

# Legal Services Society

## 2015 Client Satisfaction Survey

July 27, 2015

**Contact:**

Mary Bacica  
604 566 8913  
mb@sentisresearch.com

Adam DiPaula  
604 566 8912  
ad@sentisresearch.com

Alana Kendrick  
604 566 8914  
ak@sentisresearch.com



03

**Background,  
Objectives &  
Methodology**



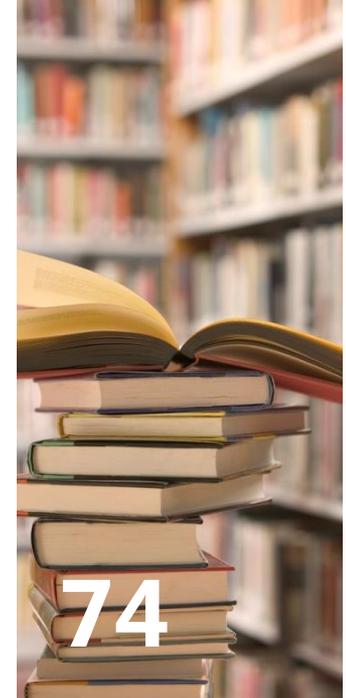
08

**Highlights &  
Implications**



16

**Summary of  
Findings**



74

**Appendix**

- Quantitative Survey
- Discussion Guide for Qualitative Interviews

# contents



# Background, Objectives & Methodology

- ▶ Legal Services Society (LSS) is a non-profit organization that provides legal aid services in BC. While independent of government, the organization relies primarily on the provincial government for its funding, along with the federal government, the BC Law Foundation and the BC Notary Foundation. It reports its activities to the provincial government.
- ▶ LSS has been formally measuring its client satisfaction since 2007 via a quantitative survey. The survey is repeated every three to four years, with the last wave occurring in 2011. Comparisons are made throughout the report, where relevant, against past waves. This wave, the study was expanded to include follow-up, qualitative research with LSS clients to gain a broader understanding of the client experience and LSS service levels. This report contains results from the 2015 quantitative survey, the qualitative component, and where relevant incorporates results from prior waves of the survey.
- ▶ LSS uses the research results to track its performance, for its strategic planning and to plan for service improvements. The specific objective of the research is to assess the society's progress on achieving three of the goals set out in its service plan, namely that people in BC with low incomes who have legal issues:
  - Use LSS services
  - Participate in solving and preventing their legal issues/problems
  - Get help with related issues (e.g. debt, housing) so they can solve and prevent their legal problems.
- ▶ LSS partnered with the Institute for Citizen Centred Service (ICCS) to benchmark its performance against similar Canadian organizations. The ICCS is an independent, non-profit agency committed to the measurement of citizen satisfaction with publicly funded programs. The ICCS stores baseline data from Common Measurements Tool (CMT) surveys (based on a standard set of questions) in a national data bank and benchmarks results for participating organizations. Throughout this report on applicable questions, the CMT results from Group 2 (which includes public sector organizations at the provincial level across all industries including other legal aid organizations) are shown for comparison. The CMT results from Group 3 (legal aid organizations) that were available are also referenced on applicable questions.
- ▶ While this study set out to collect the attitudes and opinions of all LSS clients, due to unavoidable limitations, the following client groups were not included: Criminal Representation clients who were in custody at the time of surveying, select Intake local agent offices, criminal and immigration Duty Counsel clients and Legal Information Outreach Work (LIOW) clients. Additionally, given that there were limited immigration Representation clients available for surveying, there is only a small number (n=11) of these surveys included in the study.
- ▶ This most current wave of this research was conducted by Sentis Market Research, while the previous two waves were conducted by Synovate Research.

## Quantitative Survey

- ▶ For this wave of the study, 1,100 surveys were conducted with three LSS client groups: Representation, Intake and Family Duty Counsel/Family Advice Lawyer (FDC/FAL). While most clients were contacted by telephone, those with email addresses were emailed an invitation to the survey with a unique link to take them directly to the online questionnaire. Clients contacted by telephone were given the option to complete the survey online if they preferred. Of the 1,100 completed surveys, the majority (or 1,041) were conducted via telephone. Surveying for this study took place from February 19 to April 10, 2015.
- ▶ As part of the effort to ensure that the final sample of LSS clients was reflective of the actual population of clients, quotas were set by type of law, region and point of contact, as was relevant for each client group. Additionally, during data tabulation, the sample data was mathematically weighted to reflect the target population of each client group. Weighting criteria was as follows: Representation – type of law and region; Intake – office/location, type of law and region; Family Duty Counsel/Family Advice Lawyer – courthouse location. Finally, Representation and Intake data was also weighted by whether or not a legal aid lawyer was provided.
- ▶ The margins of error at the 95% level for the various sample sizes found in this study are as follows:

Client Group	Sample Size	MOE
Total (all clients surveyed)	1,100	+/-3%
Representation	504	+/-4%
Intake	253	+/-6%
FDC/FAL	343	+/-5%

- ▶ When comparing 2011 to 2015 results, the following differences are required for statistical significance at the 95% level of confidence:

Client Group	2011 Sample Size	2015 Sample Size	Required Difference
Total (all clients surveyed)	1,201	1,100	+/-4%
Representation	466	504	+/-7%
Intake / FDC/FAL	435 / 300	253 / 343	+/-8%
Representation versus Intake versus FDC/FAL clients		504 / 253 / 343	+/-8%

## Qualitative Interviews

- ▶ Following the quantitative survey, qualitative follow-up research was conducted with LSS clients to provide LSS with a more in-depth understanding of clients' experiences with the organization. A total of 26 in-depth telephone interviews were conducted by a senior Sentis researcher (Adam DiPaula) from May 26 to June 9, 2015. Clients recruited for qualitative sessions represented all areas of law served by LSS with an aim to ensure Aboriginal and immigration clients were included in the total of 26 interviews. Recruiting also focused on those clients who could be classified into one of the following situational groups:
  - Clients who applied for a lawyer but did not qualify
  - Clients who felt their case outcome was positive, but gave low scores to LSS' processes and the experience
  - Clients who felt their case outcome was negative, but gave high scores to LSS' processes and the experience

After reviewing the preliminary quantitative results, it was determined that clients who fell into one of the above three groups would be able to provide the most learning (i.e., a client who qualified for a legal aid lawyer, felt their case outcome was positive and gave high scores to the legal aid process and experience would likely be more limited in what they could impart about LSS).

- ▶ A copy of the discussion guide for the in-depth interviews can be found in the Appendix.
- ▶ Findings from the in-depth interviews (along with select supporting verbatim comments) have been included throughout the report to supplement the quantitative findings, where applicable.

## Understanding the Report

- ▶ Commentary is limited to only those results that are statistically significant between sub-groups or between waves. Where results have been presented for a small sample size (e.g. base size is less than 50), a cautionary note has been included.
- ▶ Benchmarking mean scores from the ICCS's Common Measurements Tool (CMT) report have been presented for all relevant questions.
- ▶ Key Driver Analysis has been conducted to identify which aspects of LSS interaction have the greatest potential to positively influence overall satisfaction with LSS services received. Primary and secondary key drivers have been presented in the report as follows:



- ▶ Note: Results among smaller subgroups have been highlighted for certain questions within the report. Throughout this report, where it makes sense to do so, Representation client results are shown by the various areas of law – CFCSA, Criminal and Family (Immigration is excluded due to its small sample size). For Intake clients, where it makes sense to do so, results are shown by those who were provided with a legal aid lawyer and those who were not. Examples of how these are presented in the report are shown below.

Representation Case Type



Intake with Lawyer



- ▶ Written analysis based on the qualitative research has been supported throughout the report by verbatim comments from LSS clients participating in this phase of the research. These comments are shown as follows:

'Actual comment made by a LSS client during the telephone in-depth interview.'



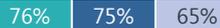
# Highlights & Implications

- ▶ LSS continues to earn favourable evaluations from clients overall and in the general areas of accessibility and helpfulness. Current scores for overall satisfaction and helpfulness are improved since 2011, or in the case of accessibility, identical to 2011. Compared with CMT industry benchmarks, LSS overall satisfaction is on par with the 2015 CMT Legal Aid norm and just marginally below the CMT norm for public sector organizations at the provincial level.
  
- ▶ When it comes to improving overall performance, key driver analysis identifies three key concepts, which qualitative research further supports as being critical. While LSS' performance in these areas is moderately to strongly positive, there remains room for improvement and greater focus.
  1. **Fair treatment.** This means being straightforward, listening and putting the best interests of the client front and centre (particularly critical in CFCSA / custody cases)
  2. **Go the extra mile.** This would apply to LSS staff and particularly to legal aid lawyers and duty counsel. The time and effort to truly help does not go unnoticed by clients.
  3. **Reasonable qualification requirements.** For Intake clients who did not qualify for a lawyer and for FDC/FAL clients, these requirements do not always appear reasonable. Further, there is a sense among some clients that the requirements are somewhat arbitrary.
  
- ▶ LSS is making progress in meeting its service plan goals. Since 2011, positive assessments from legal aid clients have increased significantly. And while the majority of clients still report that legal aid did **not** inform them about other services to address problems that may be related to their legal issue, improvement on this front has mainly occurred among Intake clients - who are most in need of this type of support.

## % Rating 4 or 5

### Overall Satisfaction

Repres. Clients 2015



2015 LSS Mean	3.86
2015 CMT Mean	4.09
2015 CMT Legal Aid Mean	3.89

	2007	2011	2015
Base	1582	1201	1100
5 - Very satisfied	39%	37%	41%
4	25%	25%	25%
3	18%	16%	17%
2	6%	8%	5%
1 - Very dissatisfied	11%	11%	9%
Don't know/Refused	-	2%	3%

### Accessibility

Repres. Clients 2015



2015 LSS Mean	4.01
2015 CMT Mean	4.16

	2007	2011	2015
Base	1582	1201	1100
5 - Very satisfied	43%	47%	49%
4	23%	22%	21%
3	15%	15%	18%
2	8%	7%	7%
1 - Very dissatisfied	8%	7%	5%
Don't know/Refused	2%	2%	1%

### Helpfulness

Repres. Clients 2015



	2007	2011	2015
Base	1582	1201	1100
5 - Very satisfied	43%	42%	49%
4	22%	20%	19%
3	15%	14%	11%
2	7%	8%	6%
1 - Very dissatisfied	12%	13%	11%
Don't know/Refused	1%	4%	3%

A1. I'd like you to think of your experience with legal aid over the past year. On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how would you rate your overall satisfaction with the services you received?

A2. And, on the same scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, please rate your satisfaction with how easy it was to reach someone at legal aid, to fill out the forms and to get the legal aid services you needed.

A3. And again on the same 1 to 5 scale, please rate your satisfaction with how helpful the legal aid services were in dealing with your legal problem.

Representation Case Type



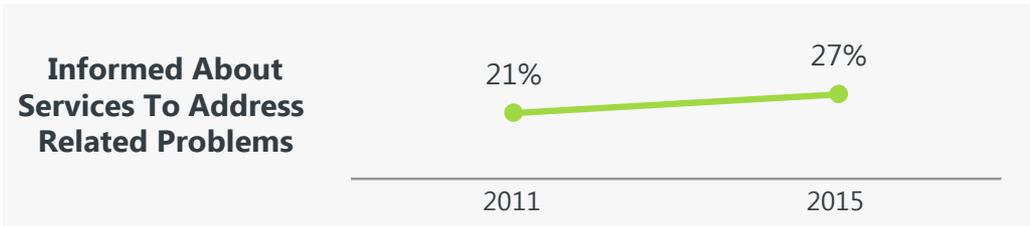
# Key Drivers of Overall Satisfaction

Key Driver Analysis uncovers the specific aspects of an LSS interaction which have the greatest potential to positively influence clients' overall satisfaction with LSS services. The table below summarizes the top and secondary drivers of overall satisfaction by client group (Representation, Intake and FDC/FAL) for the various interaction points of the client experience.

- Top Priority
- Secondary Priority

	Representation	Intake	FDC/FAL
<b>Legal Aid in General</b> (B4)	Treated fairly	Top Priority	Secondary Priority
	Informed of everything needed to do		Secondary Priority
	Knowledgeable and competent	Secondary Priority	
	Went the extra mile	Top Priority	Secondary Priority
	Reasonable amount of time		
<b>Application Process</b> (B3)	Easy to find out how to apply		
	Easy to get to office/get ahold of someone		
	Straightforward process	Secondary Priority	Top Priority
	Requirements are reasonable	Top Priority	Top Priority
<b>Lawyer Representation</b> (C4)	Treated fairly	Secondary Priority	Secondary Priority
	Informed of everything needed to do	Secondary Priority	Top Priority
	Went the extra mile	Top Priority	Top Priority
	Able to get in touch without difficulty		
<b>FDC/FAL Experience</b> (E1)	Easy to find out how to get help		
	Treated fairly		
	Informed of everything needed to do		Secondary Priority
	Knowledgeable and competent		Secondary Priority
	Went the extra mile		Top Priority
	Reasonable amount of time		

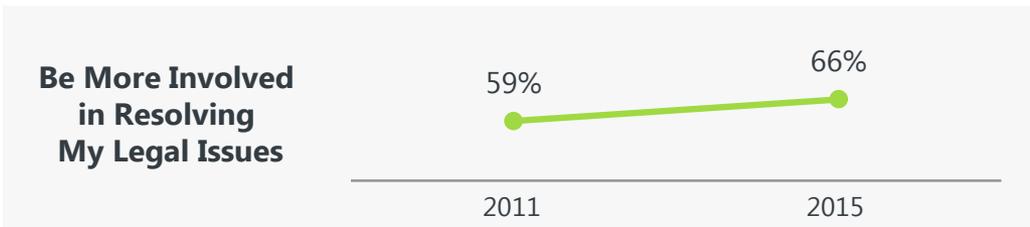
## % Saying Yes



	2011	2015
Base	1201	1100
<b>Yes</b>	<b>21%</b>	<b>27%</b>
<b>No</b>	<b>67%</b>	<b>62%</b>
Can't recall/don't know	5%	3%
Didn't have any such problems	7%	8%

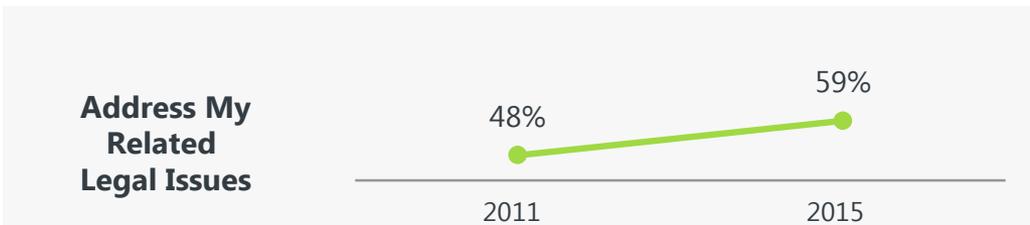
## % Rating 4 or 5

### LSS supported me so I could...



	2011	2015
Base	1201	1100
<b>5 – Strongly agree</b>	<b>37%</b>	<b>45%</b>
<b>4</b>	<b>22%</b>	<b>21%</b>
<b>3</b>	<b>17%</b>	<b>14%</b>
<b>2</b>	<b>9%</b>	<b>7%</b>
<b>1 – Strongly disagree</b>	<b>12%</b>	<b>10%</b>
Don't know/no such issues	3%	2%

### LSS supported me so I could...



	2011	2015
Base	1201	1000
<b>5 – Strongly agree</b>	<b>30%</b>	<b>36%</b>
<b>4</b>	<b>18%</b>	<b>23%</b>
<b>3</b>	<b>16%</b>	<b>12%</b>
<b>2</b>	<b>9%</b>	<b>9%</b>
<b>1 – Strongly disagree</b>	<b>15%</b>	<b>13%</b>
Don't know/no such issues	13%	7%

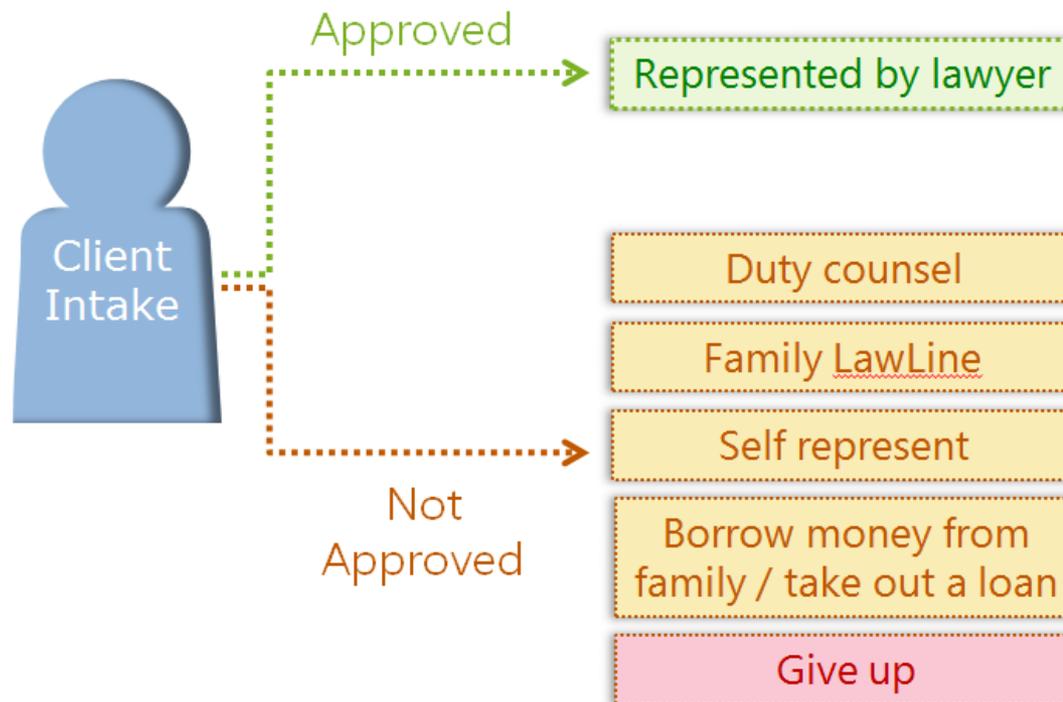
E0. Did LSS inform you about other services to address problems that may be related to your legal issue? These could be housing problems, debt, health problems, etc.?

E6. I am satisfied with the level of support LSS gave me so I could be more actively involved in resolving my legal issues.

E7. I am satisfied with the level of support LSS gave me so I could address my related legal issues (such as housing problems, debt, health problems, etc.)

- ▶ Both components of the research clearly drive home a single point: *That qualifying for a legal aid lawyer (or not) greatly affects how clients feel about the legal aid experience.* While this is a reality which LSS will never be able to change, the organization can take several mitigating actions:
  1. **Ensuring that clients clearly understand how to qualify and why they don't qualify.** This also relates to our earlier point about making sure the requirements to qualify are reasonable, clear and make sense to those applying.
  2. **Taking the time to listen to the person's circumstances.** While clients understand the need to have a certain amount of rigor to the legal aid process, the circumstances of each case are unique and highly personal. The best way to marry the two is to ensure that legal aid staff and lawyers really take the time to listen to clients 'stories'.
  3. **Treating CFCSA/custody cases differently.** When it comes to children, expectations and sensitivity are heightened. For example, using language such as 'we won the case' or "we lost the case" is interpreted as 'missing the point'. Clients respect lawyers and staff who take a stand for 'putting the children first', whatever that may end up looking like.
  4. **Providing information about possible alternatives.** Given the reality that LSS cannot provide representation services to all applicants, it can ensure that those who are not approved are given information about possible alternatives (the majority of those clients who did not qualify for legal aid said they were not given suggestions for other agencies, etc. that could help them). It may even be worth considering asking these clients if they have a clear idea of what they'll do now that they have not been approved. The intake staff member at LSS could then tailor the discussion accordingly.
  5. **Bringing greater consistency to staff communication at intake and with duty counsel.** While difficult to get at in a quantitative survey, qualitative research uncovered a wide range of variability when it came to information and advice provided by LSS staff at intake and with duty counsel. Consistency at these initial stages of client contact is critical to any service-driven organization, and for LSS specifically, impacts perceptions of fairness, the organization's 'brand image' and its service ratings. If there is a certain amount of variability allowed at these stages, then staff need to have a consistent message they can impart to clients that goes beyond simply saying 'it depends, each case is different'.

- ▶ As shown in the exhibit below, the journeys of clients who are not approved vary considerably, and the journey taken is based on what they know or learn at the point when they receive word that they are not approved. Some go straight to duty counsel or call the Family LawLine, some choose to self-represent, some borrow money and some give up.
- ▶ **One goal for legal aid is to ensure clients understand that duty counsel is an LSS Service.** For many of these clients, duty counsel turns out to be a well-received and successful alternative. However, legal aid is not always earning the credit for providing this alternative. For many clients, LSS and duty counsel are perceived as separate, unrelated services.



- ▶ The marriage of the quantitative and qualitative research uncovered two critical concepts that, going forward, should be incorporated in the next survey:



- ▶ **Specifically, ensuring that legal aid is measuring its performance on these two metrics, which cut across all areas of LSS service.**
  - ▶ Did LSS staff / your lawyer / duty counsel explain things to you in a way that you understood?
  - ▶ Did LSS staff / your lawyer / duty counsel take the time to listen to you?



## Summary of Findings

- ▶ Overall satisfaction with the legal aid experience continues to be rated positively by the majority of clients. Relatively speaking, Representation clients remain the most strongly satisfied group; broadly half of Representation clients (51%) give very satisfied ratings, versus 38% of Intake clients and 37% of FDC/FAL clients who feel the same.
- ▶ Compared to 2011, overall satisfaction with the legal aid experience has remained stable for Intake (63%) and FDC/FAL clients (64%). For Representation clients, overall satisfaction has rebounded to 75% this year after dipping to 68% in 2011.
- ▶ Among Representation clients, satisfaction is equally strong among CFCSA and criminal clients (75% and 75%, respectively), but marginally lower among family law clients (65%).
- ▶ Qualifying for a legal aid lawyer correlates strongly to clients' overall satisfaction with their legal aid experience; 76% of those who were provided with a lawyer (whether they are Representation, Intake or FDC/FAL clients) say they are satisfied with the experience, compared to just 41% among those who applied, but did not get a lawyer. For Intake clients specifically, among those who were provided with a lawyer satisfaction stands at 79% compared with 42% among those who did not qualify.
- ▶ Similarly, case outcome also impacts how clients feel about LSS. Almost three-quarters (72%) of those who experienced a favourable case outcome (i.e., their case was fully resolved or they were found not guilty) say they are satisfied with LSS services. Comparatively, 61% of those whose case was partially resolved, and 51% clients whose case is unresolved or who were found guilty (if a criminal case) are satisfied.
- ▶ The majority of clients who are satisfied with the overall legal aid experience do not have any suggestions about how to improve service. One minor suggestion made by one-in-ten satisfied FDC/FAL clients is to have more lawyers and staff available to speed up the process. Dissatisfied clients predictably offer more suggestions; among dissatisfied Representation clients, the top suggestion is to have more diligent/committed lawyers. Among dissatisfied Intake clients, their main suggestion is to have better access to more detailed information/explanations. Lastly, among dissatisfied FDC/FAL clients, their main comment is for legal aid to be more compassionate/respectful/easier to deal with.

## *CMT Benchmarking*

- ▶ *LSS overall satisfaction score for 2015 (3.86) is in line with the legal aid CMT mean score of 3.89 and only marginally lower the provincial public sector CMT mean score of 4.09.*

# Overall Satisfaction with LSS

% Rating 4 or 5

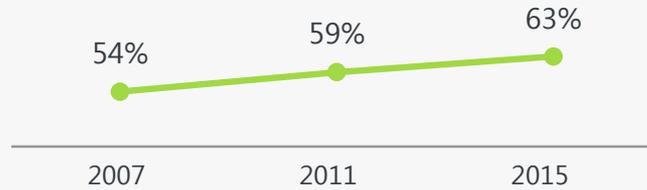
76% 75% 65%

## Representation



## Intake

79% 42%



## Family Duty Counsel/ Family Advice Lawyer



2015 LSS Mean	3.86
2015 CMT Mean	4.09
2015 Legal Aid CMT Mean	3.89

	2007	2011	2015
Base	500	466	504
5 - Very satisfied	48%	44%	51%
4	25%	24%	23%
3	21%	14%	13%
2	4%	9%	6%
1 - Very dissatisfied	3%	8%	6%
Don't know/Refused	-	2%	1%

	2007	2011	2015
Base	500	435	253
5 - Very satisfied	31%	36%	38%
4	23%	23%	25%
3	18%	18%	19%
2	7%	8%	5%
1 - Very dissatisfied	21%	12%	9%
Don't know/Refused	1%	3%	4%

	2007	2011	2015
Base	279	300	343
5 - Very satisfied	35%	30%	37%
4	28%	31%	27%
3	17%	15%	18%
2	9%	9%	6%
1 - Very dissatisfied	11%	13%	11%
Don't know/Refused	-	2%	1%

### Representation Case Type

CFCSA Crim Fam

### Intake with Lawyer

Yes No

Base: Representation Case Type – CFCSA (76), Criminal (279), Family (138), Immigration not shown due to small base size [n=11];  
Intake – Got a lawyer (195), Did not get a lawyer (58)

A1. I'd like you to think of your experience with legal aid over the past year. On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how would you rate your overall satisfaction with the services you received?

# Suggestions for LSS Service Improvements: 2015

(Major mentions only)

	Representation	Intake	FDC/FAL
<b>Among those Satisfied with LSS Service Overall</b>			
Base:	366	184	218
Nothing/they are good	59%	64%	56%
Better availability of lawyers/shorter waiting time/hire more legal staff to speed up the process	4%	4%	9%
Advertise/increase awareness about the service	4%	4%	4%
Better access to more detailed information/explanations	2%	3%	5%
Broaden the type of services offered/everyone should have access to legal aid	2%	3%	4%
Be more compassionate/respectful/easier to deal with/helpful	3%	3%	2%
Lawyers should be more diligent/committed/provide better service to their clients	3%	2%	3%
Open more days/longer hours per day	2%	3%	4%
Increase lawyers' payment/more funding	4%	3%	-
<b>Among those Dissatisfied with LSS Service Overall</b>			
Base:	69	28*	60
Nothing/they are good	17%	14%	18%
Lawyers should be more diligent/committed/provide better service to their clients	22%	14%	5%
Be more compassionate/respectful/easier to deal with/helpful	9%	7%	20%
Better access to more detailed information/explanations	10%	21%	5%
Broaden the type of services offered/everyone should have access to legal aid	7%	7%	10%
More flexibility concerning annual income eligible for legal aid	4%	11%	12%
Increase lawyers' payment/more funding	9%	4%	8%
Better availability of lawyers/shorter waiting time/hire more legal staff to speed up the process	9%	11%	5%
Include all family situations equally (divorce/single parents/child support)	3%	11%	5%
Do not discriminate/be unbiased/fair	4%	-	5%
Provide quality/background check on lawyers	9%	-	2%
Provide better communication/follow-up with clients	7%	-	3%
Allow more time for the case/follow the case to the end	4%	4%	3%
Availability of professional/knowledgeable staff/provide training to new staff	1%	-	8%

\*Caution: small base size

F5. Lastly, what suggestions or changes do you have for the Legal Services Society, if any, that you feel would improve their service?

- ▶ When it comes to the ease of reaching someone at legal aid and filling out the required forms (i.e., accessibility), evaluations from LSS clients are generally positive and consistent with 2011. As was noted for overall satisfaction, Representation clients give the highest ratings of the three client groups and express the strongest satisfaction (56% of Representation clients are very satisfied, versus 48% of Intake and 43% of FDC/FAL clients).
- ▶ While overall satisfaction with accessibility among Representation clients has not changed since 2011, ratings have strengthened (46% rating very satisfied in 2011 versus 56% currently). By type of law, satisfaction among Representation clients is highest among criminal clients (80%) when compared with CFCSA (75%) and family law clients (73%). For Intake clients – satisfaction with accessibility is notably higher among those who dealt with a regional centre or local agent (71%) than among those who went through the call centre (52%).
- ▶ The helpfulness of legal aid services continues to be rated highly, especially by Representation clients. Further, satisfaction with LSS service helpfulness has increased among Representation clients since 2011 (69% to 79% presently). While satisfaction scores among Intake and FDC/FAL clients are largely unchanged since four years ago, very satisfied ratings among Intake clients have increased from 39% to 51%.
- ▶ Among Representation clients, criminal clients are significantly more satisfied with the helpfulness of legal aid services than those with CFCSA or family cases (80% versus 73% and 70%, respectively).
- ▶ Satisfaction with the helpfulness of legal aid services seems to be somewhat related to past LSS experience; as the number of legal aid experiences increases, satisfaction goes up and dissatisfaction goes down.
- ▶ Similar to overall satisfaction - legal aid clients who applied and received a lawyer and those who had a favourable case outcome are more positive about LSS accessibility and helpfulness of services than their counterparts. Among Intake clients, this disparity range is most notable when it comes to LSS helpfulness (84% of Intake clients who applied for and received a lawyer are satisfied with LSS helpfulness, versus 43% of those who did not get a lawyer).

## *CMT Benchmarking*

- ▶ *LSS accessibility satisfaction score for 2015 (4.01) is essentially on par with the provincial public sector mean score of 4.16.*

# Satisfaction with LSS Accessibility

% Rating 4 or 5

75% 80% 73%

## Representation



	2007	2011	2015
Base	500	466	504
5 - Very satisfied	57%	46%	56%
4	23%	29%	23%
3	11%	14%	14%
2	5%	7%	4%
1 - Very dissatisfied	3%	3%	2%
Don't know/Refused	-	1%	1%

## Intake

76% 54%



	2007	2011	2015
Base	500	435	253
5 - Very satisfied	43%	53%	48%
4	23%	16%	18%
3	13%	15%	20%
2	9%	6%	9%
1 - Very dissatisfied	9%	8%	5%
Don't know/Refused	3%	2%	-

## Family Duty Counsel/ Family Advice Lawyer



	2007	2011	2015
Base	279	300	343
5 - Very satisfied	36%	38%	43%
4	24%	24%	24%
3	21%	16%	17%
2	7%	7%	6%
1 - Very dissatisfied	9%	11%	10%
Don't know/Refused	3%	4%	1%

2015 LSS Mean	4.01
2015 CMT Mean	4.16

### Representation Case Type

CFCSA Crim Fam

### Intake with Lawyer

Yes No

Base: Representation Case Type – CFCSA (76), Criminal (279), Family (138), Immigration not shown due to small base size [n=11];  
Intake – Got a lawyer (195), Did not get a lawyer (58)

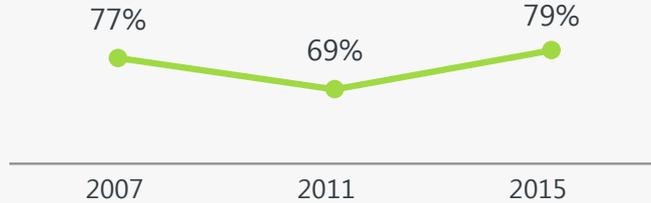
A2. And, on the same scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, please rate your satisfaction with how easy it was to reach someone at legal aid, to fill out the forms and to get the legal aid services you needed.

# Satisfaction with Helpfulness of LSS Services

% Rating 4 or 5

73% 80% 70%

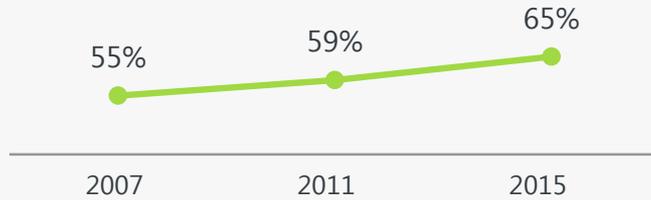
## Representation



	2007	2011	2015
Base	500	466	504
5 - Very satisfied	54%	49%	54%
4	23%	20%	24%
3	14%	15%	10%
2	5%	8%	4%
1 - Very dissatisfied	4%	5%	6%
Don't know/Refused	-	3%	1%

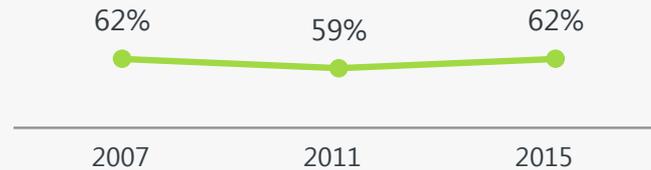
84% 43%

## Intake



	2007	2011	2015
Base	500	435	253
5 - Very satisfied	35%	39%	51%
4	20%	20%	15%
3	15%	13%	10%
2	8%	7%	7%
1 - Very dissatisfied	21%	16%	13%
Don't know/Refused	1%	6%	4%

## Family Duty Counsel/ Family Advice Lawyer



	2007	2011	2015
Base	279	300	343
5 - Very satisfied	37%	38%	40%
4	25%	21%	23%
3	18%	13%	15%
2	9%	9%	7%
1 - Very dissatisfied	11%	16%	13%
Don't know/Refused	-	2%	3%

Representation Case Type

CFCSA Crim Fam

Intake with Lawyer

Yes No

Base: Representation Case Type – CFCSA (76), Criminal (279), Family (138), Immigration not shown due to small base size [n=11];  
Intake – Got a lawyer (195), Did not get a lawyer (58)

A3. And again on the same 1 to 5 scale, please rate your satisfaction with how helpful the legal aid services were in dealing with your legal problem.

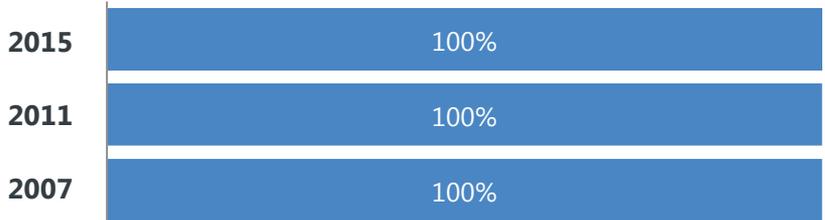
- ▶ Identical to four years ago, 37% of FDC/FAL clients report applying for a legal aid lawyer this wave. By definition, all Representation and Intake clients applied for one.
- ▶ When it comes to the preferred way to apply for legal aid, current preferences are highly similar to 2011:
  - Among Representation clients, there is no one preferred method of applying for legal aid; clients are equally as likely to prefer applying by phone, at a legal aid office or at a court house.
  - Intake clients express a slight preference for applying at a legal aid office, followed by phone, and lastly, applying at a courthouse. Their preference correlates with how they last applied for legal aid (e.g. regional centre, local office or call centre).
  - FDC/FAL clients, while typically not applying for a lawyer, express equal preference for applying by phone and going to a legal aid office, but are less interested in applying at a courthouse.
- ▶ Aboriginal clients express a slight preference for applying by phone (35% versus 28% among non-Aboriginal clients).
- ▶ LSS clients who applied for a lawyer continue to be divided in their preference for applying for legal aid online. Among all three client groups, broadly one-half like the idea of applying online while one-half does not, which is consistent with 2011. Client groups who express more interest in the ability to apply online include those who did not qualify for a lawyer, Aboriginal clients, first time legal aid clients and clients who have had four or more cases with legal aid.
- ▶ Drilling down into the various aspects of the application process, clients continue to give their highest praise to the process being straightforward and it being easy to find out where or how to apply for legal aid, although all four aspects of the process are generally rated positively. The parts of the application process that are key to driving overall satisfaction with LSS are the requirements to get a lawyer, followed by a straightforward application process - the latter being particularly important for FDC/FAL clients. When it comes to the requirements to get a lawyer being reasonable, Intake clients who applied but did not qualify for one are predictably more critical than clients who got a lawyer (41% giving a positive rating versus 81%, respectively). Among Representation clients, CFCSA clients give the highest ratings to this aspect (82%), followed by criminal clients (78%) and family law clients (69%).
- ▶ Compared to four years ago, ratings given by all three client groups regarding the specifics of the application process are fairly consistent. The only exception is the ease of finding out where or how to apply for legal aid among FDC/FAL clients – ratings for this aspect have rebounded to 2007 levels after falling in 2011.
- ▶ Intake clients who accessed legal aid via a local agent are particularly positive about how easy it was to get to an office compared to those who applied at a regional centre or through the call centre. First time legal aid clients and Aboriginal clients both tend to give the specific aspects of the application process slightly less positive ratings than their counterparts.

- ▶ Whether or not a client is approved to be represented by a legal aid lawyer is among the most important factors that shape client perceptions of the intake process and LSS. Some clients who are approved recall the process as a 'bit slow' and at times requiring multiple visits or phone calls. Perceptions of the speed of the process are influenced by how near the client's court date is. Those who apply for aid when their court date is in the near future tend to be more critical of the length of the process and time between application and approval.
- ▶ In general, however, clients who are approved have positive impressions of the application process, describing it as 'straightforward', 'easy', 'pretty basic', and describing the staff they dealt with at LSS as providing 'good service', being 'very helpful', 'very nice' and 'super-friendly'.

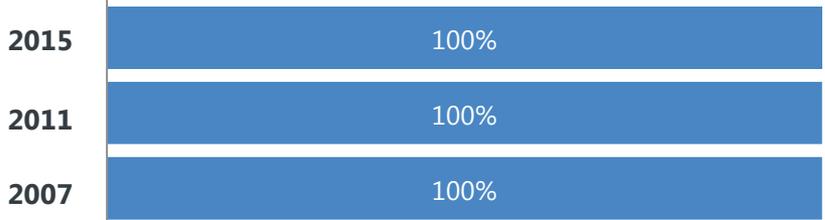
'Actually, I was surprised how easy it was. Yeah. I had my ID and I just had the basic court papers and that's all the information they needed and I had the lawyer right there. Yeah. I expected that it would be a bureaucracy and income test and all that stuff and ... Yeah. It went really quickly.'

- ▶ Clients who are not approved for legal aid tend to remember more about the process, and what they remember tends to be fairly negative. Those not approved for legal aid describe the process as 'complicated', 'frustrating', 'stressful', and/or 'nerve-wracking'. They also sometimes describe the staff that they dealt with at intake as 'not welcoming', 'not helpful', and/or 'short and curt'.

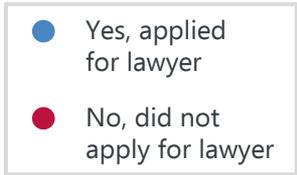
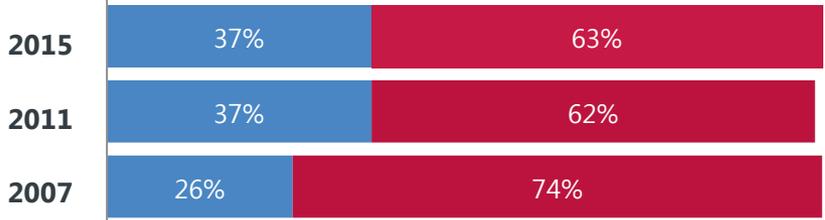
**Representation**



**Intake**



**Family Duty Counsel/  
Family Advice Lawyer**

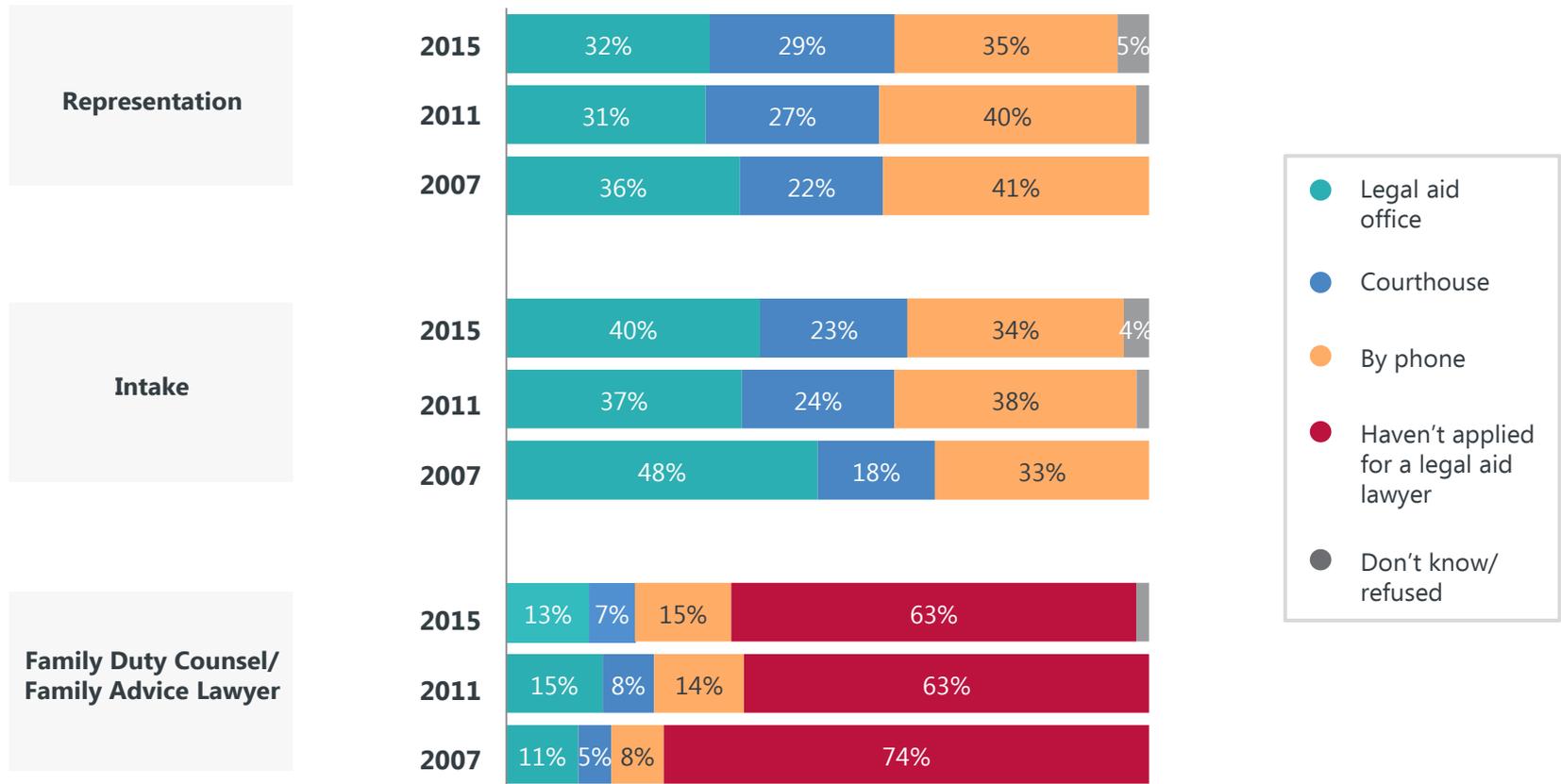


\*question only asked of FDC/FAL clients

Base: Representation – 2007 (500), 2011 (466), 2015 (504); Intake – 2007 (500), 2011 (435), 2015 (253); FDC/FAL – 2007 (279), 2011 (300), 2015 (343)

B1. Did you apply for a lawyer?

# Legal Aid Application Process – Preferred Way to Apply



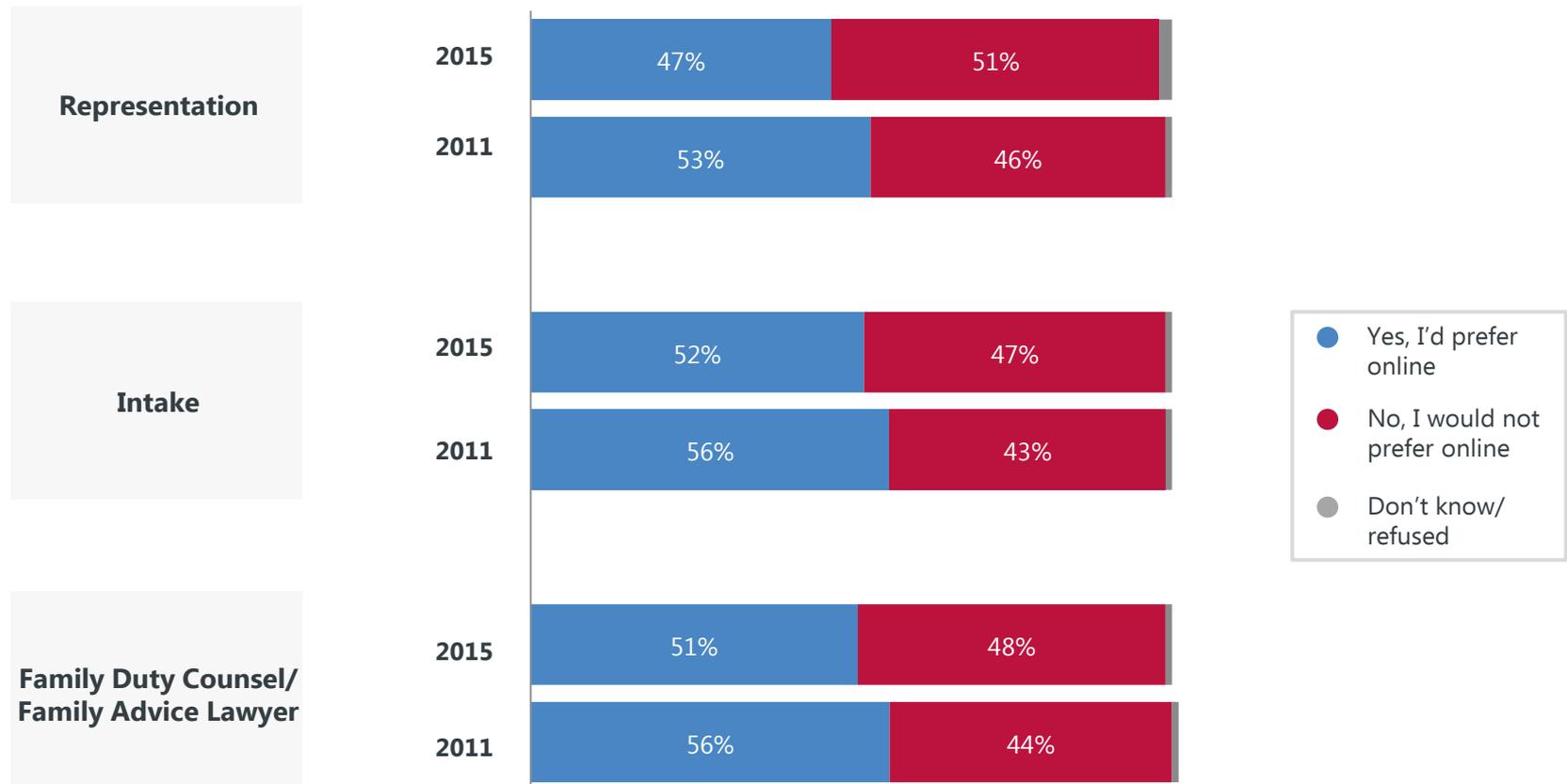
\*2007 question wording: Which way would you have preferred to apply?

Base: Representation – 2007 (500), 2011 (466), 2015 (504); Intake – 2007 (500), 2011 (435), 2015 (253); FDC/FAL – 2007 (279), 2011 (300), 2015 (343)

B2. People can apply for legal aid in legal aid offices, some courthouses, and over the phone. Which way would you prefer to apply?\*

# Legal Aid Application Process – Prefer to Apply Online?

(Among those who applied for a lawyer)



Base: Representation – 2011 (466), 2015 (504); Intake – 2011 (435), 2015 (253); FDC/FAL – 2011 (112), 2015 (130)

B2a. If it was available, would you prefer to apply for legal aid online?

# Legal Aid Application Process – Performance on Specific Aspects

(Among those who applied for a lawyer)

The application process was straightforward

It was easy to find out how or where to apply for legal aid

It was easy to get to the office or to get someone on the phone line to apply for legal aid

The requirements to get a legal aid lawyer are reasonable



Top Priority Secondary Priority

5 - Strongly Agree 4

Representation Case Type  
CFCSA Crim Fam

Intake with Lawyer  
Yes No

Base: Representation – 2007 (500), 2011 (466), 2015 (504), Case Type – CFCSA (76), Criminal (279), Family (138), Immigration not shown due to small base size [n=11]; Intake – 2007 (500), 2011 (435), 2015 (253), Got a lawyer (195), Did not get a lawyer (58); FDC/FAL – 2007 (72), 2011 (112), 2015 (130)

# Dealing with Legal Aid in General - Performance

## (Among those who applied for a lawyer)

- ▶ Among those who applied for a legal aid lawyer, assessments of the legal aid process are positive and generally in line with 2011. Compared to FDC/FAL clients, Representation and Intake clients' ratings are more positive and more strongly positive. Two aspects that had experienced a slight decline in 2011 among Representation clients - being treated fairly and staff going the extra mile - have now rebounded back to 2007 levels. Intake and FDC/FAL performance ratings are highly consistent with 2011.
- ▶ For all client groups, the aspects that tend to get the most positive assessments are: being treated fairly, staff being knowledgeable and competent and being informed of everything needed to do to apply for a legal aid lawyer. Conversely, those that receive relative lower ratings are legal aid staff going the extra mile and the wait time on the phone or at legal aid offices. Among Intake clients, those who dealt with the call centre tend to assess fair treatment and wait time less positively than those who used a local agent or regional centre.
- ▶ Being treated fairly and staff going the extra mile to ensure clients get what they need are pivotal in terms of positively impacting overall satisfaction with LSS for all client groups. For Representation clients, having staff that are knowledgeable/competent also drives overall satisfaction with legal aid, while for Intake clients it is being informed of everything that needs to be done to apply for a legal aid lawyer.
- ▶ By type of law among Representation clients, the two main drivers (fair treatment and going the extra mile) earn relatively lower (yet still positive) ratings from family law clients.
- ▶ As was noted with overall perceptions of legal aid service, accessibility and helpfulness, several client groups tend to give more positive assessments than their counterparts, these being:
  - Clients provided with a lawyer (among Intake clients specifically, positive ratings on two key drivers – fair treatment and going the extra mile - are about 20 percentage points lower among those who did not qualify for a lawyer).
  - Clients with a positive case outcome (e.g. won, fully resolved)
  - Aboriginal clients
  - Repeat clients

### *CMT Benchmarking*

- ▶ *LSS accessibility mean scores for the various areas of the legal aid process are generally in line with CMT mean scores..*

# Dealing with Legal Aid in General - Performance

(Among those who applied for a lawyer)



  Top Priority   
   Secondary Priority

● 5 - Strongly Agree   
 ● 4

Representation Case Type

CFCSA   
 Crim   
 Fam

Intake with Lawyer

Yes   
 No

Base: Representation – 2007 (500), 2011 (466), 2015 (504), Case Type – CFCSA (76), Criminal (279), Family (138), Immigration not shown due to small base size [n=11]; Intake – 2007 (500), 2011 (435), 2015 (253), Got a lawyer (195), Did not get a lawyer (58); FDC/FAL – 2007 (72), 2011 (112), 2015 (130)

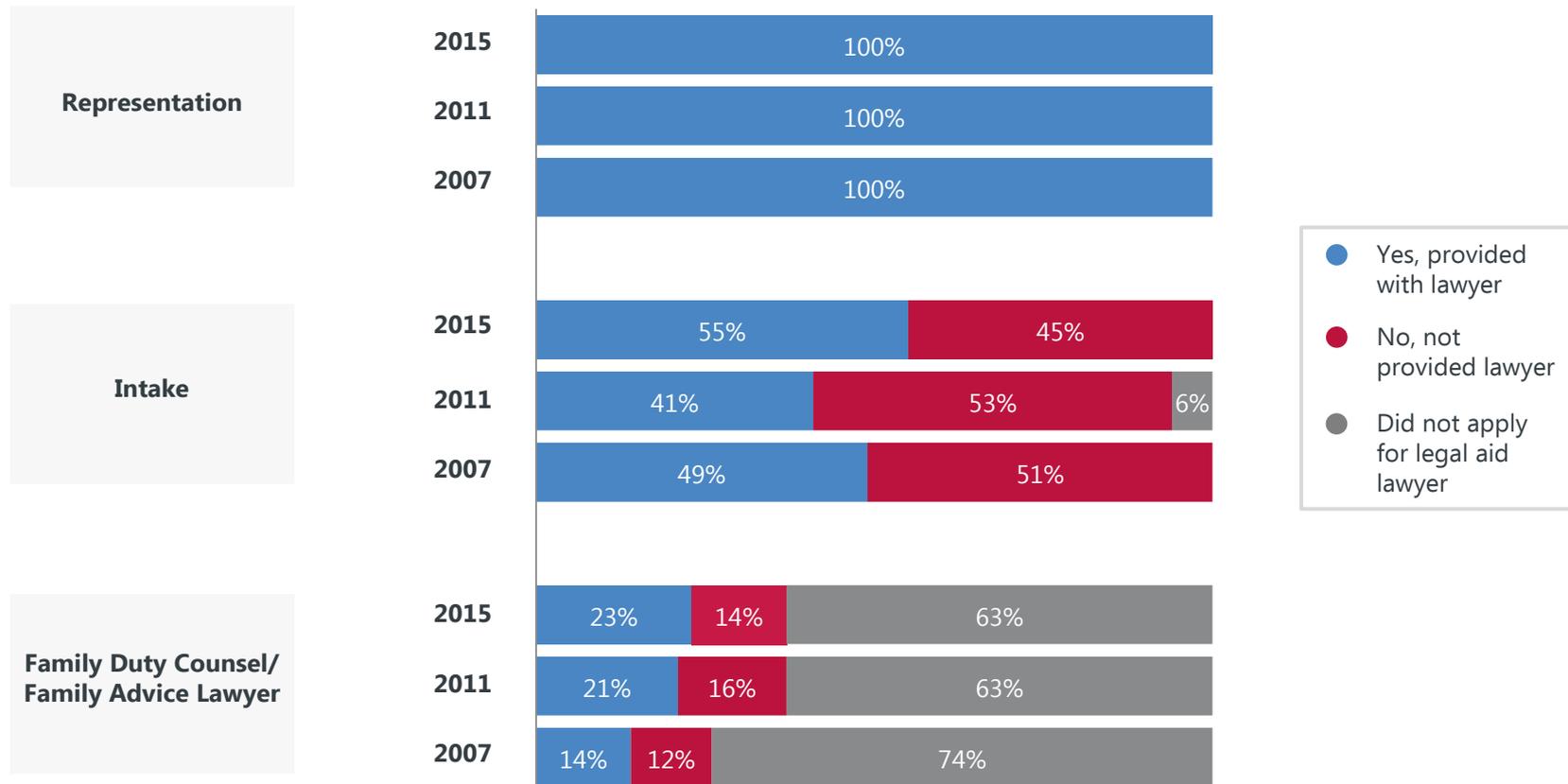
B4. And using the same scale, where 1 means you strongly disagree and 5 means you strongly agree, how would you rate your agreement with the following statements about legal aid in general?

- ▶ *(Please note that the figures presented in this section are based on self-reported survey results from LSS clients and may not be consistent with actual statistics collected by LSS.)*
- ▶ Just over one-half (55%) of Intake clients and 23% of FDC/FAL clients report that they were provided with a legal aid lawyer (by definition, all Representation clients received a lawyer). While the proportion of FDC/FAL clients receiving a lawyer has not changed since 2011, there has been an increase in legal aid representation among Intake clients over the same period. Aboriginal clients are more likely to report being provided with a legal aid lawyer than non-Aboriginal clients (66% versus 57%), as are repeat LSS clients (64% versus 52% of first time users of legal aid).
- ▶ Among LSS clients who were provided with a lawyer, the majority are satisfied with their representation. Specifically, 74% of Representation and FDC/FAL clients, and 80% of Intake clients who were provided with a lawyer feel they were well represented. For Representation clients, current results are unchanged from four years ago, whereas for Intake and FDC/FAL clients, legal aid lawyer performance is back in line with 2007 levels after declining in 2011. Family law Representation clients are less likely to feel they were well represented compared with CFCSA and criminal clients (61% versus 75% and 76%, respectively).
- ▶ Case outcome impacts whether or not a client feels they were well represented by their lawyer and also how they rate specific aspects of their lawyer's performance. Those with a favourable case outcome are more likely to say they were well represented and give higher performance ratings of their lawyer than their counterparts.
- ▶ For Representation clients, this is further solidified when asked why they feel they were well represented – the top reason (given by 28%) is that they were satisfied with the results/they won their case. Representation clients also mention that they were given good explanations/their lawyer was informative, that their lawyer generally did a good job and was helpful. The small group of Representation clients who feel they were not well represented tend to say their lawyer did not do enough/was not really interested in their case.
- ▶ Similar themes are seen among Intake clients who feel they were well represented (i.e., that they were given good explanations/their lawyer was informative, that their lawyer generally did a good job and was helpful); however, they are less likely to mention winning their case as a reason. (The latter being probably because their case is less likely to be concluded.)
- ▶ For FDC/FAL clients who were provided with a lawyer, their main praise is focused on the lawyer being helpful, being knowledgeable/experienced, providing good explanations/being informative and diligent/thorough.

- ▶ Intake and FDC/FAL clients who do not feel they were well represented express the same sentiments as Representation clients – their lawyer did not do enough/was not interested in their case. However, this same group of Intake clients also mentions that there was a lack of communication, while the FDC/FAL clients tend to also say their lawyer didn't listen/didn't do what they wanted.
- ▶ When it comes to the specific aspects of legal aid lawyer performance, all three client groups tend to give similar, positive assessments (i.e., broadly 70% to 80% give ratings of 4 or 5 out of 5). Clients in all three groups give their highest praise to being treated fairly by their lawyer and relatively lower ratings to their lawyer going the extra mile to make sure they got what they needed.
- ▶ Among Representation clients, legal aid lawyer performance ratings tend to be highly similar to past trends, with a slight improvement evident when it comes to their lawyer informing them of everything they needed to do to help resolve their case.
- ▶ Among Intake and FDC/FAL clients, all four aspects of legal aid lawyer performance show improvement over 2011.
- ▶ When it comes to the ease of reaching their lawyer, family representation clients tend to give lower assessments relative to the other case types. Meanwhile, Intake clients who used a local agent tend to give higher ratings for being informed of everything they needed to do to help their lawyer resolve their legal problem.

## *CMT Benchmarking*

- ▶ *Legal aid lawyer representation scores are consistent with CMT mean scores on being treated fairly and being informed about everything they needed to do to help their lawyer resolve their problem. On being able to get in touch with the lawyer without difficulty LSS mean scores outpace the CMT mean scores.*



- Yes, provided with lawyer
- No, not provided lawyer
- Did not apply for legal aid lawyer

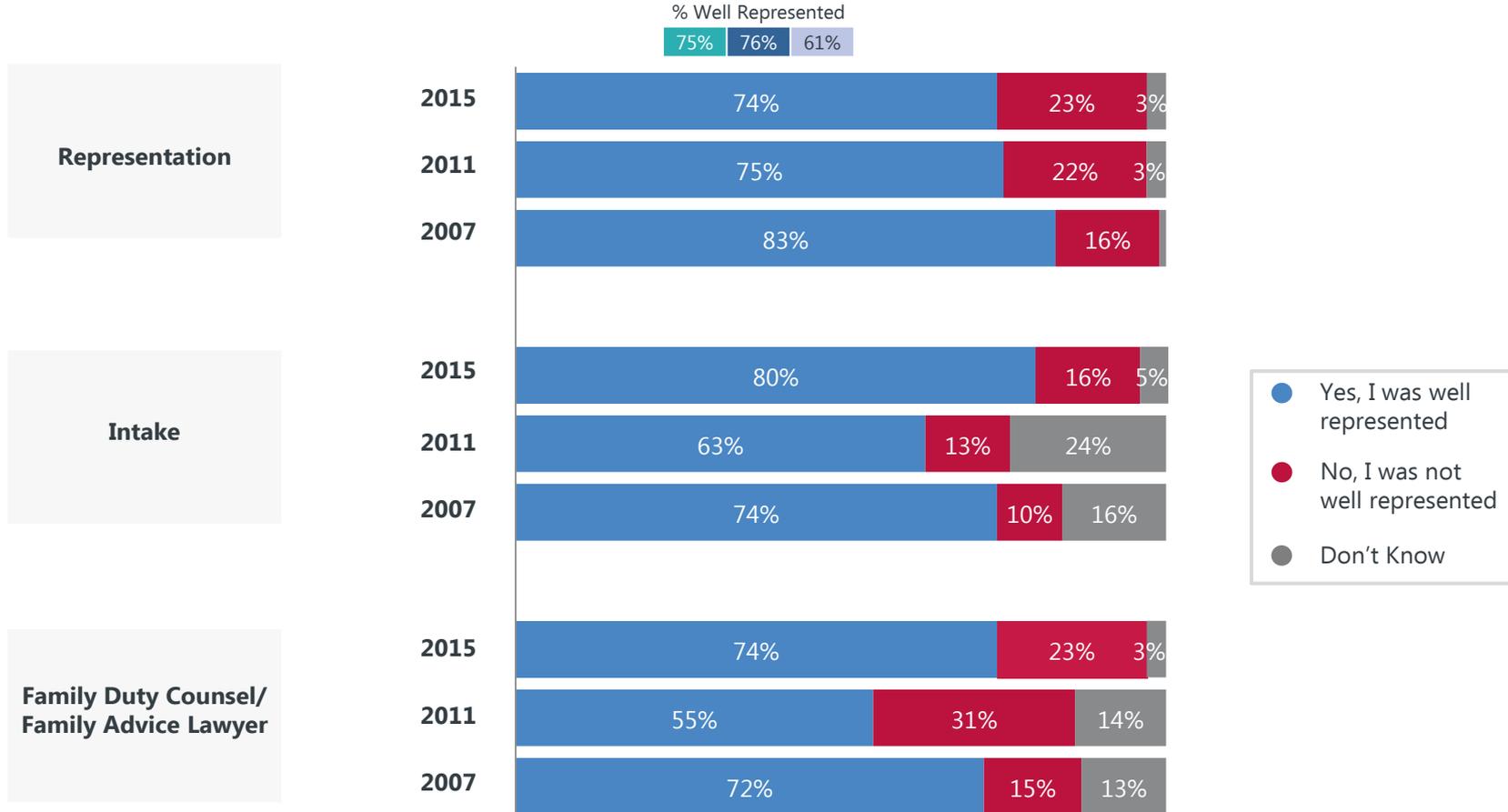
\*question only asked of Intake and FDC/FAL clients who applied for a lawyer

Base: Representation – 2007 (500), 2011 (466), 2015 (504); Intake – 2007 (500), 2011 (435), 2015 (253); FDC/FAL – 2007 (279), 2011 (300), 2015 (343)

C1. Have you been provided with a legal aid lawyer to represent you?\*

# Legal Aid Lawyer Representation – Well Represented or Not?

(Among those who got a legal aid lawyer)



\*Caution: small base size

Base: Representation – 2007 (500), 2011 (466), 2015 (504), *Case Type* – CFCSA (76), Criminal (279), Family (138), Immigration not shown due to small base size (n=11); Intake – 2007 (395), 2011 (280), 2015 (195); FDC/FAL – 2007 (39\*), 2011 (63), 2015 (80)

C2. Overall, do you feel you were well represented by your legal aid lawyer?

# Reasons for Feeling Well Represented (Unaided Responses)

Major Mentions Only	Representation			Intake			Family Duty Counsel/ Family Advice Lawyer		
	2007 (406)	2011 (349)	2015 (367)	2007 (287)	2011 (183)	2015 (161)	2007 (28*)	2011 (35*)	2015 (60)
Base: Those who feel they were well represented									
I won/was satisfied with the result	25%	17%	<b>28%</b>	12%	15%	<b>9%</b>	17%	12%	<b>8%</b>
Good explanation/informative/straightforward	18%	16%	<b>16%</b>	20%	11%	<b>16%</b>	32%	25%	<b>18%</b>
Good lawyer/good job (unspecified)	5%	7%	<b>16%</b>	6%	9%	<b>14%</b>	7%	15%	<b>8%</b>
They are helpful	18%	21%	<b>14%</b>	13%	14%	<b>16%</b>	17%	2%	<b>24%</b>
Diligent/thorough/spent time with me/went out of their way	13%	12%	<b>13%</b>	11%	12%	<b>11%</b>	8%	5%	<b>17%</b>
My case was well represented/worked on my behalf/my lawyer was there for me	21%	19%	<b>11%</b>	27%	16%	<b>10%</b>	22%	5%	<b>12%</b>
Good communication/easy to reach/kept me up-to-date	14%	9%	<b>8%</b>	12%	9%	<b>8%</b>	7%	8%	<b>8%</b>
Friendly/polite/easy to work with	9%	13%	<b>7%</b>	15%	14%	<b>9%</b>	10%	7%	<b>5%</b>
Understanding/compassionate	4%	7%	<b>7%</b>	8%	8%	<b>2%</b>	8%	6%	<b>8%</b>
Knowledgeable/experienced	12%	10%	<b>6%</b>	15%	10%	<b>7%</b>	11%	19%	<b>20%</b>
I know them/represented me before	6%	4%	<b>3%</b>	4%	6%	<b>5%</b>	-	-	<b>7%</b>
Fast/efficient organized	3%	4%	<b>2%</b>	7%	7%	<b>7%</b>	11%	8%	<b>6%</b>
Don't know/case is still pending	-	-	<b>1%</b>	-	-	<b>11%</b>	-	-	<b>3%</b>

\*Caution: small base size

C3. Why do you say that?

# Reasons for Not Feeling Well Represented (Unaided Responses)

Major Mentions Only	Representation			Intake			Family Duty Counsel/ Family Advice Lawyer		
	2007 (89)	2011 (117)	2015 (122)	2007 (50*)	2011 (97)	2015 (27*)	2007 (**)	2011 (28*)	2015 (17*)
Base: Those who feel they were not well represented									
They didn't do enough/were not interested in my case	41%	46%	<b>50%</b>	32%	12%	<b>39%</b>	-	26%	<b>36%</b>
I lost/dissatisfied with the result	13%	12%	<b>14%</b>	-	2%	-	-	7%	<b>19%</b>
They did not listen/did not do what I wanted	5%	7%	<b>12%</b>	12%	4%	<b>9%</b>	-	3%	<b>21%</b>
They were busy/didn't spend enough time with me/my case was not given enough hours	26%	6%	<b>12%</b>	13%	6%	<b>8%</b>	-	8%	<b>17%</b>
They are not knowledgeable/inexperienced	9%	4%	<b>12%</b>	11%	2%	<b>19%</b>	-	14%	<b>10%</b>
Lack of communication/did not return calls	39%	19%	<b>11%</b>	32%	14%	<b>33%</b>	-	20%	<b>17%</b>
They sided with my opponent/the crown	-	-	<b>8%</b>	-	-	<b>5%</b>	-	-	<b>8%</b>
They did not show up in court	2%	6%	<b>6%</b>	6%	1%	<b>1%</b>	-	6%	-
Slow process	2%	8%	<b>4%</b>	5%	5%	<b>5%</b>	-	10%	<b>10%</b>
They didn't answer my questions/were not informative	6%	6%	<b>3%</b>	10%	2%	-	-	7%	-
Don't know/case is still pending	-	-	-	-	-	<b>11%</b>	-	-	<b>10%</b>

\*Caution: small base size

\*\*Base size too small to show reliable results

C3. Why do you say that?

# Legal Aid Lawyer Representation – Performance

(Among those who got a legal aid lawyer)

I was treated fairly by my lawyer

I was informed of everything I needed to do to help my lawyer resolve my legal problem

I was able to get in touch with my lawyer without difficulty

My lawyer went the extra mile to make sure I got what I needed



\*Caution: small base size

Base: Representation – 2007 (500), 2011 (466), 2015 (504); Intake – 2007 (406), 2011 (280), 2015 (195); FDC/FAL – 2007 (39\*), 2011 (63), 2015 (80)

● 5 - Strongly Agree ● 4

□ Top Priority □ Secondary Priority

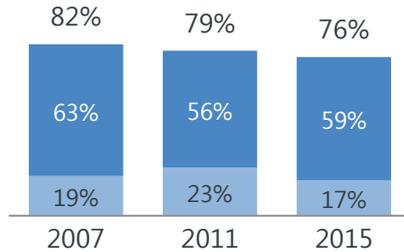
- ▶ The FDC/FAL legal aid experience appears highly similar to 2011, with all aspects earning positive scores from two-thirds of clients. FDC/FAL clients give their most positive feedback to being treated fairly, followed by FDC/FAL being knowledgeable and competent (over 70% rate each of these aspects favourably).
- ▶ The aspect that most impacts clients' overall satisfaction with LSS service is their lawyer going the extra mile to ensure they got what they needed. FDC/FAL being knowledgeable and competent and informing clients of everything they need to do, are secondary drivers of overall satisfaction.
- ▶ FDC/FAL clients who were provided with a lawyer or didn't apply for one tend to be more satisfied with the duty counsel experience than those who applied but did not qualify for a lawyer. Further, aside from the wait time, the following FDC/FAL client groups tend to be more satisfied than their counterparts with regards to the various aspects of the duty counsel experience:
  - Those who won their case/had their case fully resolved
  - Aboriginal clients
  - Clients using legal aid for the first or second time

## *CMT Benchmarking*

- ▶ *LSS performance with the FDC/FAL duty counsel experience is generally below that of the provincial public sector. However, when it comes to LSS FDC/FAL being knowledgeable and competent and wait times, LSS's mean scores are on par with the benchmarks..*

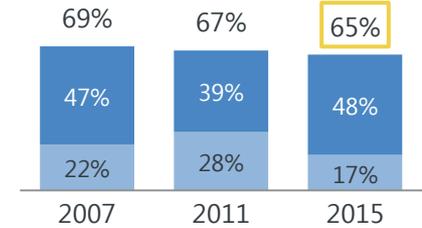
# Satisfaction with Duty Counsel Experience

I was treated fairly by FDC/FAL



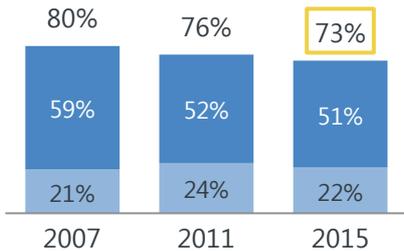
2015 LSS Mean	4.28
2015 CMT Mean	4.42

I was informed of everything I needed to do to work with FDC/FAL



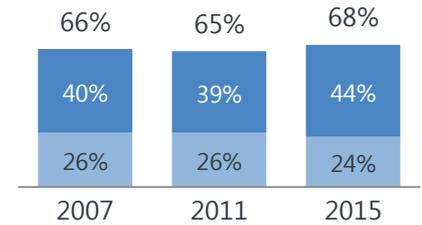
2015 LSS Mean	3.98
2015 CMT Mean	4.28

FDC/FAL were knowledgeable and competent



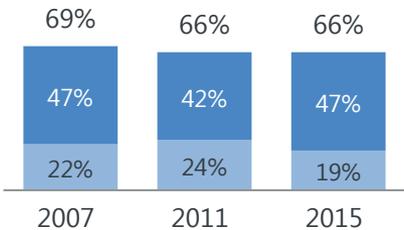
2015 LSS Mean	4.14
2015 CMT Mean	4.28
2015 CMT Legal Aid Mean	4.19

I waited a reasonable amount of time at the FDC/FAL office



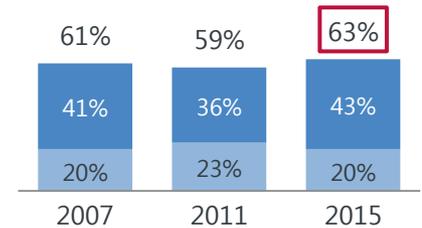
2015 LSS Mean	4.00
2015 CMT Mean	4.13

It was easy to find out how to get help from FDC/FAL



2015 LSS Mean	3.95
---------------	------

FDC/FAL went the extra mile to make sure I got what I needed



2015 LSS Mean	3.83
2015 CMT Mean	4.05

Top Priority Secondary Priority

5 - Strongly Agree 4

Base: 2007 (279), 2011 (300), 2015 (343)

E1. Using a scale from 1 to 5, where 1 means you strongly disagree and 5 means you strongly agree, how much do you agree with these statements about your experience with using the duty counsel or family advice service?

- ▶ In-depth interviews helped uncover more details about the four main aspects associated with both legal aid lawyer performance and satisfaction with the family duty counsel/FAL experience:
  1. The lawyer or FDC/FAL went the **extra mile** for the client
  2. The client was **treated fairly**
  3. The client was **informed of everything that needed to be done** to get their legal problem resolved
  4. There was **good communication** throughout the process – the client could get in touch with their lawyer without difficulty and it was easy to find out how to get help

## What Does it Mean to Go the Extra Mile?

- ▶ There are a number of signals that communicate to a client that a lawyer, duty counsel or FAL is going the extra mile to help them. One is when lawyers spend extra time and effort on the case even though there is no additional financial compensation.

'He allowed extra stuff to happen and didn't bill for it.'

'He put in more time than he was getting paid for.'

- ▶ Another signal is being highly accessible. Some lawyers make themselves available after normal business hours and on weekends.

'Calling me on Sundays ... Sometimes we can spend time on Sunday like talking for one hour ... On Saturday I can call him anytime. That's the thing, I can call him anytime. Even last time he tells me "you know my hour with you is finished", but he's still talking to me. Yeah he keeps talking to me, that man is not about money...'

- ▶ Another signal is flexibility. Some lawyers try to be flexible to meet individual client needs when they feel it will help the client's case – e.g. allowing a client's family member to attend lawyer-client meetings and provide information.
- ▶ Another signal is helping the client access services that will help the client deal with issues related to their legal issues – e.g. helping the client get into drug treatment.

- ▶ Another signal is listening.

'I think it's really simple, listening.'

## The Meaning of Fairness

- ▶ Clients feel like they are being treated fairly to the extent that they feel that they are 'being heard'. This can be as basic as returning phone calls in a timely manner, not being late for appointments, and demonstrating professionalism. Even seemingly small things can communicate to a client that a lawyer is unprofessional and therefore unlikely to treat the client fairly.

'She would take personal calls from her husband, like he was asking for addresses and things during our client time together. One time she had to get up and go move her car to save herself from getting a parking ticket during our time together. She was late, actually our first appointment she was almost half an hour late. And I just thought I don't know but if I was like a regular paying client like you treat people like that? Or is it because this is a legal aid person that's not paying out of their own pocket I can get away with these things.'

- ▶ Fairness is also demonstrated by being 'straight up', 'straightforward', letting clients 'know where they stand'. It is also demonstrated by the extent to which clients feel informed and as part of the process. Clients who don't feel like they are being treated fairly often describe themselves as feeling 'lost' because they haven't been given the information they need to feel confident about their role in the process. Sometimes clients are told that 'you need to do this', but they aren't told 'how to do it'. Sometimes clients aren't fully informed about their rights and this creates confusion regarding what the client can actually do to assist in their case. Being made to feel part of the process can also make clients feel that they have been treated fairly during the intake process.
- ▶ In custody cases, fairness is also judged through the lens of what is in the best interests of the children. In fact, clients view the adversarial system where there are 'winners and losers' as not being in the interests of the children. Lawyers who take a 'child first' approach tend to be the most respected and trusted.

'Well, I like that he's, he's very much for the child. He's not, he's obviously on my side but he's thinking more of how it would most benefit my daughter.'

'You know, it's the same kind of thing where they sort of use old-fashioned courtroom tactics to try to win, when what – you know, we're dealing with a child, is trying to find out what's in their best interest. And winning for your client is not necessarily acting in the child's best interests.'

'You know he's not like we have to win today, this is like a war, no, no, no ... That's the things I like, because for me coming to the court it was like we have to fight, but for him no, it's what is your interest ... What is the best interest for you and your kids, yes.'

## Client-Lawyer Communications

- ▶ The extent to which legal aid lawyers are responsive and attentive to their clients varies widely. Some lawyers are reportedly highly responsive and accessible, while others are reported to take weeks to get back to their clients, if they get back to them at all.
- ▶ Clients understand lawyers are busy and do not expect an immediate call back. Many noted that they do not want to appear as a 'nuisance'. However, these clients do have service standards that they evaluate their lawyers against and generally think that getting back to the client within two days (preferably 'next day') represents responsiveness. A lack of responsiveness has real consequences for clients. Some react to non-responsiveness by dropping their case, while some decide to self-represent.
- ▶ Clients who are highly pleased with how their lawyer communicates with them used words like 'calm', 'attentive', and 'supportive' to describe them. A lawyer who maintains a calm demeanor puts clients at ease and reduces their stress so that they can focus on their legal matter. Alternatively, one of the behaviours that is particularly likely to frustrate clients and make them feel like they are not being well-represented is having a lawyer who appears to be perpetually rushing.

'Because I, this was my first time doing this and I'm hoping it's the last and it's just, I didn't get really enough information about what I needed to get done. And he was always traveling or on the phone or he was in court with somebody else. I would've liked if this guy would've sat down and talked to face-to-face. I asked him for that and he said, no, we don't really need to do that. I just thought, okay, well, he's a legal aid lawyer so I'm assuming that he knows what he's doing.'

- ▶ Another frustrating behaviour is overreliance on e-communication. While clients do rely on email to communicate with their lawyer, it does have limitations when it comes to clients attempting to answer questions or ask questions that would benefit from a face-to-face interaction. Also, clients feel that they can often get more accomplished with a brief, in-person meeting than with a series of long email exchanges.

'Phone call would be better for me, I mean, email is fine but phone call to me would be more personal. Even she asks me things by email and yes I need to answer you but some information I need to explain to her so she can guide me. So, it can work better if we have email and phone calls more frequently.'

'I can get lost. That's why I called her, okay, you asked me for all these things I don't know how to answer, so how can we do it? I was just thinking, I need to meet her again in person and try to clear many of the things.'

## Demonstrating a Commitment to Help

- ▶ Clients see their lawyer as being committed to helping them when the lawyer takes the time to listen to the client's perspective – often referred to as 'my story' – and understand the client's unique situation. While clients do not want their lawyer to give them cause for optimism that is unwarranted, they are very negatively impacted when they feel their lawyer has already made up his or her mind regarding what course of action is best. 'Taking the time to listen' means that the lawyer is not pre-judging, but making a sincere effort to help. Further, while clients do not expect to understand complex aspects of the law, they value lawyers who can explain things in a way that they can understand without being made to 'feel stupid'.

'She was accepting. She wasn't curt or quick, she was, "What are you here for? What do you need?" And then she reviewed it but it wasn't like she's in a hurry, she was – I felt like she was there for me. She wasn't just going through people.'

- ▶ Contrast this with the experience of other clients.

'She was really kind of fixating on the negatives of my case, which to me was not a good sign.'

'On more than one occasion she was telling me how weak my case was. And then she was going through all my - when she was doing the financial statement she was basically telling me that I needed to sell my car. And she was kind of like counselling me in areas that she really had no place in counselling me in. And I mean I was in a pretty vulnerable place to begin with. I mean I wasn't well and I'm being taken to court to eliminate my spousal support and she was just really quite harsh.'

- ▶ Lawyers also demonstrate helpfulness when they take the initiative on behalf of the client. This can be in the form of initiating phone calls with clients, setting up appointments with the clients, or doing background research that will help the lawyer understand the client better – e.g. researching the cultural practices of the client's home country for an immigration client.

## FDC/FAL Clients Offer Additional Insights Specific to Their Unique Experience with Legal Aid

- ▶ Similar to legal aid lawyers, the most effective duty-counsel lawyers are described as 'patient', 'taking the time to listen' and 'not rushing'. They are also exceptional at explaining the process and *how* the client should proceed.

'Well she was wanting to make sure I understood the whole legal process. But the way she did it it was engaging where I was actually able to comprehend so much and I got so much done in a short timeframe and ... Because meeting with that First Nations lawyer, it was ... Everything was so limited, even the ... Like no explanations for anything, because there's some stuff within the law you'd like to know where are my rights.'

'If I didn't understand what she was explaining to me, she found another way to explain it. Like she was very helpful...'

- ▶ Some clients, however, do not perceive legal aid and duty counsel as being part of the same organization. This may be due to the fact that referrals to duty counsel from intake staff are inconsistent. The consequence is that LSS may not always get credit for providing effective services through duty counsel.

'Helpful? No, no, not at all. Not the Legal Aid Society, but definitely as I say, the family duty counsel were fantastic, they were great.'

- ▶ There are a few 'pain points' with the duty counsel experience. At some court houses having duty counsel lawyers available was described as 'hit or miss'. Also, the court house is not a comfortable place to wait, and some clients have to wait a number of hours to see a duty counsel lawyer.
- ▶ Also, clients would prefer to see the same Duty Counsel lawyer if they have multiple visits so that they do not have to re-explain their situation to a different lawyer each time. However, clients understand that this is often not practical given the nature of the service. They understand that they could wait until their preferred Duty Counsel lawyer is at the courthouse, but often they do not want to wait the extra time.

- ▶ The rules regarding the amount of time and times that clients are allowed to receive services from duty counsel are not well understood or uniformly applied. Some clients who received advice from duty counsel used the service extensively – e.g., 'I actually spent several weeks down there' - but did not mention that they reached any cut-off point for service. Some clients recall being cut-off of services but after different numbers of visits.

'They mentioned the max number of visits, they said nine.'

They cut me off after three visits. They said no, we're not talking to you anymore.'

- ▶ Some clients are left with the impression that the number of visits that clients can have with duty counsel lawyers is arbitrary.

'The impression I got was that I had sort of gotten away with more hours than I should have.'

- ▶ One issue that emerges for clients is that the information and advice that they receive from duty counsel and staff during the intake process is inconsistent. For example, after not being approved for legal aid, one client was told by a duty counsel lawyer that she was a 'prime candidate' for legal aid.

- ▶ Two-thirds of Intake clients and one-half of FDC/FAL clients who did not qualify for a legal aid lawyer say they were given clear explanations for the reasons for disqualification. While this is consistent with 2011 for FDC/FAL clients, this is a clear improvement among Intake clients compared to four years ago.
- ▶ Consistent with historical trends, the majority of Intake and FDC/FAL clients who did not qualify for a legal aid lawyer say that legal aid staff *did not* suggest other services/agencies that might be able to help them.
- ▶ Broadly half of Intake clients (46%) and FDC/FAL clients (52%) who did not get a legal aid lawyer predict that they will go to court on their own. Intake clients who were not eligible for a lawyer also report they will seek help from another legal aid service (31%). Conversely, FDC/FAL clients who did not get a lawyer are also likely to try to deal with the matter outside the court system (31%), seek help from another legal aid service (27%), seek help from a government/community agency (25%) or ask a friend for help (24%, which fell from 43% in 2011).
- ▶ Compared to 2011, Intake clients who did not get a legal aid lawyer are less likely to predict they will ask a friend to help, seek help from a government/community agency or deal with the matter outside the court system.

- ▶ Clients are not always clear on what the criteria are for qualifying for legal aid, and this influences their perceptions of the fairness of the decision not to approve them for aid.

'Just make it more clear on how to qualify. Usually when I'm calling legal aid, I don't really know what the qualifications are to get legal aid. It's not really explained, you need this and this. They take your information down and they're like you qualify or you don't qualify and they don't really explain why.'

'Just basically before you start your intake, like just say before we start letting you know these are the qualifications and go down what the qualifications are.'

'Yeah this is kind of weird, they told me I need to be in danger in order to be accepted for legal aid. I need to be running from someone, I need to be fearing for my life. I wanted to tell them if I was in danger or running for my life, I'd be calling the RCMP, not staying on the phone for an hour waiting to get legal aid. It just didn't make any sense.'

- ▶ Some clients who are not approved for legal aid describe the process as 'cut and dried' and that staff do not take the time to understand the client's circumstances – particularly their financial circumstances and the type of case that they are involved in. Clients who have not been approved can come away from the intake experience feeling 'lost' and 'defeated'. This is particularly true for clients who are applying for the first time.

'Yeah, I don't think they really took the time to really like sit and listen and understand where I was coming from and what I really needed, right.'

'And the funny thing was I couldn't afford a lawyer at the time but I also didn't meet the requirements of legal aid. After that I went and begged and pleaded family for money.'

- ▶ One of the financial realities for clients, particularly women, is that there may be a court order specifying that an ex-spouse must pay a certain level of support on a monthly basis. Whether or not the ex-spouse actually pays this amount consistently is another matter. So on paper it could look like an applicant's income is above the threshold for approval, but in reality it is not.

'He ended up in rehab, he turned into a drug addict and so, even though I got a court order that he had to pay me \$5000 a month, he hasn't been doing it. But there's still that order out there for him to pay me \$5000 a month, right.'

- ▶ Clients involved in custody disputes suggested that decisions on who gets approved should be less rigidly focused on financial circumstances.

'Yeah I think that when there is kids involved, like money shouldn't you know play that big a role in if this kid is going to get the help that they need or not. It's not about the parents ... Like it's about the kids, right.'

- ▶ Also, the fairness of the intake process comes into question when one side is approved for legal aid and the other is not.

'Yeah, the first time, yeah. They told me that they couldn't help me out; they could help my ex out, but they couldn't help me. Yeah. You know, I just got really frustrated, to be honest with you, like I just got really frustrated with the whole process and just kind of like threw my hands up in the air about it...'

- ▶ Currently, there appears to be a lot of variation in the knowledge and information imparted to clients who do not qualify for legal aid.

'Well, apparently there's a lot of things that they do but you're not aware of them. That's what I've been told since I finished with them. I'm not exactly sure. Maybe there should be some kind of an information sheet that tells you exactly what they help you with and don't help you with.'

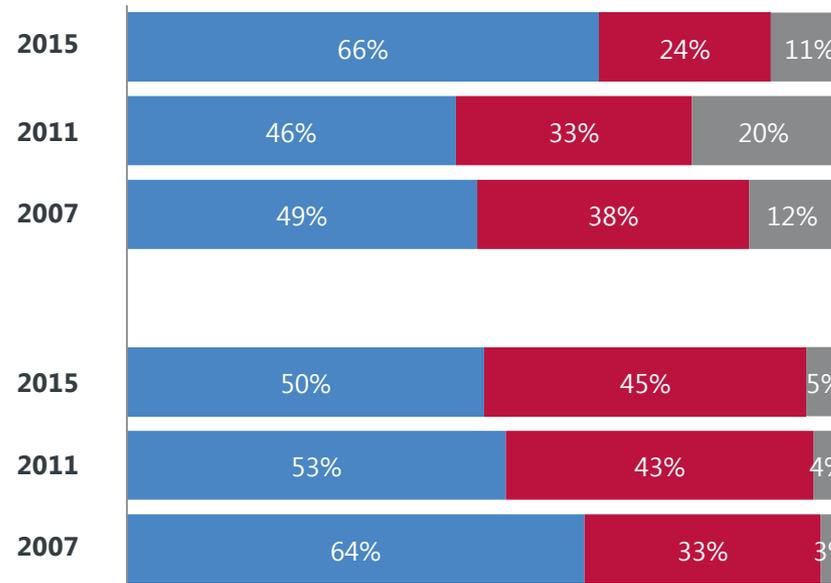
- ▶ Clients who are not approved for legal aid, or who terminate their relationship with a lawyer because it is unproductive, can often feel lost, confused, and uncertain what to do next. However, among some clients there is a sense of empowerment that results from self-representation.

'I mean as it turned out I ended up having to go in and represent myself and I won. After all that, yeah. So, you know, it was just like hindsight now, like yeah it's fine, I'm glad she didn't represent me. It made me pull stuff out of myself that I didn't even know I had to go up there and represent myself, it wasn't easy.'

# Did Not Qualify for Legal Aid Lawyer – Explained Why

**Intake**

**Family Duty Counsel/  
Family Advice Lawyer**



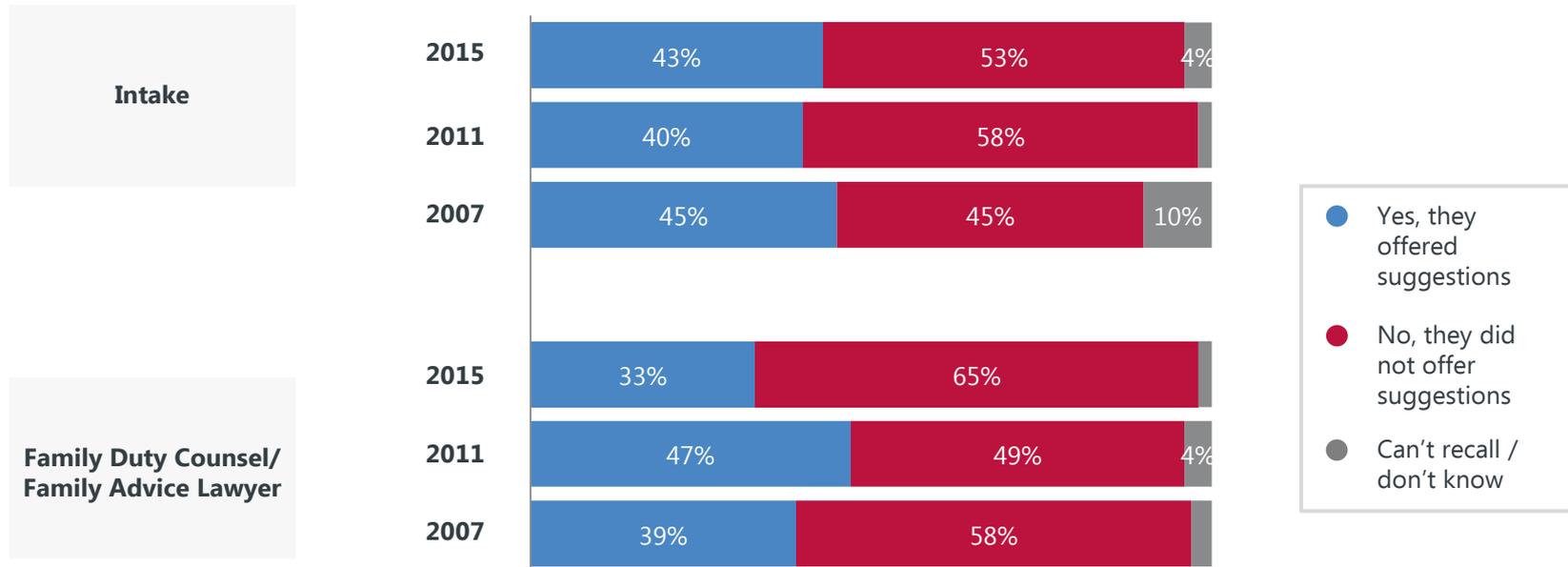
- Yes, they clearly explained why I did not qualify
- No, they did not clearly explain why I did not qualify
- Can't recall / don't know

\*Caution: small base size

Base: Intake – 2007 (105), 2011 (155), 2015 (53); FDC/FAL – 2007 (33\*), 2011 (49\*), 2015 (50\*)

D1. Did legal aid staff clearly explain why you did not qualify for legal aid?

# Did Not Qualify for Legal Aid Lawyer – Offered Suggestions



\*Caution: small base size

\*\*2007 question wording: Did legal aid staff suggest other services or agencies that might be able to help you?

Base: Intake – 2007 (105), 2011 (155), 2015 (53); FDC/FAL – 2007 (33\*), 2011 (49\*), 2015 (50\*)

D2. Did legal aid staff suggest other services or agencies that might be able to help you with your legal issue?\*

# Did Not Qualify for Legal Aid Lawyer – Other Actions Taken

	Intake			Family Duty Counsel/ Family Advice Lawyer		
	2007 (105)	2011 (155)	2015 (53)	2007 (33*)	2011 (49*)	2015 (50*)
Base: Those who did not qualify for a legal aid lawyer						
Go to court on your own	44%	54%	<b>46%</b>	91%	64%	<b>52%</b>
Seek help from another legal aid service	38%	34%	<b>31%</b>	43%	31%	<b>27%</b>
Ask a friend to help you	42%	33%	<b>18%</b>	31%	43%	<b>24%</b>
Seek help from a government service or community agency	44%	34%	<b>13%</b>	34%	38%	<b>25%</b>
Try to deal with the matter without using the court system	35%	35%	<b>7%</b>	42%	42%	<b>31%</b>
Hire/hired my own lawyer (unaided)	6%	5%	<b>3%</b>	-	10%	<b>6%</b>
Not do anything/abandon the matter	8%	5%	<b>1%</b>	-	4%	-
Don't know/refused	4%	7%	<b>12%</b>	1%	-	<b>13%</b>

\*Caution: small base size

D3. If you are or were not eligible for a legal aid lawyer, will you or did you...?

- ▶ Consistent with past trends, clients most commonly find out about legal aid services through courthouse staff or from a friend/word-of-mouth.
- ▶ Among Representation clients, courthouse staff (35%) followed by friends/word-of-mouth (22%) are the main sources of legal aid awareness. Representation clients with CFCSA cases or family law cases are also likely to mention hearing about legal aid via the internet (12% for both) or a government agency (12% for both), while clients with criminal cases are particularly likely to have heard about legal aid from courthouse staff (40% did).
- ▶ For Intake clients, both courthouse staff (26%) and friends/word-of-mouth (28%) contribute equally to the awareness of legal aid, while the internet (12%) and government agencies (11%) are secondary sources. Compared to their counterparts, Intake clients who came through the call centre are particularly likely to say they found out about legal aid via the internet (17%), while 20% of the small group of Intake clients using regional centres mention finding out about legal aid from the phone book/Yellow Pages.
- ▶ Similarly, FDC/FAL clients are equally likely to have learned about legal aid services via courthouse staff (29%) or friends/word-of-mouth (28%), followed by the internet (14%) or government agencies (13%).

# Sources of Legal Aid Services Awareness

Major Mentions Only	Representation			Intake			Family Duty Counsel/ Family Advice Lawyer		
	2007 (500)	2011 (466)	2015 (504)	2007 (500)	2011 (435)	2015 (253)	2007 (279)	2011 (300)	2015 (343)
Base:									
Courthouse staff	36%	29%	<b>35%</b>	26%	28%	<b>26%</b>	46%	37%	<b>29%</b>
Friend/word-of-mouth	22%	25%	<b>22%</b>	27%	24%	<b>28%</b>	24%	26%	<b>28%</b>
Government agency (e.g. welfare office, family justice centre, health services)	7%	8%	<b>7%</b>	8%	9%	<b>11%</b>	15%	10%	<b>13%</b>
RCMP Police (unaided)	12%	5%	<b>5%</b>	8%	4%	<b>2%</b>	-	1%	<b>1%</b>
Internet	4%	3%	<b>5%</b>	5%	9%	<b>12%</b>	6%	13%	<b>14%</b>
Community Service Agency	5%	8%	<b>5%</b>	5%	3%	<b>5%</b>	3%	6%	<b>6%</b>
Multicultural & Immigrant Association	1%	3%	<b>1%</b>	-	1%	-	-	-	<b>1%</b>
Community centre	2%	1%	<b>1%</b>	1%	-	<b>1%</b>	1%	1%	<b>2%</b>
Community support/advocacy group (unaided)	1%	1%	<b>1%</b>	1%	1%	-	1%	-	<b>1%</b>
Women's centre	1%	1%	<b>2%</b>	1%	-	<b>1%</b>	1%	1%	<b>2%</b>
Native Courtworker offices, Native Friendship Centre	1%	1%	<b>1%</b>	1%	-	<b>2%</b>	-	1%	-
Transition House, John Howard & Elizabeth Fry Society	-	1%	<b>1%</b>	1%	-	<b>1%</b>	-	1%	<b>2%</b>
Lawyer	6%	11%	<b>4%</b>	13%	11%	<b>6%</b>	4%	5%	<b>7%</b>
Jail/Detention Centre (unaided)	4%	4%	<b>3%</b>	4%	2%	<b>2%</b>	-	-	-
Advertisement	3%	2%	<b>3%</b>	5%	1%	<b>4%</b>	3%	-	<b>1%</b>
Referral service (lawyer referral service, Enquiry BC, etc.)	-	-	<b>3%</b>	-	-	<b>4%</b>	-	-	<b>5%</b>
Phone book/Yellow pages	5%	2%	<b>2%</b>	7%	3%	<b>4%</b>	5%	1%	<b>2%</b>
Brochure	-	-	<b>2%</b>	-	-	<b>2%</b>	-	-	<b>2%</b>
Don't remember/have heard about them for a long time	5%	7%	<b>10%</b>	13%	4%	<b>6%</b>	3%	1%	<b>6%</b>

- ▶ Currently, only one-quarter of legal aid clients report that legal aid informed them about other services available to help them address problems that may be related to their legal issue. Among Representation and FDC/FAL clients, current results are unchanged from four years ago; however, among Intake clients, the proportion saying they received such information from LSS has increased from 18% in 2011 to 28% currently (thus bringing Intake clients consistent with the two other client groups).
- ▶ Among Representation clients, CFCSA clients are the most likely to say they were informed of other services (31%).
- ▶ Clients who won their case or report their case to be fully resolved are considerably more likely than their counterparts to report receiving information from LSS about other services to address problems that may be related to their legal issue.
- ▶ When it comes to getting support from LSS to address the problems related to their legal issues (such as debt, housing problems, health problems), broadly six-in-ten clients say they are satisfied with the support they received from legal aid. Compared to 2011, satisfaction across all three client groups has improved significantly. Among Representation clients, satisfaction scores range from 59% among family law clients to 62% among CFCSA clients to a high of 64% among criminal clients.
- ▶ As well, legal aid clients are relatively more satisfied with the support they received from LSS so they could be more actively involved in resolving their legal issues. Specifically, three-quarters of Representation clients and almost two-thirds of Intake and FDC/FAL clients are satisfied on this front. Compared to 2011, satisfaction is stronger among Representation and Intake clients and satisfaction is generally higher among FDC/FAL clients. Family Representation clients express less satisfaction than their CFCSA and criminal counterparts when it comes to the support LSS provided so they could be more actively involved in resolving their legal issue. Intake clients that went through a regional centre are particularly more satisfied with this type of support than those who used the call centre or a local agent.
- ▶ With regards to LSS priorities, compared to their counterparts, the following groups express greater satisfaction with the level of support they received from legal aid: clients who were provided with a lawyer, clients with a favourable case outcome and Aboriginal clients.

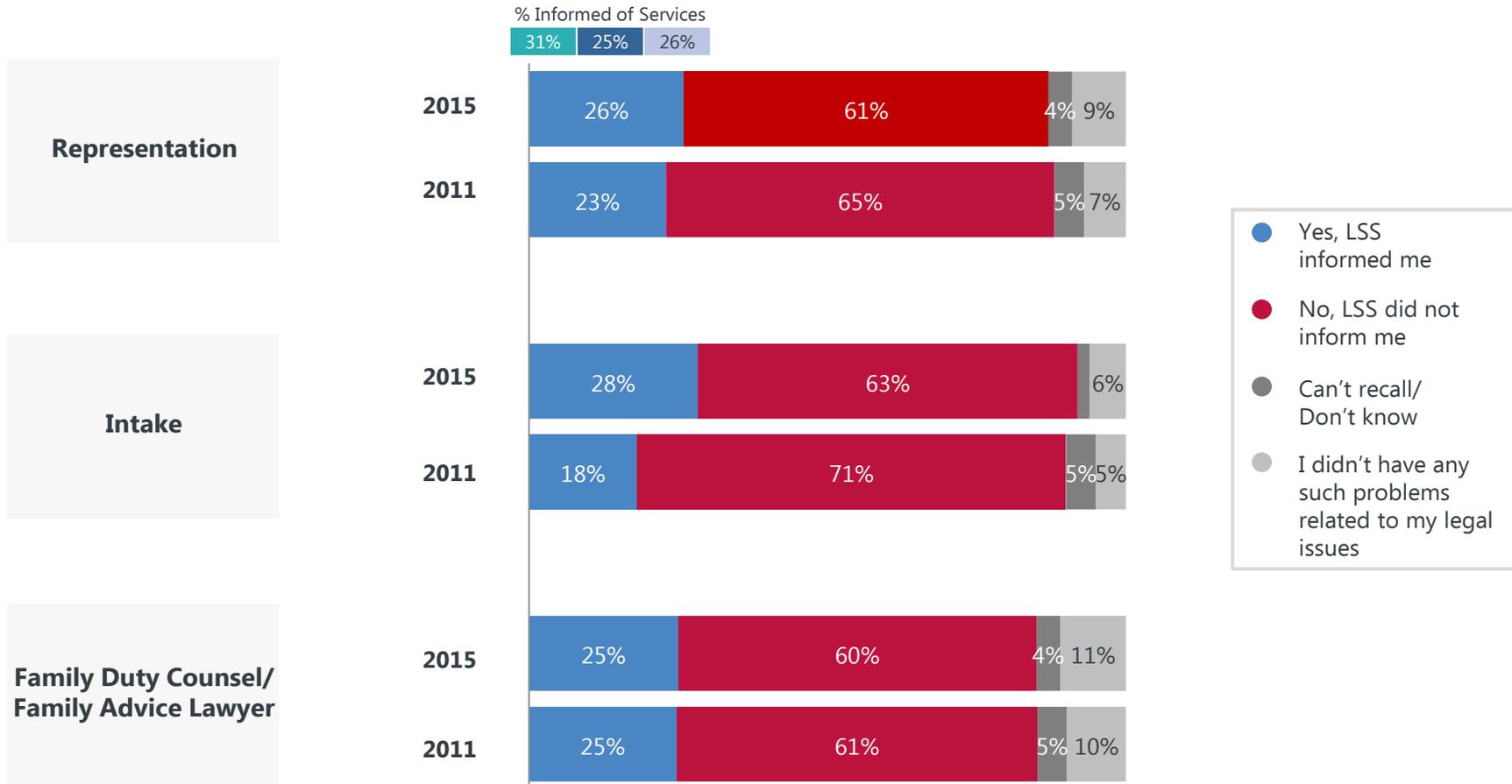
- ▶ Clients generally did not recall receiving assistance from legal aid for help with issues related to their legal issue. However, they generally do not expect to receive this kind of assistance from legal aid. We therefore asked clients what kind of services would be helpful. Clients mentioned a range of services including counselling, support groups and connecting clients with other people in similar situations so that there could be shared learning.
- ▶ It is clear that there is a lot of information available, but clients struggle to find the best information as it applies to their specific case.

'Because the problem is, there are so many things on the internet that you could read for like ten hours different things and be like well, that doesn't make sense in my case and that doesn't make sense in my case. So I don't know if they have pamphlets or if they have things that they can direct you specifically to where you can find out some proper information about maybe your specific case.'

- ▶ Clients feel most encouraged to take an active role in resolving their legal issue when the people they are working with provide the full range of options available , but they don't dictate what the client should do. They make it clear that it is ultimately the client's voice that must be heard.

'This lawyer, he is very good at giving me all the ins and outs and stuff like that. So I'm happy with the way – that's why I'm with him and stayed with him, is because when I ask a question I get the answer, plus I get the, if we do it this way, or this is why we need to do it this way, because this and this and this. And so he does give proper explanations and handles things a lot better now.'

'My lawyer definitely makes me a part of it. I mean, he can't do anything without me providing the proper information, and then when I give him the information, we definitely go over it and make sure that things are worded properly and that it's exactly what I'm trying to say and that he's not going okay, well, this is what you said to me and he's making his own story. [Lawyer's name] is not like that; it's very much he wants to paint the picture of my story.'



Representation Case Type  
CFCSA Crim Fam

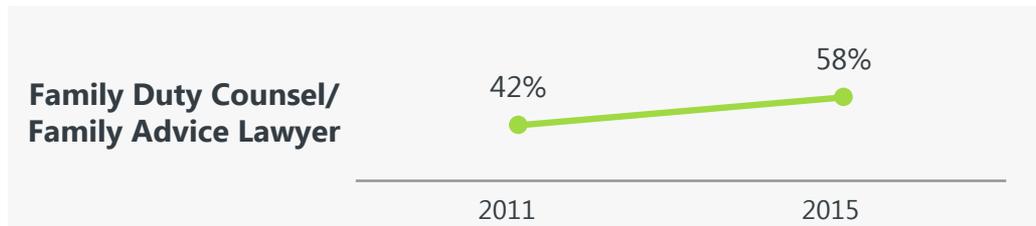
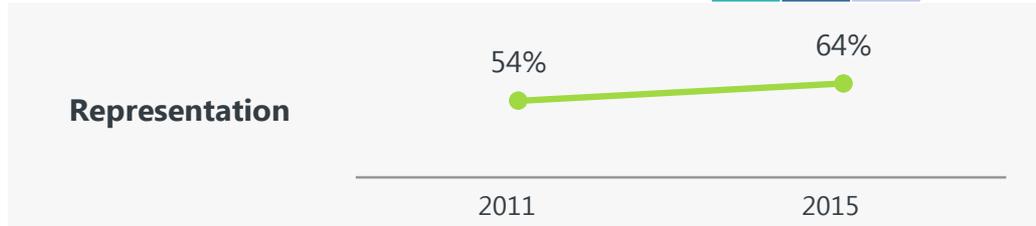
Base: Representation – 2011 (466), 2015 (504), *Case Type 2015 – CFCSA (76), Criminal (279), Family (138), Immigration not shown due to small base size (n=11)*; Intake – 2011 (435), 2015 (253); FDC/FAL – 2011 (300), 2015 (343)

E0. Did LSS inform you about other services to address problems that may be related to your legal issue? These could be housing problems, debt, health problems, etc.?

# LSS Priorities – Satisfied with Support to Address Issues Related to Legal Issue

% Rating 4 or 5

62% 64% 59%



	2011	2015
Base	466	466
<b>5 – Strongly Agree</b>	<b>34%</b>	<b>44%</b>
<b>4</b>	<b>20%</b>	<b>20%</b>
<b>3</b>	<b>14%</b>	<b>10%</b>
<b>2</b>	<b>7%</b>	<b>7%</b>
<b>1 – Strongly Disagree</b>	<b>10%</b>	<b>10%</b>
Don't know/ No such problems	14%	10%

	435	230
Base	435	230
<b>5 – Strongly Agree</b>	<b>29%</b>	<b>33%</b>
<b>4</b>	<b>18%</b>	<b>24%</b>
<b>3</b>	<b>15%</b>	<b>13%</b>
<b>2</b>	<b>11%</b>	<b>10%</b>
<b>1 – Strongly Disagree</b>	<b>16%</b>	<b>16%</b>
Don't know/ No such problems	11%	4%

	300	304
Base	300	304
<b>5 – Strongly Agree</b>	<b>25%</b>	<b>34%</b>
<b>4</b>	<b>17%</b>	<b>24%</b>
<b>3</b>	<b>17%</b>	<b>15%</b>
<b>2</b>	<b>7%</b>	<b>8%</b>
<b>1 – Strongly Disagree</b>	<b>17%</b>	<b>10%</b>
Don't know/ No such problems	16%	8%

Representation Case Type  
CFCSA Crim Fam

Base: Representation Case Type – CFCSA (70), Criminal (255), Family (131), Immigration not shown due to small base size [n=10]

E7. I am satisfied with the level of support LSS gave me so I could address my related legal issues (such as housing problems, debt, health problems, etc.)

# LSS Priorities – Satisfied with Support to be More Actively Involved in Legal Issue Resolution

% Rating 4 or 5

78% 75% 66%



	2011	2015
Base	466	504
<b>5 – Strongly Agree</b>	<b>42%</b>	<b>51%</b>
<b>4</b>	<b>27%</b>	<b>24%</b>
<b>3</b>	<b>16%</b>	<b>13%</b>
<b>2</b>	<b>8%</b>	<b>5%</b>
<b>1 – Strongly Disagree</b>	<b>6%</b>	<b>6%</b>
Don't know/ No such problems	2%	2%

	2011	2015
Base	435	253
<b>5 – Strongly Agree</b>	<b>36%</b>	<b>45%</b>
<b>4</b>	<b>18%</b>	<b>18%</b>
<b>3</b>	<b>17%</b>	<b>14%</b>
<b>2</b>	<b>11%</b>	<b>9%</b>
<b>1 – Strongly Disagree</b>	<b>14%</b>	<b>12%</b>
Don't know/ No such problems	4%	2%

	2011	2015
Base	300	343
<b>5 – Strongly Agree</b>	<b>33%</b>	<b>39%</b>
<b>4</b>	<b>23%</b>	<b>26%</b>
<b>3</b>	<b>19%</b>	<b>17%</b>
<b>2</b>	<b>7%</b>	<b>6%</b>
<b>1 – Strongly Disagree</b>	<b>16%</b>	<b>10%</b>
Don't know/ No such problems	3%	2%

Representation Case Type  
CFCSA
Crim
Fam

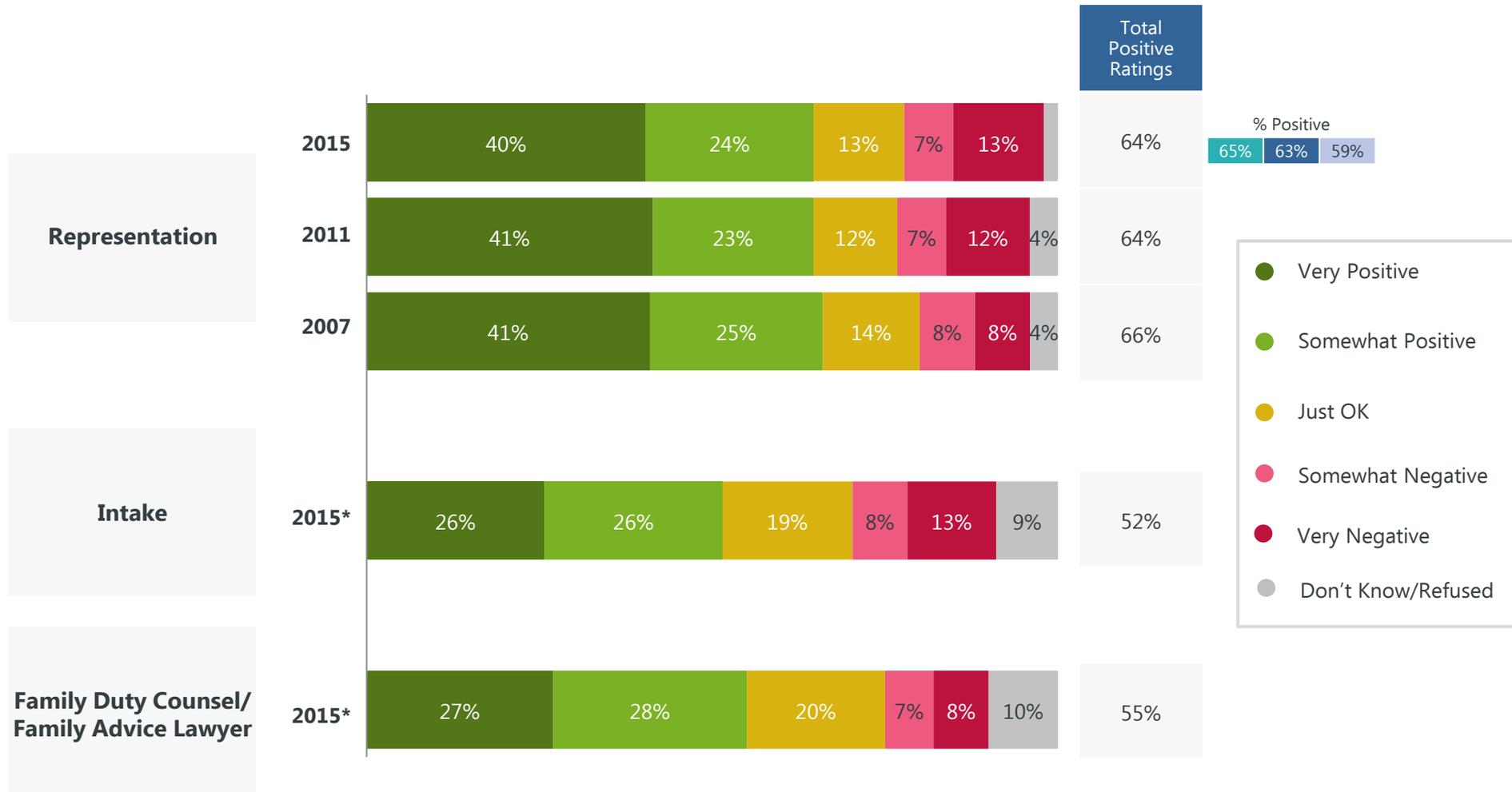
Base: Representation Case Type – CFCSA (76), Criminal (279), Family (138), Immigration not shown due to small base size [n=11]

E6. I am satisfied with the level of support LSS gave me so I could be more actively involved in resolving my legal issues.

- ▶ The majority of legal aid clients feel positive or 'just OK' about the outcome of their case. For Representation clients this is consistent with historical trends. Relatively speaking, more Representation clients rate their case outcomes positively than Intake and FDC/FAL clients; approximately two-thirds of Representation clients give positive ratings, versus broadly half of Intake and FDC/FAL clients.
- ▶ Once again, the following client groups tend to be more positive about their case outcome compared to their counterparts:
  - Those who were provided with a legal aid lawyer
  - Those who won their case/their case was fully resolved
  - Aboriginal clients
- ▶ Among Representation clients, perceptions of case outcome tend to be fairly similar across the types of law, with family law clients being only marginal less positive (59% saying the outcome was positive versus 64% overall).
- ▶ Actual or expected case outcomes among LSS clients are generally positive. Among Representation clients this means that the majority of non-criminal cases were fully resolved, or with family cases, at least partially resolved (85% reporting that their case was/will be fully or partially resolved). Among criminal Representation cases, clients are equally likely to report that they expect to win/won their case (43%) as they are to report that they expect to be found/were found guilty (46%). Compared to 2011, criminal Representation clients expecting to get off or win their case is higher and more in line with 2007 results.
- ▶ Among Intake clients, 72% report that their case was/or they expect it to be fully resolved, which is significantly higher than in 2011 (59%). Among FDC/FAL clients, unchanged from four years ago, 53% say their case will be/was fully resolved, while another 27% expect their case will be/was partially resolved.
- ▶ Aboriginal clients tend to be somewhat more optimistic about case outcome compared to non-Aboriginal clients (70% report winning or fully resolving their case versus 60% of non-Aboriginal clients).

- ▶ As was noted in 2011, among all client groups there is a predictable correlation between the outcome of their case (e.g. fully resolved, partially resolved, etc.) and how they feel about the outcome (e.g. very positive, somewhat positive, etc.). However, there are a two noteworthy findings that appear to indicate that legal aid services had a positive impact on the client experience, despite the case outcome:
  - Among all client groups, broadly one-half of those whose case was partially resolved still report feeling positive about the results of their case.
  - Among Representation clients, one-half of clients whose case was unresolved or who were found guilty still report feeling positive about the results of their case.
- ▶ Unchanged from four years ago, the majority of LSS clients who got a legal aid lawyer report that they did not experience any unnecessary delays in their case.
- ▶ Among Representation clients, the proportion saying they experienced an unnecessary delay has decreased (currently at 31% versus 38% in 2011). However, for 2015, reported case delays among Representation clients tend to vary significantly by type of law - 53% of family law clients reporting experiencing a delay, as do 48% of CFCSA clients, while only 26% of criminal clients report experiencing one.
- ▶ FDC/FAL clients continue to be the most likely to report experiencing a delay (45%), which was also evident in 2011. Meanwhile, Intake clients continue to be the least likely to report experiencing unnecessary delays (25%).
- ▶ Among all three client groups, those who experienced a delay tend to say it was because of the legal process (57% of Representation clients, 67% of Intake clients and 69% of FDC/FAL clients). This wave, 29% of Representation clients and 22% of FDC/FAL clients who experienced a delay feel it was caused by their legal aid lawyers. However, among Intake clients who experienced a delay, only 14% attribute it to their legal aid lawyer, which is notably fewer than in 2011.

# Perceptions of Case Outcome



Representation Case Type  
CFCSA | Crim | Fam

\*Trends not shown for Intake and FDC/FAL as not all clients were asked this question in 2007 & 2011

Base: Representation – 2007 (500), 2011 (466), 2015 (504), Case Type – CFCSA (76), Criminal (279), Family (138), Immigration not shown due to small base size [n=11]; Intake – 2015 (253); FDC/FAL – 2015 (343)

F2. Thinking about your own case, do you feel very positive, somewhat positive, just ok, somewhat negative, or very negative about the likely/actual results of your case?

# Actual/Expected Case Outcome

	Representation			Intake			Family Duty Counsel/ Family Advice Lawyer		
	2007 (500)	2011 (466)	2015 (504)	2007 (500)	2011 (435)	2015 (253)	2007 (279)	2011 (300)	2015 (343)
Base:									
Judge found me guilty/expect(ed) to be found guilty*	36%	33%	<b>34%</b>	-	-	-	-	-	-
I got off/expect(ed) to get off*	27%	22%	<b>32%</b>	-	-	-	-	-	-
Fully resolved**	20%	27%	<b>17%</b>	59%	73%	<b>72%</b>	59%	57%	<b>53%</b>
Partly resolved	5%	8%	<b>6%</b>	10%	9%	<b>11%</b>	22%	21%	<b>27%</b>
Unresolved	4%	3%	<b>3%</b>	10%	8%	<b>8%</b>	10%	10%	<b>11%</b>
Don't know/refused	9%	7%	<b>8%</b>	20%	10%	<b>9%</b>	9%	11%	<b>8%</b>

\*Outcomes for Representation criminal cases only

\*\*For Intake and FDC, 2007 and 2011 category includes criminal client responses

F4. What was the result of your case? / What do you expect the result to be? / What did you expect the result to be when you dropped the case?

# Perceptions of Case Outcome by Actual/Expected Case Outcome

		2015		
		I got off/ Case was resolved	Partially resolved	I was found guilty/ Unresolved
Representation	Base - Representation	(256)	(55)	(158)
	Very positive	55%	26%	27%
	Somewhat positive	26%	26%	23%
	Just OK	8%	18%	16%
	Somewhat negative	2%	20%	11%
	Very Negative	6%	7%	22%
	Don't know/refused	2%	5%	1%
	<b>Total positive</b>	<b>82%</b>	<b>51%</b>	<b>50%</b>
Intake	Base - Intake	(175)	(45*)	(16*)
	Very positive	30%	18%	16%
	Somewhat positive	28%	29%	-
	Just OK	21%	28%	2%
	Somewhat negative	5%	16%	20%
	Very Negative	8%	-	46%
	Don't know/refused	8%	8%	16%
	<b>Total positive</b>	<b>58%</b>	<b>48%</b>	<b>16%</b>
Family Duty Counsel/ Family Advice Lawyer	Base - FDC/FAL	(181)	(97)	(35*)
	Very positive	36%	16%	10%
	Somewhat positive	33%	30%	15%
	Just OK	15%	30%	21%
	Somewhat negative	5%	9%	17%
	Very negative	5%	8%	32%
	Don't know/refused	7%	6%	6%
	<b>Total positive</b>	<b>69%</b>	<b>47%</b>	<b>25%</b>

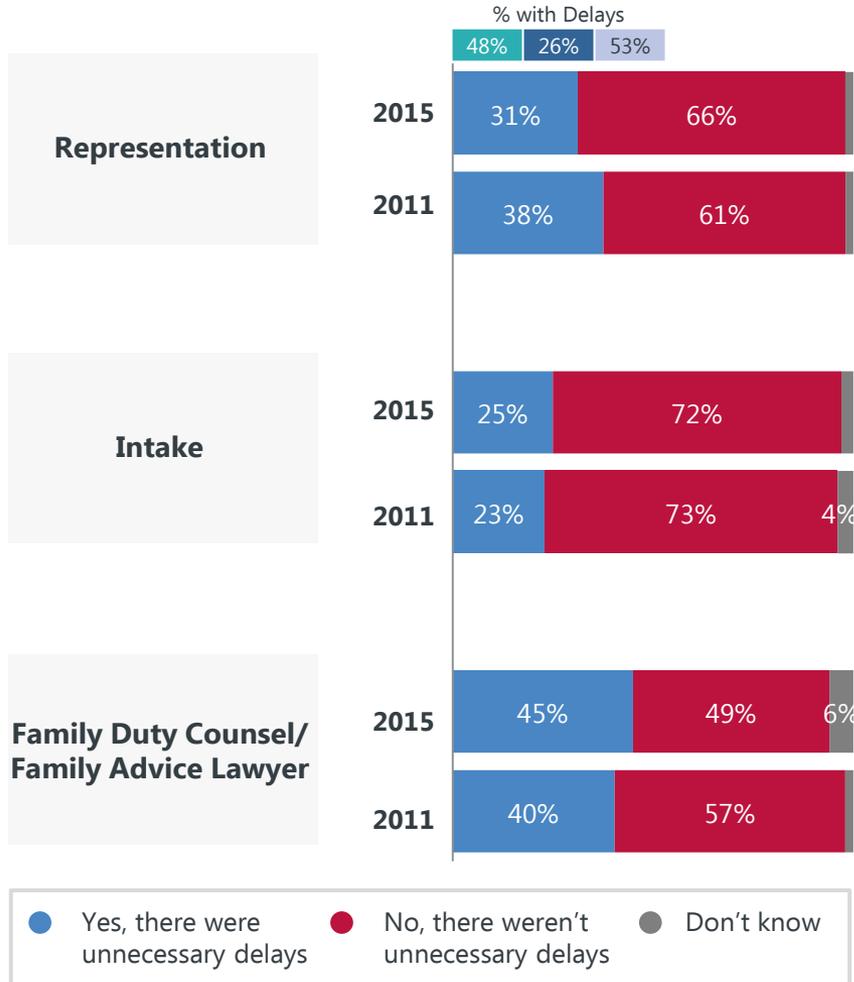
\*Caution: small base size

F2. Thinking about your own case, do you feel very positive, somewhat positive, just okay, somewhat negative or very negative about the (likely/actual) results of your case?

F4. What was the result of your case? / What do you expect the result to be? / What did you expect the result to be when you dropped the case?

## Unnecessary Delays Experienced

(Among those who got a lawyer)



## Cause of Unnecessary Delays

(Among those who experienced delays)

	Representation		Intake		Family Duty Counsel/ Family Advice Lawyer	
	2011 (170)	2015 (183)	2011 (69)	2015 (67)	2011 (25*)	2015 (113)
Base:						
Legal Process	63%	<b>57%</b>	53%	<b>67%</b>	65%	<b>69%</b>
Your Lawyer	24%	<b>29%</b>	36%	<b>14%</b>	36%	<b>22%</b>
Opposing Lawyer	27%	<b>26%</b>	19%	<b>8%</b>	35%	<b>31%</b>
Opposing Party	30%	<b>25%</b>	27%	<b>12%</b>	61%	<b>38%</b>
None of the above/ Don't know	5%	<b>7%</b>	7%	<b>9%</b>	4%	<b>4%</b>

\*Caution: small base size

Base: Representation – 2011 (466), 2015 (504), *Case Type – CFCSA (76), Criminal (279), Family (138), Immigration not shown due to small base size [n=11]*;  
Intake – 2011 (280), 2015 (195); FDC/FAL – 2011 (63), 2015 (80)

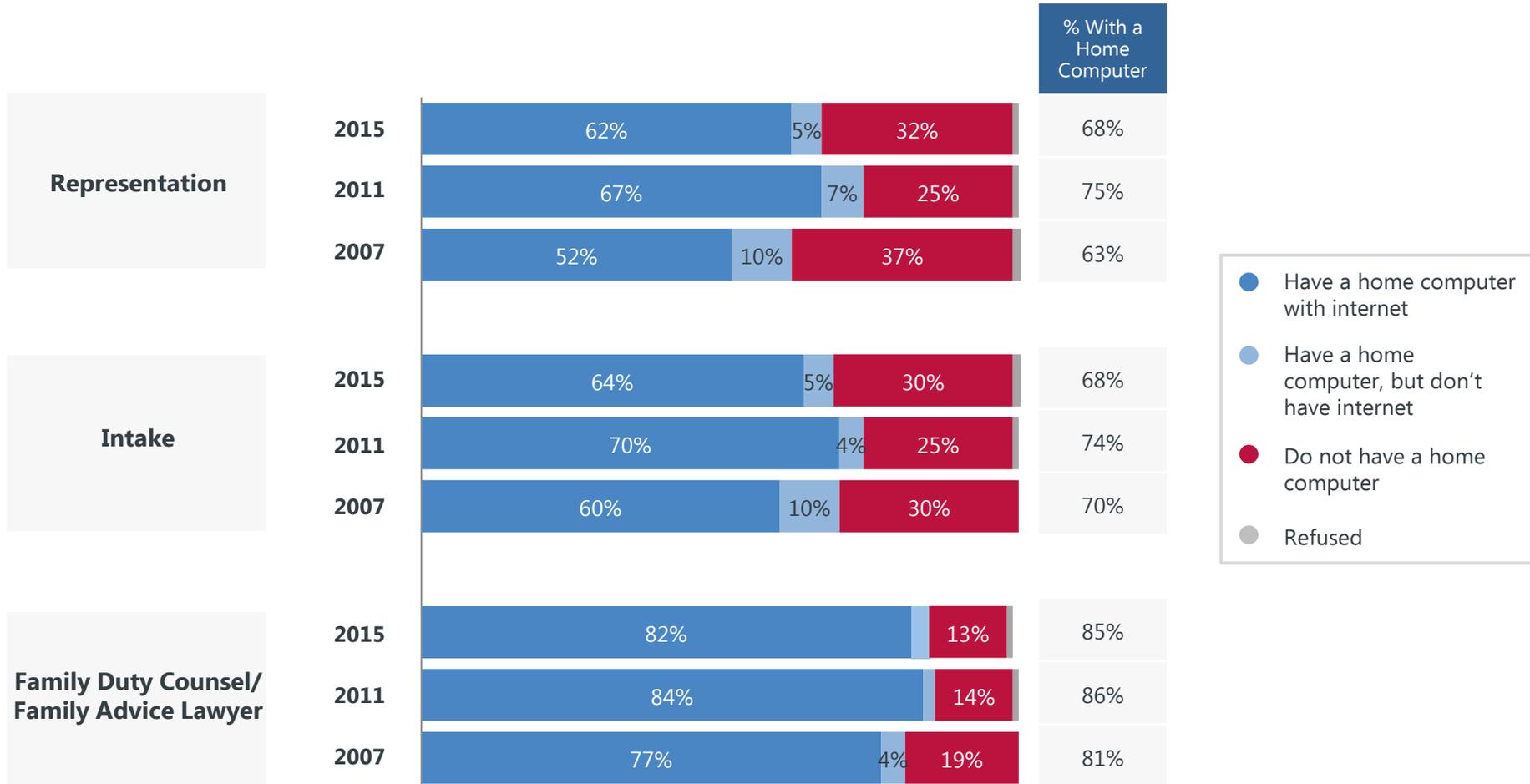
F3.5. Do you feel there were any unnecessary delays in your case?

F3.6. Do you feel the delays were caused by...

Representation Case Type  
CFCSA    Crim    Fam

- ▶ The majority of LSS clients, especially FDC/FAL clients report having a computer, tablet or laptop at home. Computer/tablet/laptop ownership is slightly lower among Representation and Intake clients than it was in 2011; however, just over 60% of these clients have a computer/tablet/laptop with internet access. Currently, 85% of FDC/FAL clients report having a computer/tablet/laptop at home and virtually all report having internet access on these devices, which is in line with 2011.
- ▶ Among family Representation clients, 79% have a computer/tablet/laptop at home with internet access, which closely mirrors FDC/FAL device ownership.
- ▶ Cell phone ownership is quite pervasive among LSS clients – eight-in-ten Representation and Intake clients have one, as do nine-in-ten FDC/FAL clients. The majority of these clients that own cell phones are accessing the internet on their phone, and these clients are more likely to have a data plan rather than relying on a WiFi connection only.
- ▶ Aboriginal clients are slightly less likely to have a computer/tablet/laptop with internet access at home compared to non-Aboriginal clients (63% versus 70%, respectively). Further, Aboriginal clients are also less likely to have a cell phone with a data plan (39% versus 48% among non-Aboriginal clients) and are more likely to simply not have a cell phone at all (23% versus 14% among non-Aboriginal clients).

# Computer Ownership & Internet Usage



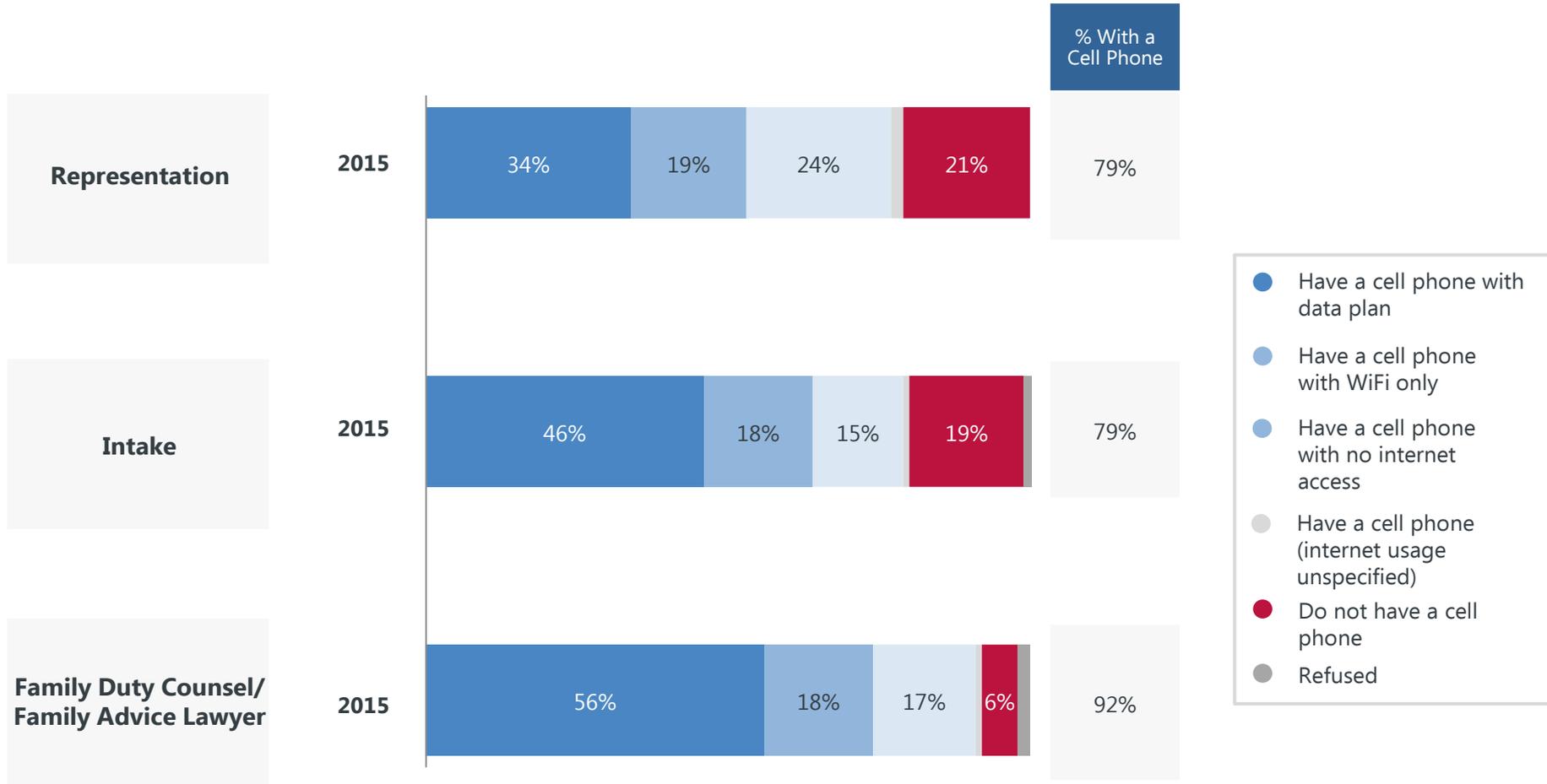
- Have a home computer with internet
- Have a home computer, but don't have internet
- Do not have a home computer
- Refused

Base: Representation – 2007 (500), 2011 (466), 2015 (504); Intake – 2007 (500), 2011 (435), 2015 (253); FDC/FAL – 2007 (279), 2011 (300), 2015 (343)

G8. Do you have a computer, tablet or laptop at home?

G9. And do you have internet access?

# Cell Phone Ownership & Data Usage



- Have a cell phone with data plan
- Have a cell phone with WiFi only
- Have a cell phone with no internet access
- Have a cell phone (internet usage unspecified)
- Do not have a cell phone
- Refused

Base: Representation – 2015 (504); Intake – 2015 (253); FDC/FAL – 2015 (343)

G10. And do you have a mobile or cell phone?

G11. Do you access the internet on your mobile or cell phone?

G11b. Do you access the internet on your mobile or cell phone only via WiFi or do you have a data plan?

- ▶ When it comes to case-related communication between LSS and its clients, clients prefer in person meetings or a phone call (with the preference of calls being made to their cell, rather than their landline). Texts to cell phones, emails and online communication is of limited interest to clients for case-related purposes. Preferences regarding case-related communication is fairly similar across the various client groups, with the only exception being that very few FDC/FAL clients want telephone calls to their landline.
- ▶ When LSS wants to communicate with clients for surveys and evaluations, telephone is the preferred channel. Representation and Intake clients are equally likely to prefer a call to their cell phone versus a call to their landline, while FDC/FAL clients express a preference to cell phone calls over calls to their landlines. There is some support for email communication among Intake and FDC/FAL clients for surveys and evaluations, but less support among Representation clients. One-in-five clients say they have no preference when it comes to communication method for surveys and evaluations.
- ▶ (Also refer to page 42, **Lawyer and Duty Counsel Satisfaction: Qualitative Follow-Up**, Client-Lawyer Communication, for additional insight on client preferences regarding communication.)

# Preferred Method of Communication

	Representation	Intake	Family Duty Counsel/ Family Advice Lawyer
Base:	2015 (504)	2015 (253)	2015 (343)
<b>For communicating about <u>your case</u>:</b>			
In-person meetings	30%	31%	34%
Telephone calls on mobile phone	25%	22%	27%
Telephone calls on landline	18%	18%	6%
Texts on mobile phone	9%	7%	7%
Email	4%	5%	7%
Online	1%	1%	1%
No preference	13%	15%	17%
<b>For communicating about <u>surveys &amp; evaluations</u>:</b>			
Telephone calls on mobile phone	29%	26%	33%
Telephone calls on landline	23%	25%	11%
Texts on mobile phone	8%	7%	10%
In-person meetings	7%	7%	6%
Email	7%	11%	14%
Online	4%	3%	4%
Mail	1%	-	1%
No preference	22%	19%	20%

# Profile of LSS Experience

	Representation			Intake			Family Duty Counsel/ Family Advice Lawyer		
	2007	2011	2015	2007	2011	2015	2007	2011	2015
Base:	(500)	(466)	(504)	(500)	(435)	(253)	(279)	(300)	(343)
Case status:									
Case is completed	56%	56%	<b>58%</b>	32%	13%	<b>5%</b>	32%	21%	<b>13%</b>
Case is pending	44%	40%	<b>32%</b>	58%	81%	<b>72%</b>	59%	72%	<b>68%</b>
Case was abandoned	-	3%	<b>8%</b>	3%	4%	<b>1%</b>	6%	7%	<b>6%</b>
Don't know/refused	-	1%	<b>2%</b>	7%	2%	<b>23%</b>	3%	-	<b>13%</b>
Base:	(500)	(466)	(484)	(500)	(435)	(248)	(279)	(300)	(343)
Number of times used LSS:									
0	-	-	-	-	9%	-	2%	3%	-
1	32%	22%	<b>38%</b>	44%	40%	<b>44%</b>	48%	46%	<b>51%</b>
2	16%	20%	<b>19%</b>	20%	23%	<b>20%</b>	30%	16%	<b>21%</b>
3 – 5	28%	30%	<b>24%</b>	23%	17%	<b>24%</b>	15%	19%	<b>20%</b>
6 – 10	19%	15%	<b>8%</b>	8%	6%	<b>7%</b>	4%	7%	<b>5%</b>
11+	6%	13%	<b>10%</b>	6%	3%	<b>5%</b>	1%	5%	<b>3%</b>
<i>Average number of times</i>	<i>3.9</i>	<i>5.1</i>	<i><b>4.2</b></i>	<i>3.2</i>	<i>2.6</i>	<i><b>3.0</b></i>	<i>2.1</i>	<i>3.0</i>	<i><b>2.7</b></i>
Base:							(279)	(300)	(343)
Courthouse location (Duty Counsel):									
Vancouver/Sunshine Coast	-	-	-	-	-	-	37%	29%	<b>37%</b>
Okanagan/West Kootenays	-	-	-	-	-	-	20%	17%	<b>15%</b>
Surrey/Fraser Valley	-	-	-	-	-	-	18%	17%	<b>13%</b>
Vancouver Island	-	-	-	-	-	-	13%	18%	<b>19%</b>
Interior/East Kootenays	-	-	-	-	-	-	9%	9%	<b>8%</b>
North/Northwest	-	-	-	-	-	-	2%	9%	<b>6%</b>
Don't know/refused	-	-	-	-	-	-	2%	1%	<b>2%</b>

# Profile of LSS Experience (continued)

	Representation			Intake			Family Duty Counsel/ Family Advice Lawyer		
	2007 (500)	2011 (466)	2015 (504)	2007 (500)	2011 (435)	2015 (253)	2007 (279)	2011 (300)	2015 (343)
Base:									
Regional Centres*/Local Agents (Representation & Intake):									
Surrey/Fraser Valley	26%	29%	<b>27%</b>	30%	23%	<b>22%</b>	-	-	-
Vancouver/Sunshine Coast	18%	12%	<b>32%</b>	18%	16%	<b>2%</b>	-	-	-
Vancouver Island	13%	16%	<b>15%</b>	20%	13%	<b>18%</b>	-	-	-
North	9%	5%	<b>8%</b>	10%	8%	<b>13%</b>	-	-	-
Interior/East Kootenays	7%	5%	<b>7%</b>	4%	11%	<b>4%</b>	-	-	-
Northwest	7%	5%	<b>4%</b>	4%	4%	-	-	-	-
Okanagan/West Kootenays	6%	11%	<b>7%</b>	3%	6%	<b>4%</b>	-	-	-
Appeals (RC)	1%	1%	-	-	-	<b>9%</b>	-	-	-
Call Centre (RC)	12%	16%	-	10%	19%	<b>27%</b>	-	-	-
Not stated	-	-	-	2%	-	-	-	-	-

\*There are two regional centres – Vancouver and Terrace.

	Representation			Intake			Family Duty Counsel/ Family Advice Lawyer		
	2007 (500)	2011 (466)	2015 (504)	2007 (500)	2011 (435)	2015 (253)	2007 (279)	2011 (300)	2015 (343)
Base:									
Age:									
< 25	43%	14%	<b>18%</b>	25%	19%	<b>18%</b>	5%	5%	<b>15%</b>
25 – 34	23%	30%	<b>22%</b>	29%	29%	<b>28%</b>	23%	28%	<b>19%</b>
35 – 44	18%	28%	<b>19%</b>	29%	26%	<b>20%</b>	31%	29%	<b>28%</b>
45 – 54	12%	18%	<b>19%</b>	11%	18%	<b>18%</b>	23%	22%	<b>16%</b>
55 – 64	3%	8%	<b>8%</b>	4%	3%	<b>5%</b>	6%	5%	<b>6%</b>
65+	1%	1%	<b>3%</b>	2%	2%	<b>1%</b>	1%	2%	<b>2%</b>
Refused	-	-	<b>11%</b>	-	3%	<b>10%</b>	11%	9%	<b>14%</b>
Education:									
Less than grade 8	5%	4%	<b>4%</b>	3%	3%	<b>3%</b>	-	2%	<b>1%</b>
High school or some high school	72%	71%	<b>56%</b>	78%	75%	<b>57%</b>	40%	33%	<b>31%</b>
Vocational/technical schooling/college	14%	10%	<b>23%</b>	11%	12%	<b>25%</b>	35%	37%	<b>38%</b>
Some university	6%	5%	<b>5%</b>	4%	3%	<b>2%</b>	9%	9%	<b>10%</b>
Graduated university	3%	10%	<b>11%</b>	5%	6%	<b>12%</b>	14%	17%	<b>19%</b>
Refused	1%	-	<b>2%</b>	-	-	<b>2%</b>	1%	2%	<b>2%</b>
Gender:									
Male	71%	70%	<b>67%</b>	61%	53%	<b>50%</b>	40%	42%	<b>41%</b>
Female	29%	30%	<b>33%</b>	39%	47%	<b>50%</b>	60%	58%	<b>59%</b>

	Representation			Intake			Family Duty Counsel/ Family Advice Lawyer		
	2007 (500)	2011 (466)	2015 (503)	2007 (500)	2011 (435)	2015 (251)	2007 (279)	2011 (300)	2015 (342)
Base:									
City/Town of Residence:									
Vancouver/Sunshine Coast	18%	22%	<b>32%</b>	25%	22%	<b>20%</b>	39%	29%	<b>32%</b>
Surrey/Fraser Valley	27%	31%	<b>22%</b>	26%	25%	<b>25%</b>	18%	16%	<b>18%</b>
Rest of BC	45%	47%	<b>45%</b>	48%	53%	<b>55%</b>	44%	54%	<b>50%</b>
Out of BC	10%	1%	<b>1%</b>	-	-	-	-	-	-
Base:	(500)	(466)	(504)	(500)	(435)	253)	(279)	(300)	(343)
Aboriginal/First Nations/Inuit/Metis Background:									
Yes	24%	26%	<b>23%</b>	15%	26%	<b>30%</b>	8%	13%	<b>15%</b>
No	74%	73%	<b>76%</b>	83%	73%	<b>67%</b>	89%	86%	<b>83%</b>
Refused	3%	2%	-	2%	1%	<b>2%</b>	3%	1%	<b>2%</b>



# Appendix



# Quantitative Survey



Client and project number	Legal Services Society of BC (LSS) 15016
Target Survey Length	10-11 min on the phone, 8-9 min online
Target Market and Sample Size	1,200 – LSS clients whose case closed in the last 3 months or near closing
Field Dates (soft and full launch, reminder and final deadline)	Feb 19-Apr 10
Deliverables & Dates	Draft report by May 8
Incentives	Prize draw of 5 - \$50 gift cards for Save-On-Foods
Other	-Mixed mode – clients will be surveyed based on what contact information is available – email or phone number -PROGRAM FOR LAPTOP, TABLET AND MOBILE

## Survey

A1. I'd like you to think of your experience with legal aid over the past year. On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how would you rate your overall satisfaction with the services you received?

1... Very dissatisfied

2

3

4

5... Very satisfied

6. Don't Know

A2. And on the same scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, please rate your satisfaction with how easy it was to reach someone at legal aid, to fill out the forms and to get the legal aid services you needed?

A3. And again on the same 1 to 5 scale, please rate your satisfaction with how helpful the legal aid services were in dealing with your legal problem.

---

**DO NOT ASK B1 FOR REPRESENTATION & INTAKE CLIENTS RECORD AS AN AUTOMATIC "YES" AND GO DIRECTLY TO B2 ALL OTHERS ASK B1:**

B1. Did you apply for a lawyer?

1. Yes

2. No **GO TO SECTION E (QE0)**

B2. People can apply for legal aid in legal aid offices, some courthouses, and over the phone. Which way would you prefer to apply?

1. Legal aid office

2. Courthouse

3. By phone

4. Don't Know



B2a. If it was available, would you prefer to apply for legal aid online?

1. Yes
2. No
  
3. Don't Know

B3. Again, using a scale from 1 to 5, where 1 means you strongly disagree and 5 means you strongly agree, how much do you agree with these statements about the application process?

**RANDOMIZE**

- a. It was easy to find out how or where to apply for legal aid
- b. It was easy to get to the office or to get someone on the phone line to apply for legal aid
- c. The application process was straightforward
- d. The requirements to get a legal aid lawyer are reasonable

**B4.** And using the same scale, where 1 means you strongly disagree and 5 means you strongly agree, how would you rate your agreement with the following statements about legal aid in general?

**RANDOMIZE**

- a. I was treated fairly
- b. I was informed of everything I needed to do to apply for a legal aid lawyer
- c. Legal aid staff were knowledgeable and competent
- d. Legal aid staff went the extra mile to make sure I got what I needed
- e. I waited a reasonable amount of time on the phone and/or at the legal aid offices

---

C1. Have you been provided with a legal aid lawyer to represent you?

1. Yes
2. No **GO TO SECTION D**
  
3. Did not apply for a legal aid lawyer

C2. Overall, do you feel you were well represented by your legal aid lawyer?

1. Yes
2. No
  
3. Did not apply for a legal aid lawyer

C3. Why do you say that?  
*Record your comments below.*



C4. Next, on a five-point scale, where 1 means strongly disagree and 5 means strongly agree, how would you rate your agreement with the following statements? **RANDOMIZE**

- a. I was treated fairly by my lawyer
- b. I was informed of everything I needed to do to help my lawyer resolve my legal problem
- c. My lawyer went the extra mile to make sure I got what I needed
- d. I was able to get in touch with my lawyer without difficulty

**- GO TO SECTION E (QE0) -**

---

D1. Did legal aid staff clearly explain why you did not qualify for legal aid?

1. Yes
2. No
  
3. Can't Recall

D2. Did legal aid staff suggest other services or agencies that might be able to help you with your legal issue?

1. Yes
2. No
  
3. Can't Recall

D3. If you are or were not eligible for a legal aid lawyer, will or did you...?  
*Select all that apply.*

1. Try to deal with the matter without using the court system
2. Go to court on your own
3. Ask a friend to help you
4. Seek help from another legal aid service
5. Seek help from a government service or community agency
6. Not do anything – abandon the matter
7. Other (specify)
  
8. Don't Know



E0. Did LSS inform you about other services to address problems that may be related to your legal issue? These areas could be housing problems, debt, health problems, etc.?

1. Yes
2. No
  
3. Can't Recall
4. I didn't have any such problems related to my legal issue

**ASK QE1 OF DUTY COUNSEL/FAMILY ADVICE LAWYER CLIENTS ONLY. ALL OTHERS GO TO QE2:**

E1. Using a scale from 1 to 5, where 1 means you strongly disagree and 5 means you strongly agree, how much do you agree with these statements about your experience with using the duty counsel or family advice service? **RANDOMIZE**

- a. It was easy to find out/how to get help from duty counsel/family advice lawyer
- b. I was treated fairly by duty counsel/family advice lawyer
- c. I was informed of everything I needed to do to work with duty counsel/family advice lawyer
- d. Duty counsel/family advice lawyer were knowledgeable and competent.
- e. Duty counsel/family advice lawyer went the extra mile to make sure I got what I needed
- f. I waited a reasonable amount of time at the duty counsel office/family advice lawyer office

E2. How did you find out about legal aid services?

*Select all that apply.*

1. Friend/word of mouth
2. Other legal aid service
- Community service agency:
  3. Women's centre
  4. Transition house
  5. John Howard and Elizabeth Fry Society
  6. Native Courtworker offices, Native Friendship Centre
  7. Community centre
  8. Multicultural and immigrant association
  9. Seniors centre
  10. Youth clinic
11. Government agency (e.g. welfare office, family justice centre, health services)
12. Courthouse staff
13. Referral service (Lawyer referral service, Enquiry BC, etc.)
14. Lawyer
15. Internet
16. Phone book/Yellow Pages
17. Brochure
18. Advertisement
19. Other (specify)
  
20. Don't remember/Have known about them for a long time



E3. **IF REPRESENTATION & INTAKE CLIENTS:** Besides applying for legal aid/working with your legal aid lawyer, which of the following other legal aid services have you used in the past year?

**IF DUTY COUNSEL/FAMILY ADVICE LAWYER/CLIENTS:** Besides duty counsel or family advice lawyer services, which of the following other legal aid services have you used in the past year?

*Select all that apply.* **RANDOMIZE CODES 1-6**

1. Legal aid websites
2. Legal Services Society brochures or booklets about legal aid or about your legal problem
3. Help from legal aid lawyer working at the courthouse or help from a family advice lawyer at a family justice centre or at Vancouver courthouse
4. Legal information from an outreach worker (legal aid staff person who is not a lawyer/Legal information outreach worker –LIOW)
5. Family LawLINE
6. Family Advice Lawyers
  
7. Other/Not sure if this is a legal aid service (specify)
8. None

**IF USED BROCHURES OR BOOKLETS, ASK E4:**

E4. How satisfied were you with the helpfulness of the Legal Services Society brochures and/or booklets in dealing with your legal problem? Use a 1 to 5 scale where 1 means very dissatisfied and 5 means very satisfied.

6. Don't Know

Again, using a scale from 1 to 5, where 1 means you strongly disagree and 5 means you strongly agree, how much do you agree with these statements? **RANDOMIZE**

E6. I am satisfied with the level of support LSS gave me so I could be more actively involved in resolving my legal issues

E7. I am satisfied with the level of support LSS gave me so I could address my related legal issues (such as housing problems, debt, health problems, etc.,)

---

F3. Is your case completed, is it still pending or did you drop the case?

1. Completed
2. Pending
3. Dropped
  
4. Don't Know



F2. Thinking about your own case, do you feel very positive, somewhat positive, just ok, somewhat negative or very negative about the [actual / likely] results of your case?

5. Very positive
4. Somewhat positive
3. Just ok
2. Somewhat negative
1. Very negative

6. Don't Know

F3.5 Do you feel there were any unnecessary delays in your case?

1. Yes
2. No **GO TO F4**
3. Don't Know **GO TO F4**

F3.6 Do you feel the delays were caused by...  
*Select all that apply.*

1. Your lawyer
2. The opposing lawyer
3. The opposing party
4. The legal process
5. None of the above/Don't Know

F4. **IF CASE COMPLETED:** What was the result of your case?

**IF PENDING:** What do you expect the result to be?

**IF DROPPED:** What did you expect the result to be when you dropped the case?

**FOR CRIMINAL REPRESENTATION ONLY:** For example, did the judge find you guilty or do you expect the judge to find you guilty, "did you get off or do you expect to get off?"

**FOR ALL OTHER TYPES:** For example, was your case or do you expect your case to be resolved fully, resolved partly or unresolved?

1. I got off/I expect(ed) to get off
2. Judge found me guilty/I expect(ed) to be found guilty
3. Fully resolved
4. Partly resolved
5. Unresolved
6. Other (specify)

7. Don't Know



F5. Lastly, what suggestions or changes do you have for the Legal Services Society, if any, that you feel would improve their service?  
*Record your comments below.*

---

G1. How many times have you ever used any legal aid services?

\_\_\_\_\_ times

Over 20

Can't recall

G2. Could you please provide me with your date of birth?

G4. You are...

1. Male

2. Female

G5. In what city or town do you currently live?

G6. What is the highest level of education you have completed?

1. Less than grade 8

2. High school or some high school

2. Vocational/Technical schooling/college

3. Some university

4. Graduated university

5. Prefer not to say

G7. Do you identify as First Nations, Inuit or Métis?

1. Yes

2. No

3. Prefer not to say

G8. Do you have a computer, tablet or laptop at home?

1. Yes

2. No

3. Prefer not to say



G9. **IF YES IN G8 ASK:** And do you have internet access?

1. Yes
2. No
3. Prefer not to say

G10. And do you have a mobile or cell phone?

1. Yes
2. No
3. Prefer not to say

G11. **IF YES IN G10 ASK:** Do you access the internet on your mobile or cell phone?

1. Yes
2. No
3. Prefer not to say

G11b. **IF YES IN G11 ASK:** Do you access the internet on your mobile or cell phone only via Wifi or do you have a data plan?

1. Wifi only
2. I have a data plan
3. Prefer not to say

G12. When it comes to communicating with the LSS in the future, which would you most prefer?  
*Select only one response per column. **RANDOMIZE***

	<b>When it comes to communication about...</b>	
	<b>Your case</b>	<b>Surveys &amp; evaluations</b>

- Telephone calls on my mobile phone
- Telephone calls on my landline
- Texts on my mobile phone
- In-person meetings
- Other (specify)
- No preference



**ONLY ASK QG13 OF DUTY COUNSEL CLIENTS:**

G13. At what courthouse or family justice centre location (city) did you see duty counsel or an advice lawyer?

- |                     |                   |
|---------------------|-------------------|
| 1. Abbotsford       | 43. Terrace       |
| 2. Burns Lake       | 44. Vancouver     |
| 3. Campbell River   | 45. Vernon        |
| 4. Castlegar        | 46. Victoria      |
| 5. Chilliwack       | 47. Williams Lake |
| 6. Colwood          |                   |
| 7. Courtenay        | 98. Don't         |
| 8. Cranbrook        | Know/Remember     |
| 9. Creston          |                   |
| 10. Dawson Creek    |                   |
| 11. Duncan          |                   |
| 12. Fernie          |                   |
| 13. Fort Nelson     |                   |
| 14. Fort St. James  |                   |
| 15. Fort St. John   |                   |
| 16. Golden          |                   |
| 17. Grand Forks     |                   |
| 18. Kamloops        |                   |
| 19. Kelowna         |                   |
| 20. Kitimat         |                   |
| 21. Lillooet        |                   |
| 22. Nanaimo         |                   |
| 23. Merritt         |                   |
| 24. Nelson          |                   |
| 25. New Hazelton    |                   |
| 26. New Westminster |                   |
| 27. North Vancouver |                   |
| 28. Penticton       |                   |
| 29. Port Alberni    |                   |
| 30. Port Coquitlam  |                   |
| 31. Port Hardy      |                   |
| 32. Powell River    |                   |
| 33. Prince George   |                   |
| 34. Prince Rupert   |                   |
| 35. Quesnel         |                   |
| 36. Revelstoke      |                   |
| 37. Richmond        |                   |
| 38. Rossland        |                   |
| 39. Salmon Arm      |                   |
| 40. Sechelt         |                   |
| 41. Smithers        |                   |
| 42. Surrey          |                   |



G15. Those are all of our questions. Thank you very much for completing our survey. Can you provide your name and a telephone number or an email address to be entered into the prize draw?

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_ or Email: \_\_\_\_\_

G16. Lastly, the Legal Services Society may be conducting some follow-up research with clients in the next few months in the form of telephone in-depth interviews and/or focus groups. Would you be OK with us re-contacting you at that time to see if you possibly want to participate?

1. Yes
2. No

**Draw Prizes**  
**Win 1 of 5 Save-On-Food**  
**\$50 gift cards**



# Discussion Guide for Qualitative Interviews



## In-Depth Interview Discussion Guide

### INTRODUCTION

First, thanks again for participating in our research. Your feedback will help the Legal Services Society improve its service to its clients.

Your participation should take 20 to 30 minutes and at the end I'll get your mailing information so we can send you your \$25 Save-On Foods supermarket gift card.

My questions today are about the service you received as a client of the Legal Services Society. I'm not going to ask you about your legal matter or collect any personal information. I'm recording our conversation so I don't have to take notes while we talk. And please be assured, everything you share with me is confidential and anonymous.

**So I make sure I ask the right questions can you tell me which of the following best describes you.**

A legal aid lawyer represented you  
You applied for a legal aid lawyer but did not qualify for one  
You received services from a duty counsel or family advice lawyer

**When you think back to your entire experience with legal aid what comes to mind first? What do you remember most?**

### INTAKE PROCESS

**My next few questions are about the intake process – this is when you initially applied for legal aid services and they determined if you qualified for services.**

**Did you apply by phone, at legal aid office or at a courthouse?**

**What do you remember most about the intake process?**

**How would you describe the intake process? What made the process [ADAPT BASED ON CLIENT RESPONSE?]**

**IF CLIENT GIVES NEGATIVE RESPONSE – E.G., TOO LONG, UNFAIR] What should be done to make the process more [ADAPT BASED ON CLIENT RESPONSE?]**



How would you describe the person(s) at legal aid that you dealt with during the intake process?  
What did they do or say that made you feel that way?

**FOR THOSE WHO DID NOT QUALIFY FOR LEGAL AID, ASK NEXT SERIES OF QUESTIONS:**

How did you feel when you found out that you did not qualify for legal aid?

What did you do after you were told that you did not qualify for legal aid?

Did the person at legal aid refer you to any resources to help you with your legal issue? Did you use/access it? Was it helpful? What made it unhelpful/helpful? What would have been most helpful to you at this point?

**[IF HAS NOT COME UP ALREADY]** Was the intake process fair? What could be changed to make the process fair?

**DUTY COUNSEL/ FAMILY ADVICE CLIENTS**

You received services from a duty counsel or family advice lawyer. Was it one lawyer or more than one? What did they do for you?

Was this person helpful to you? **IF YES:** What did they do that was particularly helpful?  
**IF NO:** What could they have done to be more helpful to you?

When you got to the duty counsel office, about how long did you have to wait before seeing him/her? Is that a reasonable amount of time? What is a reasonable amount of time to wait?

**REPRESENTATION CLIENTS**

Now let's talk a bit about the lawyer who represented you. What do you remember most about him/her?



**Did you feel like your lawyer was committed to helping you? IF YES: What did they do to demonstrate that?  
IF NO: What could they have done to be more helpful to you?**

**How long after the intake process was it before your lawyer contacted you? Is that a reasonable amount of time? What is reasonable?**

**How long did it take for your lawyer to get back to you when you had questions or needed to talk to him/her? Is that reasonable? What would be more reasonable?**

**Did you feel well-informed throughout the process? IF NOT: What would have made you feel more informed?**

**Did you feel that your lawyer treated you fairly? IF YES: What did they do to demonstrate that? What did they do to make you feel were not being treated fairly?**

**Did you have the same lawyer throughout your case? IF NO: Why did you switch lawyers?**

### FINAL QUESTIONS FOR ALL CLIENTS

**Ok, just a few more questions....**

**Sometimes people feel that someone has gone the 'extra mile' to help them. What does 'going the extra mile' mean to you? Do you feel that the Legal Services Society went the 'extra mile' to help you? What did they do to demonstrate that? What could they have done to make you feel like they went the extra mile?**

**Overall, throughout the process of dealing with the Legal Services Society and/ or your lawyer, did you feel encouraged to play an active role in resolving your legal issue? Did you feel part of the process?**



**Did you get support from the Legal Services Society to get assistance on other issues that you're dealing with that are related to your legal issue? Would you want the Legal Services to provide that kind of support?**

CLOSING

Thank you for your time and feedback. To thank you we want to send you a \$25 Save-On-Foods gift card, which can be use at Save-On-Foods, Cooper's Foods, Overwaitea Foods, Price Smart Foods, Bulkley Valley Wholesale and Urban Fare.

Can you confirm your name and mailing address for me so we can send you your gift card?