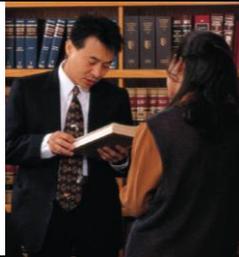




Ipsos Reid



# Legal Services Society

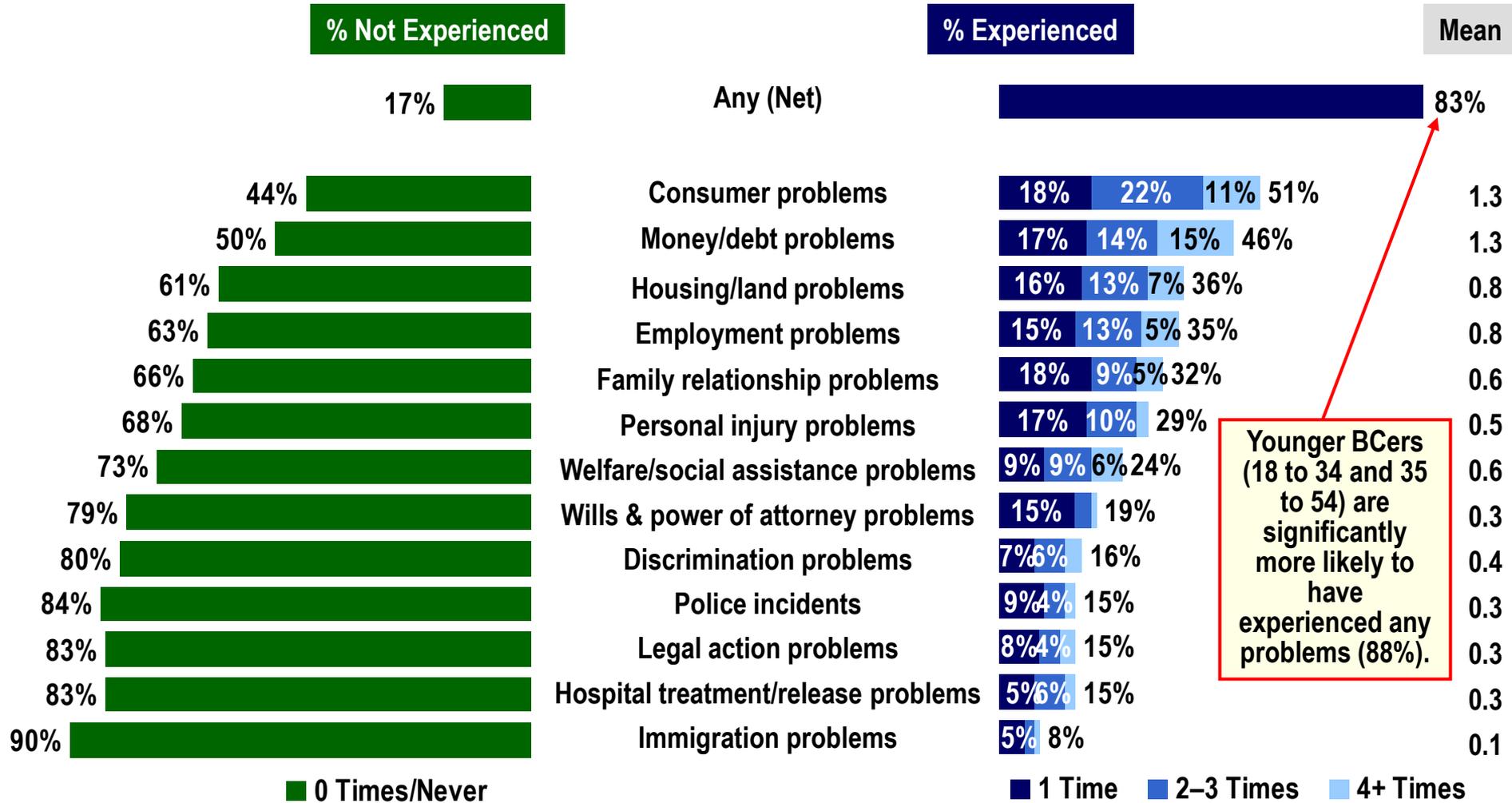
*Legal Problems Faced in Everyday Lives of  
British Columbians*

## Objectives

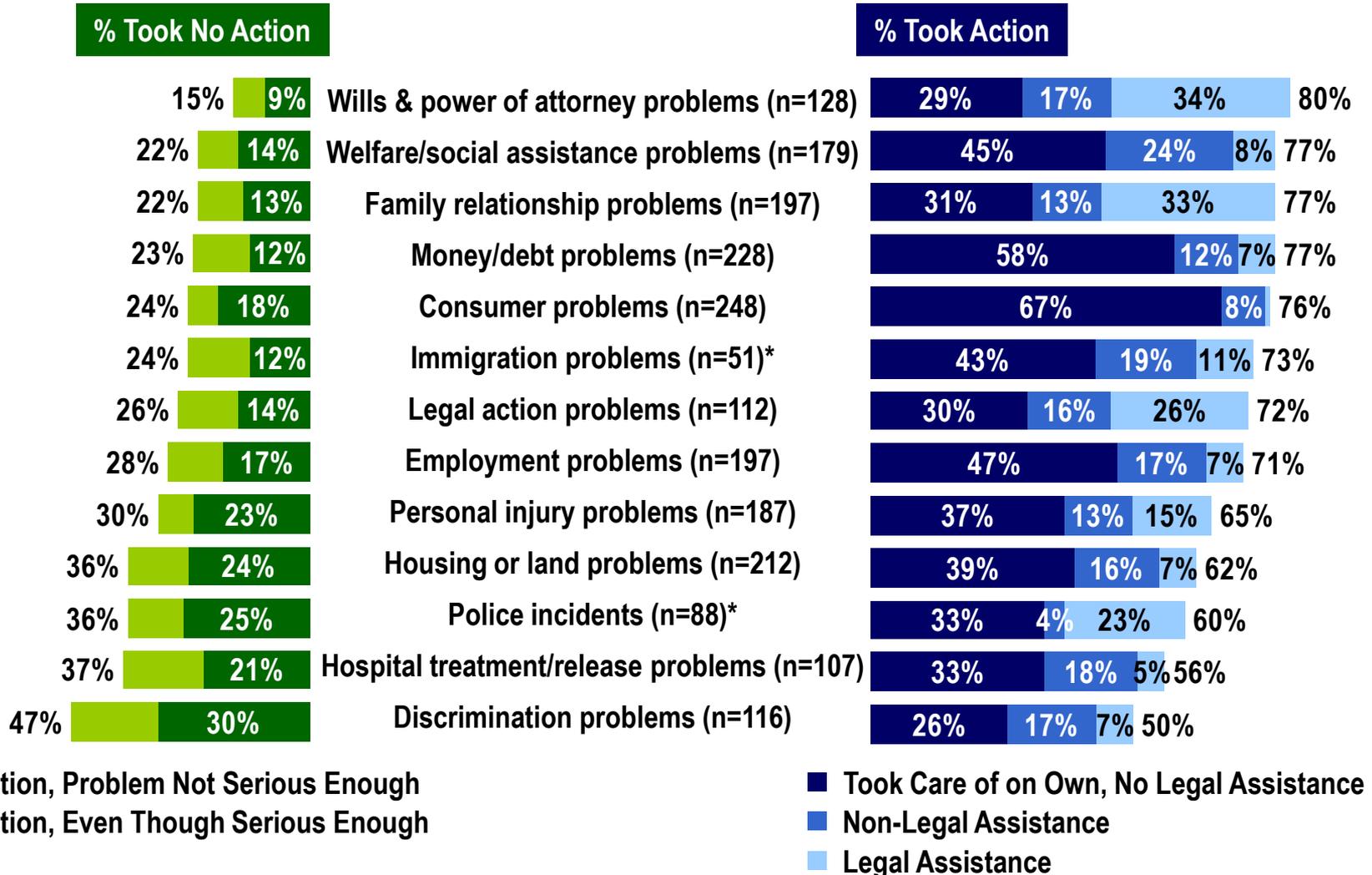
- ◆ Measure the incidence of justiciable problems faced by British Columbians;
- ◆ Determine the impact these problems have;
- ◆ Identify what action, if any, was taken;
- ◆ Better understand the perceived barriers to taking action to address legal issues; and,
- ◆ Determine the perceived fairness of the justice system.

- ◆ **Conducted online between September 23 and October 6, 2008.**
- ◆ **Sample outgo balanced to be representative of the BC population**
- ◆ **A total of 1,189 respondents completed the survey:**
  - 18 years of age or older; and,
  - Household income of less than \$50,000 per year.
- ◆ **The margin of error is  $\pm 2.8\%$ , 19 times out of 20.**
- ◆ **Data were weighted to reflect BC population with an income of less than \$50,000, and on age and gender.**
- ◆ *Note: Where base sizes are too small to report, data is shown as a summary of responses rather than as a actual number of respondents.*

# Overall incidence of experiencing problems is high



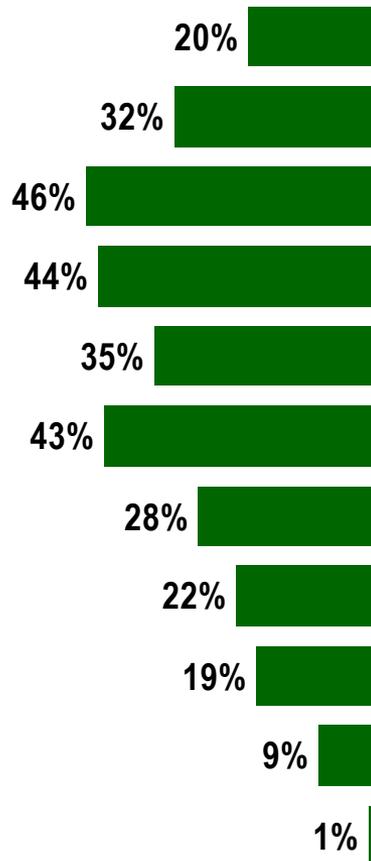
# Taking action is also high, but take action on own



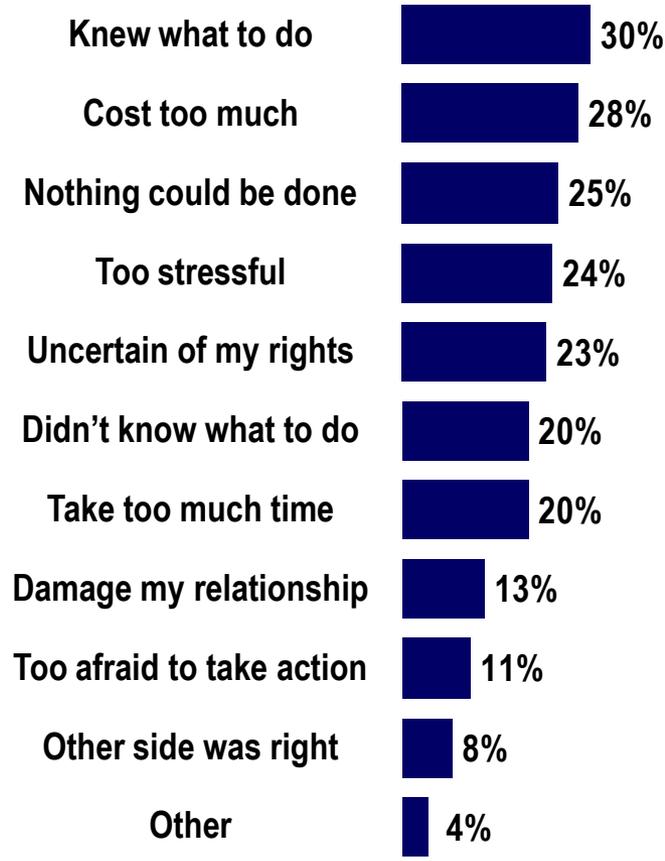
\* Small base size, interpret with caution.

# Reasons vary, but thinking nothing can be done, stress, and not knowing are key barriers

## % Did Not Take Any Action

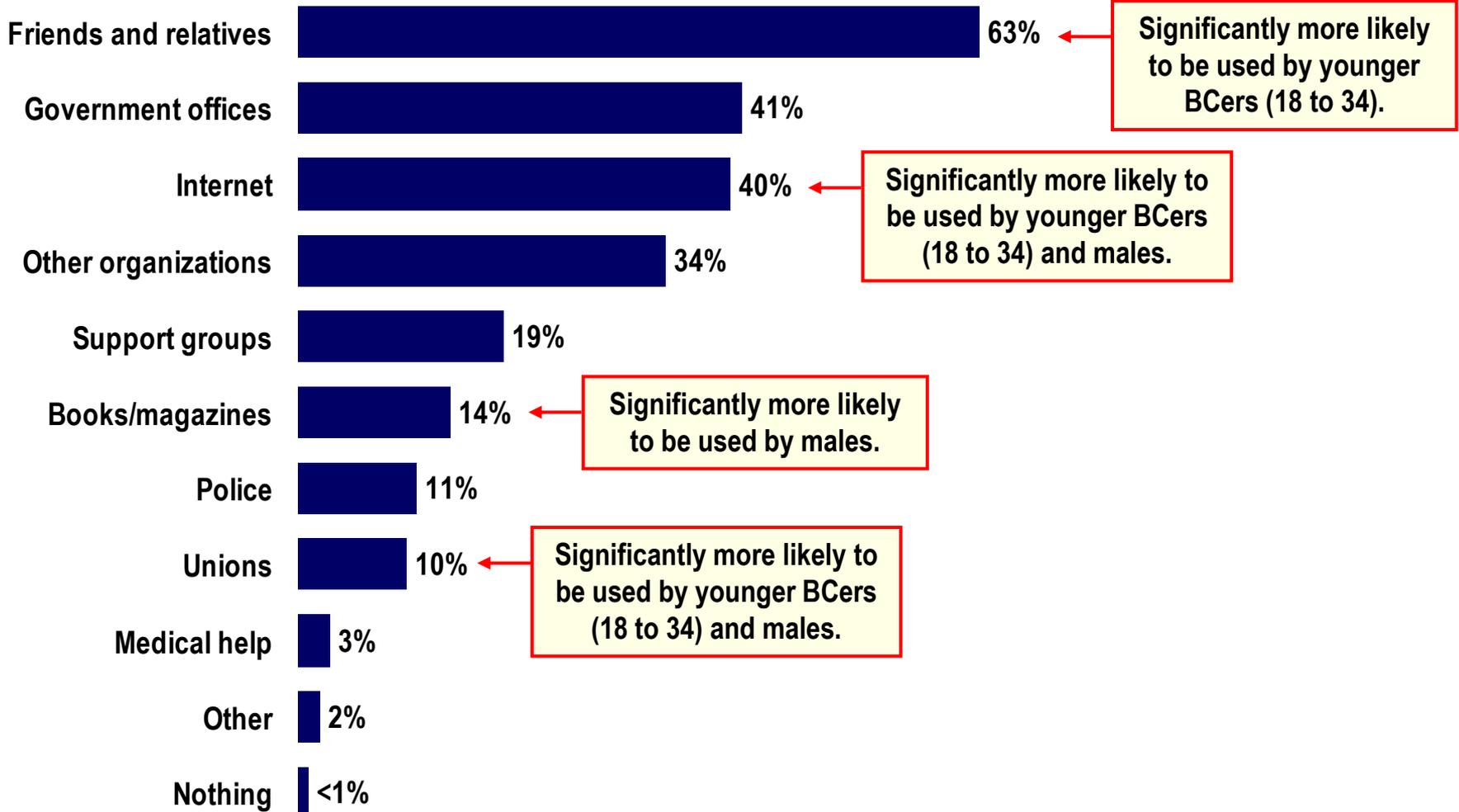


## % Did Not Seek Legal Assistance

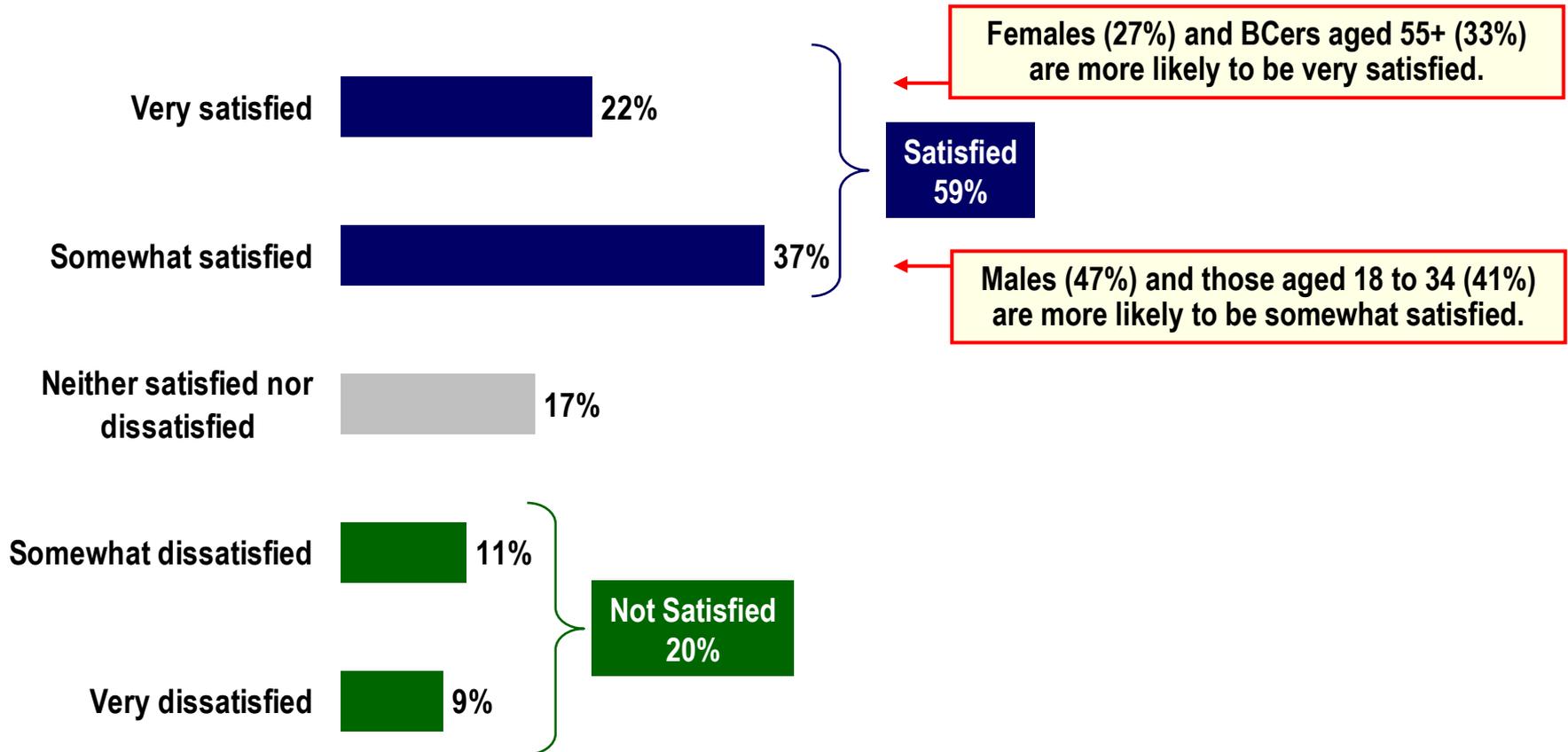


Base: Summary of respondents who did not take any action/did not seek legal assistance (n=varies)

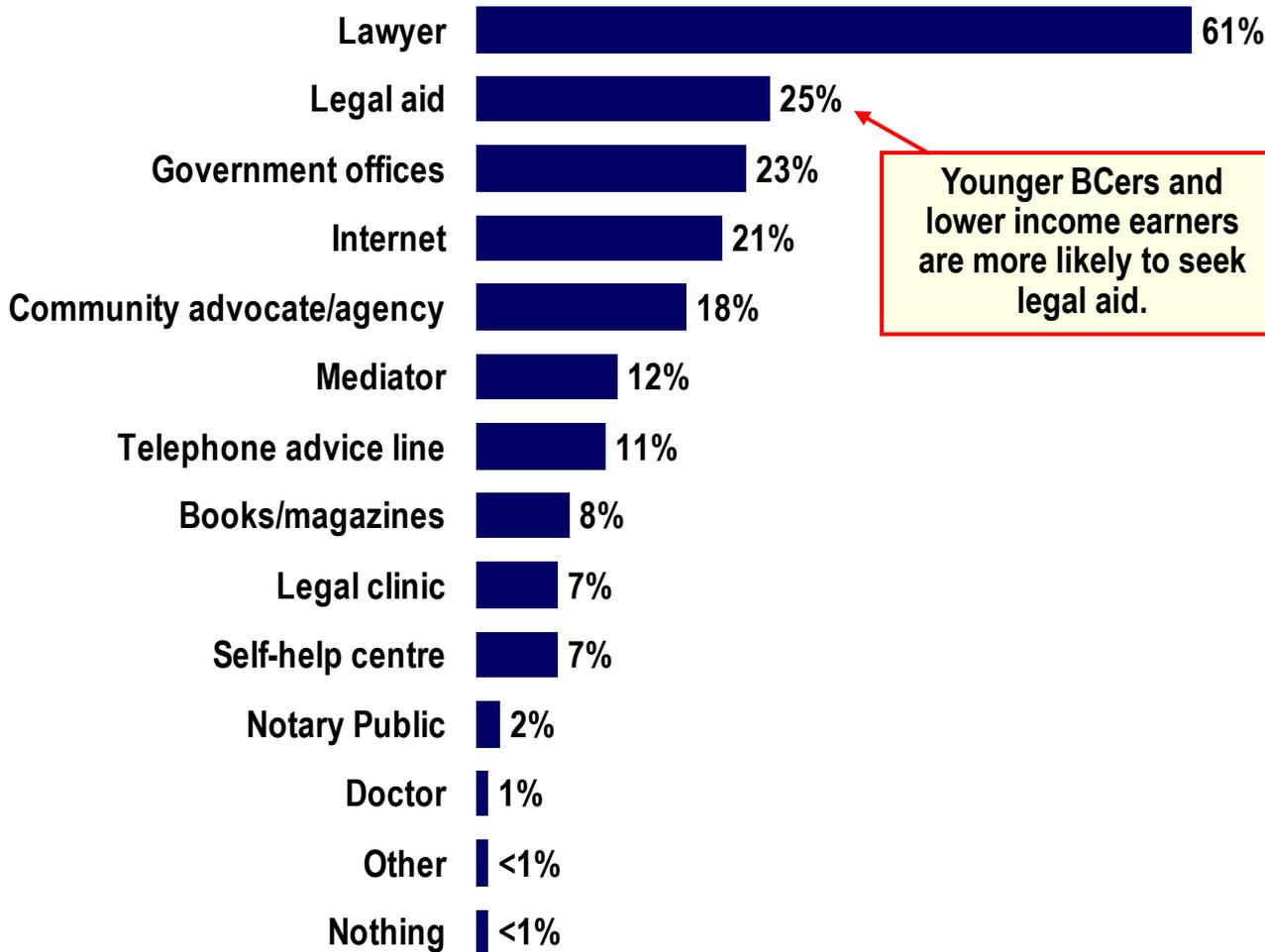
# Friends and family are key source for non-legal assistance



# And they are satisfied with non-legal assistance received



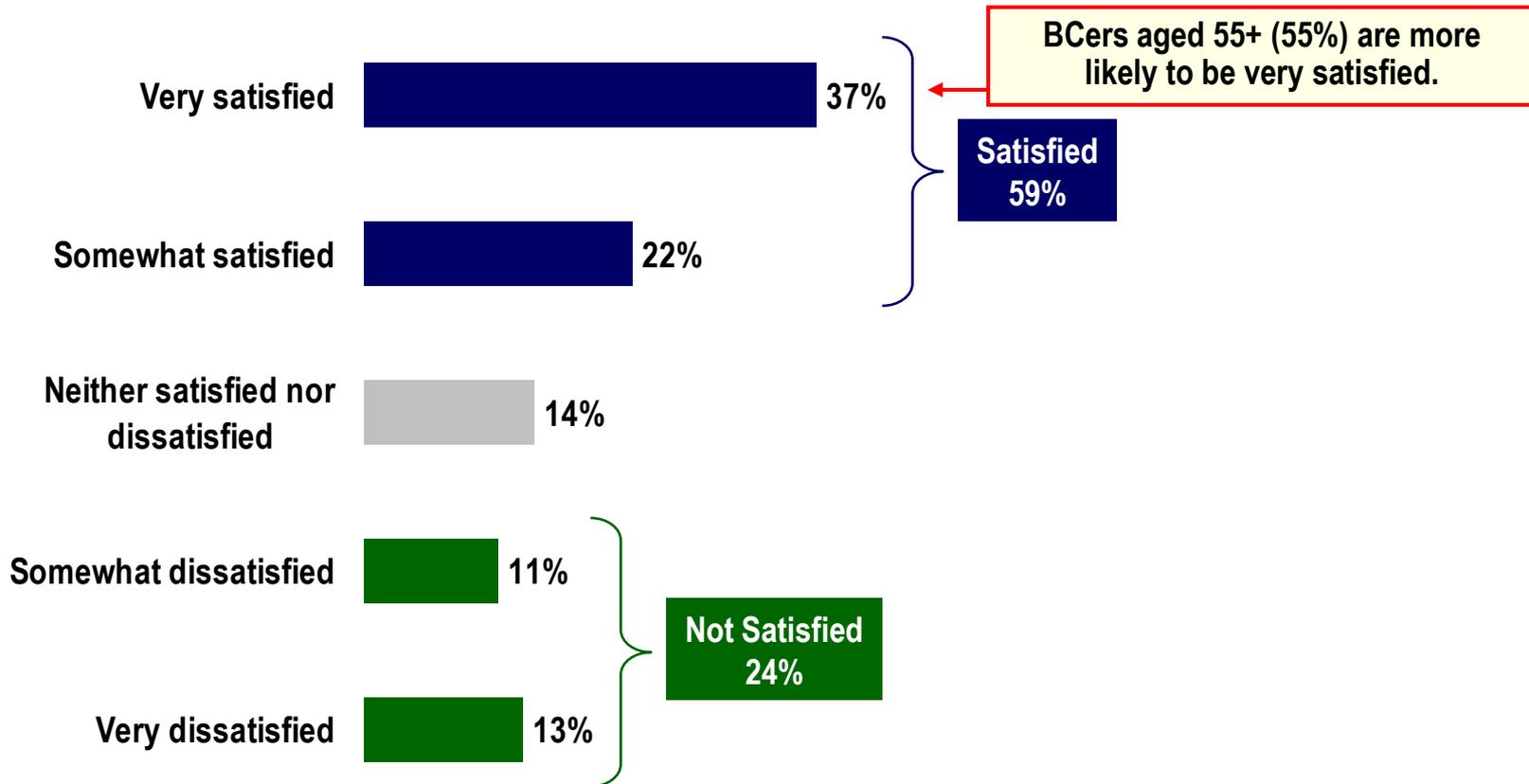
# Lawyers are key source for legal assistance



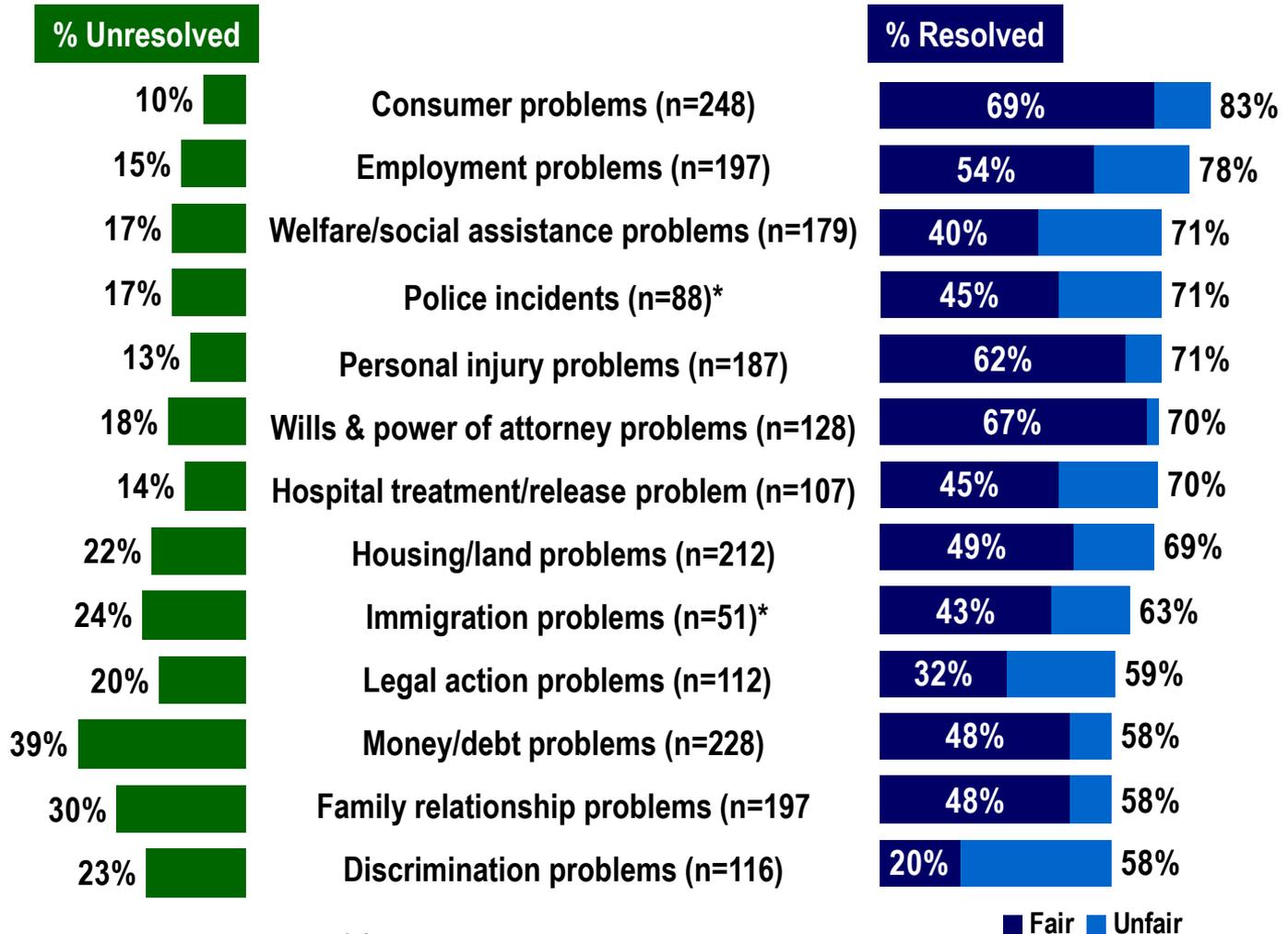
Males (69%), those aged 35 to 54 (66%) and higher income earners are more likely to use a lawyer.

Younger BCers and lower income earners are more likely to seek legal aid.

# And they are satisfied with the legal assistance sought

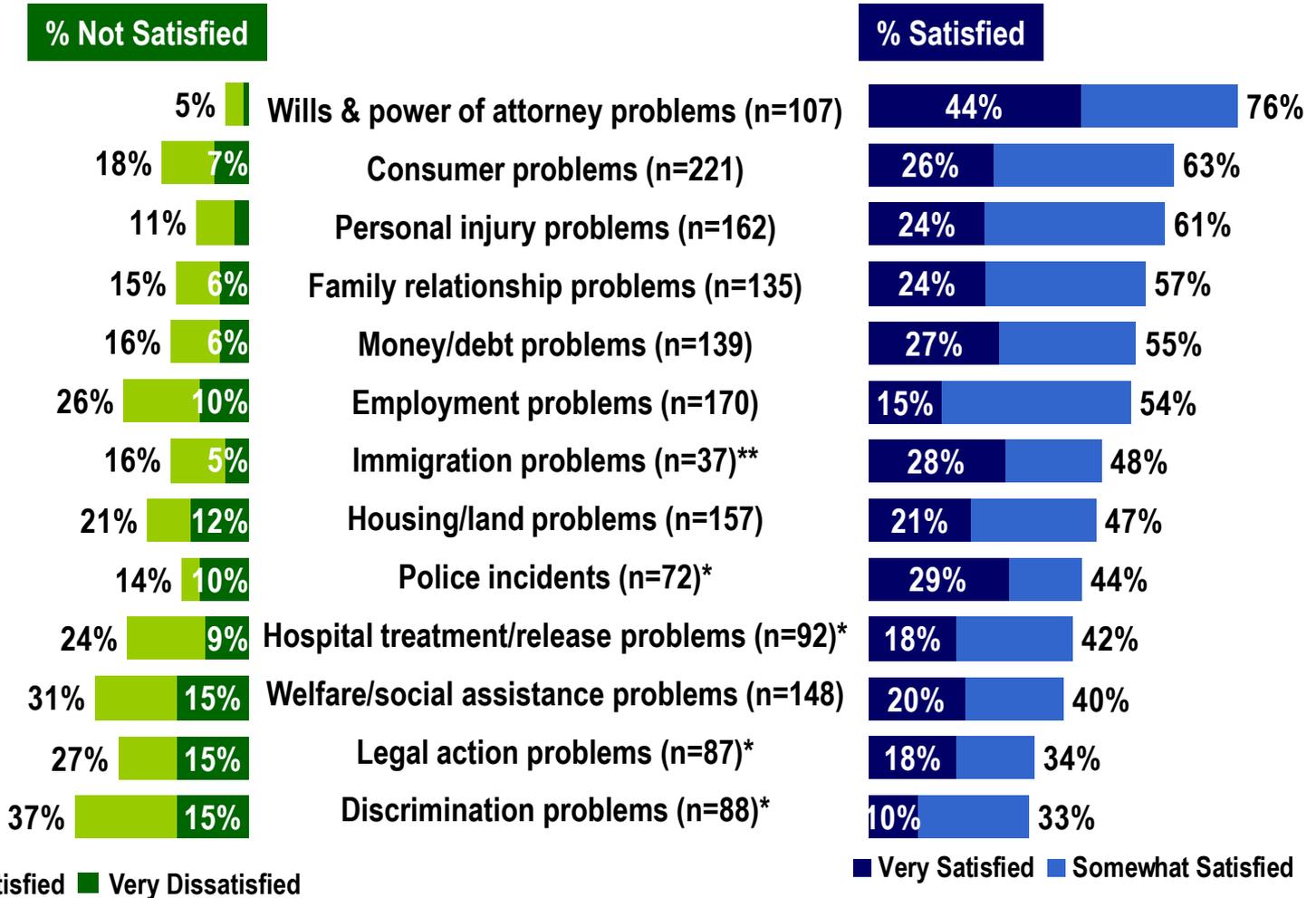


# Most problems are resolved and resolved fairly



\* Small base size, interpret with caution.

# Satisfaction with outcome is also high



\* Small base size, interpret with caution.

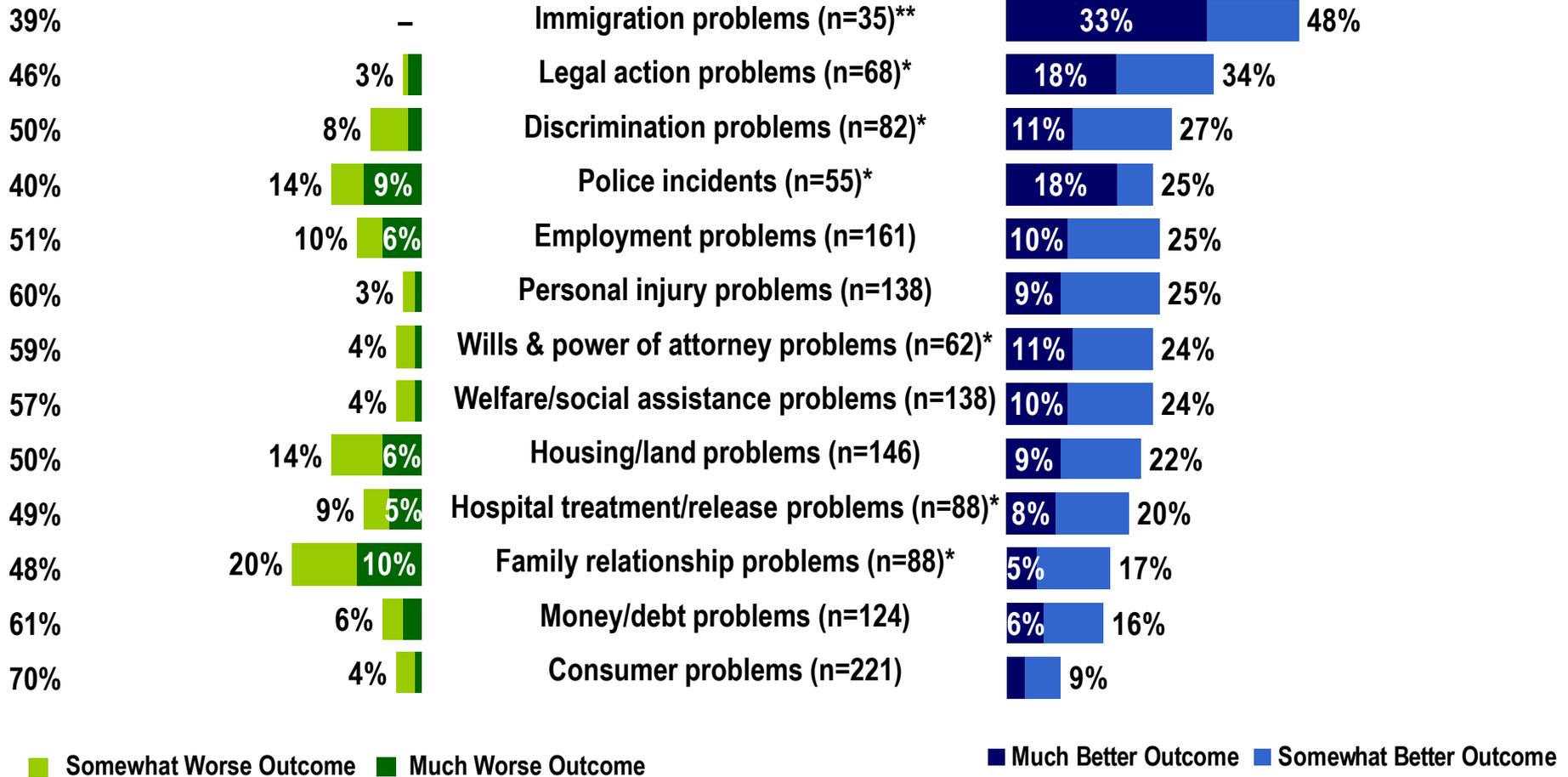
\*\* Very small base size, interpret with extreme caution.

# Importantly, most BCers don't think legal assistance would make a difference to outcome

% No Difference

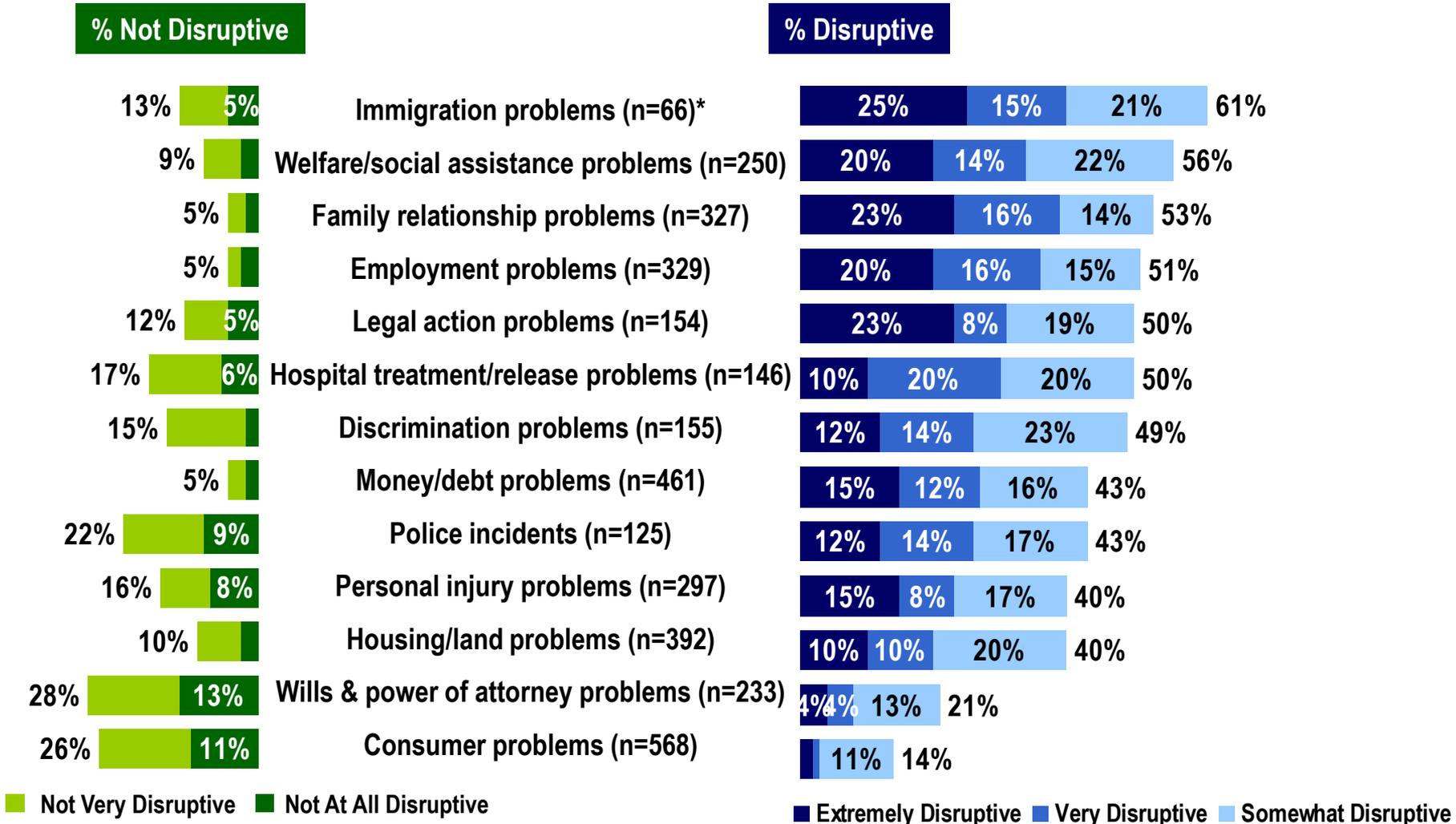
% Worse Outcome

% Better Outcome



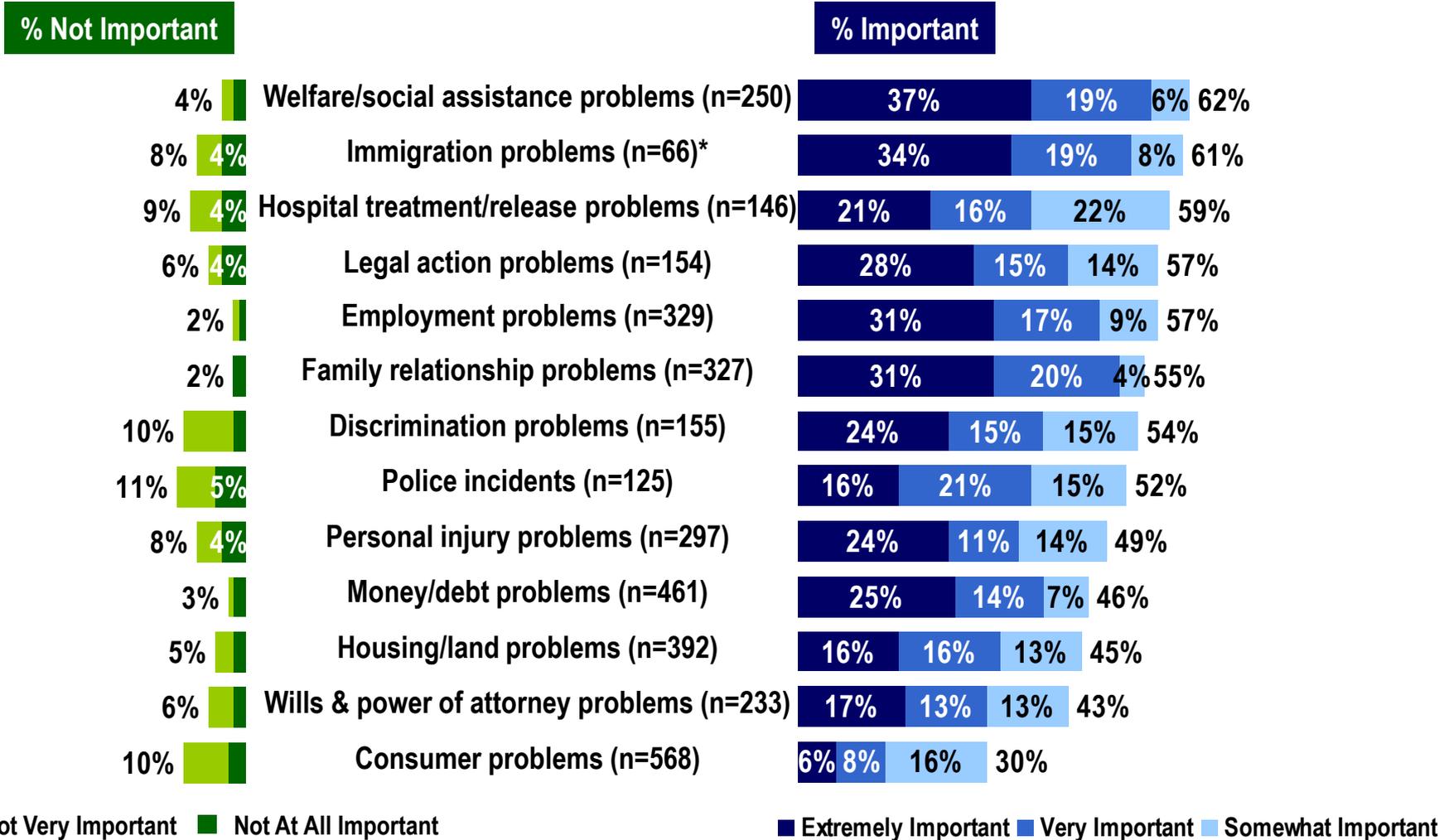
\* Small base size, interpret with caution.  
 \*\* Very small base size, interpret with extreme caution.

# Problems are disruptive and those that are taken care of on their own are more disruptive



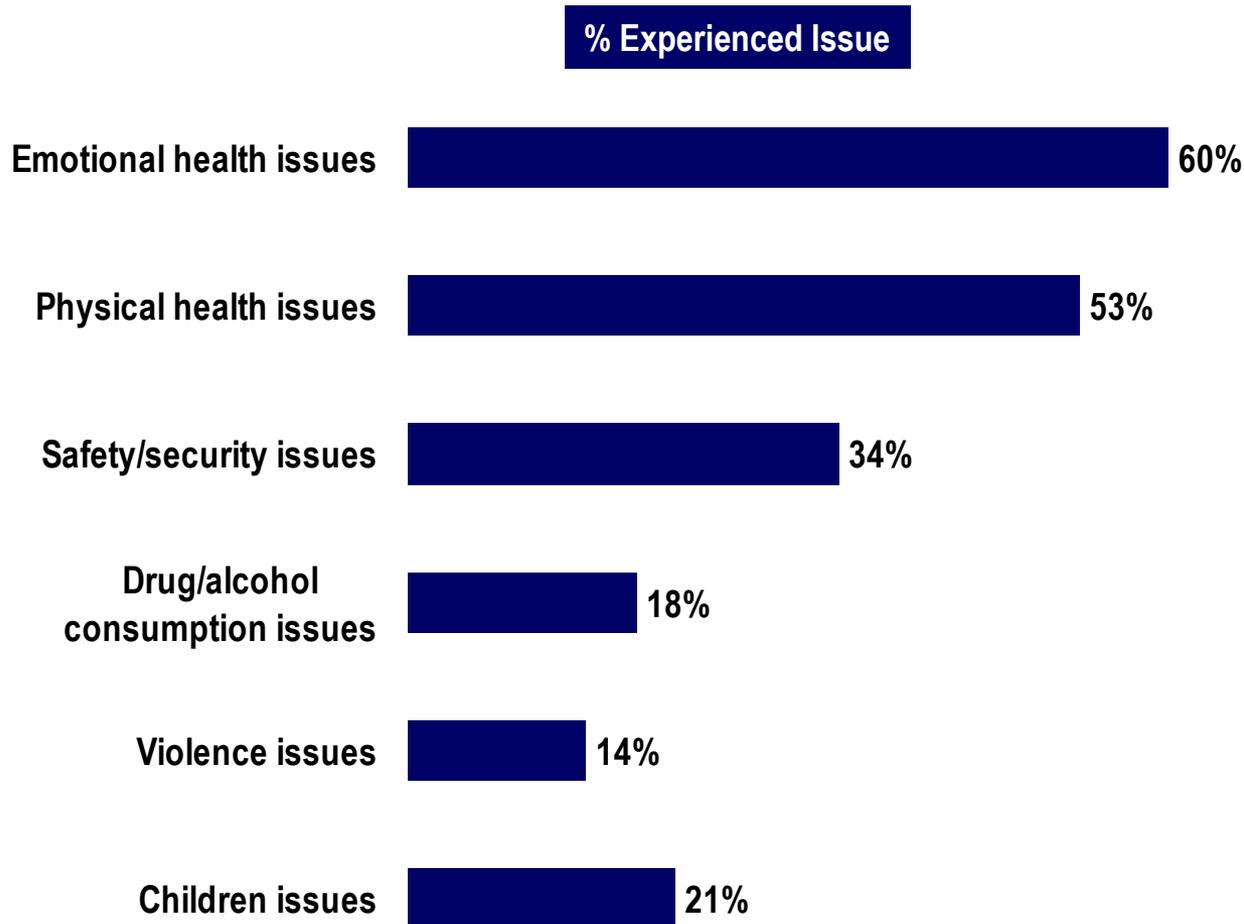
\* Small base size, interpret with caution.

# It's important to resolve problems, and problems that are more disruptive are more important to resolve



\* Small base size, interpret with caution.

# As a result of problems, BCers are experiencing issues, particularly emotional and physical health issues



# BCers are more skeptical in comparison to Ab Currie research

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

