n=1208)

B1. Please read the description of each type of problem, and then indicate the approximate number of times in the past 3 years you have experienced a problem in each category that was serious and difficult to resolve.



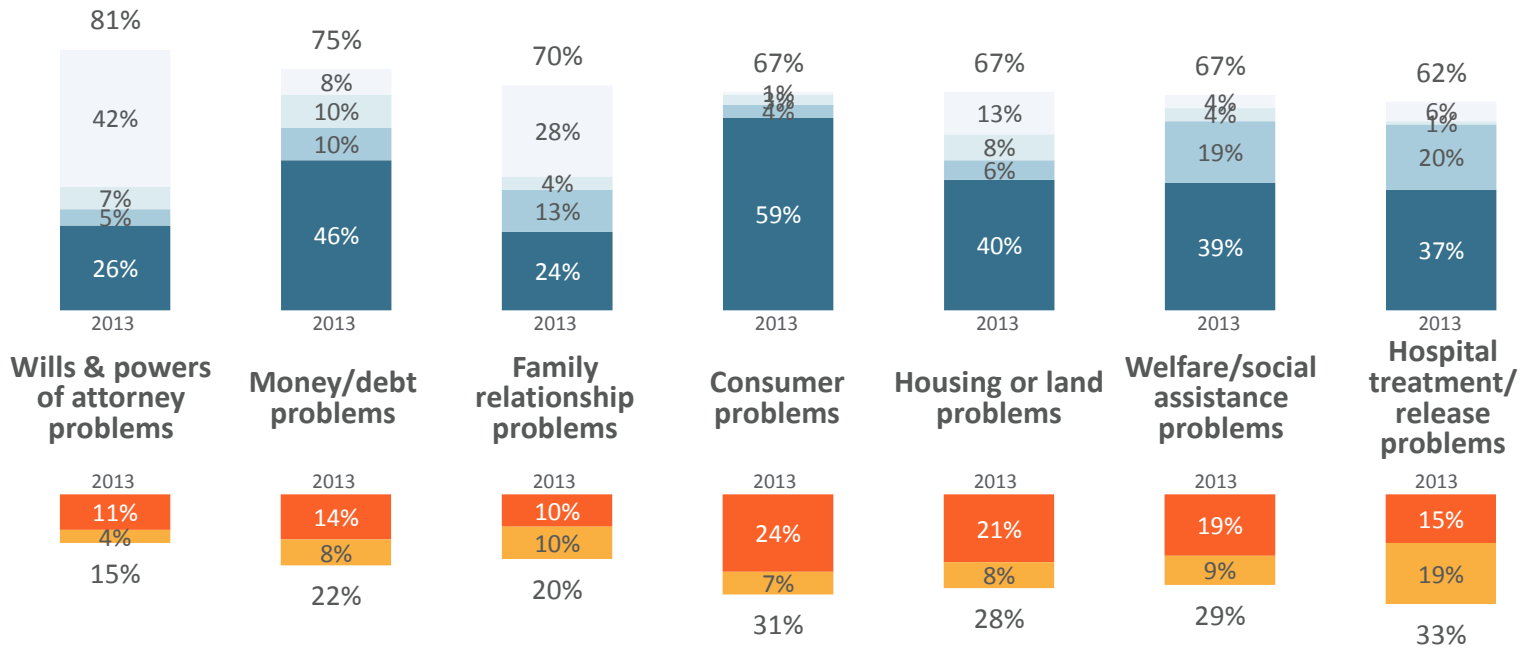
Problems Experienced in the Past Three Years

- Among BC residents, the incidence of individuals who experienced a legal problem in the past three years remains high at 79%. However, this is lower than in 2008 (83%).
 - Younger individuals (under 55 years) are more likely than older individuals (55 years and older) to have experienced a legal problem in the past three years.
- The incidence of each of the 13 individual problems assessed has either remained at, or declined from, 2008 levels.
 - Specifically, the incidence of the following problems held at 2008 levels: employment, discrimination, hospital treatment/release, police incidents and immigration. Whereas the incidence for all other problems fell from 2008 levels.
 - The incidence of money/debt problems declined most, falling 11 points from 46% in 2008 to 35% currently.
- While the incidence of consumer problems is lower than in 2008, this is still the most prevalent type of problem encountered by BC residents. Currently, 42% report experiencing issues in this area in the past three years vs. 51% in 2008.
 - Among those who have experienced consumer problems, the majority experienced them 1-3 times in the past three years.
- In contrast, legal action problems and immigration problems are experienced by far fewer BC residents, with only 7% and 6%, respectively, reporting that they have encountered such problems. *(Note: As problems are self-reported, the incidence of legal action problems and immigration problems may not be representative of their actual occurrence, as respondents may be more reluctant to report problems of this nature. Similarly, police incidents may also be underreported.)*

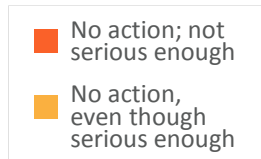


Response to Problems Experienced (2013 only)

% Took Action



% Took No Action



Note:

- Results not trended as the question was modified in 2013. In 2013, respondents were prompted to indicate the type of non-legal assistance (i.e., non-legal professional vs. other non-legal sources) they sought. Further, the descriptor for "legal assistance" was also modified.
- % don't know responses for each problem not shown. In 2013, % don't know responses ranges from 2% to 13%, depending on the type of problem experienced.

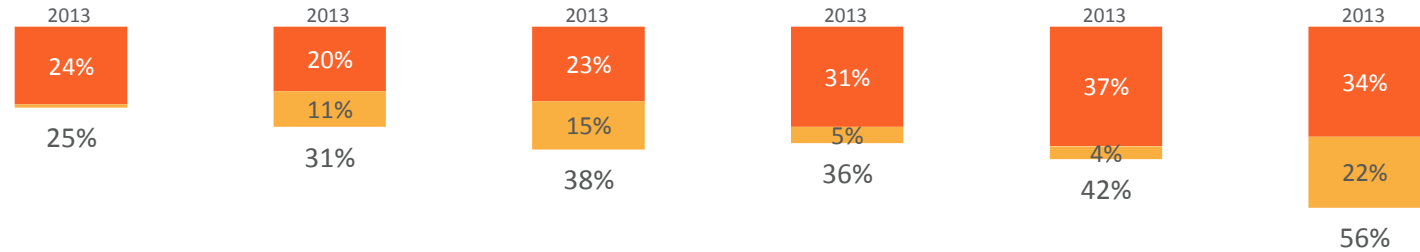
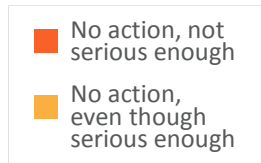
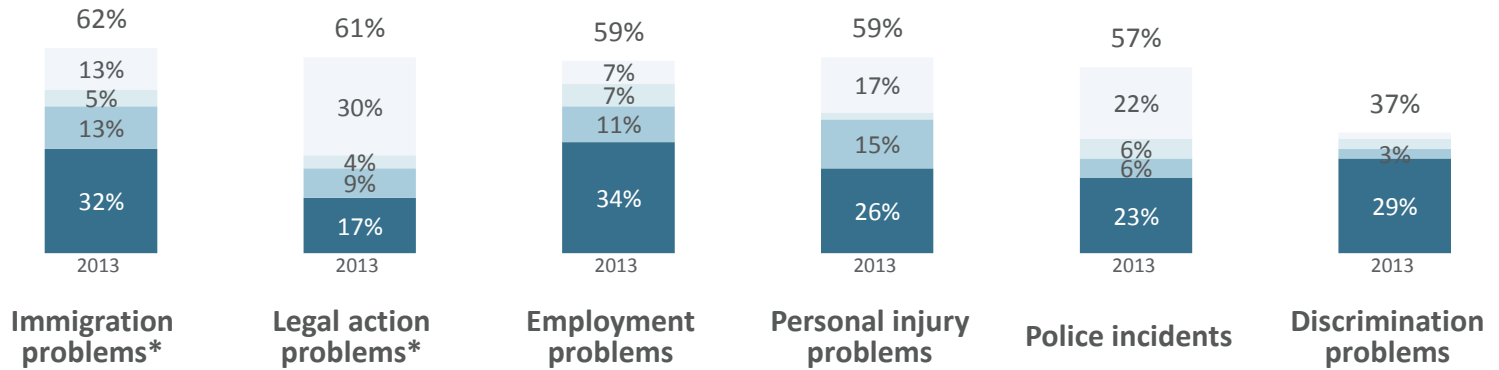
Base: Respondents who experienced each problem (2013 n=53-467)

C1. How did you respond to each of the serious and difficult-to-resolve problems you experienced over the past 3 years?



Response to Problems Experienced (cont.) (2013 only)

% Took Action



% Took No Action

Note:

- Results not trended as question was modified in 2013. In 2013, respondents were prompted to indicate the type of non-legal assistance (i.e., non-legal professional vs. other non-legal sources) they sought. Further, the descriptor for "legal assistance" was also modified.
- % don't know responses for each problem not shown. In 2013, % don't know responses ranges from 2% to 13%, depending on the type of problem experienced.

Base: Respondents who experienced each problem (2013 n=53-467)

*Small base size between 50 to 100; interpret with caution

C1. How did you respond to each of the serious and difficult-to-resolve problems you experienced over the past 3 years?

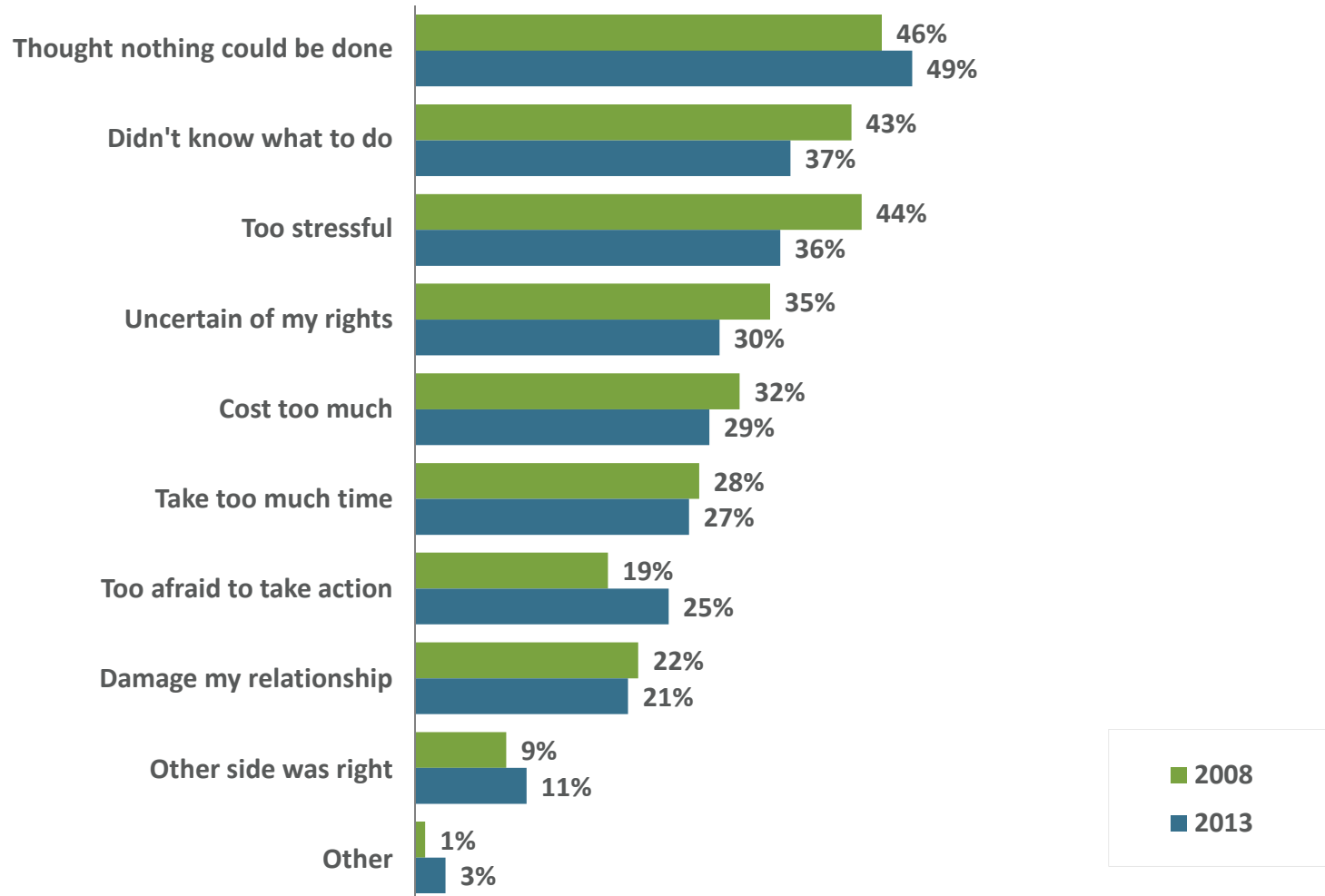


Response to Problems Experienced (cont.)

- The decision to seek assistance to address a legal problem varies depending upon the type of problem:
 - Overall, those who have experienced problems with wills & powers of attorney are the most likely to take action (81%), either on their own, with non-legal assistance or legal assistance.
 - Conversely, those who have experienced discrimination problems are the least likely to take action – 37% report taking some form of action.
- The specific course of action taken is also dependent on the type of problem experienced.
 - A greater proportion of people who experienced the following problems chose to take care of it on their own:
 - Money/debt problems, consumer problems, housing/land problems, welfare/social assistance problems, hospital treatment/release problems, employment problems and discrimination problems
 - For all remaining problems, BC residents were more or equally as likely to have sought external assistance (be it non-legal or legal) than solve it on their own.
 - Not surprisingly, for problems that require greater technical legal work, such as wills & powers of attorney problems, family relationship problems and legal action problems, the most common course of action taken was to seek legal assistance.
 - The proportion of BC residents who turned to various non-legal assistance sources to help resolve each problem varies from 6% to 24%.
 - BC residents appear more likely to turn to non-legal professionals to resolve their welfare/social assistance problems and hospital treatment/release problems than for all other problems.



Reasons for Not Taking Action to Solve Problems (Summary based on proportion of total responses)[†]



[†] Results presented are a summary based on the total number of responses (i.e., each problem experienced by a respondent is considered one unique response), not the proportion of total respondents.

Note: "Knew what to do" was not provided in the list of pre-coded answer options in the 2013 survey.

Base: Total responses (2008 n=237; 2013 n=257)

C2. Which, if any, of the following describes why you decided to not take any action?

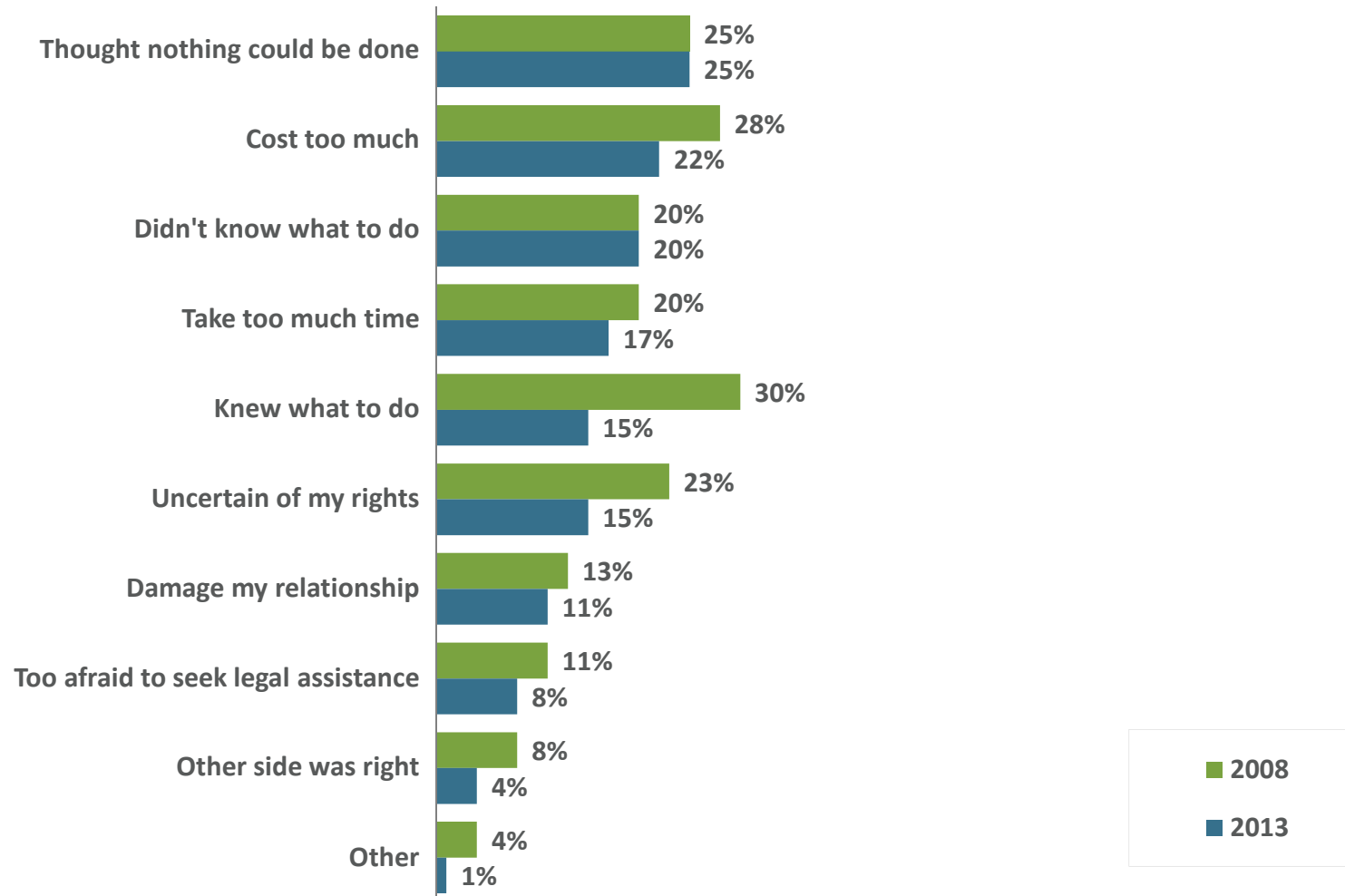


Reasons for Not Taking Action to Solve Problems (cont.)

- For those respondents who did not take legal action, the main reason cited was the perception that “nothing could be done”, even in cases where the problem was deemed serious enough to merit action (49% of responses).
 - Younger individuals (<55 years) are more likely than their older counterparts to report that they did not take action because they felt that nothing could be done.
- Secondary reasons for inaction include:
 - not knowing what to do (37%)
 - high stress (36%).
 - younger individuals (<55 years) are more likely than others report this.
- These trends are consistent with 2008.



Reasons for Not Seeking Legal Assistance to Solve Problems (Summary based on proportion of total responses)[†]



[†] Results presented are a summary based on the total number of responses (i.e., each problem experienced by a respondent is considered one unique response), not the proportion of total respondents.

Note: "Too stressful" was not provided in the list of pre-coded answer options in the 2013 survey.

Base: Total responses (2008 n=2039; 2013 n=2929)

C3. Which, if any, of the following describes why you decided to not seek legal assistance?



Reasons for Not Seeking Legal Assistance to Solve Problems (cont.) (By Type of Problem Experienced)

Reason	Type of Problems Experienced (2013)												
	Consumer (n=461) %	Money/ Debt (n=313) %	Employ- ment (n=296) %	Housing/ land (n=273) %	Personal injury (n=222) %	Family (n=163) %	Discrim- ination (n=185) %	Welfare/ social assistance (n=169) %	Hospital/ release (n=140) %	Wills & powers of attorney (n=129) %	Police (n=73)* %	Legal (n=59)* %	Immi- gration (n=48)** %
Nothing could be done	22	22	34	22	22	27	34	31	35	14	15	20	14
Cost too much	23	22	19	21	23	16	18	19	25	32	26	39	24
Didn't know what to do	16	20	24	16	16	22	29	23	26	17	22	11	14
Take too much time	20	11	18	17	17	14	19	22	17	11	11	18	14
Knew what to do	23	15	12	16	17	12	8	14	10	19	18	5	9
Uncertain of my rights	11	13	20	12	13	14	16	35	19	9	15	12	9
Damage my relationship	3	3	18	15	8	24	19	12	10	8	9	7	1
Too afraid to seek legal assistance	5	8	11	6	6	10	9	8	9	4	14	19	6
Other side was right	2	8	3	4	10	8	1	7	3	1	11	9	–
Other	1	2	1	2	1	3	1	1	1	1	1	3	5

Note: Key reasons highlighted correspond to the top or top two reason(s) provided

 Key Reasons

Base: Respondents who experienced each problem

*Small base size between 50 – 100; interpret with caution. **Very small base size of less than 50; interpret with extreme caution.

C3. Which, if any, of the following describes why you decided to not seek legal assistance?

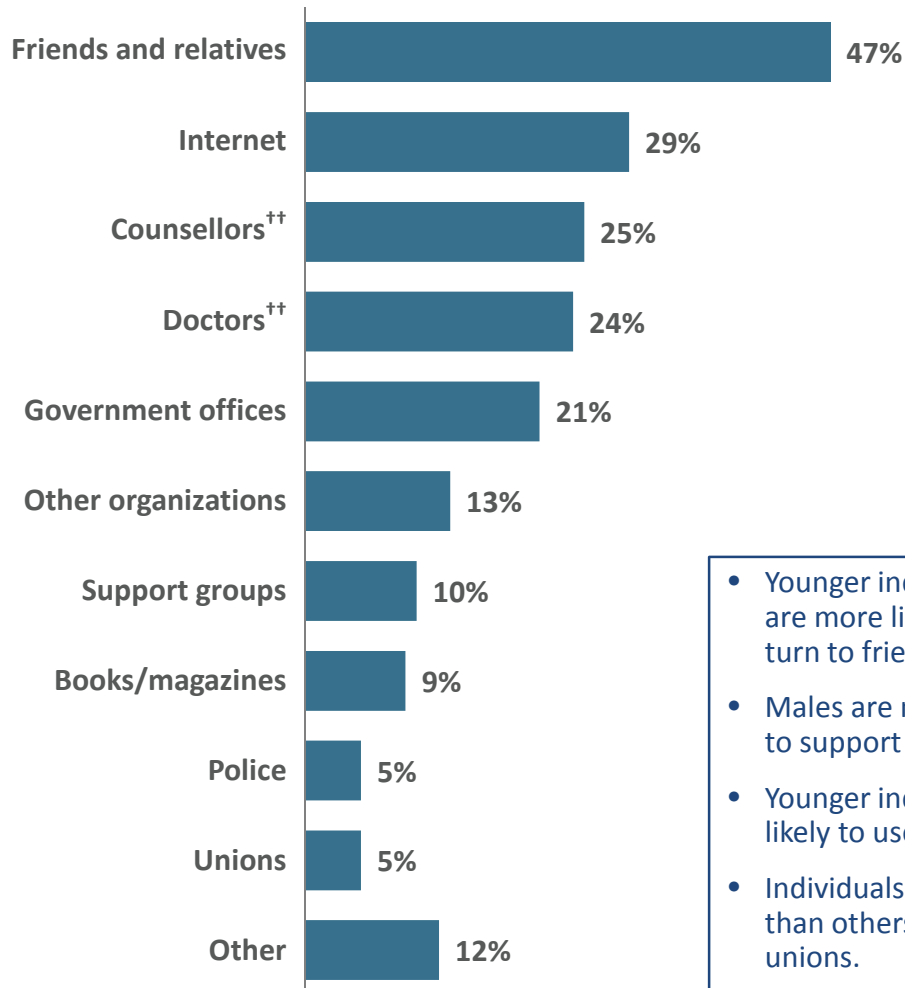


Reasons for Not Seeking Legal Assistance to Solve Problems (cont.)

- Similar to 2008, no single reason clearly stands out as the reason for not seeking legal assistance.
- This year, the top reasons provided for not seeking legal assistance are: thinking that nothing could be done (25% of responses), high cost (22%), and not knowing what to do (20%).
 - Cost as a barrier to seeking legal assistance is mentioned less frequently than in 2008 (22% currently vs. 28% of responses in 2008). Similarly, uncertainty about individuals' rights is also mentioned less frequently now compared to 2008 (15% vs. 23%).
- The top reasons provided this year are slightly different from 2008. Previously, the top reasons were knowing what to do (30% of responses) and high cost (28%).
 - This year, half as many said that the reason they did not seek legal assistance is because they “knew what to do” (from 30% to 15%). Older individuals (age 55+) are the most likely to provide this as a reason for not seeking legal assistance (22%).
- Consistent with 2008, only a small minority said that the reason for their inaction was that they were too afraid to take legal action (8% of responses).
- When looking at reasoning by the type of problem experienced, a few observations are worth noting:
 - Among those who have experienced family problems, fear of damaging the relationship with the other party is also a key barrier to seeking legal assistance (mentioned by 24%).
 - For those who have experienced welfare/social assistance problems, uncertainty about rights is the top reason for not seeking legal assistance (35%). Thinking that nothing could be done ranks as a close second (mentioned by 31%).



Sources Turned to for Non-Legal Assistance (2013 Only) (Summary based on proportion of total responses)[†]



- Younger individuals (18 to 54) and females are more likely than their counterparts to turn to friends and relatives.
- Males are more likely than females to turn to support groups.
- Younger individuals (18 to 54) are more likely to use the internet as a resource.
- Individuals aged 35-54 are more likely than others to defer to counsellors and unions.

[†] Results presented are a summary based on the total number of responses (i.e., each problem experienced by a respondent is considered one unique response), not the proportion of total respondents.

^{††} Results not tracked against 2008. Question was modified in 2013 to include Counsellors and Doctors in the list of pre-coded responses.

Base: Total responses (2008 n=335; 2013 n=453)

C4a. Which, if any, of the following did you turn to for non-legal assistance to help you solve this problem?



Sources Turned to for Non-Legal Assistance (cont.) (By Type of Problem Experienced)

Source	Type of Problems Experienced (2013)											Police %	Legal %	Immigration %
	Consumer (n=29)** %	Money/Debt (n=71)* %	Employment (n=60)* %	Housing/land (n=42)** %	Personal injury (n=47)** %	Family (n=40)** %	Discrimination (n=19)** %	Welfare/social assistance (n=46)** %	Hospital/release (n=33)** %	Wills & powers of attorney (n=29)** %				
Friends and relatives	55	57	49	55	23	60	31	24	38	52	Base size too small for reliable analysis	Base size too small for reliable analysis	Base size too small for reliable analysis	
Internet	35	14	30	42	23	33	17	34	35	49				
Counsellors	9	24	31	11	10	46	17	44	30	12				
Doctors	–	4	17	–	81	31	9	24	71	18				
Government offices	26	11	27	34	5	14	9	42	8	15				
Other org's	26	12	15	9	7	14	12	18	20	17				
Support groups	2	6	10	9	5	10	6	20	19	4				
Books/magazines	16	9	7	3	1	26	16	2	–	25				
Police	10	–	3	2	8	9	–	–	–	4				
Unions	12	1	14	–	5	5	12	3	–	–				
Other	22	21	11	9	2	2	9	7	12	10				

Note: Key resources highlighted correspond to the top or top two resource(s)

 Key Resources

Base: Respondents who experienced each problem

*Small base size between 50 – 100; interpret with caution. **Very small base size of less than 50; interpret with extreme caution.

C4a. Which, if any, of the following did you turn to for non-legal assistance to help you solve this problem?

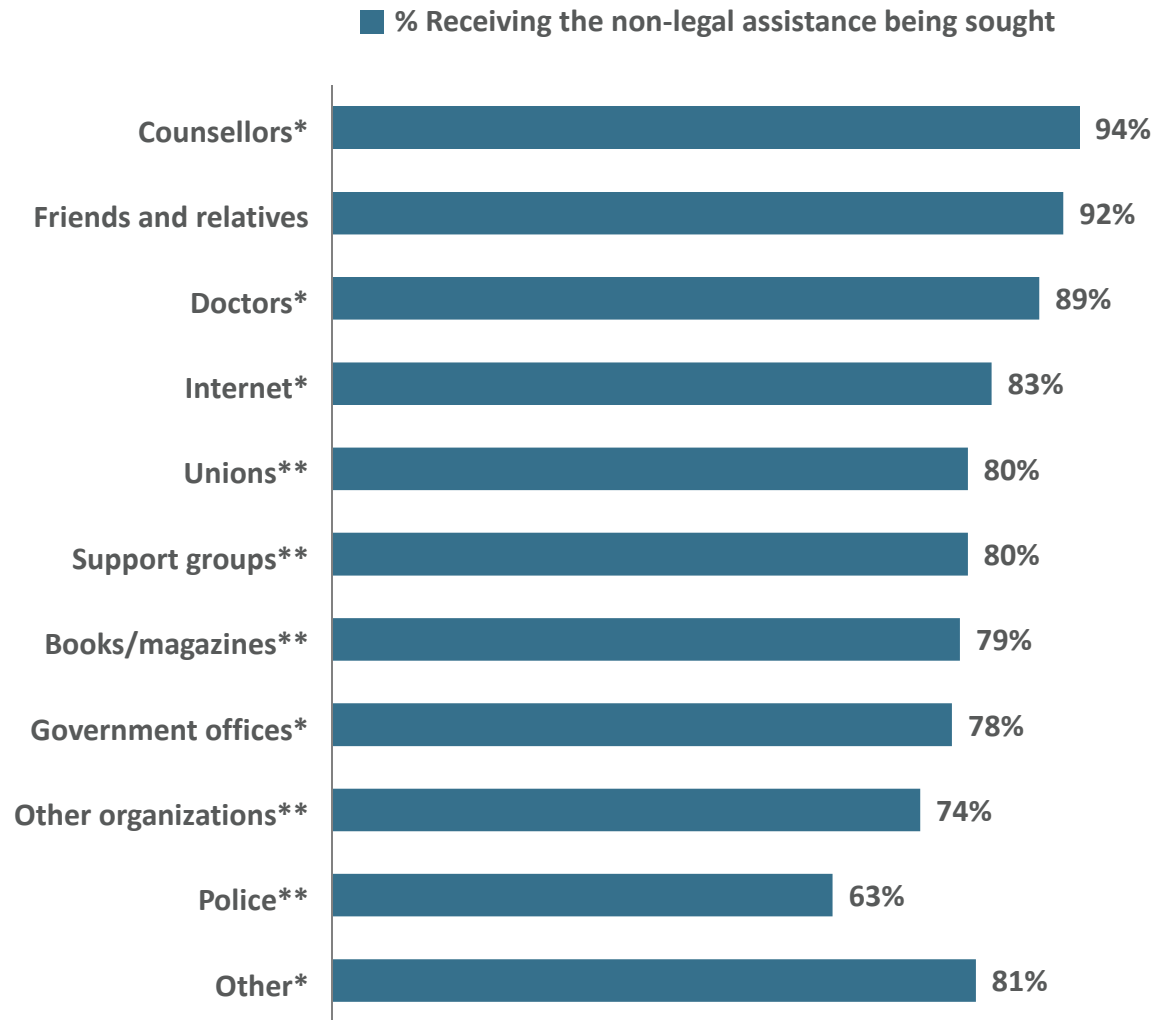


Sources Turned to for Non-Legal Assistance (cont.)

- BC residents are changing the way they use non-legal sources of help to resolve their legal problems, and appear to be using these sources less frequently than they did in 2008.
 - The biggest shifts are observed for the following sources: other organizations (accounting for 13% of problems currently vs. 34% in 2008) and government offices (21% currently vs. 41% in 2008).
- Friends and relatives continue to be the primary resource that BC residents turned to for non-legal assistance, although fewer did so in 2013 than in 2008 (47% vs. 63% in 2008).
- This is followed by the internet (29%), counsellors (25%) and doctors (24%).
- Several observations are noteworthy when looking at the non-legal sources used by the type of problem experienced:
 - The great majority of those who have experienced personal injury problems and hospital release/treatment problems turned to doctors for non-legal assistance (81% and 71%, respectively).
 - Those who experienced welfare/social assistance issues tend to turn to counsellors (44%) or government offices (42%) rather than other non-legal resources.



Received the Non-Legal Assistance Sought (2013 only)



- The majority of those who sought assistance from each type of non-legal source report that they did receive the assistance that they were looking for, with no fewer than six-in-ten reporting so.

Note:

1. New question added in 2013.

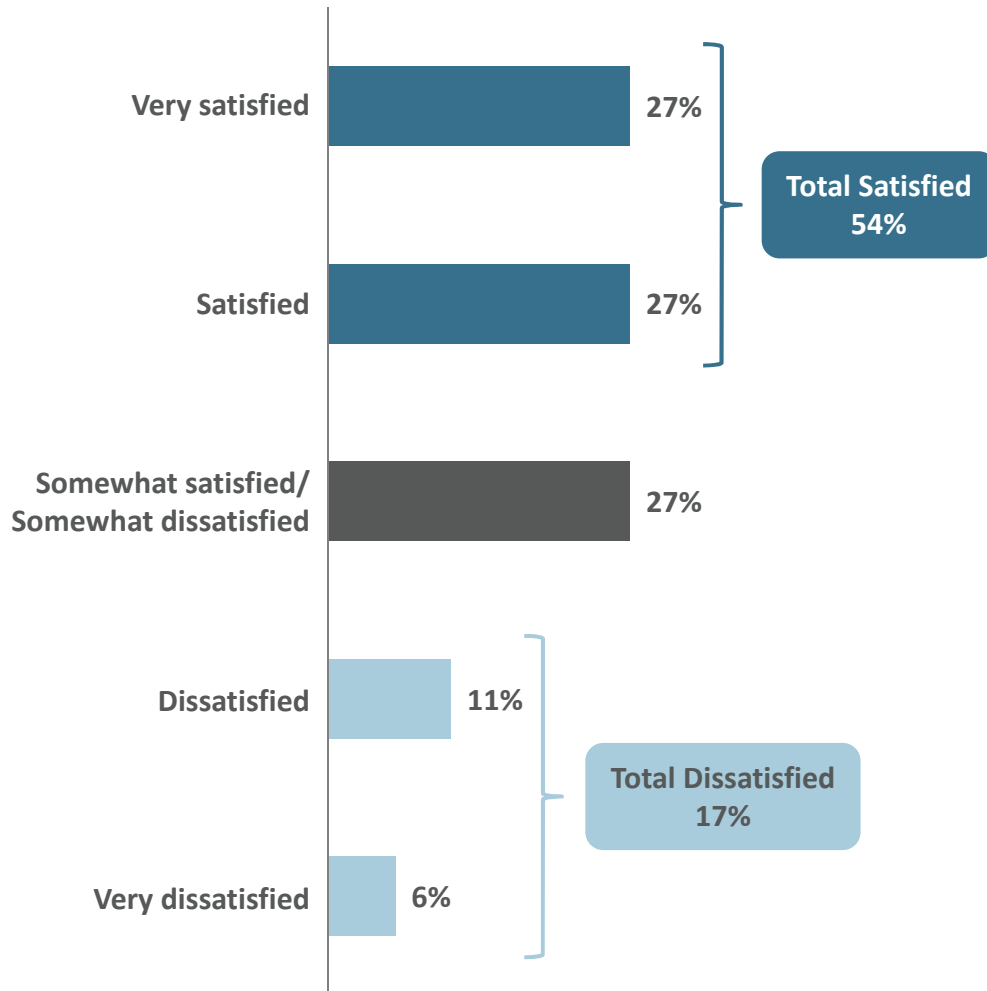
Base: Respondents who sought each type of non-legal assistance (2013 n=19-159)

*Small base size of 50-100; interpret with caution. **Very small base size of less than 50; interpret with extreme caution.

C4b. Did you receive the non-legal assistance you were seeking from the following sources?



Satisfaction with Non-Legal Assistance (2013) (Summary based on proportion of total responses)[†]



- Those who sought non-legal assistance for their problems are more likely to be satisfied than dissatisfied with the non-legal assistance they've received (54% satisfied vs. 17% dissatisfied).
- Males are more likely than females to be very satisfied (35% vs. 21%) with the non-legal assistance they received.

[†] Results presented are a summary based on the total number of responses (i.e., each problem where non-legal assistance was sought is considered one unique response), not the proportion of respondents.

Note:

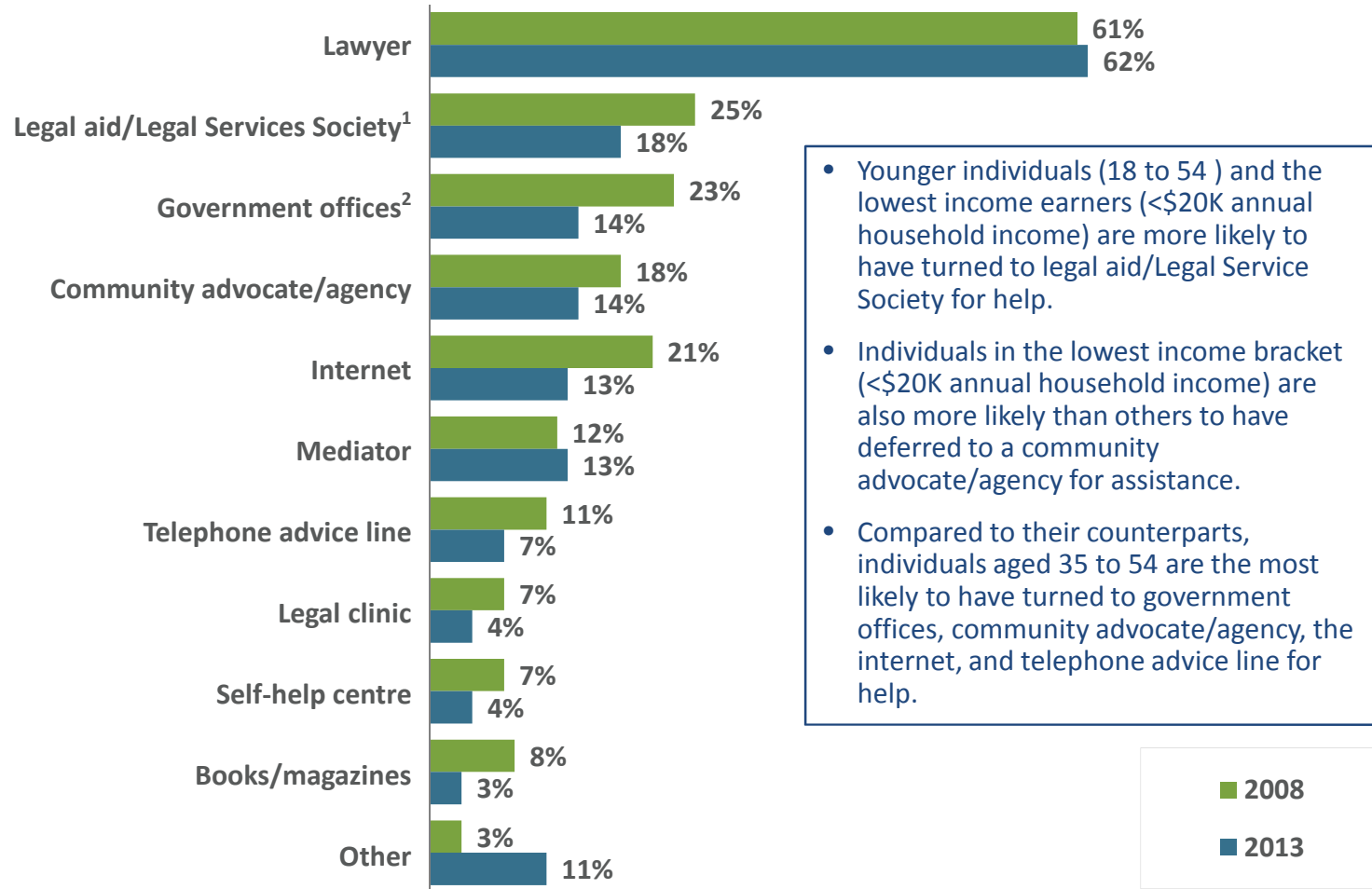
1. In 2013, question was based on a different satisfaction rating scale, therefore results are not tracked against 2008.

Base: Total responses where non-legal assistance was sought (2013 n=501)

C5. Overall, how satisfied were you with the non-legal assistance you received to help solve... problem?



Sources Turned to for Legal Assistance (Summary based on proportion of total responses)[†]



[†] Results presented are a summary based on the total number of responses (i.e., each problem experienced by a respondent is considered one unique response), not the proportion of total respondents.

Note:

1. In 2008, worded as Legal Aid.

2. In 2008, worded as Gov't Offices. In 2013, wording updated to Gov't Offices (e.g., Bureau of pensions advocates (veterans); Bankruptcy assistance program)

Base: Total responses (2008 n= 294; 2013 n = 417)

C6a. Which, if any, of the following did you turn to for legal assistance to help you solve this problem?



Sources Turned to for Legal Assistance (cont.) (By Type of Problem Experienced)

Type of Problems Experienced (2013)													
Source	Consumer %	Money/Debt (n=40)** %	Employment (n=32)** %	Housing/land (n=41)** %	Personal injury (n=45) %	Family (n=77)* %	Discrimination %	Welfare/social assistance %	Hospital/release %	Wills & powers of attorney (n=94)* %	Police (n=27)** %	Legal (n=28)** %	Immigration %
Lawyer	Base size too small for reliable analysis	18	47	27	91	69	Base size too small for reliable analysis	Base size too small for reliable analysis	Base size too small for reliable analysis	82	61	72	Base size too small for reliable analysis
Legal aid/Legal Services Society		7	5	12	2	37				8	55	9	
Government offices		28	18	17	13	4				11	15	8	
Community advocate/agency		19	12	30	3	10				9	18	8	
Internet		12	25	15	9	15				15	9	17	
Mediator		22	24	22	2	26				2	–	8	
Telephone advice line		6	5	10	2	9				1	11	16	
Legal clinic		2	–	11	5	3				–	6	11	
Self-help centre		–	9	3	–	7				1	8	3	
Books/magazines		2	3	4	–	6				–	–	8	
Other		20	24	20	6	11				9	6	10	

Note: Key resources highlighted correspond to the top or top two resource(s)

 Key Resources

Base: Respondents who experienced each problem

*Small base size of 50-100, interpret with caution; **Very small base size of less than 50, interpret with extreme caution.

C6a. Which, if any, of the following did you turn to for legal assistance to help you solve this problem?

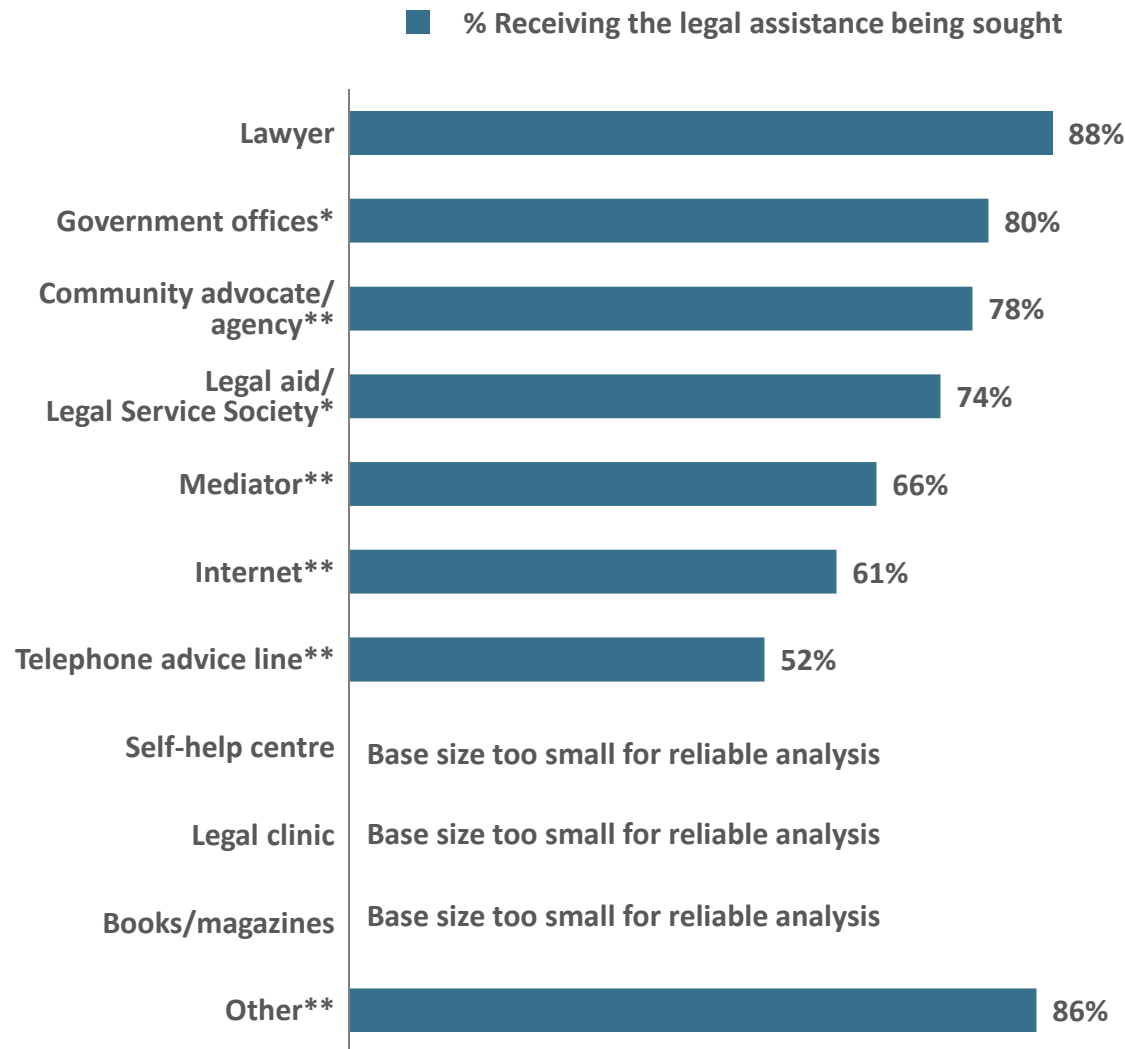


Sources Turned to for Legal Assistance (cont.)

- When seeking legal assistance, BC residents most often turn to lawyers (accounting for 62% of the problems that involved legal assistance). This is consistent with 2008.
- Use of legal aid/Legal Services Society, government offices, the internet and books/magazines have decreased compared to 2008, falling by 5 to 9 percentage points each. Usage of other types of legal assistance have remained consistent with 2008.
 - In the case of legal aid/Legal Services Society, this decrease is particularly noticeable among younger individuals (18-34 years) and single person households.
- When looking at the legal sources utilized by the type of problem experienced, the following observations are evident:
 - Individuals who have experienced money/debt problems most often turn to government offices (28%), followed by mediators (22%).
 - Community advocates/agencies (30%), along with lawyers (27%), are the top two sources that individuals have turned to for legal assistance related to housing/land problems.



Received Legal Assistance Sought (2013 only)



- With the exception of the telephone advice line, the majority of those who sought each type of legal assistance say that they received the help they were looking for.
- Those who turned to lawyers offer the most positive assessment.
- Meanwhile, those who turned to the telephone advice line are split in their views, with one-half stating that they received the assistance required.
- It is important to note that though the majority of those who used the internet, mediators, legal aid/LSS, community advocates/agencies and government offices say they received the assistance needed, there remains a notable proportion that did not.

Note:

1. New question added in 2013.

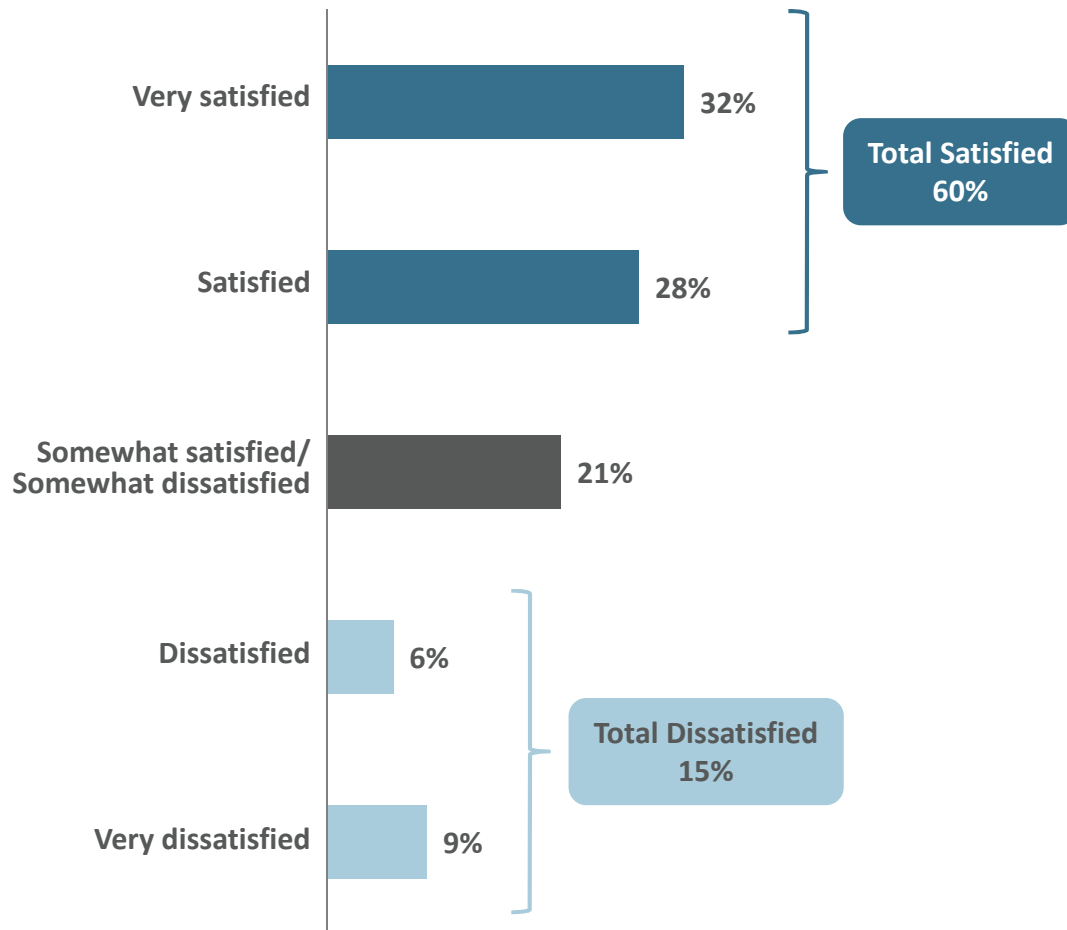
Base: Respondents who sought each type of non-legal assistance (2013 n=27-205)

*Small base size of 50 – 100; interpret with caution. **Very small base size of less than 50; interpret with extreme caution.

C6b. Did you receive the legal assistance that you were seeking from the following sources?



Satisfaction with Legal Assistance Sought (2013) (Summary based on proportion of total responses)[†]



- Those who sought legal assistance for their problems are more likely to be satisfied rather than dissatisfied with the legal assistance they've received (60% satisfied vs. 15% dissatisfied).
- Males and older individuals (35+ years) are more likely to be very satisfied compared to their counterparts.

[†] Results presented are a summary based on the total number of responses (i.e., each problem where legal assistance was sought is considered one unique response), not the proportion of respondents.

Note:

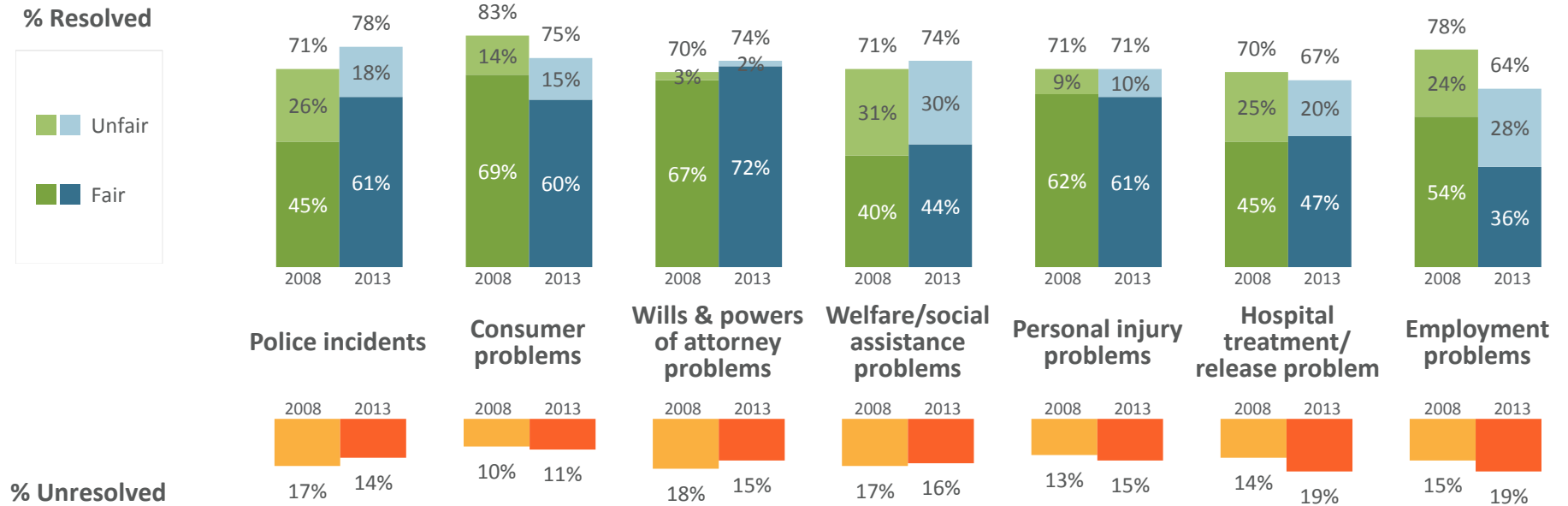
1. In 2013, question was based on a different satisfaction rating scale, therefore results are not tracked against 2008.

Base: Total responses where non-legal assistance was sought (2013 n=401)

C7. Overall, how satisfied were you with the legal assistance you received to help solve... problem?



Resolution Rate & Perception of Outcome Fairness



Note:

1. % don't know responses for each problem not shown. In 2013, % don't know responses ranges from 9% to 23%, depending on the type of problem experienced.

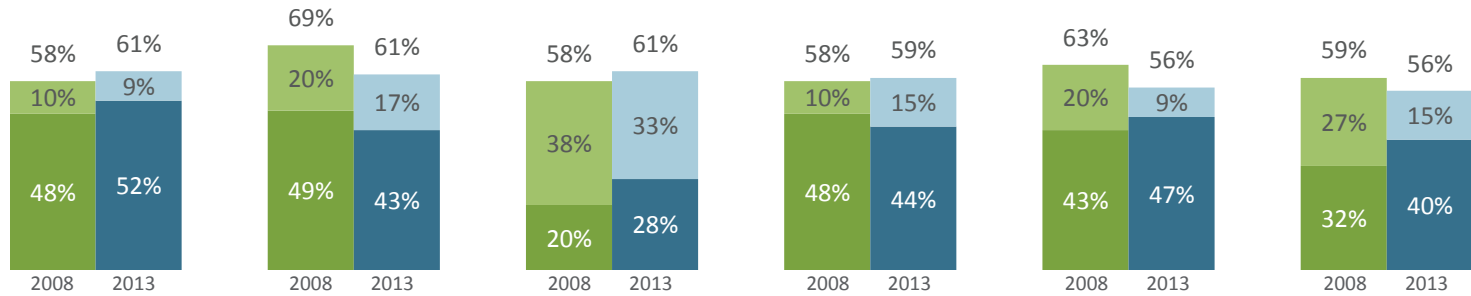
Base: Respondents who experienced each problem (2008 n=88-248; 2013 n=53-467)

C8a. Overall, how would you describe the outcome of (the problems) you experienced in the past 3 years?

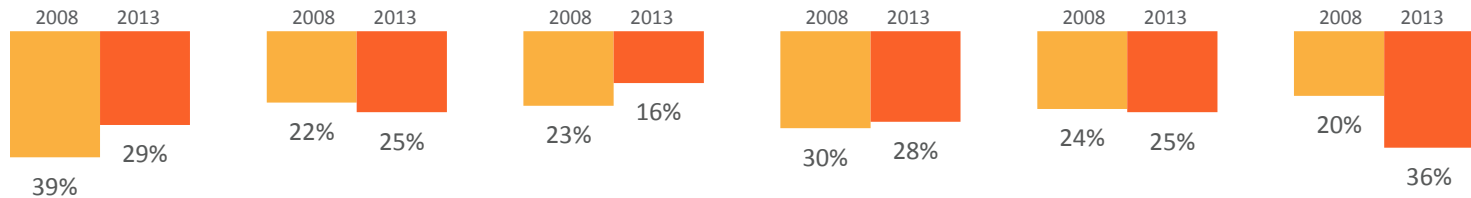


Resolution Rate & Perception of Outcome Fairness (cont.)

% Resolved



% Unresolved



Note:

1. % don't know responses for each problem not shown. In 2013, % don't know responses ranges from 9% to 23%, depending on the type of problem experienced.

Base: Respondents who experienced each problem (2008 n=51-248; 2013 n =53-467)

*Small base size between 50-100; interpret with caution.

C8a. Overall, how would you describe the outcome of (the problems) you experienced in the past 3 years?

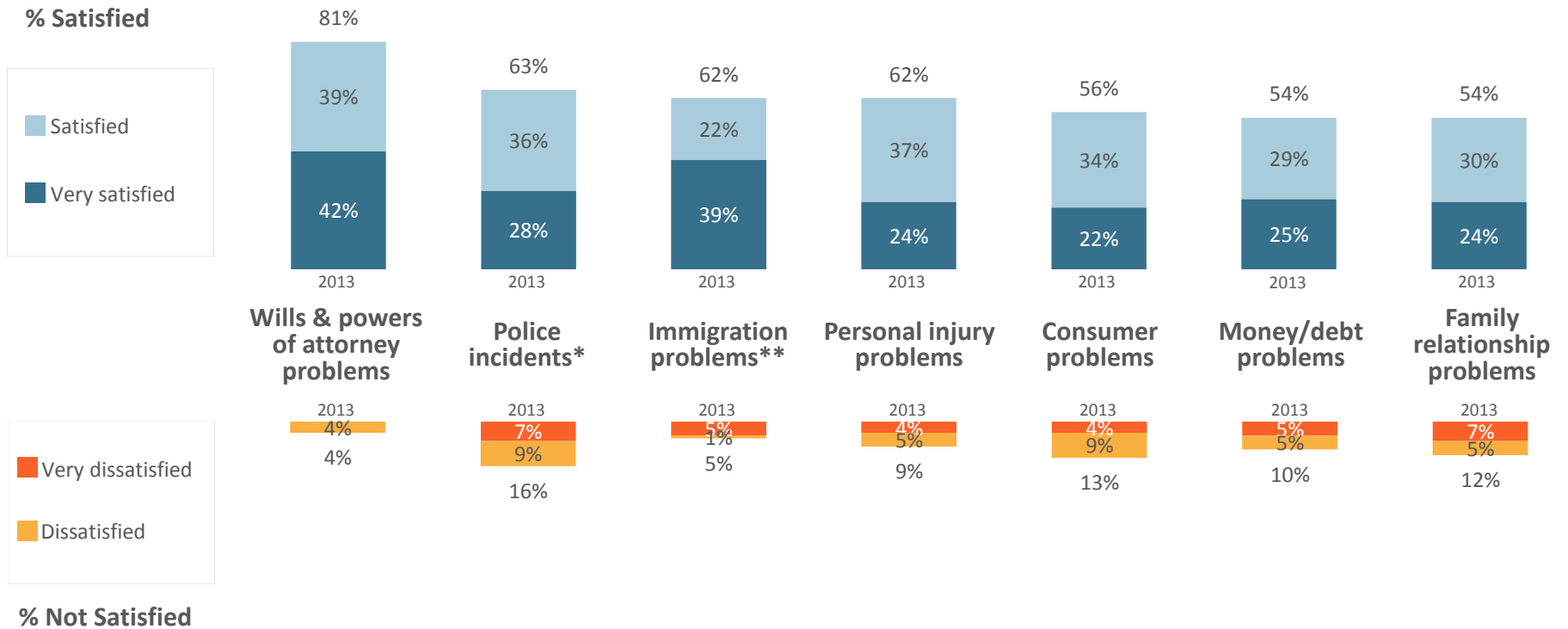


Resolution Rate & Perception of Outcome Fairness (cont.)

- At least 56% of those who have experienced each problem in the past three years have resolved the problem; this reaches 78% among those who experienced problems with the police.
- Compared to 2008, three problems in particular – employment problems, consumer problems and housing/land problems – have seen lower resolution rates in 2013.
 - For each of these problems, the proportion reporting a resolved outcome has fallen 8 to 14 points, with employment problems experiencing the greatest decline (down 14 points to 64%).
 - These declines are accompanied by a growing proportion stating that their problem is still unresolved.
- Broadly speaking, the majority of those reporting a resolved outcome deem the resolution as fair, which is consistent with 2008 observations.
 - BC residents who have experienced problems with wills & powers of attorney are the most likely to report fair outcomes.
 - Conversely, those who have experienced discrimination problems are the least likely to report a fair resolution. Just under half of those experiencing the issue say that the outcome was fair.



Overall Satisfaction with Outcome (2013 only)



Note:

1. In 2013, question was based on a different rating scale, therefore results are not tracked against 2008.

2. Base for each problem includes those who were not able to provide a satisfaction rating.

Base: Respondents who have resolved their problems (2013 n=38-418)

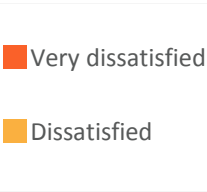
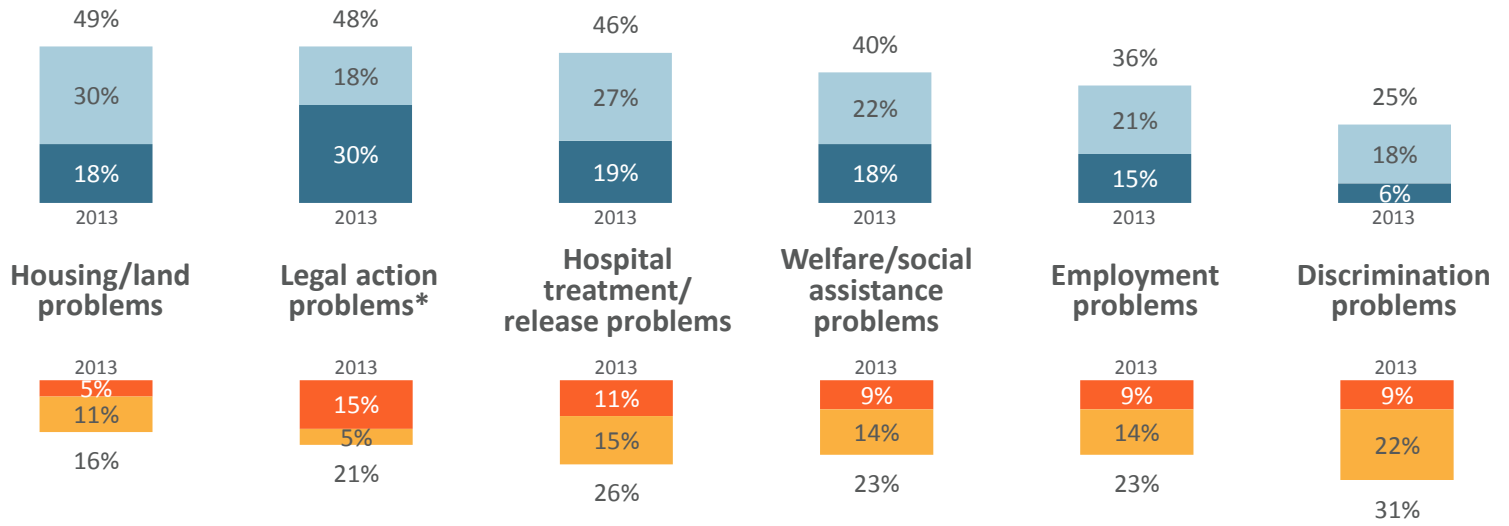
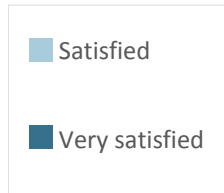
*Small base size between 50-100, interpret with caution; **Small base size of <50, interpret with extreme caution

C8b. Overall, how satisfied are you with the outcome of the... you experienced in the past 3 years?



Overall Satisfaction with Outcome (cont.) (2013 only)

% Satisfied



% Not Satisfied

Note:

1. In 2013, question was based on a different rating scale, therefore results are not tracked against 2008.
2. Base for each problem includes those who were not able to provide a satisfaction rating.

Base: Respondents who have resolved their problems (2013 n=38-418)

*Small base size between 50-100, interpret with caution; **Small base size of <50, interpret with extreme caution

C8b. Overall, how satisfied are you with the outcome of the... you experienced in the past 3 years?



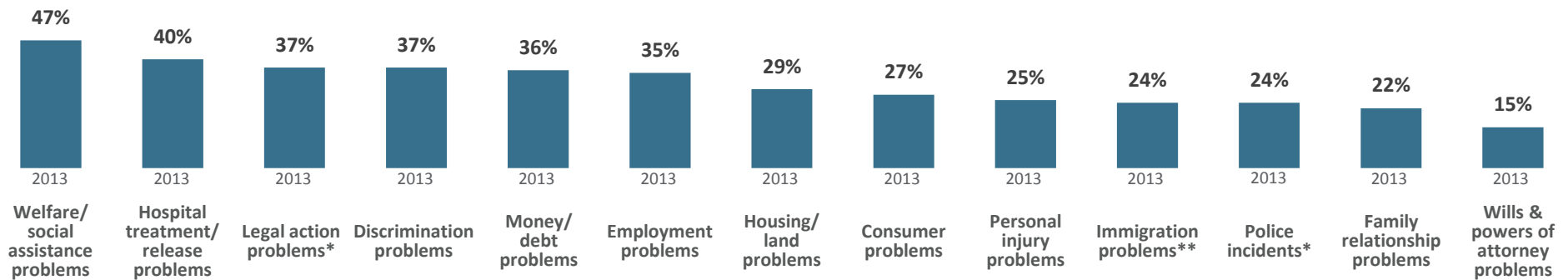
Overall Satisfaction with Outcome (cont.)

- Satisfaction with the outcome of the problems varies by type of problem.
 - Satisfaction is highest among those who experienced and resolved their problems with wills & powers of attorney. This is not surprising, as the great majority of those who reported a resolved outcome said that the outcome was fair.
 - In contrast, satisfaction is lowest among those who encountered discrimination problems, with just one-quarter reporting that they are either satisfied or very satisfied with the outcome. Again, this is linked to the extent to which individuals perceive the resolved outcome to be fair. In this case, there is a slight majority who feel that the resolved outcome was unfair rather than fair.
- It is also worth noting that the rate of those who said they were very dissatisfied with the outcome is generally quite low (ranging from 4% to 31%). Thus, there remains a sizable proportion of individuals who do not have a strong opinion of their satisfaction with the resolved outcome.



Perceived Outcome of Problems if More Assistance Available (2013 only)

% Who feel outcome would be better if more assistance was available



- When asked whether the situation might have worked out better if more assistance were available, between 15% and 47% of those who experienced each type of problem said that it would have.
- Those who have experienced welfare/social assistance problems feel most strongly that more assistance would have been helpful (47%); this is in contrast to those who have experienced problems with wills & powers of attorney (only 15% feel it would have been helpful).

Note: New question added in 2013.

Base: Respondents who resolved problems without legal assistance (n=38-261)

*Small base size between 50-100; interpret with caution. **Small base size of <50; interpret with extreme caution.

C9a. Overall, looking back on the outcome of the problem you faced, do you feel the situation might have worked out better if you had more assistance?



Type of Assistance to Help Achieve Better Outcome (2013 only)

% Yes, would help to achieve better outcome													
Type of Assistance	Welfare/ social assistance problems (n=62)*	Hospital treat./ release problems (n=43)*	Legal action problems	Discrimination problems (n=52)*	Money/ debt problems (n=77)*	Employment problems (n=93)*	Housing/ land problems (n=61)*	Consumer problems (n=94)*	Personal injury problems (n=54)*	Immigration problems	Police incidents	Family relationship problems (n=31)**	Wills & powers of attorney problems (n=21)**
Additional/ better information	72	59		51	53	58	64	59	65			42	59
Someone to explain the legal aspects/help with forms or documents	56	39	Base size too small for reliable analysis	56	36	43	57	48	59	Base size too small for reliable analysis	Base size too small for reliable analysis	22	72
Someone to deal with or intervene with other party	74	49		60	42	53	60	54	54			36	39
A lawyer	43	30		37	30	27	29	22	39			25	17

Highest Ranking

Note:

1. New question added in 2013.
2. Detailed results (i.e., the full breakdown of responses for each problem) is shown in Appendix 1.

Base: Respondents who perceive better outcomes for their problem

*Small base size of 50-100; interpret with caution. **Very small base size of <50; interpret with extreme caution.

C9b. Specifically, do you think that any of the following types of assistance would have helped you to achieve a better outcome for the problem that you experienced?

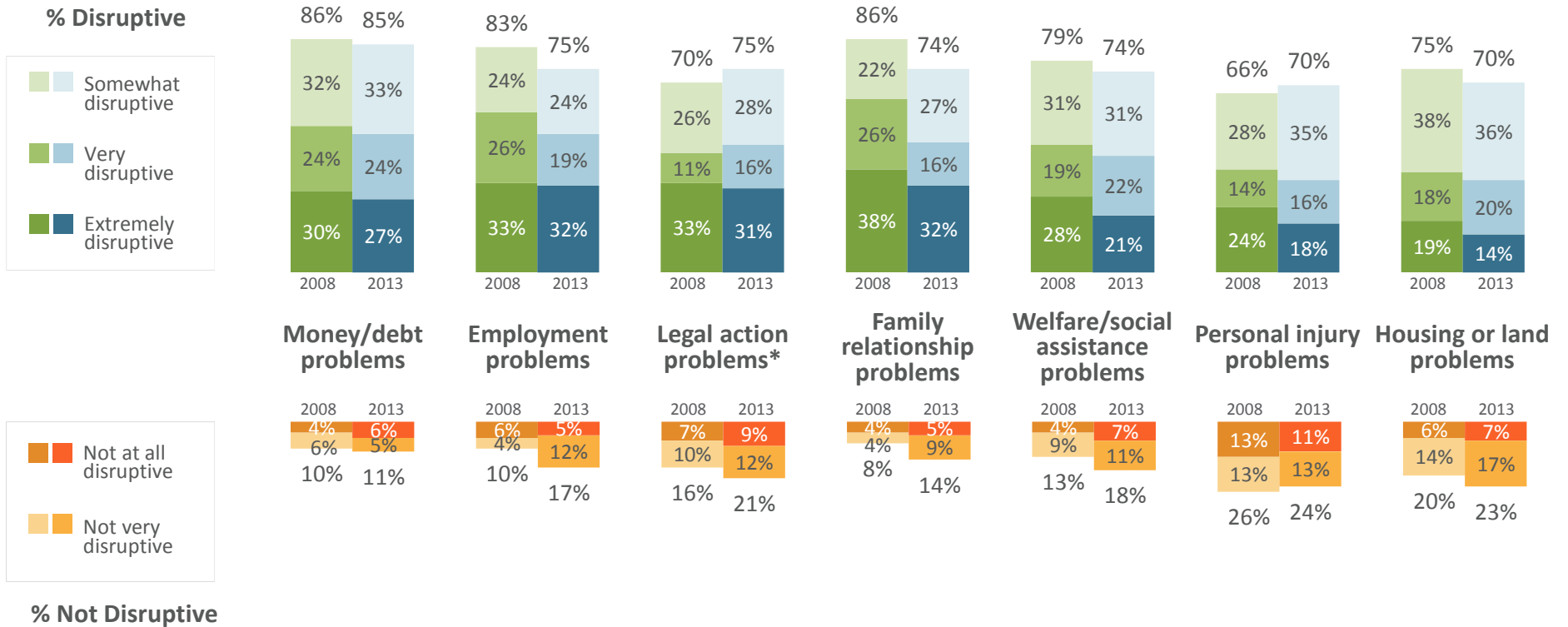


Type of Assistance to Help Achieve Better Outcome (cont.)

- BC residents who experienced problems in the past three years feel that additional or better information to help them deal with or understand the problem would be the most helpful.
- In the case of welfare/social assistance problems and discrimination problems, having someone (e.g., an advocate or mediator) to deal with or intervene with the other party ranks highest for the type of assistance that would contribute to a better outcome.
- Not surprisingly, for wills & powers of attorney issues, having someone to explain the technical legal aspects or help with forms/documents is seen as the most helpful type of assistance.



Impact of Legal Problems on Daily Life



Note:

1. % don't know responses for each problem not shown. In 2013, % don't know responses ranges from 4% to 11%, depending on the type of problem experienced.

Base: Respondents who experienced each problem (2008 n=51-248; 2013 n=53-467)

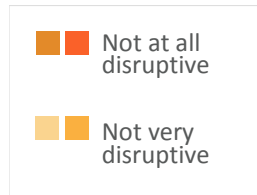
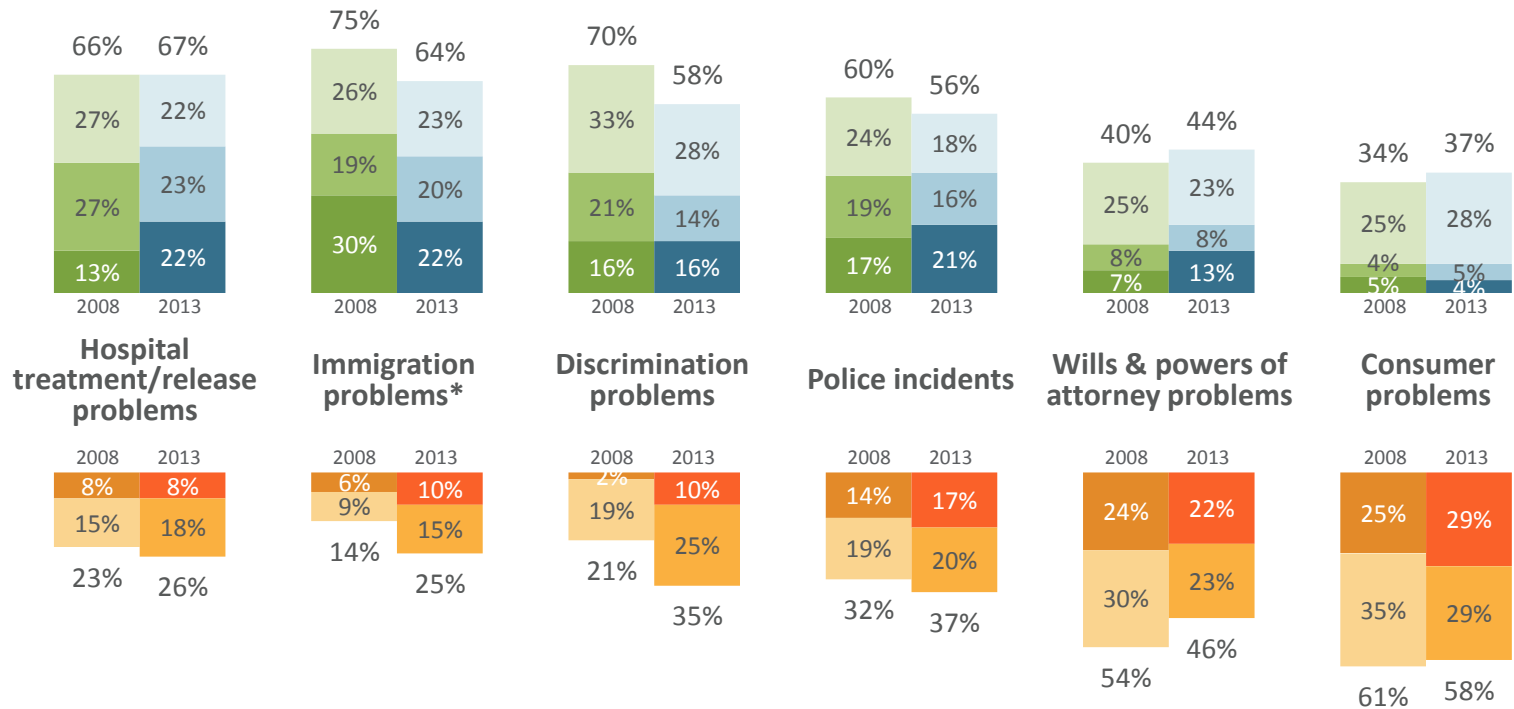
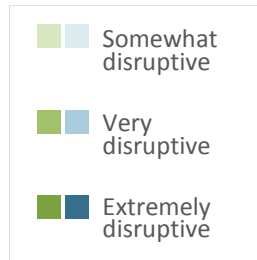
*Small base size between 50-100; interpret with caution

D1. Thinking about the problems you experienced within the past 3 years, when they were at their worst, would you say they were generally disruptive or not disruptive to your daily life?



Impact of Legal Problems on Daily Life (cont.)

% Disruptive



% Not Disruptive

Note:

1. % don't know responses for each problem not shown. In 2013, % don't know responses ranges from 4% to 11%, depending on the type of problem experienced.

Base: Respondents who experienced each problem (2008 n=51-248; 2013 n=53-467)

*Small base size between 50-100; interpret with caution

D1. Thinking about the problems you experienced within the past 3 years, when they were at their worst, would you say they were generally disruptive or not disruptive to your daily life?

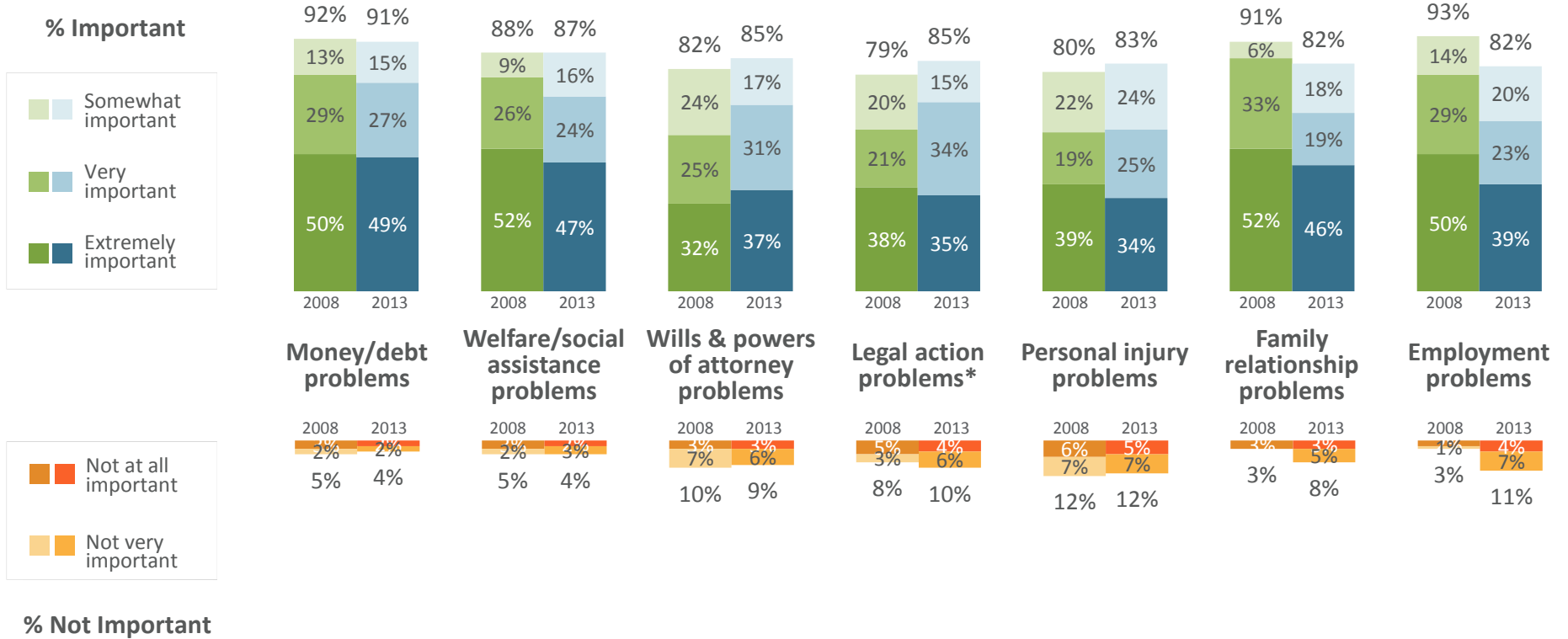


Impact of Legal Problems on Daily Life (cont.)

- The nature of the problem influences the level of disruption to respondent's daily lives.
 - Money and debt problems appear to cause the most disruption. Over eight-in-ten people (85%) who have experienced money/debt problems within the past 3 years say that the problem was somewhat to extremely disruptive. This is consistent with 2008 findings.
 - Also consistent with 2008, consumer problems and wills & powers of attorney problems are the least disruptive, with 37% and 44%, respectively, mentioning so.
- Although there have been some fluctuations in terms of the extent to which the remaining problems are deemed disruptive to daily life, none are reportedly more disruptive than in 2008.
 - The biggest shift is observed for family relationship problems and discrimination problems. Fewer people now rate each problem as somewhat to extremely disruptive (each down 12 points from 2008).



Importance of Resolving Legal Problems



Note:

1. % don't know responses for each problem not shown. In 2013, % don't know responses ranges from 3% to 13%, depending on the type of problem experienced.

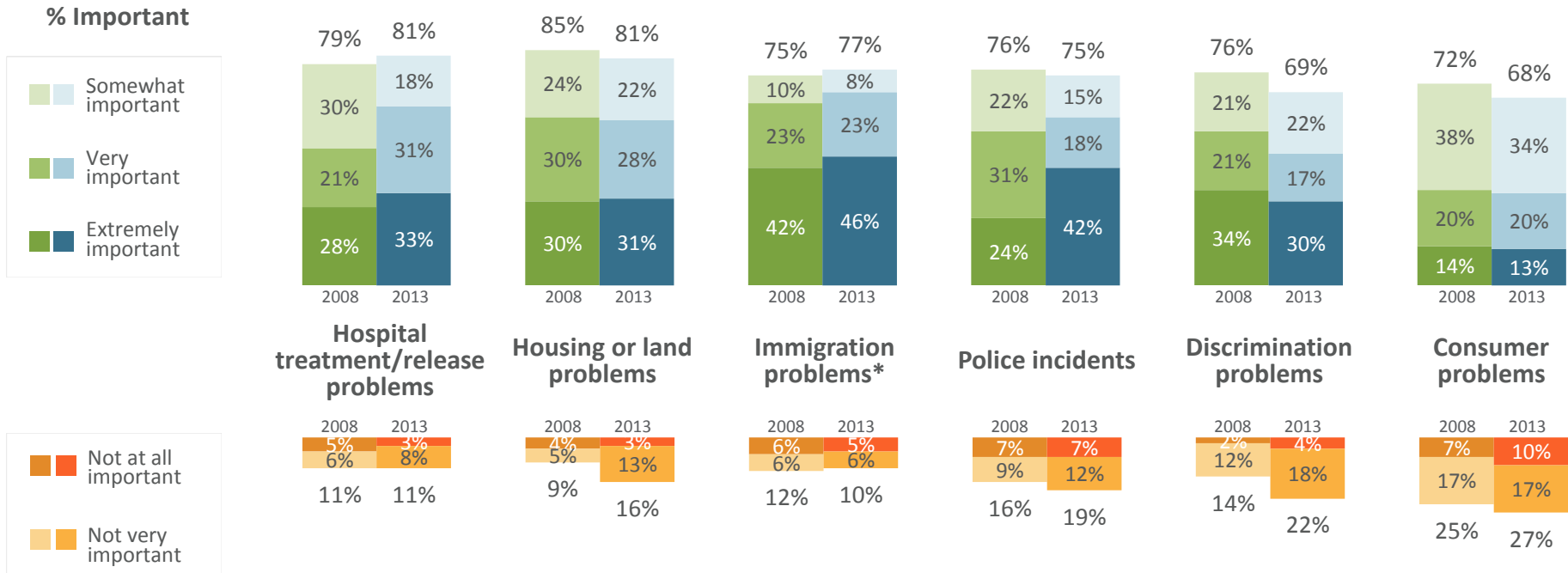
Base: Respondents who experienced each problem (2008 n=51-248; 2013 n=53-467)

*Small base size between 50-100; interpret with caution

D2. Thinking again about these problems when they were at their worst, how important was it to you to take care of the problem so that it was no longer an issue for you?



Importance of Resolving Legal Problems (cont.)



Note:

1. % don't know responses for each problem not shown. In 2013, % don't know responses ranges from 3% to 13%, depending on the type of problem experienced.

Base: Respondents who experienced each problem (2008 n=51-248; 2013 n=53-467)

*Small base size between 50-100; interpret with caution

D2. Thinking again about these problems when they were at their worst, how important was it to you to take care of the problem so that it was no longer an issue for you?

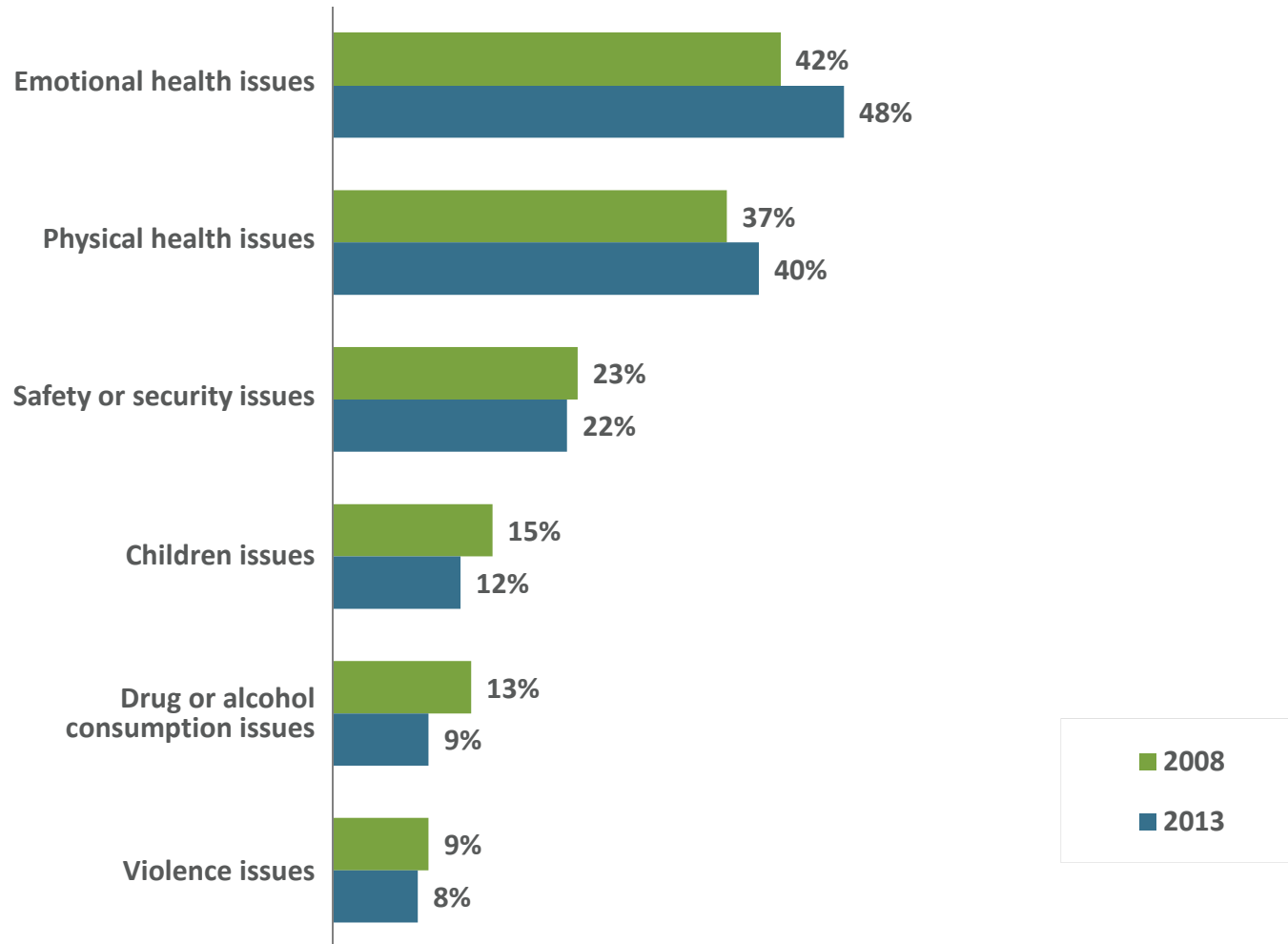


Importance of Resolving Legal Problems (cont.)

- The large majority of BC residents generally consider it important to resolve their problems – no fewer than 68% of those experiencing each type of problem say that it is somewhat to extremely important to resolve their problems. This increases to 91% among those who have experienced money/debt problems in the past 3 years.
- Although many respondents with wills & powers of attorney problems do not consider them very disruptive, the vast majority (87%) with issues in this area still feel that it is important to resolve those issues.



Issues Experienced as a Result of Legal Problems



Base: Total respondents who experienced problems (2008 n=959; 2013 n=898)

D3. Which, if any, of the following did you experience as a result of the problems you encountered in the past 3 years?



Issues Experienced as a Result of Legal Problems (By Problems)

Issue	Type of Problem Experienced (2013)												
	Consumer (n=467) %	Employment (n=328) %	Money/Debt (n=353) %	Welfare/social assistance (n=178) %	Housing/land (n=314) %	Immigration (n=53)* %	Discrimination (n=190) %	Police (n=100) %	Family (n=240) %	Wills & powers of attorney (n=223) %	Personal injury (n=267) %	Hospital/release (n=148) %	Legal (n=87)* %
Emotional health issues	50	63	61	68	58	50	66	69	67	48	59	70	65
Physical health issues	43	53	50	56	50	48	55	53	50	40	61	66	49
Safety or security issues	24	28	25	29	33	35	40	37	29	17	29	30	26
Children issues	14	16	18	23	17	23	19	27	33	20	19	26	31
Drug or alcohol consumption issues	10	15	16	17	15	12	14	22	17	10	14	20	19
Violence issues	7	12	12	17	12	10	16	24	17	11	13	20	28

Note: Key issues highlighted correspond to the top two issues experienced

 Key Issues

Base: Respondents who experienced each problem
*Small base size between 50-100; interpret with caution

D3. Which, if any, of the following did you experience as a result of the problems you encountered in the past 3 years?



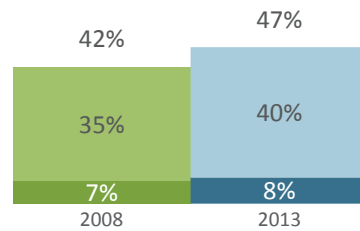
Issues Experienced as a Result of Legal Problems (cont.)

- BC residents report experiencing a variety of related non-legal issues as a result of the legal problems they encountered in the past three years.
- Emotional health issues and physical health issues top the list, consistent with the 2008 findings.
 - Individuals who have dealt with hospital treatment or hospital release problems appear the most likely to experience emotional health and physical health issues.
 - Females are more likely than males to experience emotional health issues as a result of their legal problems.
 - Individuals aged 35-54 are more likely than others to report emotional health issues and physical health issues.
- BC residents who have experienced legal action problems or family relationship problems tend to be more likely than others to report issues associated with their children.
- Violence issues are most often reported by those who have experienced legal action problems or police incidents.

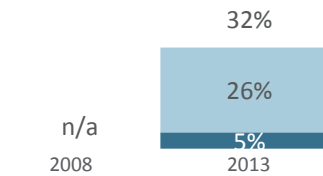
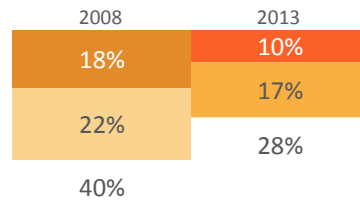


Perceptions of Fairness & Confidence in the Justice System

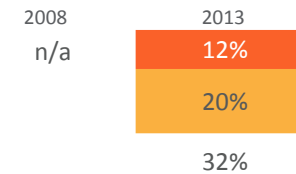
% Agree



“The laws and justice system in Canadian society are essentially fair”



“The justice system in British Columbia is effective at resolving legal problems”[†]



% Disagree



[†] New question added in 2013.

Base: All respondents (2008 n=1189; 2013 n=1208)

D4. Do you agree or disagree with the following statements...

- “The laws and justice systems in Canadian society are essentially fair.”
- “The justice system in British Columbia is effective at resolving legal problems.”



Perceptions of Fairness & Confidence in the Justice System

- Opinions about the fairness of the laws and justice system in Canadian society have improved since 2008.
 - Agreement that the justice system and laws in Canada are fair has increased to 47% from 42% in 2008.
 - Disagreement on this point has lessened (from 40% to 28%).
- Opinions on the effectiveness of the BC justice system at resolving legal problems are evenly split, with 32% each agreeing vs. disagreeing.
 - Older individuals (35+ yrs.) are more likely to disagree on this point.

Demographics



Demographics

	Total		Experienced Legal Problems	
	2008 (n=1,189) %	2013 (n=1,208) %	2008 (n=959) %	2013 (n=898) %
Gender				
Male	45	46	44	46
Female	55	54	56	54
Age				
18 to 34	35	36	37	39
35 to 54	34	28	36	29
55+	31	36	27	32
<i>Average</i>	46	47	45	45
Education				
High school or less	37	27	34	26
Some post-secondary	20	19	21	20
College/trade school	29	31	30	30
University degree or higher	14	23	15	23
Ethnicity				
Canadian only	n/a*	54	n/a*	54
Asian	n/a*	11	n/a*	11
South Asian/West Asian/Mid East	n/a*	3	n/a*	3
European	n/a*	24	n/a*	24
Aboriginal	n/a*	3	n/a*	4
Other	n/a*	5	n/a*	5
Prefer not to answer	n/a*	1	n/a*	2

* Question was reworded in 2013.



Demographics

	Total		Experienced Legal Problems	
	2008 (n=1,189) %	2013 (n=1,208) %	2008 (n=959) %	2013 (n=898) %
Income				
<\$20K	n/a*	19	n/a*	19
\$20K to <\$40K	n/a*	48	n/a*	50
\$40K to <\$55K	n/a*	32	n/a*	31
Household size				
One person	31	30	31	29
Two people	38	43	37	41
Three+ people	31	27	32	30
Region				
Greater Vancouver	32	39	32	40
Lower Mainland	12	11	12	12
Vancouver Island	26	25	25	25
Southern BC	22	20	22	19
Northern BC	8	5	9	5

* Results by these income brackets are not available. In 2008, low income household was defined as single person household with income of less than \$35,000, and multi-person household with total household income of less than \$50,000.



Demographics (By Problems)

Type of Problem Experienced (2013)													
	Consumer (n=467) %	Employment (n=328) %	Money/ Debt (n=353) %	Welfare/ social assistance (n=178) %	Housing/ land (n=314) %	Immigration (n=53)* %	Discrimination (n=190) %	Police (n=100) %	Family (n=240) %	Wills & powers of attorney (n=223) %	Personal injury (n=267) %	Hospital/ release (n=148) %	Legal (n=87)* %
Gender													
Male	45	43	44	46	40	40	34	58	41	44	46	41	66
Female	55	57	56	54	60	60	66	42	59	56	54	59	34
Age													
18 to 34	41	48	41	37	39	51	51	56	41	16	44	45	23
35 to 54	30	37	41	41	32	28	31	30	35	26	31	31	42
55+	29	16	19	21	30	21	19	15	24	57	25	24	35
<i>Average</i>	44	40	42	42	45	41	40	38	43	55	43	43	49

*Small base size; interpret with caution

 Statistically Significant



Demographics (cont.) (By Problems)

Type of Problem Experienced (2013)													
	Consumer (n=467) %	Employment (n=328) %	Money/ Debt (n=353) %	Welfare/ social assistance (n=178) %	Housing/ land (n=314) %	Immigration (n=53)* %	Discrimination (n=190) %	Police (n=100) %	Family (n=240) %	Wills & powers of attorney (n=223) %	Personal injury (n=267) %	Hospital/ release (n=148) %	Legal (n=87)* %
Education													
High school or less	25	21	24	25	27	19	21	38	26	30	25	22	24
Some post-secondary	21	17	22	20	19	12	16	17	21	21	17	18	21
College/trade school	30	34	34	33	28	38	36	26	33	29	36	33	37
University degree or higher	24	28	21	22	25	32	28	19	20	20	21	27	19
Ethnicity													
Canadian only	51	53	58	43	53	38	45	44	49	57	49	47	45
Other	49	52	57	42	51	31	41	41	47	57	46	45	42
Prefer not to answer	2	1	1	1	2	7	4	3	2	-	3	2	3

*Small base size; interpret with caution

 Statistically Significant



Demographics (cont.) (By Problems)

Type of Problem Experienced (2013)													
	Consumer (n=467) %	Employment (n=328) %	Money/ Debt (n=353) %	Welfare/ social assistance (n=178) %	Housing/ land (n=314) %	Immigration (n=53)* %	Discrimination (n=190) %	Police (n=100) %	Family (n=240) %	Wills & powers of attorney (n=223) %	Personal injury (n=267) %	Hospital/ release (n=148) %	Legal (n=87)* %
Income													
<\$20K	17	20	18	30	22	26	28	34	20	14	22	26	19
\$20K to <\$40K	53	54	49	49	50	46	52	53	51	52	47	51	51
\$40K to <\$55K	30	26	33	22	28	28	20	13	29	34	30	23	30
Household size													
One person	26	30	29	37	31	26	33	41	31	33	34	33	44
Two people	39	39	38	29	40	48	33	25	29	37	35	33	29
Three+ people	35	31	32	34	29	26	34	34	40	30	31	34	27
Region													
Greater Vancouver	43	43	39	47	36	53	42	46	40	29	42	50	53
Lower Mainland	11	10	13	9	14	14	12	11	15	11	12	13	13
Vancouver Island	21	25	23	18	27	16	25	27	25	29	26	24	19
Southern BC	20	17	19	22	21	14	14	13	18	21	16	13	12
Northern BC	5	4	5	4	3	4	7	2	2	11	4	6	3

*Small base size; interpret with caution

 Statistically Significant

Appendix 1



Appendix 1: Type of Assistance to Help Achieve Better Outcome (2013)

	Yes	No, no difference	No, worse	Maybe/Don't know
Welfare/social assistance problems (n=62)*				
Additional/better information	72	19	–	9
Someone to explain the legal aspects/help with forms or documents	56	19	5	19
Someone to deal with or intervene with other party	74	11	1	15
A lawyer	43	24	12	22
Hospital treatment/release problems (n=43)**				
Additional/better information	59	37	–	4
Someone to explain the legal aspects/help with forms or documents	39	37	–	23
Someone to deal with or intervene with other party	49	23	6	22
A lawyer	30	36	9	25
Legal action problems (n=58)*				
Additional/better information	76	–	–	24
Someone to explain the legal aspects/help with forms or documents	56	20	–	24
Someone to deal with or intervene with other party	66	–	20	14
A lawyer	66	20	–	14

Base: Respondents who perceive better outcomes for each problem

*Small base size between 50-100; interpret with caution. **Very small base size of <50; interpret with extreme caution.

C9b. Specifically, do you think that any of the following types of assistance would have helped you to achieve a better outcome for the problem that you experienced?



Appendix 1: Type of Assistance to Help Achieve Better Outcome (2013 cont.)

	Yes	No, no difference	No, worse	Maybe/Don't know
Discrimination problems (n=52)*				
Additional/better information	51	16	6	28
Someone to explain the legal aspects/help with forms or documents	56	15	6	23
Someone to deal with or intervene with other party	60	2	11	27
A lawyer	37	18	13	32
Money/debt problems (n=77)*				
Additional/better information	53	27	4	15
Someone to explain the legal aspects/help with forms or documents	36	33	8	22
Someone to deal with or intervene with other party	42	29	10	19
A lawyer	30	36	18	16
Employment problems (n=93)*				
Additional/better information	58	17	–	24
Someone to explain the legal aspects/help with forms or documents	43	27	3	28
Someone to deal with or intervene with other party	53	20	2	25
A lawyer	27	26	10	36

Base: Respondents who perceive better outcomes for each problem

*Small base size between 50-100; interpret with caution. **Very small base size of <50; interpret with extreme caution.

C9b. Specifically, do you think that any of the following types of assistance would have helped you to achieve a better outcome for the problem that you experienced?



Appendix 1: Type of Assistance to Help Achieve Better Outcome (2013 cont.)

	Yes	No, no difference	No, worse	Maybe/Don't know
Housing/land problems (n=61)*				
Additional/better information	64	21	–	15
Someone to explain the legal aspects/help with forms or documents	57	22	–	21
Someone to deal with or intervene with other party	60	12	3	26
A lawyer	29	20	11	40
Consumer problems (n=94)*				
Additional/better information	59	26	–	15
Someone to explain the legal aspects/help with forms or documents	48	29	–	22
Someone to deal with or intervene with other party	54	26	–	20
A lawyer	22	34	6	37
Personal injury problems (n=54)*				
Additional/better information	65	21	4	10
Someone to explain the legal aspects/help with forms or documents	59	29	4	9
Someone to deal with or intervene with other party	54	27	5	14
A lawyer	39	34	3	24

Base: Respondents who perceive better outcomes for each problem

*Small base size between 50-100; interpret with caution. **Very small base size of <50; interpret with extreme caution.

C9b. Specifically, do you think that any of the following types of assistance would have helped you to achieve a better outcome for the problem that you experienced?



Appendix 1: Type of Assistance to Help Achieve Better Outcome (2013 cont.)

	Yes	No, no difference	No, worse	Maybe/Don't know
Immigration problems (n=9)**				
Additional/better information	52	29	–	19
Someone to explain the legal aspects/help with forms or documents	62	7	12	19
Someone to deal with or intervene with other party	28	41	12	19
A lawyer	12	45	12	32
Police incidents (n=19)**				
Additional/better information	55	25	–	20
Someone to explain the legal aspects/help with forms or documents	64	9	–	27
Someone to deal with or intervene with other party	57	19	–	23
A lawyer	70	9	1	19
Family relationship problems (n=31)**				
Additional/better information	42	19	5	34
Someone to explain the legal aspects/help with forms or documents	22	31	5	41
Someone to deal with or intervene with other party	36	15	6	42
A lawyer	25	19	35	21

Base: Respondents who perceive better outcomes for each problem

*Small base size between 50-100; interpret with caution. **Very small base size of <50; interpret with extreme caution.

C9b. Specifically, do you think that any of the following types of assistance would have helped you to achieve a better outcome for the problem that you experienced?



Appendix 1: Type of Assistance To Help Achieve Better Outcome (2013 cont.)

	Yes	No, no difference	No, worse	Maybe/Don't know
Wills & powers of attorney problems (n=21)**				
Additional/better information	59	26	–	15
Someone to explain the legal aspects/help with forms or documents	72	17	–	11
Someone to deal with or intervene with other party	39	32	4	25
A lawyer	17	39	21	23

Base: Respondents who perceive better outcomes for each problem

*Small base size between 50-100; interpret with caution. **Very small base size of <50; interpret with extreme caution.

C9b. Specifically, do you think that any of the following types of assistance would have helped you to achieve a better outcome for the problem that you experienced?

Appendix 2

**Legal Services Society of BC
Final – April 9, 2013**

Introduction

Thank you for your participation in our i-Say online surveys. Your opinions are very important to us. Please fill out the following survey, which should take approximately 25 minutes to complete and will award **[INSERT MAX POINTS]** i-Tickets.

Upon completion of this survey, you will have the opportunity to allocate your i-Tickets to any of the ten prizes offered in The Choice is Yours contest. Not only that, you will have a chance to win one of over 50 prizes by playing the It's Your Lucky Day instant win contest.

(For full Contest Rules and Regulations click here).

Remember, all the information you provide us is kept strictly confidential. It is used for classification purposes only. Your personally identifying information will never be given to anyone outside of Ipsos i-Say, and we absolutely promise never to try to sell you anything.

Thank you for your time and continued participation with the i-Say Panel.

Good luck and thanks again!

[INSERT ON SEPARATE SCREEN BEFORE SCREENERS]

The purpose of this survey is to find out more about every day problems people may or may not encounter, and how people address those problems, if at all. Your opinions are very important to us. Thank you for helping us with this survey.

A. Screener

A1. In what year were you born?

Please choose from the drop down list below.

[DROP DOWN 1900-1995]

[IF BORN IN 1995 OR EARLIER, CONTINUE. THANK AND TERMINATE ALL OTHERS]

A2. How many people currently live in your household?

Please choose from the drop down list below.

[DROP DOWN 1-10, 10+]

A3. Which of the following **best describes** your annual household income before taxes?

Please choose one response only.

Under \$20,000

\$20,000 to under \$25,000

\$25,000 to under \$30,000

\$30,000 to under \$35,000

\$35,000 to under \$40,000

\$40,000 to under \$45,000

\$45,000 to under \$50,000

\$50,000 to under \$55,000

\$55,000 to under \$60,000

\$60,000 to under \$65,000

\$65,000 or more

Don't know

[CONTINUE IF:

CODE 1 AT QA2 AND CODES 1-5 AT QA3 (FOR SINGLE INDIVIDUALS)

CODES 2 OR MORE AT QA2 AND CODES 1-8 AT QA3 (FOR FAMILIES)

[ALL OTHERS, THANK AND TERMINATE]

B. INCIDENCE OF PROBLEMS

B1. People can experience many different kinds of problems in their day-to-day lives. Some are relatively minor, while others are more serious and difficult to resolve. Following is a list of different types or categories of problems. Please read the description of each type of problem, and then indicate the approximate number of times in the **past 3 years** you have experienced a problem in each category that was **serious and difficult to resolve**.

Please give an answer for each problem category.

[ROWS, RANDOMIZE]

Consumer problems such as purchasing faulty goods or appliances, receiving incorrect or misleading information, being overcharged for goods and services, etc.

Employment problems such as job loss, harassment, bullying or discrimination, difficulty collecting employment benefits or unemployment insurance, etc.

Money or debt problems such as inability to make payments, personal bankruptcy, collecting a debt, etc.

Welfare or social assistance problems such as seeking or obtaining benefits, reduction in benefits, difficulty with a benefit company or government agency, etc.

Housing or land problems such as neighbour problems, zoning or development, landlord-tenant problems, etc.

Immigration problems such as difficulty with government agencies, obtaining proper documents and papers, etc.

Discrimination problems on the basis of race, gender, age, ability, etc.

Police Incidents such as being questioned, charged with an offence or arrested, etc.

Family relationship problems such as divorce or separation, child custody or access, division of property, support payments, domestic violence etc.

Wills and Powers of Attorney problems such as writing a will, managing the affairs of someone unable to do so on their own, managing the estate of a deceased person, etc.

Personal injury problems such as a car accident, slip and fall, medical malpractice, a dog bite, etc.

Hospital treatment or release problems such as patient's rights or mental health issues, etc.

Legal action problems such as being sued or receiving letters threatening to sue, etc.

[COLUMNS]

Never experienced

1 time

2 times

3 times
 4 times
 5+ times
 Don't know

C. RESPONSES TO PROBLEMS

[FOR EACH ITEM IN QB1 WITH “1 OR MORE”, ASK QC1 FOR THAT ITEM. IF “NEVER” OR “DON’T KNOW” FOR THE ITEM, DO NOT INCLUDE IN THE LIST. IF “NEVER” OR “DON’T KNOW” FOR ALL ITEMS IN QB1, SKIP TO QD4.]

C1. As you know, there are many different ways to address the various problems people face. How did you respond to each of the **serious and difficult to resolve** problems you experienced over the **past 3 years**?

Please give an answer for each problem.

[ROWS]

INSERT PROBLEMS EXPERIENCED AT QB1 [1 OR MORE TIMES]

[INSERT DROP DOWN BOX]

1. Took no action because the problem was not serious enough
2. Took no action even though the problem was serious enough
3. Took care of it on my own, without seeking legal assistance
4. Sought non-legal assistance such as getting information, advice, or assistance from a non-legal professional (e.g. doctors, counselors, etc)
5. Sought non-legal assistance such as getting information, advice or assistance from other non-legal resources (e.g. friends, relative, etc)
6. Sought legal assistance such as contacting a lawyer or legal-aid agency, legal advocate, legal advice/information service), etc.
7. Don't know

[ASK QC2 FOR EACH PROBLEM AT QC1 RECEIVING CODE 2 “TOOK NO ACTION EVEN THOUGH THE PROBLEM WAS SERIOUS ENOUGH”]

C2. You indicated that you did not take any action to address the **[INSERT PROBLEM(S) FROM QC1]** problem you experienced in the **past 3 years**. Which, if any, of the following describes why you decided to **not take any action**?

Please choose as many as apply for each problem.

[COLUMNS]

[INSERT PROBLEM(S) FROM QC1; IF ONLY ONE PROBLEM NO GRID NECESSARY]

[ROWS, RANDOMIZE ALL BUT LAST 2]

Thought nothing could be done
Was uncertain of my rights
Didn't know what to do
Thought it would take too much time
Thought it would damage my relationship with the other side
Thought it would cost too much
Thought the other side was right
Was too afraid to take action
Thought it would be too stressful
Other reasons (please specify):
Don't know

[ASK QC3 FOR EACH PROBLEM AT QC1 THAT DID NOT RECEIVE CODE 6 “SOUGHT LEGAL ASSISTANCE”]

C3. You indicated that you did not seek legal assistance to help solve the **[INSERT PROBLEM(S) FROM QC1]** problem you experienced in the **past 3 years**. Which, if any, of the following describes why you decided to **not seek legal assistance**?

Please choose as many as apply for each problem.

[COLUMNS]

[INSERT PROBLEM(S) FROM QC1; IF ONLY ONE PROBLEM NO GRID NECESSARY]

[ROWS, RANDOMIZE ALL BUT LAST 2]

Thought nothing could be done
Was uncertain of my rights
Didn't know what to do
Thought it would take too much time
Thought it would damage my relationship with the other side
Thought it would cost too much
Thought the other side was right
Was too afraid to seek legal assistance
Thought it would be too stressful
Other reasons (please specify)
Don't know

[ASK QC4 FOR EACH PROBLEM AT QC1 RECEIVING CODE 4 OR CODE 5 “SOUGHT NON-LEGAL ASSISTANCE”]

C4.a You indicated that you sought non-legal assistance to help solve the **[INSERT PROBLEM(S) FROM QC1]** problem you experienced in the **past 3 years**.

Which, if any, of the following **did you turn to for non-legal assistance** to help you solve this problem?

Please choose as many as apply for each problem.

[COLUMNS]

[INSERT PROBLEM(S) FROM QC1; IF ONLY ONE PROBLEM NO GRID NECESSARY]

[ROWS, RANDOMIZE ALL BUT LAST 2]

Unions

Police

Government offices (e.g. Victim services, Wage earners protection program)

Friends and relatives

Other organizations

Support groups

Internet

Books/magazines

Other (please specify one item) [INCLUDE 3 INDEPENDENT OTHER SPECIFY TEXT BOXES]

Don't know

[ASK C4b FOR EACH NON-LEGAL ASSISTANCE USED IN C4a. ASK ONCE ONLY IF USED FOR MORE THAN ONE PROBLEM.]

C.4.b. Did you receive the non-legal assistance you were seeking from the following sources?

[ROWS]

[INSERT TYPE OF NON-LEGAL ASSISTANCE FROM C4a, INCLUDING ITEMS LISTED IN OTHER SPECIFY; IF ONLY ONE TYPE, NO GRID NECESSARY]

[COLUMN]

Yes

No

[ASK QC5 FOR EACH PROBLEM GETTING CODE 4 OR CODE 5 “SOUGHT NON-LEGAL ASSISTANCE” IN QC1]

C5. Overall, how satisfied were you with the non-legal assistance you received to help solve **[INSERT PROBLEM(S) FROM QC1]**?

Please give an answer for each problem.

[COLUMNS]

[INSERT PROBLEM(S) FROM QC1; IF ONLY ONE PROBLEM NO GRID NECESSARY]

[ROWS]

Very satisfied
Satisfied
Somewhat satisfied / somewhat dissatisfied
Dissatisfied
Very dissatisfied
Don't know

[ASK QC6 FOR EACH PROBLEM GETTING CODE 6 “SOUGHT LEGAL ASSISTANCE” IN QC1]

C6.a You indicated that you sought legal assistance to help solve the **[INSERT PROBLEM(S) FROM C1]** problem you experienced in the **past 3 years**. Which, if any, of the following did you turn to for legal assistance to help you solve this problem?

Please choose as many as apply for each problem.

[COLUMNS]

[INSERT PROBLEM(S) FROM QC1; IF ONLY ONE PROBLEM NO GRID NECESSARY]

[ROWS]

Lawyer
Mediator
Legal aid / Legal Services Society
Legal clinic
Community advocate or agency
Telephone advice line
Self-help centre
Government offices (e.g. Bureau of pensions advocates (veterans); Bankruptcy assistance program)
Internet
Books/Magazines
Other (please specify one item) [INCLUDE 3 INDEPENDENT OTHER SPECIFY TEXT BOXES]

[ASK C6b FOR EACH LEGAL ASSISTANCE USED IN C6a. ASK ONCE ONLY IF USED FOR MORE THAN ONE PROBLEM.]

C6.b. Did you receive the legal assistance that you were seeking from the following sources?

[ROWS]

[INSERT TYPE OF LEGAL ASSISTANCE FROM C6a INCLUDING ITEMS LISTED IN OTHER SPECIFY; IF ONLY ONE TYPE, NO GRID NECESSARY]

[COLUMN]

Yes
No

[ASK QC7 FOR EACH PROBLEM GETTING CODE 6 “SOUGHT LEGAL ASSISTANCE” AT QC1]

C7. Overall, how satisfied were you with the legal assistance you received to help solve the problem(s) you experienced in the **past 3 years**?

Please give an answer for each problem.

[COLUMNS]

[INSERT PROBLEM(S) FROM QC1; IF ONLY ONE PROBLEM NO GRID NECESSARY]

[ROWS]

Very satisfied
Satisfied
Somewhat satisfied / somewhat dissatisfied
Dissatisfied
Very dissatisfied
Don't know

C8a. Overall, how would you describe the outcome(s) of the problem(s) you experienced in the **past 3 years**?

Please give an answer for each problem.

[COLUMNS]

[INSERT PROBLEM(S) FROM QC1; IF ONLY ONE PROBLEM NO GRID NECESSARY]

[ROWS]

Fair

Unfair
Still unresolved
Don't know

[IF CODE 3 “STILL UNRESOLVED”, SKIP TO INSTRUCTION BEFORE QC9]

C8b. Overall, how satisfied are you with the outcome(s) of the problem(s) you experienced in the **past 3 years**?

Please give an answer for each problem.

[COLUMNS]

[INSERT PROBLEM(S) FROM QC1; IF ONLY ONE PROBLEM NO GRID NECESSARY]

[ROWS]

Very satisfied
Satisfied
Somewhat satisfied / somewhat dissatisfied
Dissatisfied
Very dissatisfied
Don't know

[FOR EACH PROBLEM IN QC1 THAT DID NOT CHOOSE CODE 6 “SOUGHT LEGAL ASSISTANCE”, AND WAS NOT CODE 3 “STILL UNRESOLVED” IN QC8a, ASK QC9.]

C9.a Overall, looking back on the outcome of the problem you faced, do you feel the situation might have worked out better if you had more assistance?

Please give an answer for each problem.

[COLUMNS]

[INSERT PROBLEM(S) FROM QC1; IF ONLY ONE PROBLEM NO GRID NECESSARY]

[ROWS]

Yes
No
Don't Know

[ASK C9b FOR EACH PROBLEM WHERE C9=YES]

C9.b Specifically, do you think that any of the following types of assistance would have helped you to achieve a better outcome for the **[INSERT PROBLEM IF C9=YES. SEE LIST BELOW FOR TEXT FOR INSERTION]** that you experienced?

[COLUMNS]

- Yes
- No, would have made no difference
- No, would make things worse
- Maybe
- Don't Know

[ROWS]

- a. Additional or better information, to help you deal with or understand the problem
- b. Someone to explain the legal aspects to you or to help with forms, letters or documents
- c. Someone (for example an advocate or mediator) to deal with or intervene with the other party on your behalf
- d. A lawyer to deal with the problem using the legal system or courts

[LIST FOR TEXT INSERTION. LIST CORRESPONDS TO PROBLEM LISTED IN QB1]

Consumer problems
Employment problems
Money or debt problems
Welfare or social assistance problems
Housing or land problems
Immigtraion problems
Discrimination problems
Police incidents
Family relationship problems
Will and Power of Attorney problems
Personal injury problems
Hospital treatment or release problems
Legal action problems

D. IMPACT OF PROBLEMS

D1. Thinking about the problems you experienced within the **past 3 years**, when they were at their worst, would you say they were generally disruptive or not disruptive to your daily life?

Please give an answer for each problem.

[COLUMNS]

[INSERT PROBLEM(S) FROM QB1; IF ONLY ONE PROBLEM NO GRID NECESSARY]

[ROWS]

Extremely disruptive
Very disruptive
Somewhat disruptive
Not very disruptive
Not at all disruptive
Don't know

D2. Thinking again about these problems when they were at their worst, how important was it to you to take care of the problem so that it was no longer an issue for you?

Please give an answer for each problem.

[COLUMNS]

[INSERT PROBLEM(S) FROM QB1; IF ONLY ONE PROBLEM NO GRID NECESSARY]

[ROWS]

Extremely important
Very important
Somewhat important
Not very important
Not at all important
Don't know

D3. Which, if any, of the following did you experience as a result of the problems you encountered in the **past 3 years**?

[ROWS, RANDOMIZE]

Emotional health issues
Physical health issues
Safety or security issues

Drug or alcohol consumption issues
Violence issues
Children issues

[COLUMNS]

Yes
No
Don't know

D4. Do you agree or disagree with the following statements:

[ROWS]

- a. *“The laws and justice system in Canadian society are essentially fair.”*
- b. *“The justice system in British Columbia is effective at resolving legal problems.”*

[COLUMNS]

Strongly agree
Somewhat agree
Neither agree nor disagree
Somewhat disagree
Strongly disagree
Don't know

Z. DEMOGRAPHICS

Finally, a few more questions for classification purposes...

Z1. As you know, people in Canada come from a wide variety of ethnic and cultural backgrounds. Besides Canadian, what ethnic or cultural groups do you belong to?

Please select all that apply.

Aboriginal/First Nations/Metis/Inuit

European

Chinese

Korean

Japanese

Filipino

Other Asian (Vietnamese, Cambodian, Malaysian, Laotian, etc.)

South Asian (India, Pakistan, Sri Lanka, etc.)

Black, African, Caribbean

Latin American, Mexican

Middle Eastern, Arabic

West Asian (Afghan, Iranian, etc.)

Other (specify)

Canadian only [EXCLUSIVE]

Prefer not to answer [EXCLUSIVE]

Z2. In which region of British Columbia is your permanent place of residence?

Greater Vancouver

Fraser Valley (including Abbotsford, Chilliwack, Hope, etc.)

Vancouver Island South (including Greater Victoria and communities south of Nanaimo)

Vancouver Island North (including Nanaimo and communities north, and Powell River)

South Interior & Kootenays (including Kamloops, Kelowna, Penticton, Nelson, Cranbrook, Castlegar, and surrounding communities)

North Interior (including Prince George, and communities south to Williams Lake)

North (including Prince Rupert)



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