



# LSS Client Services Survey – FINAL

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# Background & Objectives





# Background & Objectives

- 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 Law Foundation and the Notary Foundation, and reports its activities to the provincial government.
- Given its reliance on government and other organizations for funding, four years ago, LSS determined the need to expand its performance measurement program to include a formal client satisfaction survey. The results from the survey form baseline measures by which LSS tracks its performance, does strategic planning and plans for service improvements.
- The specific objective of the survey is to provide data for performance measures to assess the society's progress on achieving three of the goals set out in its 2011/2012 to 2013/2014 service plan, namely that:
  - *people with low incomes who have legal issues use LSS services;*
  - *people with low incomes participate in solving and preventing legal problem; and*
  - *people with low incomes get help with related legal issues so they can solve and prevent legal problems.*
- LSS commissioned Synovate, a professional market research firm, to design and conduct the 2007 and 2011 Client Satisfaction Surveys.
- This report contains the detailed findings from the 2011 study and makes comparisons against the 2007 survey where relevant.
- LSS also partnered with the Institute for Citizen Centred Service (ICCS) to benchmark its performance against other “like” 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 Measurement Tool (CMT) surveys (based on a standard set of questions) in a national data bank and benchmarks results for participating organizations. On applicable questions, throughout this report, the CMT results from Group 2 (i.e. public sector organizations at the provincial, territorial or state level across all industries including other legal aid organizations) are shown for comparison. The CMT results from Group 1 (legal aid organizations) that were available are also referenced on applicable questions.
- Lastly, it should be noted that 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, Duty Counsel clients other than Family Duty Counsel, and Legal Information Outreach Worker (LIOW) clients.



# Methodology





# Methodology

- For this study a total of 1,201 telephone interviews were conducted with three LSS client groups – Representation clients, Intake clients and Family Duty Counsel/Family Advice Lawyer (FDC/FAL) clients. Using lists supplied by LSS, a random selection method was employed to select clients for interviewing.
- Additionally, quotas were set for Representation clients by type of law (criminal / family / Child, Family and Community Service Act (CFCSA) / immigration) and for Intake clients by point of contact (regional centre, local agent or call centre) to ensure adequate sample sizes for analysis. (Please note there are currently only two regional centres – Vancouver and Terrace.)
- To further ensure the final sample was representative, multiple calls were made to each unanswered telephone number before retiring it from the sampling frame.
- Representation clients interviewed for this study were those who received a referral, were relatively near the end of their cases, and were selected from LSS client lists. Intake clients interviewed for this study were those who had applied between November 2010 and March 2011 (whether or not they received a referral) and agreed to participate. Family Duty Counsel and Family Advice Lawyer clients interviewed for this study were recruited from around the province and at various courthouse locations (and could have seen one or both types of lawyers, but are only counted once) between November 2010 and January 2011.
- Interviewing for this study was conducted between January 26 and March 21, 2011 from Synovate's Central Telephone Facility in Vancouver, using Computer Assisted Telephone Interviewing (CATI). A minimum of 10% of all interviews were monitored by Synovate supervisors.
- During data analysis, the data was mathematically weighted to reflect the target population composition within each client group. Weighting criteria was: Representation clients – type of law and region; Intake clients – Intake office/location, type of law and region; and Family Duty Counsel/Family Advice Lawyer – courthouse location. Finally, Representation and Intake clients were also weighted by whether or not a legal aid lawyer was provided.
- The exhibits in this report show results by each of the three client groups.



# Methodology

- The margins of error at the 95% level of confidence for the various client group samples found in this study are:

Client Group	Sample	Margins of Error
Total (all clients)	1,201	+/-3%
Representation clients	466	+/-5%
Intake clients	435	+/-5%
Family Duty Counsel/Family Advice Lawyer clients	300	+/-5%

- When comparing the results between 2007 and 2011 and/or client groups the following differences are required for statistical significance at the 95% level of confidence:

Client Group	2007 Sample	2011 Sample	Required Difference
Total (all clients)	1,582	1,201	+/-4%
Representation or Intake clients	500	466/435	+/-7%
Family Duty Counsel/FAL clients	279	300	+/-9%
Representation clients or Intake clients vs. Family Duty Counsel/FAL clients	466/435	300	+/-8%

- This report only comments on statistically significant differences between sub-groups. Where results have been presented among small sample sizes (e.g. base size is less than 50) a cautionary note has been included.
- Benchmarking scores from the ICCS's Common Measurements Tool (CMT) report have been presented for all questions where this data was available.



# Executive Summary

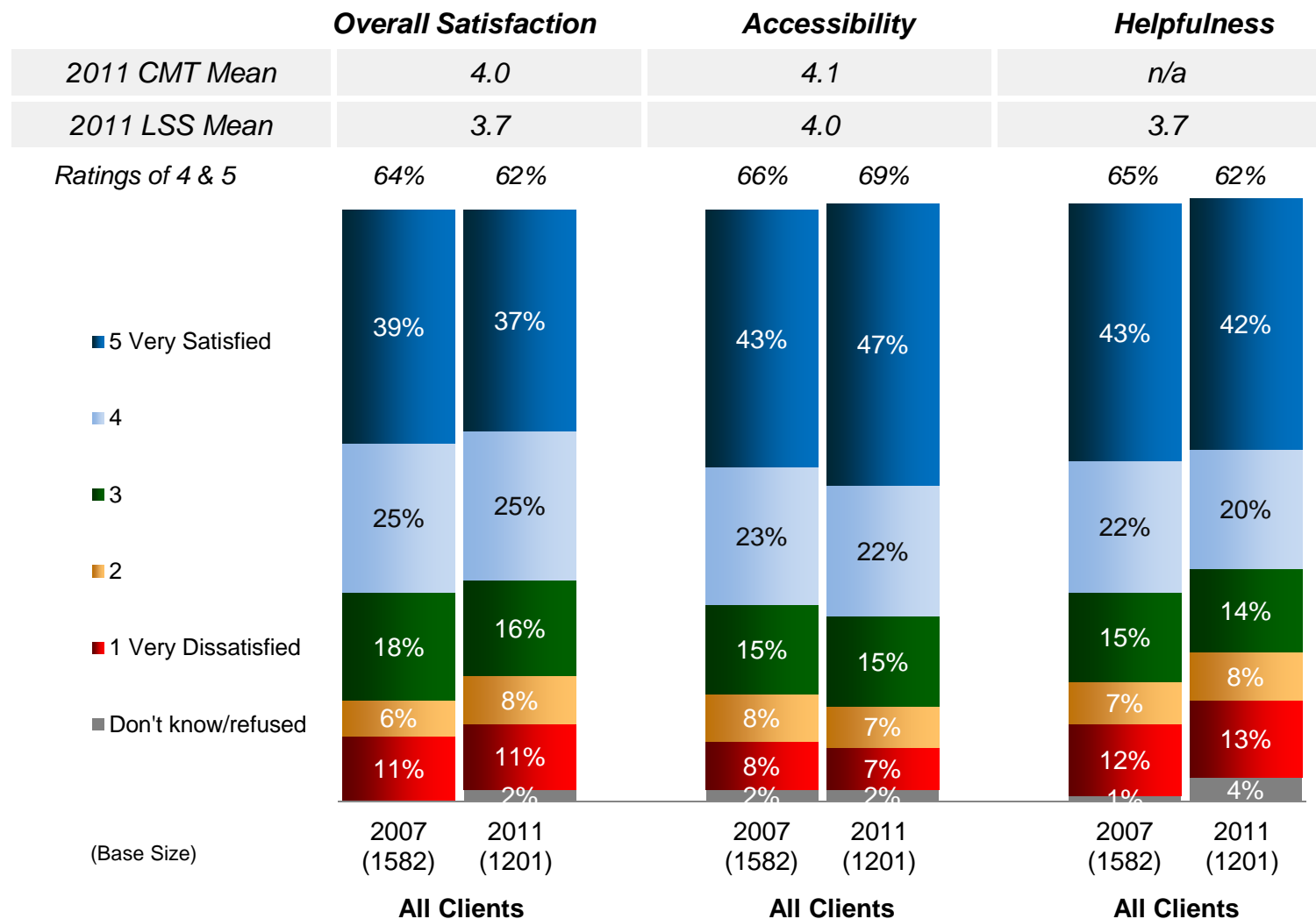




# Executive Summary

## Overall Performance Measures

- LSS clients continue to be just as satisfied as they were four years ago with overall legal aid services. Overall satisfaction stands at 62%. Client ratings for accessibility and helpfulness are stable with 69% and 62%, respectively, saying they are satisfied with these areas of service.



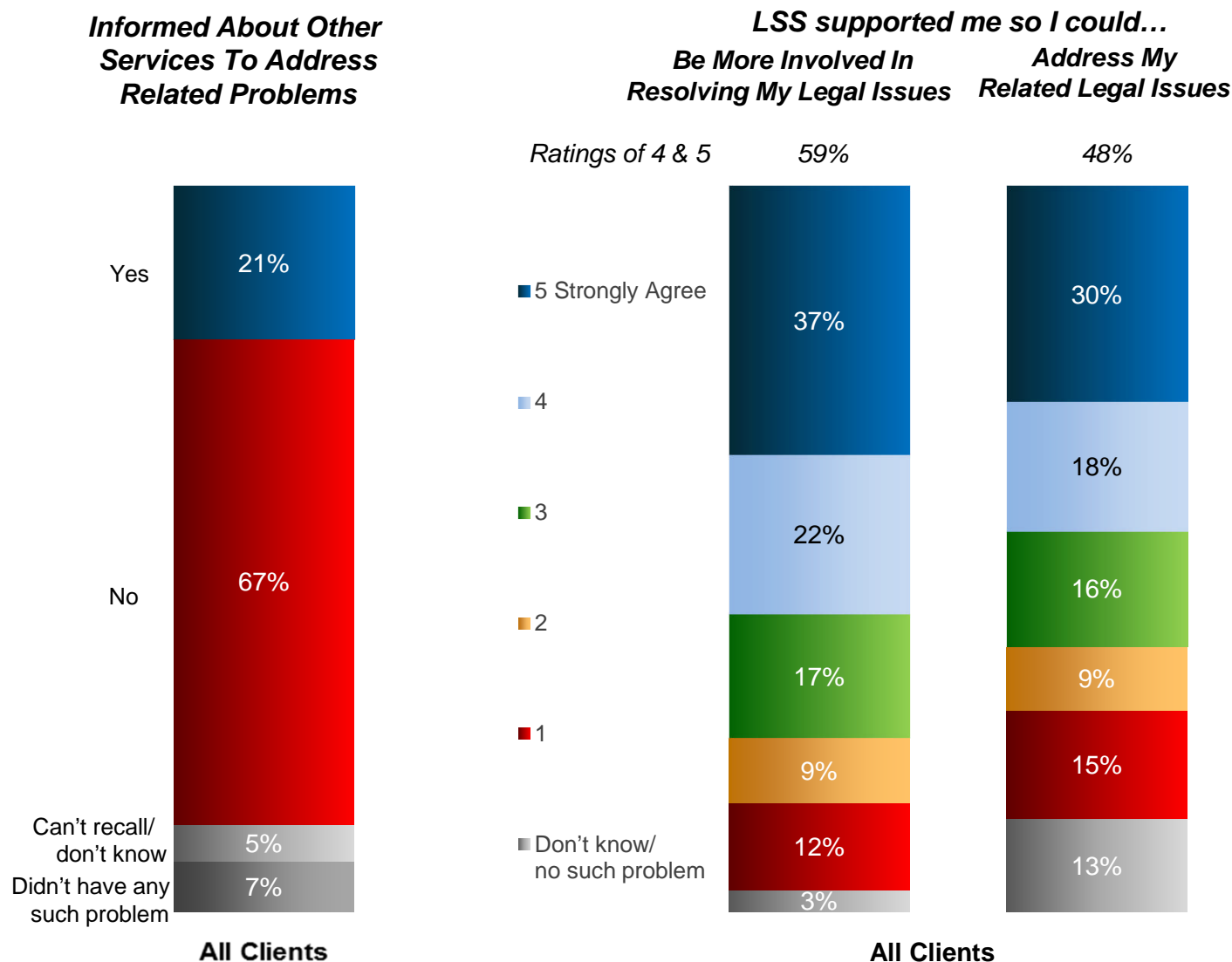


# Executive Summary

## LSS Priorities

- LSS should continue to focus on informing clients about other services to address problems related to their legal issues (only 21% say they received such information and satisfaction stands at 59%) and on providing support to clients so they can address problems related to their legal issues (satisfaction is at 48%).

Please note that all results shown from this point onwards are presented by the three key client groups, not in total.





# Executive Summary

## Overall Satisfaction, Accessibility & Helpfulness

- The majority of legal aid clients continue to say they are satisfied with the overall services they received, the accessibility of services and the helpfulness of legal aid services in dealing with their legal problem. Combined satisfaction ratings of 4 or 5 out of 5 are unchanged from four years ago for overall services and accessibility among all three client groups and only slightly lower for helpfulness among Representation clients.
- Representation clients are the most satisfied, followed by Intake clients and Family Duty Counsel/Family Advice Lawyer clients.

	Representa- tion	Intake	FDC/FAL
	2011 % Rating 4 or 5 out of 5		
Overall Satisfaction	68%	59%	61%
Accessibility	75%	69%	62%
Helpfulness	69%	59%	59%

- Representation client scores are in line with the CMT benchmark scores, while Intake, and especially Family Duty Counsel/Family Advice Lawyer scores, tend to be below the benchmark.
- Suggestions for improving legal aid services are focused on increasing availability – in terms of the services offered and the number of legal aid lawyers/staff.

- While Representation clients continue to be satisfied with legal aid services, there is a slight indication that there may be growing dissatisfaction (in terms of overall satisfaction and on helpfulness of legal aid services). Specifically, ratings of 5 out of 5 have dropped and ratings of 1 or 2 out of 5 have increased. Meanwhile, the opposite is true among Intake clients, that is, there seems to be signs that this group is becoming more satisfied than they were four years ago. Family Duty Counsel/Family Advice Lawyer clients post very stable results on these measures.

## Dealing with Legal Aid

- For the most part, legal aid clients report that their experience with legal aid is just as positive or more positive than it was four years ago. Staff being knowledgeable and competent, treating clients fairly and informing clients of everything they needed to do to apply for a lawyer continue to be the strongest aspects of legal aid performance. Representation clients and Intake clients give particularly high ratings to these service aspects. Ratings for staff going the extra mile and the wait time both have relatively more room for improvement, this being particularly the case among Family Duty Counsel/Family Advice Lawyer clients.
- Given that staff going the extra mile is a key driver of overall satisfaction with legal aid services, it is imperative that this be a primary focus for LSS. Being treated fairly is also a driver of overall service perceptions, especially among Family Duty Counsel/Family Advice Lawyer clients, while among Representation clients, knowledgeable and competent staff is also an important aspect.



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# Executive Summary



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- Since 2007, Intake clients have become increasingly positive about dealing with legal aid, noting particular improvement in the knowledge/competency of staff and being treated fairly. Comparatively, Representation and Family Duty Counsel/Family Advice Lawyer client assessments are generally unchanged from 2007.
- Since 2007, Intake clients have become more positive about all aspects of the application process, especially in terms of the process being straightforward and it being easy to find out how and where to apply.
- While still posting highly positive assessments, since 2007, Representation clients have become marginally less enthusiastic in their ratings of the reasonableness of getting a legal aid lawyer and the process being straightforward. **Family Duty Counsel/Family Advice Lawyer clients are less positive about all aspects of the application process than they were in 2007.**

## The Application Process

- **Representation and Intake clients continue to prefer applying for legal aid over the phone or at a legal aid office.** Among Intake clients there is a growing preference for applying at the courthouse, but this is still outweighed by preference for phone or at a legal aid office.
- Among the larger number of Family Duty Counsel/Family Advice Lawyer clients who applied for a legal aid lawyer this year (37% versus 26% in 2007), preference is split between applying by phone or at a legal aid office.
- **Should it be available, over 50% of all legal aid clients say they would prefer to apply for legal aid online.**
- When it comes to the aspects of the application process, such as it being straightforward, easy and having reasonable requirements, the majority of clients continue to be satisfied.
- **The most highly rated aspects of the application process continue to be that it is straightforward and easy to find out how and where to apply for legal aid.** The reasonableness of the requirements to get a legal aid lawyer show the most potential for improvement, especially among Intake clients and Family Duty Counsel/ Family Advice Lawyer clients (59% and 50%, respectively, giving positive ratings).

## Legal Aid Lawyer Representation

- Among Family Duty Counsel/Family Advice Lawyer clients who were surveyed, more say they were provided with legal representation compared to four years ago (14% versus 21% currently).
- **Legal aid clients who were provided with a lawyer are less apt to report they were well represented by that lawyer than they were in 2007.**
- 75% of Representation clients, as well as 63% of Intake clients and 55% of Family Duty Counsel/Family Advice Lawyer clients who also got a legal aid lawyer, say they were well represented. This is below levels reported in 2007.



# Executive Summary

## Legal Aid Lawyer Representation (continued)

- **Representation clients and Intake clients who feel they were well represented by their legal aid lawyer say their lawyer was helpful, was there for them, won the case and/or provided good explanations and was straightforward.** Family Duty Counsel/Family Advice Lawyer clients who feel they were well represented tend to also mention that their lawyer provided good explanations and was straightforward, but also say their lawyer was knowledgeable and did a good job.
- **Reasons behind not feeling well represented tend to centre on a lack of interest and attention by the legal aid lawyer and a lack of communication (such as not returning calls).**
- For the most part, legal aid clients give the same positive assessments of their lawyer as they did in 2007 on being treated fairly and being able to get in touch with him/her without difficulty. As with other aspects of legal aid service, Representation clients tend to give the most positive feedback, followed by Intake clients and then Family Duty Counsel/Family Advice Lawyer clients.
- If there is one area that has room for improvement, it is legal aid lawyers going the extra mile. Scores for this attribute are low and have fallen since 2007. **Since this is a top driver of overall legal aid services satisfaction, it is key that this becomes a priority for the organization.**

- Family Duty Counsel/Family Advice Lawyer clients also give relatively lower ratings to their lawyer on how well they informed them of everything they needed to do to help their lawyer resolve their legal problem. **Again, as this is a driver of overall satisfaction for this client group, it needs to become more of a focus for LSS.**
- When it comes to the duty counsel experience, Family Duty Counsel/Family Advice Lawyer clients continue to give positive feedback in line with 2007. **As with other legal aid service areas, going the extra mile tends to be rated lower than other aspects and yet has the most impact on overall service perceptions. (This, along with lawyers informing clients about what they can do to help resolve their legal problems, should be priorities.)**

## Did Not Qualify for Legal Aid Lawyer

- Unchanged from 2007, 46% of Intake clients and 53% of FDC/FAL clients who did not qualify for a lawyer say that staff clearly explained why they did not qualify. Further, almost the same proportions (40% and 47%, respectively) report that legal aid staff suggested other services or agencies to clients that could help them with their legal issues.
- **Also in line with 2007, those who did not qualify for a legal aid lawyer appear to feel they have a variety of other options to pursue.** Most commonly, these clients tend to say they will go to court on their own (54% of Intake clients and 64% of Family Duty Counsel/Family Advice Lawyer clients), followed by saying they will deal with the matter outside of court, seek help from a government/community agency or another legal aid service or turn to a friend for help.



# Executive Summary

## Awareness & Usage of LSS Services

- **Most commonly, and consistent with 2007, courthouse staff and friends/word-of-mouth tend to be the main sources of legal aid awareness.** Courthouse staff is mentioned less by Representation clients and Family Duty Counsel/Family Advice Lawyer clients than in 2007. Instead, more Representation clients say they learned about legal aid from a lawyer, while more Family Duty Counsel/Family Advice Lawyer clients say they learned about legal aid on the Internet. Intake clients are also more likely to mention the Internet this year.
- In the past year, 41% of Representation clients and 33% of Intake clients say they received help from a legal aid lawyer working at the courthouse. 15% to 20% of legal aid clients say they also used LSS booklets/ brochures and/or received help from an LIOW. Consistent with 2007, the majority of legal aid clients who used LSS brochure/ booklets found them to be helpful in dealing with their legal problem.

## LSS Priorities

- One of LSS's strategic goals is to provide support to clients so they can be more actively involved in resolving their legal issues. **Currently, 69% of Representation clients, 54% of Intake clients and 56% FDC/FAL clients are satisfied with LSS's performance in this area.** On a positive note, legal aid clients are more satisfied with LSS performance than legal aid lawyers (only 42% of tariff lawyers feel they are getting the help from legal aid to support their clients in this way\*).

- Another LSS strategic goal is to help clients address problems that are related to their legal issues (such as debt, housing, health problems).
- **Of the two goals, clients are less satisfied with legal aid's performance on the latter.** Only 54% of Representation clients, 47% of Intake clients and 42% of Family Duty Counsel/Family Advice Lawyer clients express satisfaction with the support provided by LSS on this front.
- **23% and 25% of Representation and Family Duty Counsel/Family Advice Lawyer clients, respectively, and 18% of Intake clients say that LSS informed them about other services to address problems that may be related to their legal problem.**
- Again, legal aid clients are more positive than tariff lawyers that LSS supports clients by helping them to address the problems that are related to their legal issues (only 22% of tariff lawyers say they are satisfied with the support they get from LSS so they can in turn help clients in this way\*).
- Another positive is that the general public is on board with this approach: 75% of BC residents agree that LSS should support their clients by helping them address problems related to their legal issues\*\*.

\*Source: 2010 LSS Tariff Lawyer Survey

\*\*Source: 2011 LSS Public Opinion Poll



# Executive Summary

## Case Outcome & Status

- **The majority of LSS clients who qualified for legal aid generally feel ok to very positive about the outcome of their case, consistent with 2007.**
- Generally, for most legal aid clients, how they feel about their case outcome is correlated with whether their case was resolved or not (or with criminal cases whether or not they were found guilty). Interestingly, 54% of Representation clients who were found guilty still feel positive about the outcome, indicating that it may be LSS service levels that have impacted their perceptions.
- 38% and 40% of Representation clients and Family Duty Counsel/Family Advice Lawyer clients, respectively, but only 23% of Intake clients perceive that there were unnecessary delays in their case. For Representation and Intake clients, delays tend to be blamed on the legal process, while among FDC/FAL clients, delays are equally attributed to the legal process and the opposing party.

## Key Driver Analysis

- To understand which LSS service attributes have the most leverage on improving overall LSS service perceptions, a key driver analysis (dominance analysis) was undertaken for each client group. The analysis identifies those attributes that should be prioritized by LSS as they have the most impact on improving perceptions of the overall service provided by legal aid.

- Throughout the report, on relevant questions, top priority and secondary priority service attributes have been identified.
- The table on the following page summarizes these drivers for each client group.

## Aboriginal Clients

- *Please refer to the chart on page 17 for a summary of significant differences in awareness, usage and perceptions between Aboriginal and non-Aboriginal clients in each client group.*
- Aboriginal Representation clients tend to be relatively more positive about legal aid services compared to those of other backgrounds, particularly when it comes to how they rate the performance of their lawyer.
- Aboriginal Intake clients also tend to be more positive in some of their ratings of the legal aid application process, of legal aid in general and of their lawyer (compared to all other Intake clients).
- When it comes to FDC/FAL clients of Aboriginal descent, differences compared to all other Family Duty Counsel clients are minimal.



# Summary of Key Driver Analysis

*What Should LSS Prioritize to Maximize Overall Service Perceptions?*

## Client Group

## Top Drivers:

### Representation



	Legal Aid in General	Lawyer Representation
	% Rating 4 or 5 out of 5	
Went the Extra Mile	68%	64%
Treated Fairly	82%	77%
Knowledgeable/Competent Staff	82%	n/a

### Intake



	Legal Aid in General	Lawyer Representation
	% Rating 4 or 5 out of 5	
Went the Extra Mile	66%	57%
Treated Fairly	81%	75%

### FDC/FAL



	Legal Aid in General	Lawyer Representation	FDC/FAL Experience
	% Rating 4 or 5 out of 5		
Went the Extra Mile	54%	48%	59%
Treated Fairly	70%	71%	79%
Informed of everything I need to do	71%	56%	67%



**Top Priority**



**Secondary Priority**



# Summary of Aboriginal Client Perceptions



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	Repres. Clients	Intake Clients	FDC/FAL Clients
Questions with Differences Btwn Aboriginal/Non-Aboriginal Clients	Significantly Higher*	Significantly Lower*	
A3 Overall Helpfulness			
B1 Applied for a lawyer			
B2 Prefer to apply		LSS Office By Phone	Courthouse
B2a Prefer to apply online			
B3c Application straightforward			
B3d Application requirements reasonable			
B4b Informed of everything I needed to do to apply			
B4d Legal aid staff went the extra mile			
B4e Waited a reasonable amount of time on the phone/at the office			
C1 Provided with a legal aid lawyer			
C2 Well represented by legal aid lawyer			
C4a Treated fairly by legal aid lawyer			
C4b Informed of everything I needed to do to help my lawyer			
C4c My lawyer went the extra mile			
C4d I was able to get in touch with my lawyer without difficulty			
E2 Source of legal aid awareness		Lawyer Gov't Agency	Community Service Agency
E3 Other legal aid services used in past year	Lawyer at Courthouse	Lawyer at CH LIOW	LSS Website
E0 LSS informed you about other services to address related issues			
E6 LSS gave support so you could be more actively involved in resolving your legal issue			
E7 LSS gave support so you could address related legal issues			

\*Compared to non-Aboriginal clients within the same client group



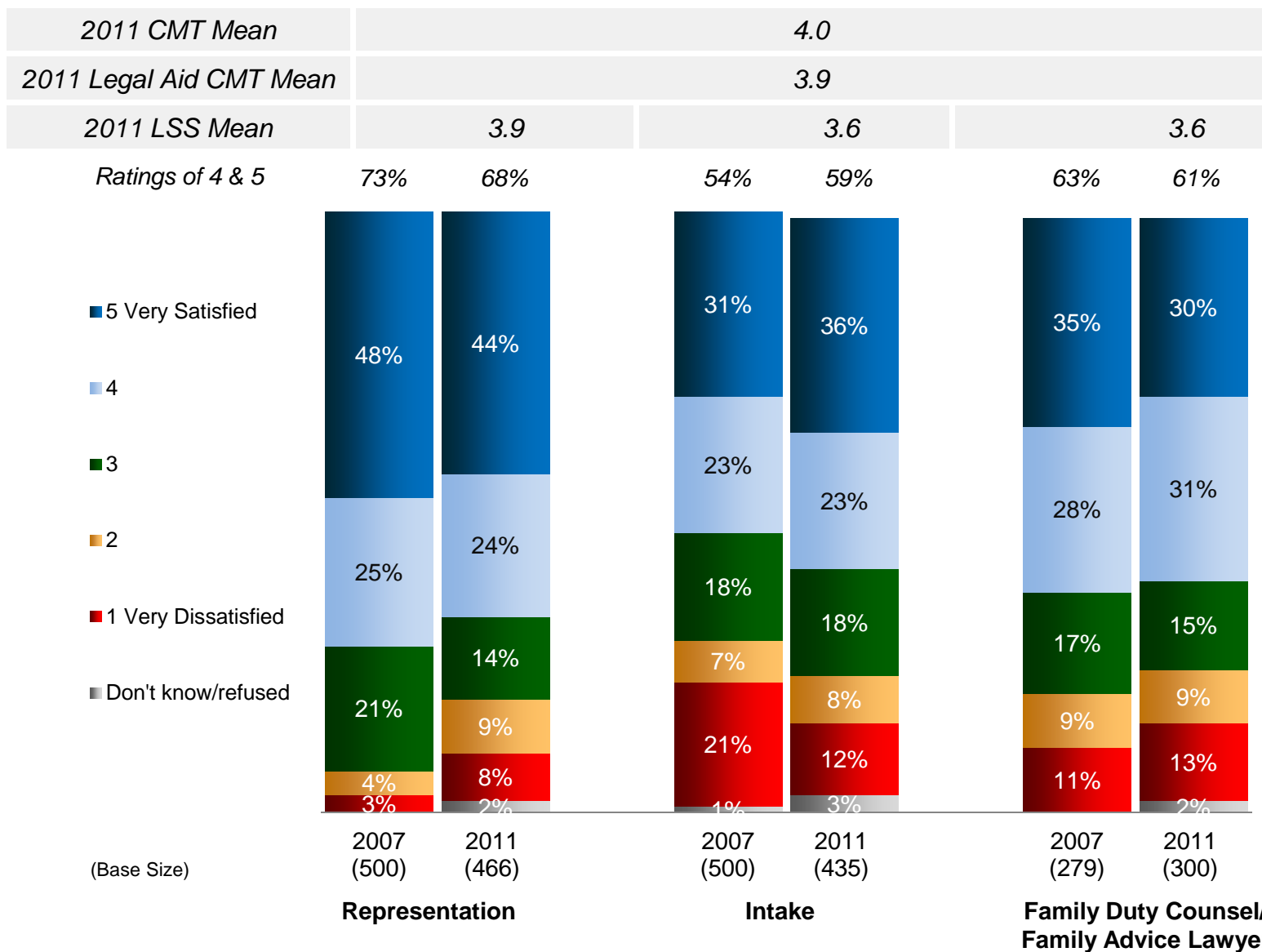
# Summary of Findings





# Overall Satisfaction with LSS

**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?**





# Overall Satisfaction with LSS

- LSS overall client satisfaction remains largely unchanged from four years ago.

## Representation

- Among Representation clients, seven in ten continue to award high satisfaction ratings overall, with 44% giving a rating of 5 out of 5.
- However, since 2007, fewer Representation clients are giving a neutral rating (3 out of 5 ratings moved from 21% to 14%) and more are expressing dissatisfaction (ratings of 2 or lower have gone from 7% to 17%).
- Immigration Representation clients are particularly satisfied with 69% giving top scores.

## Intake

- Intake clients also continue to give fairly positive ratings overall, but not to the same extent as Representation clients. Currently, 59% of Intake clients are satisfied with the overall service they received from legal aid, compared with 54% in 2007.
- Dissatisfaction with legal aid services overall has dropped from 28% among Intake clients in 2007 to 20% currently.

## Family Duty Counsel/Family Advice Lawyer

- Identical to 2007, 61% of Family Duty Counsel/Family Advice Lawyer clients are satisfied with the services they received from legal aid in the past year.

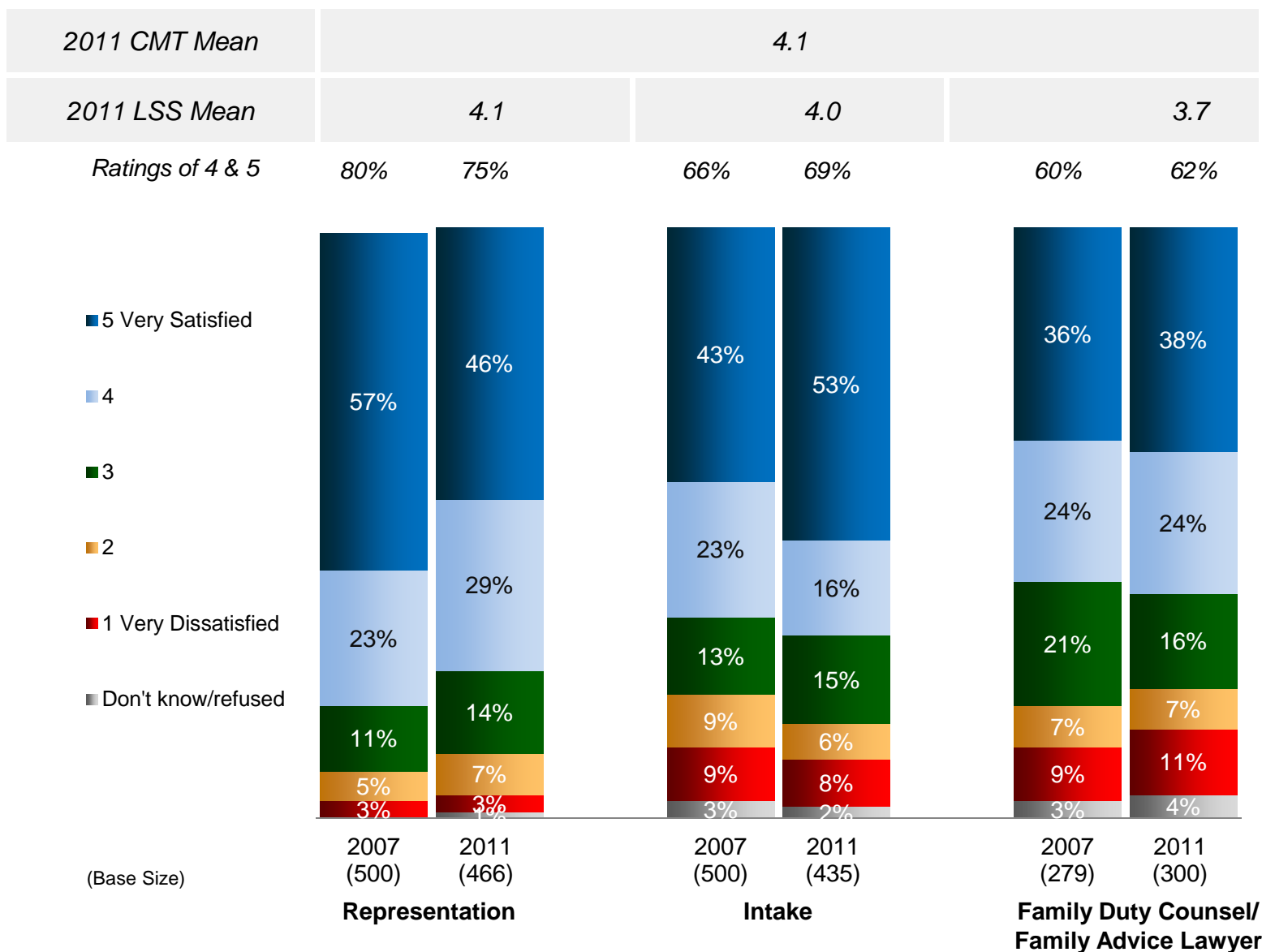
## CMT Benchmarking

- Overall satisfaction levels among LSS clients are just slightly below the CMT benchmark mean. However, when looking at the legal aid CMT mean of 3.9, the LSS is performing on par with the benchmark among Representation clients and slightly below average among Intake clients and Family Duty Counsel/Family Advice Lawyer clients.



# Satisfaction with LSS Accessibility

**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 LSS Accessibility

- LSS clients continue to be satisfied with the organization's accessibility. That is, the ease of reaching someone at legal aid, filling out forms and getting the services needed.
- Of the three client groups, Representation clients continue to be the most positive, followed by Intake clients and then Family Duty Counsel/Family Advice Lawyer clients.

## Representation

- Currently, 75% of Representation clients give high satisfaction ratings to legal aid for accessibility. While this is in line with 2007, fewer give ratings of 5 out of 5 compared with four years ago.

## Intake

- Among Intake clients, 69% are satisfied with legal aid's accessibility compared with 66% four years ago. Satisfaction has strengthened among this group since 2007 with more giving ratings of 5 out of 5 (43% in 2007 versus 53% currently).
- Intake clients who went through a regional centre\* are particularly satisfied with accessibility (70% rating it a 5 out of 5).

## Family Duty Counsel/Family Advice Lawyer

- Family Duty Counsel/Family Advice Lawyer clients are just as satisfied with accessibility as they were four years ago. Currently 62% give high satisfaction ratings to this measure, including 38% giving ratings of 5 out of 5.

## CMT Benchmarking

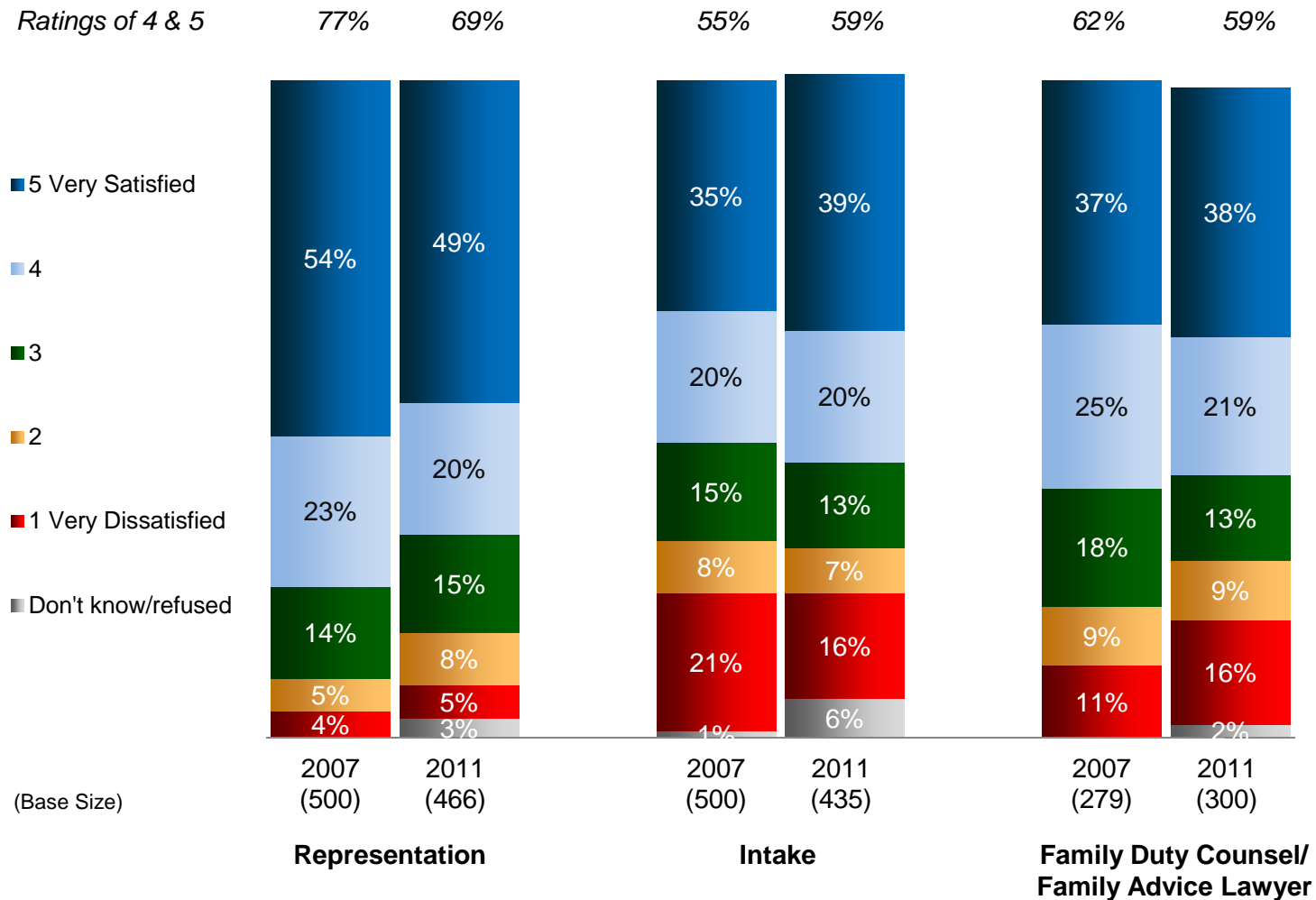
- Compared to the CMT benchmark mean, Representation and Intake satisfaction levels with accessibility are in line, with only Family Duty Counsel/Family Advice Lawyer scores being marginally lower.

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



# Satisfaction with Helpfulness of LSS Services

**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.**





# Satisfaction with Helpfulness of LSS Services

- When it comes to the helpfulness of legal aid services in dealing with clients' legal problems, Representation clients continue to be the most satisfied, while Intake clients and Family Duty Counsel/Family Advice Lawyer clients are slightly less so.

## Representation

- Currently, 69% of Representation clients are satisfied with the helpfulness of legal aid services, which is significantly below the 77% who felt this way in 2007. Specifically, the proportion of clients who are very satisfied has dropped from 54% to 49%.
- Once again, Immigration Representation clients tend to be the most satisfied with 68% giving 5 out of 5 ratings.
- Representation clients of Aboriginal descent are also particularly positive about legal aid services being helpful (77% are satisfied versus 65% of all other Representation clients).

## Intake

- Intake clients continue to rate legal aid helpfulness similarly to 2007 (59% are satisfied currently versus 55% in 2007). However, fewer Intake clients say they are dissatisfied this wave (29% in 2007 versus 23% this year).

- Intake clients who went through a local agent or through the call centre are particularly likely to give top marks.
- Similar to Aboriginal Representation clients, Aboriginal Intake clients tend to be more satisfied with the helpfulness of legal aid services than other Intake clients (69% versus 54%, respectively).

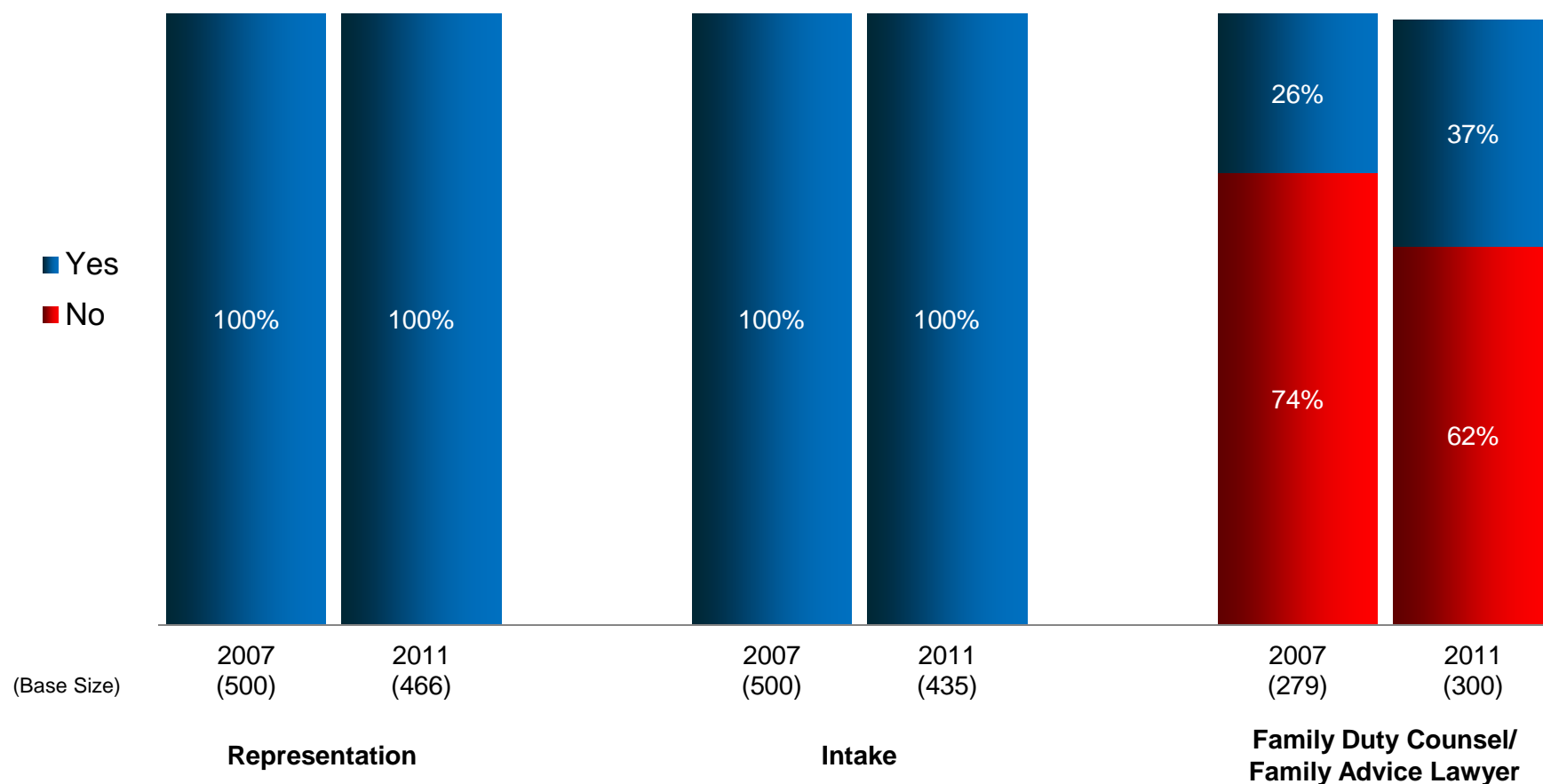
## Family Duty Counsel/Family Advice Lawyer

- Among Family Duty Counsel/Family Advice Lawyer clients, 59% give positive ratings on this dimension, consistent with 2007.
- Unlike other client groups, Family Duty Counsel/Family Advice Lawyer clients of Aboriginal descent are less satisfied than their counterparts with the helpfulness of legal aid services (44% versus 62%, respectively).



# Legal Aid Lawyer Application Process

## B1. Have you applied for a legal aid lawyer?\*



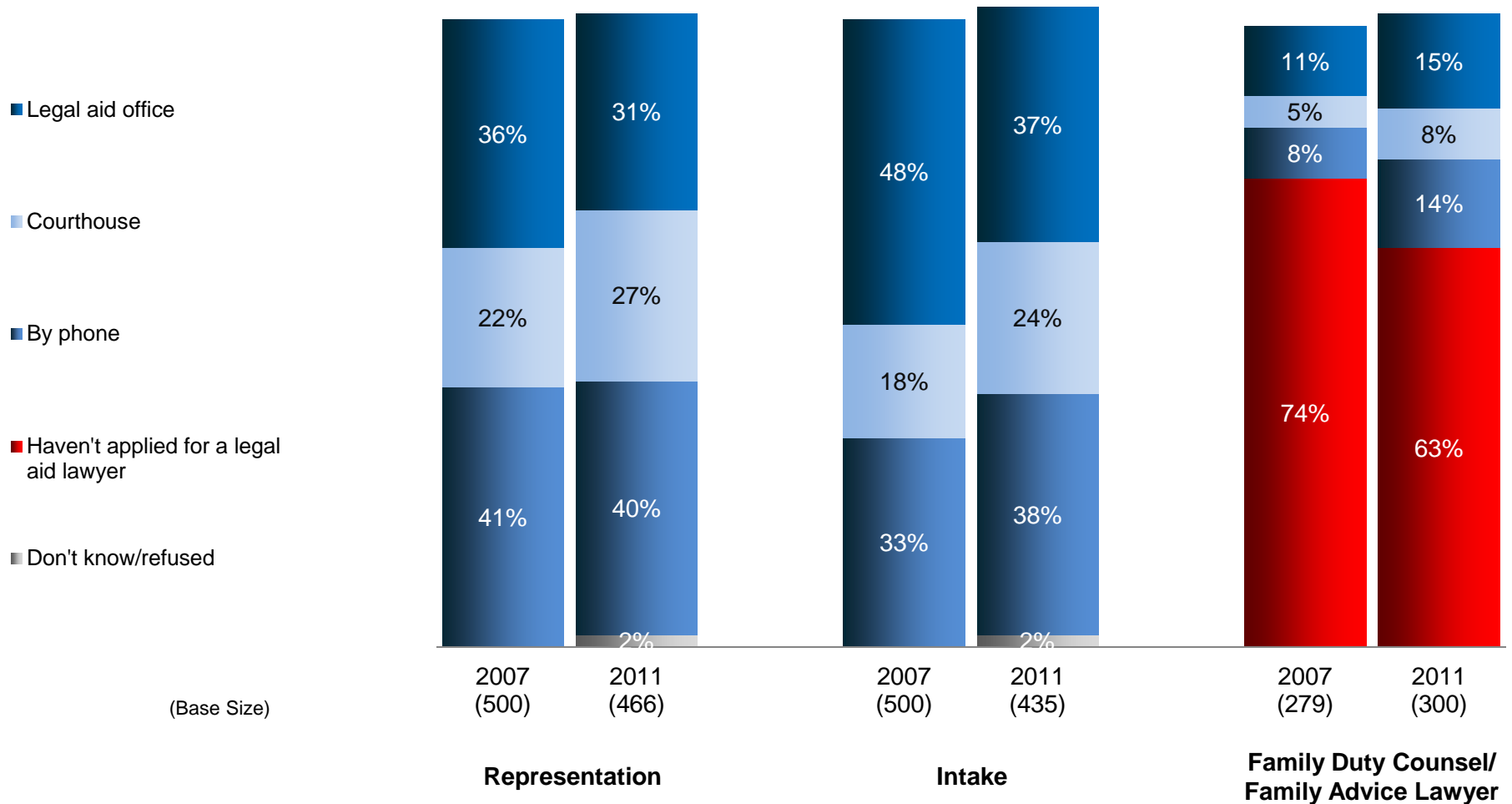
\*This question only asked of FDC/FAL clients.

- Unchanged from 2007, by definition, all Representation clients and Intake clients have applied for a legal aid lawyer. Among FDC/FAL clients, 37% report applying for a legal aid lawyer, significantly more than 2007 (26%).
- Family Duty Counsel/Family Advice Lawyer clients of Aboriginal descent are more likely than other FDC/FAL clients to report that they applied for a legal aid lawyer (55% versus 34%, respectively).



# Legal Aid Application Process

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



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



# Legal Aid Application Process

## Representation

- Consistent with 2007, Representation clients say they prefer to apply for legal aid by phone (40%), followed by at a legal aid office (31%) or at a courthouse (27%).
- Criminal Representation clients are equally likely to prefer applying via phone or at the courthouse, while Family and CFCSA clients prefer the phone or visiting a legal aid office. Immigration Representation clients tend to want to apply at a legal aid office rather than phoning or going to a courthouse.

## Intake

- Intake clients prefer to apply by phone (38%) or at a legal aid office (37%) over applying at the courthouse (24%). Since 2007, Intake clients are less apt to want to visit a legal aid office and more apt to want to apply at the courthouse. Intake clients who applied via the Call Centre generally tend to prefer that method.
- Aboriginal Intake clients tend to prefer to apply at a legal aid office and are less receptive to applying over the phone.

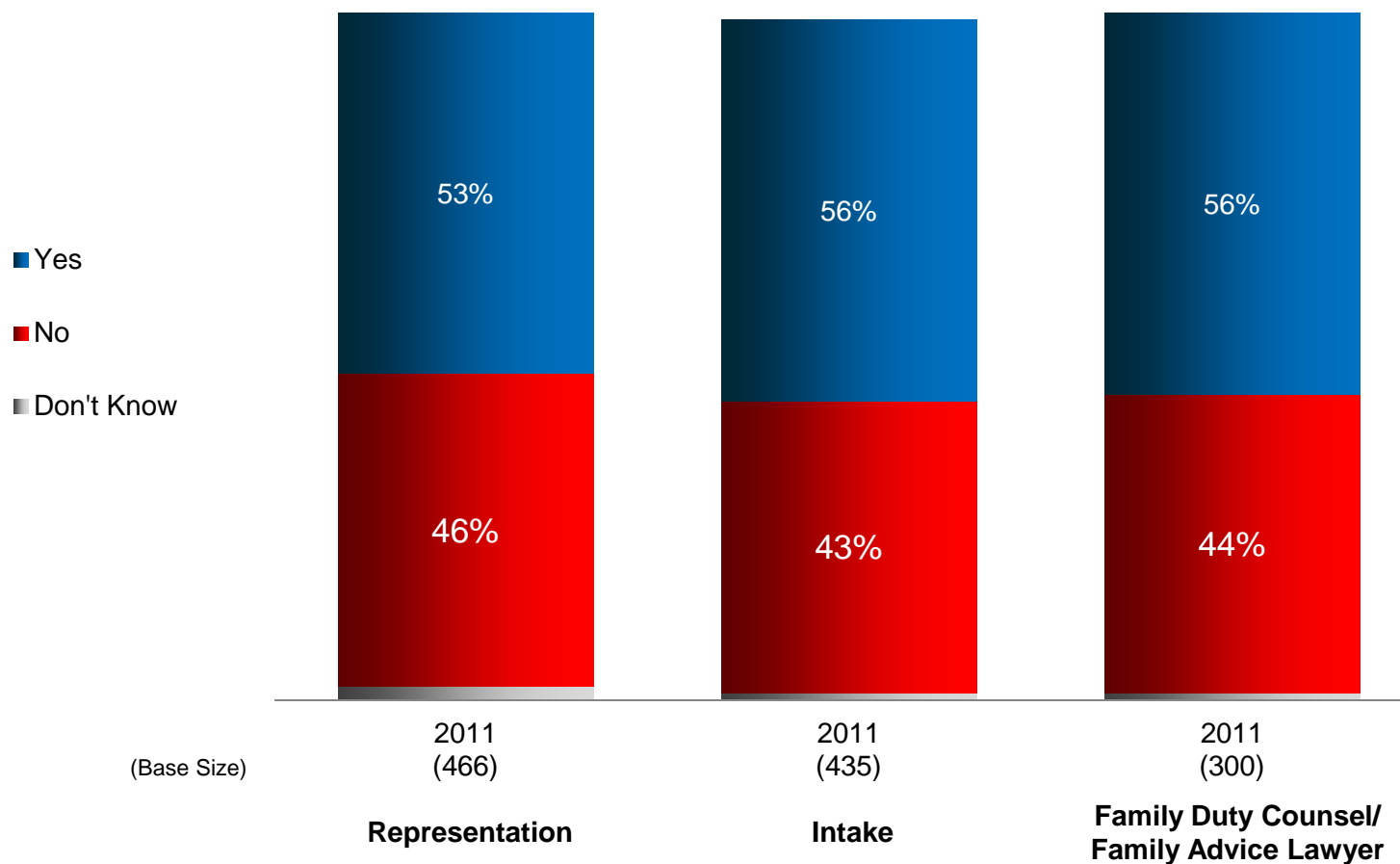
## Family Duty Counsel/Family Advice Lawyer

- Among the 37% of Family Duty Counsel/Family Advice Lawyer clients who applied for a legal aid lawyer, they are equally likely to prefer applying at a legal aid office or over the phone.
- Aboriginal FDC/FAL clients are more than twice as likely as non-Aboriginal clients to prefer applying at the courthouse.



# Legal Aid Application Process

**B2.a.** *If it was available, would you prefer to apply for legal aid online?*



Just over one-half of each client group say they would prefer to apply for legal aid online if they could.

Interest is particularly high among regional centre\* Intake clients (70%) and Aboriginal Intake clients (68%). (66% of Aboriginal Intake clients and 72% of non-Aboriginal Intake clients report having a computer with Internet access.)

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



# Legal Aid Application Process

**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:**

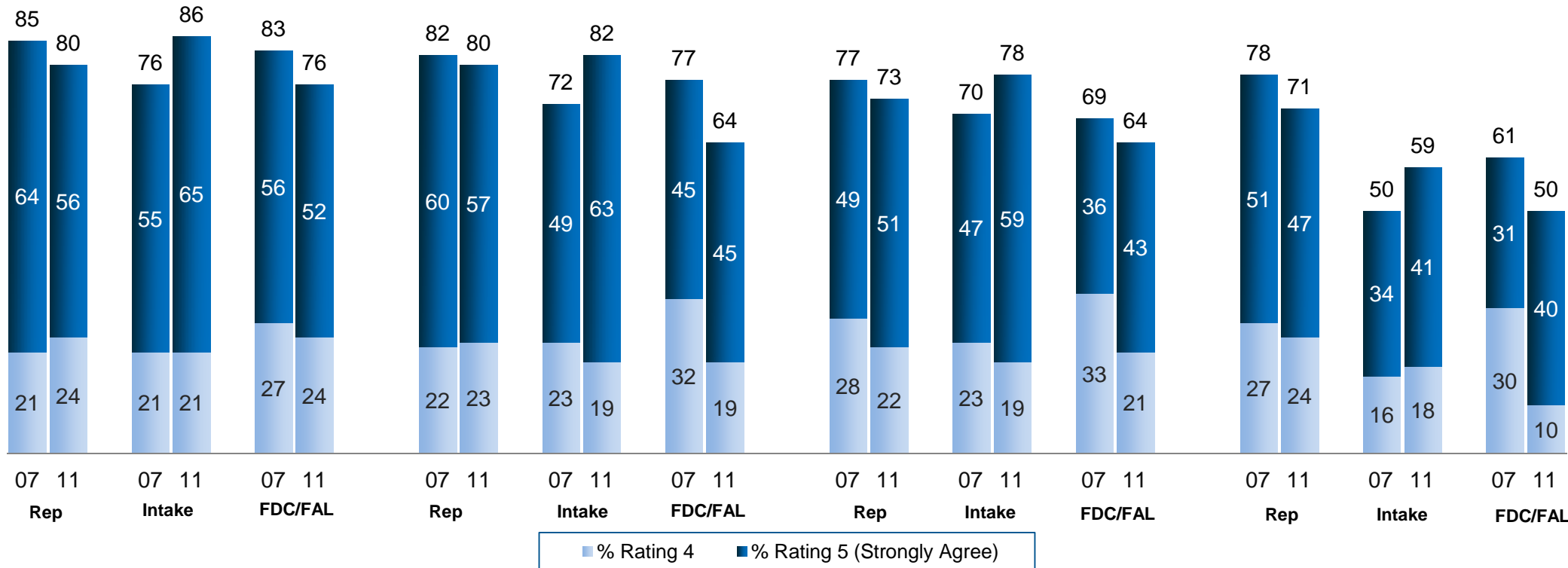
## Among Those Who Applied For A Legal Aid Lawyer

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



Base sizes:

Representation 2007 (500), 2011 (466)

Intake 2007 (500), 2011 (435)

Family Duty Counsel/Family Advice Lawyers 2007 (72), 2011 (112)



# Legal Aid Application Process

## Representation

- Representation clients generally continue to be satisfied with the application process. Among the four service aspects measured, compared to 2007, scores remain stable on ease of the process and ease of getting hold of someone to apply, but have softened somewhat on the other two measures (process is straightforward and the requirements to get a legal aid lawyer are reasonable).
- Representation clients of Aboriginal descent are slightly less satisfied than other Representation clients with the straightforwardness of the application process (74% versus 83%, respectively).

## Intake

- Intake clients' ratings of the application process have improved since 2007 across all aspects. The ease of finding out how or where to apply for legal aid is particularly positive this wave (63% give 5 out of 5 ratings versus 49% in 2007). This improvement could be partially related to the increase in Intake clients who have Internet access (60% in 2007 versus 70% currently).
- Intake clients who went through a local agent are especially positive about the process being straightforward, while Aboriginal Intake clients are more satisfied than their counterparts with the eligibility requirements to get legal aid being reasonable (68% versus 56%, among non-Aboriginal Intake clients).

## Family Duty Counsel/Family Advice Lawyer

- Among Family Duty Counsel/Family Advice Lawyer clients, ratings on the application process are not as strongly positive as they were four years ago. Since 2007, positive assessments have dropped on all application aspects except for ease of getting to the office or getting someone on the phone to apply, for which ratings have held steady.

## Key Driver Analysis

- A key driver analysis shows that the various aspects of the application process are not strong predictors of overall LSS satisfaction (i.e. how clients were treated in general during the legal aid process and how they were represented by their lawyer are relatively stronger predictors).



# Dealing with Legal Aid in General

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

## Among Those Who Applied For A Legal Aid Lawyer

Legal aid staff were knowledgeable and competent

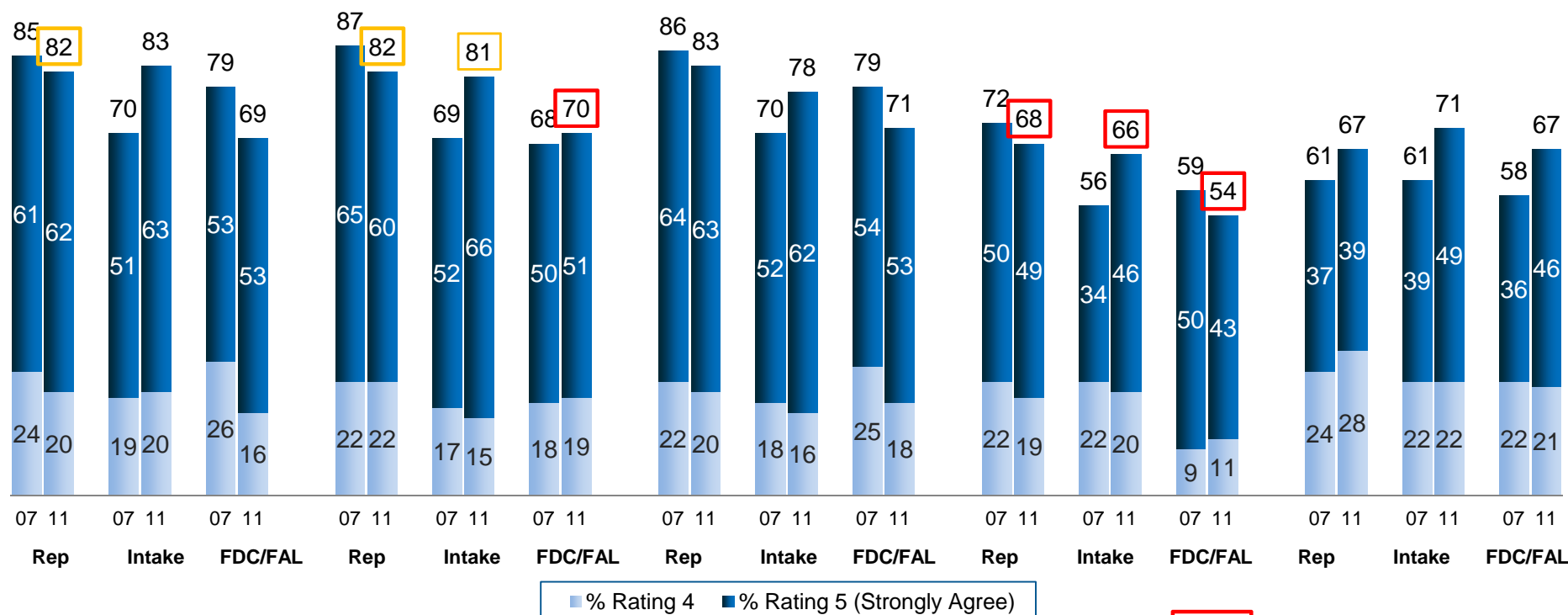
I was treated fairly

I was informed of everything I needed to do to apply for a legal aid lawyer

Legal aid staff went the extra mile to make sure I got what I needed

I waited a reasonable amount of time on the phone and/or at the legal aid offices

2011 CMT Mean	4.2			4.2			4.2			3.9			n/a		
2011 LSS Mean	4.4	4.4	4.0	4.3	4.3	3.9	4.4	4.3	4.0	3.9	3.8	3.5	3.9	4.0	4.0



**Base Sizes:**  
Representation 2007 (500), 2011 (466)  
Intake 2007 (500), 2011 (435)  
Family Duty Counsel/Family Advice Lawyers 2007 (72), 2011 (112)



# Dealing with Legal Aid in General

- LSS clients continue to give fairly positive feedback about dealing with legal aid in general. They continue to be particularly positive about the staff being knowledgeable and competent, being treated fairly and being informed of everything they need to do to apply for a legal aid lawyer.

## Representation

- Among Representation clients, ratings for four out of the five service aspects are unchanged from 2007. While ratings for being treated fairly are marginally lower than they were in 2007, Representation clients are still highly satisfied with this area of service.
- Family Representation clients give particularly positive ratings of the knowledge and competency of staff.
- When it comes to going the extra mile and waiting a reasonable amount of time, Aboriginal Representation clients are particularly positive compared to non-Aboriginal clients.

## Intake

- Among Intake clients, evaluations of the five various aspects of dealing with legal aid are all more positive than they were four years ago. The greatest improvements are seen in staff being knowledgeable/competent and treating Intake clients fairly.

- Aboriginal Intake clients give especially positive assessments of staff informing them of everything they need to do to apply for legal aid and staff going the extra mile. Conversely, Aboriginal Intake clients are more critical of the wait time.

## Family Duty Counsel/Family Advice Lawyer

- Of the three client groups, Family Duty Counsel/Family Advice Lawyer clients give relatively lower scores to legal aid, although their ratings are still positive. They tend to be the most critical of staff going the extra mile (only 54% give positive assessments).
- Aboriginal Family Duty Counsel/Family Advice Lawyer clients are especially positive in their ratings of legal aid going the extra mile, but more critical than others about the wait time.

## CMT Benchmarking

- Representation and Intake scores either meet or just exceed CMT mean scores, while FDC/FAL scores are slightly lower. For knowledgeable staff, all client groups are in line with the legal aid CMT mean score of 4.0.

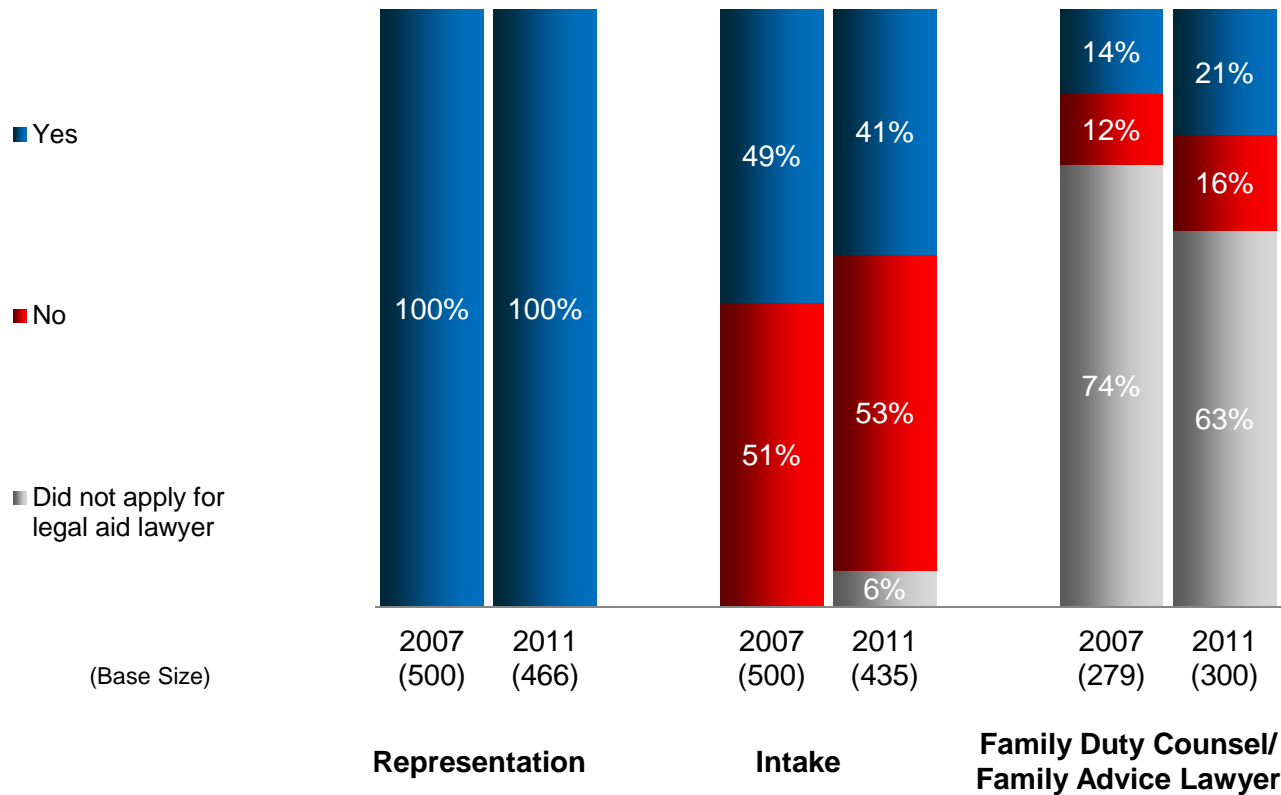
## Key Driver Analysis

- A key driver analysis reveals that staff going the extra mile, followed by treating clients fairly have the most leverage on improving overall satisfaction scores. Among Representation clients, the knowledge and competence of staff is also a secondary driver of overall legal aid service perceptions.



# Legal Aid Lawyer Representation

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



- Again, while all Representation clients by definition continue to have a legal aid lawyer. Among those Intake clients surveyed, 41% which is slightly less than in 2007.
- 21% of Family Duty Counsel/Family Advice Lawyer clients surveyed say they were provided with a lawyer, up from 14% in 2007.
- Family Duty Counsel/Family Advice Lawyer clients of Aboriginal origin are more likely to have applied for and been provided a legal aid lawyer than their counterparts.

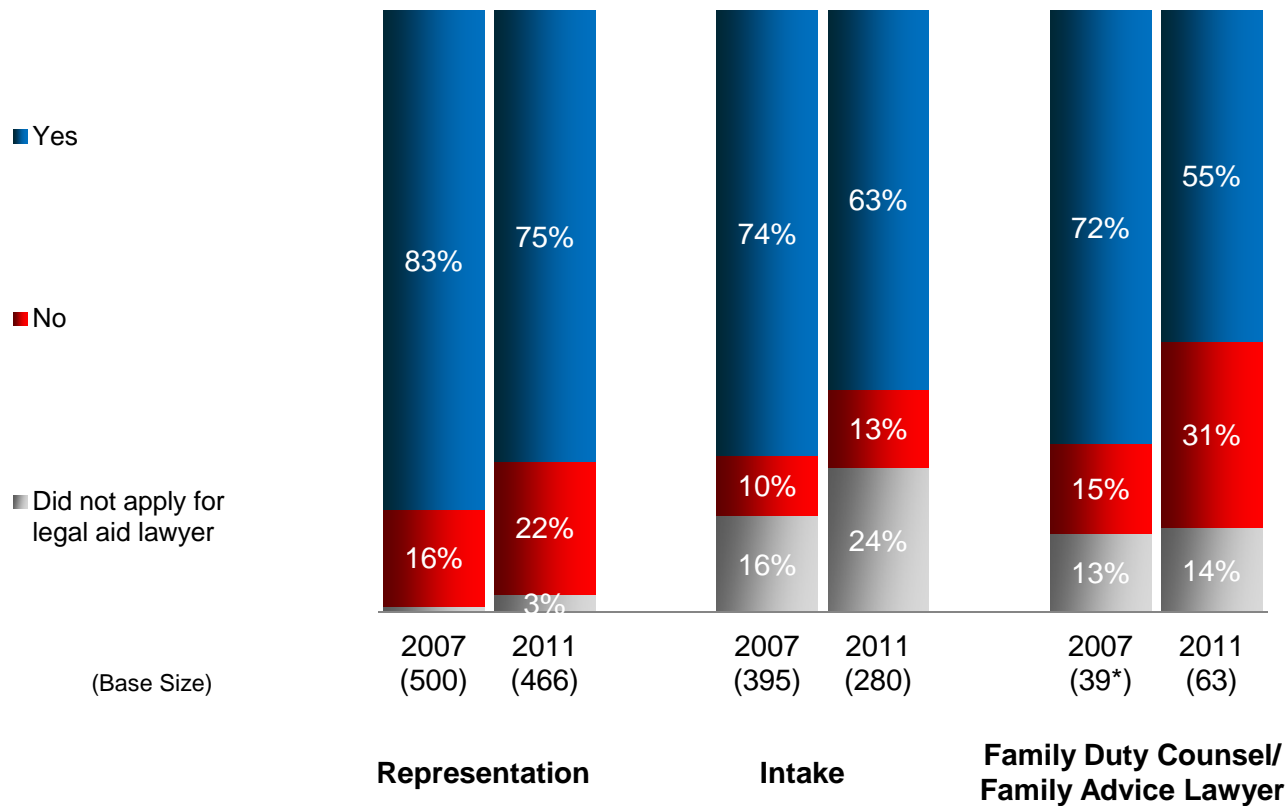
\*This question only asked of Intake clients and FDC/FAL clients who applied for a lawyer.



# Legal Aid Lawyer Representation

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

## Among Those Provided With A Legal Aid Lawyer



- The majority of Representation and Intake clients who applied for a legal aid continue to feel they were well represented. However, this is a decline from 2007.
- Representation and Intake clients of Aboriginal descent are particularly likely to feel they were well represented.
- Fewer Family Duty Counsel/Family Advice Lawyer clients felt they were well represented this year compared to four years ago (55% versus 72%, respectively).

\*Caution: small base size.



# Reasons for Feeling Well Represented

## C3. Why do you say that?

Major Mentions Only	Representation		Intake		Family Duty Counsel/Family Advice Lawyer	
Base Size - Those Who Feel They Were Well Represented	2007 (406) %	2011 (349) %	2007 (287) %	2011 (183) %	2007 (28*) %	2011 (35*) %
They are helpful	18	21	13	14	17	2
My case was well represented/worked on my behalf/was there for me	21	19	27	16	22	5
I won/satisfied with the result	25	17	12	15	17	12
Good explanation/informative/straightforward	18	16	20	11	32	25
Friendly/polite/easy to work with	9	13	15	14	10	7
Diligent/thorough/spent time with me/went out of their way	13	12	11	12	8	5
Knowledgeable/experienced	12	10	15	10	11	19
Good communication/easy to reach/kept me up-to-date	14	9	12	9	7	8
Good lawyer/good job (unspecified)	5	7	6	9	7	15
Understanding/compassionate	4	7	8	8	8	6
Fast/efficient/organized	3	4	7	7	11	8
I know them/represented me before	6	4	4	6	-	-

\*Caution: small base size.

- Representation and Intake clients who feel they were well represented by their legal aid lawyer tend to say their lawyer was helpful, worked on their behalf, won the case and gave them good explanations. Legal aid lawyers are also credited with being friendly, diligent, knowledgeable and providing good communication.
- Family Duty Counsel/Family Advice Lawyer clients who feel they were well represented tend to say their lawyer provided good explanations/was informative and was knowledgeable/experienced.



# Reasons for Not Feeling Well Represented

## C3. Why do you say that?

Major Mentions Only	Representation		Intake		Family Duty Counsel/Family Advice Lawyer	
Base Size -Those Who Felt They Were Not Well Represented	2007 (89) %	2011 (117) %	2007 (50*) %	2011 (97) %	2007 (**) %	2011 (28*) %
They didn't do enough/were not interested in my case	41	46	32	12	-	26
Lack of communication/did not return calls	39	19	32	14	-	20
I lost/dissatisfied with the result	13	12	-	2	-	7
Slow process	2	8	5	5	-	10
They did not listen/did not do what I wanted	5	7	12	4	-	3
They were busy/didn't spend enough time with me/ my case not given enough hours	26	6	13	6	-	8
They didn't answer my questions/were not informative	6	6	10	2	-	7
They did not show up in court	2	6	6	1	-	6
They are not knowledgeable/inexperienced	9	4	11	2	-	14

\*Caution: small base size.

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

- Representation clients who are critical of their lawyer's performance generally felt that they did not do enough or take enough interest in their case or that there was a lack of communication.
- Intake and Family Duty Counsel/Family Advice Lawyer clients who feel they were not well represented make the same criticisms, but not as strongly as Representation clients. Family Duty Counsel/Family Advice Lawyer clients who are unhappy with their lawyer also criticize them for being unknowledgeable.



# Legal Aid Lawyer Representation

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

## Among Those Provided With 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

See note below\*\*

4.2

4.2

4.0

3.9

4.2

4.4

4.0

4.1

4.2

3.7

3.9

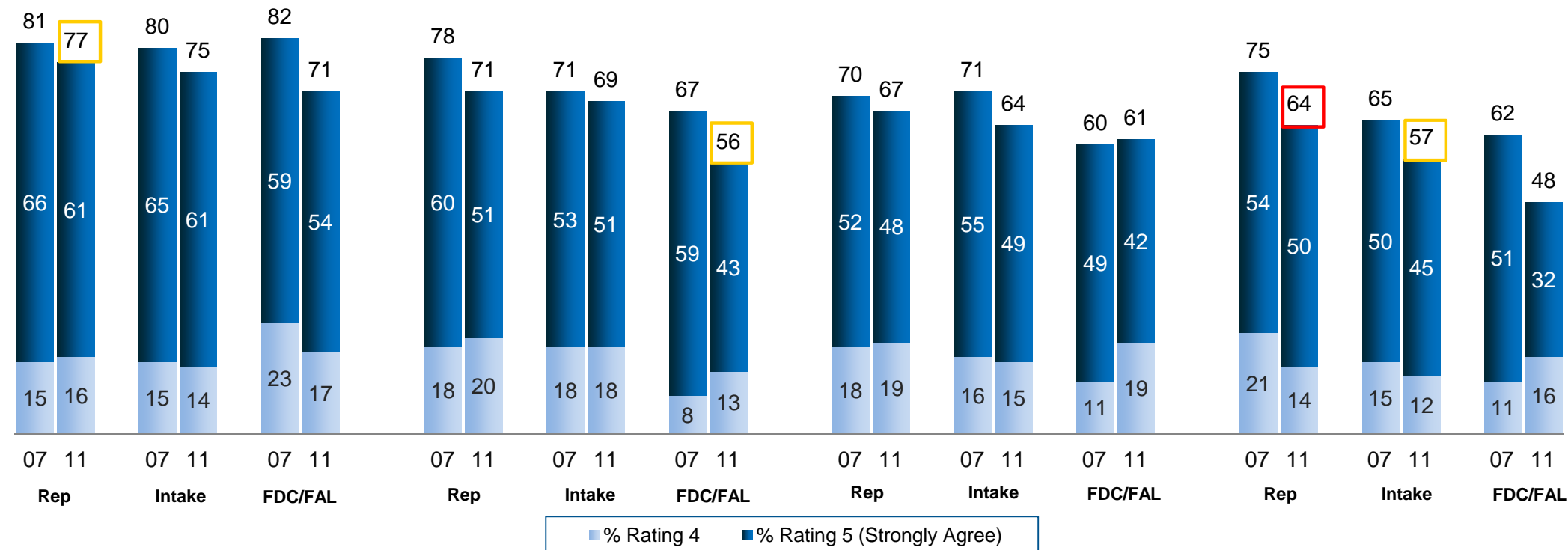
4.0

3.8

3.8

4.0

3.4



### Base Sizes:

Representation 2007 (500), 2011 (466)

Intake 2007 (406), 2011 (280)

Family Duty Counsel/Family Advice Lawyers 2007 (39\*), 2011 (63)

\*Caution: small base size.

\*\*Top row: 2011 CMT Mean  
Bottom row: 2011 LSS Mean

  Top Priority  
  Secondary Priority



# Legal Aid Lawyer Representation

- When it comes to how well legal aid clients feel they were represented by their legal aid lawyer, all three client groups continue to give fairly positive assessments, with the exception of Family Duty Counsel/Family Advice Lawyer clients.

## Representation

- Of the three client groups, Representation clients tend to be the most positive, but post lower ratings than four years ago on being informed of everything they need to do to help their lawyer resolve their legal problem and on their lawyer going the extra mile.
- Immigration Representation clients give their lawyer particularly high marks on being easy to get hold of and going the extra mile.
- Aboriginal Representation clients give more positive assessments of their legal aid lawyer on all service aspects compared to other Representation clients.

## Intake

- Intake client ratings of their legal aid lawyer are highly similar to 2007, with their lawyer going the extra mile being the only service area to post slightly lower ratings.
- Intake clients with an Aboriginal background give more positive assessments of their legal aid lawyer on all aspects, except for being treated fairly.

## Family Duty Counsel/Family Advice Lawyer

- Family Duty Counsel/Family Advice Lawyer clients are relatively less enthusiastic about their legal aid lawyer going the extra mile and being informed of everything they need to do to help their lawyer resolve their legal problem.
- Family Duty Counsel/Family Advice Lawyer clients of Aboriginal descent give lower ratings than their counterparts on the ease of getting a hold of their lawyer.

## CMT Benchmarking

- Compared to the CMT mean benchmarks, Intake client scores tend to be slightly higher, Representation client scores tend to be on par with or just slightly lower, while Family Duty Counsel/Family Advice Lawyer client scores tend to be below the benchmark.

## Key Driver Analysis

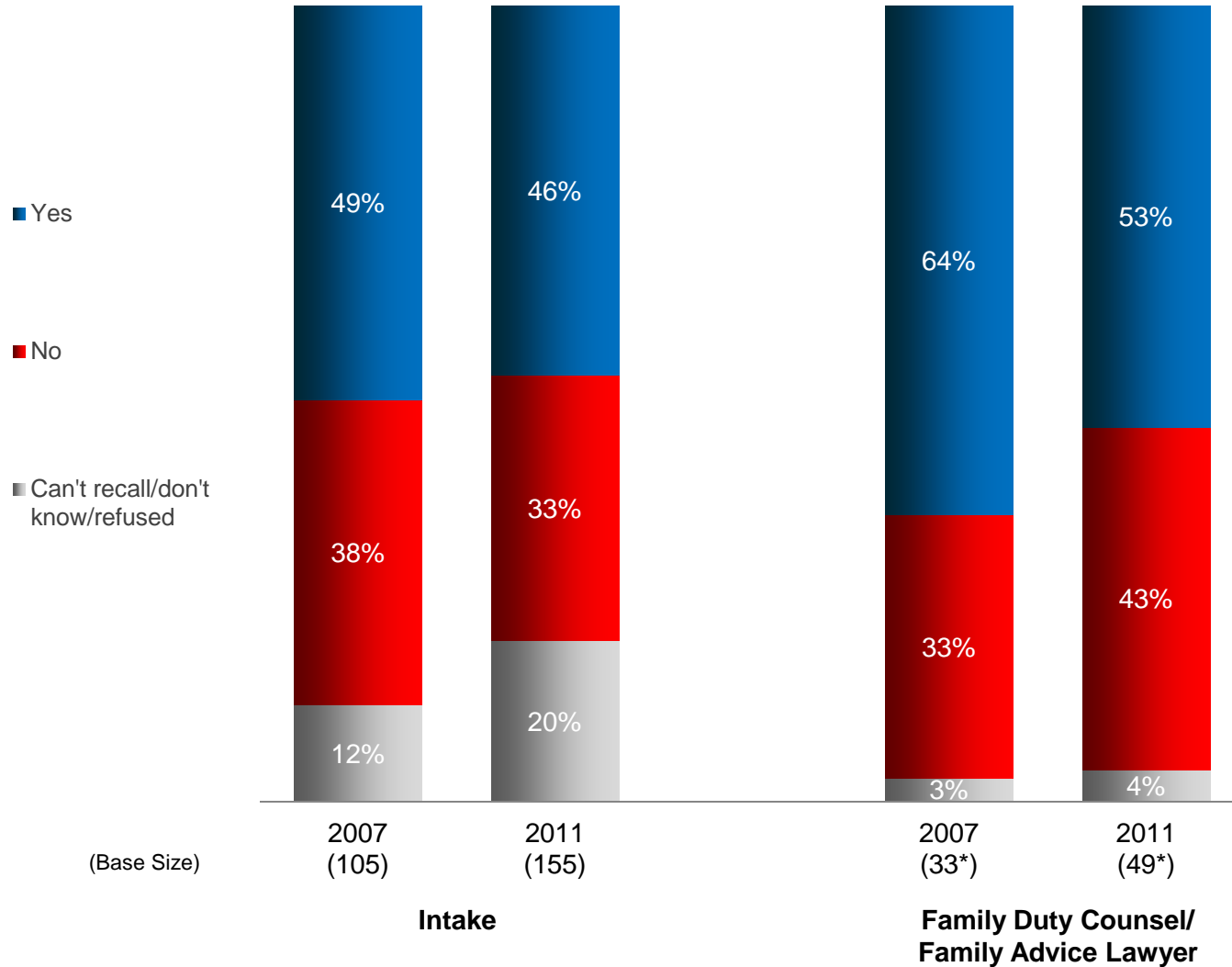
- Going the extra mile is a key driver of overall satisfaction with legal aid services among Representation and Intake clients. Treating clients fairly is also a secondary driver for Representation clients, while informing clients of everything they need to do to help resolve their legal problem should be a secondary priority for serving FDC/FAL clients.



# Did Not Qualify for Legal Aid Lawyer

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

**Among Those Who Did Not Qualify For A Legal Aid Lawyer**



- Among those who did not qualify for legal aid, almost one-half of Intake clients and 53% of FDC/FAL clients say legal aid staff clearly explained why they did not qualify.
- These findings are unchanged from four years ago.

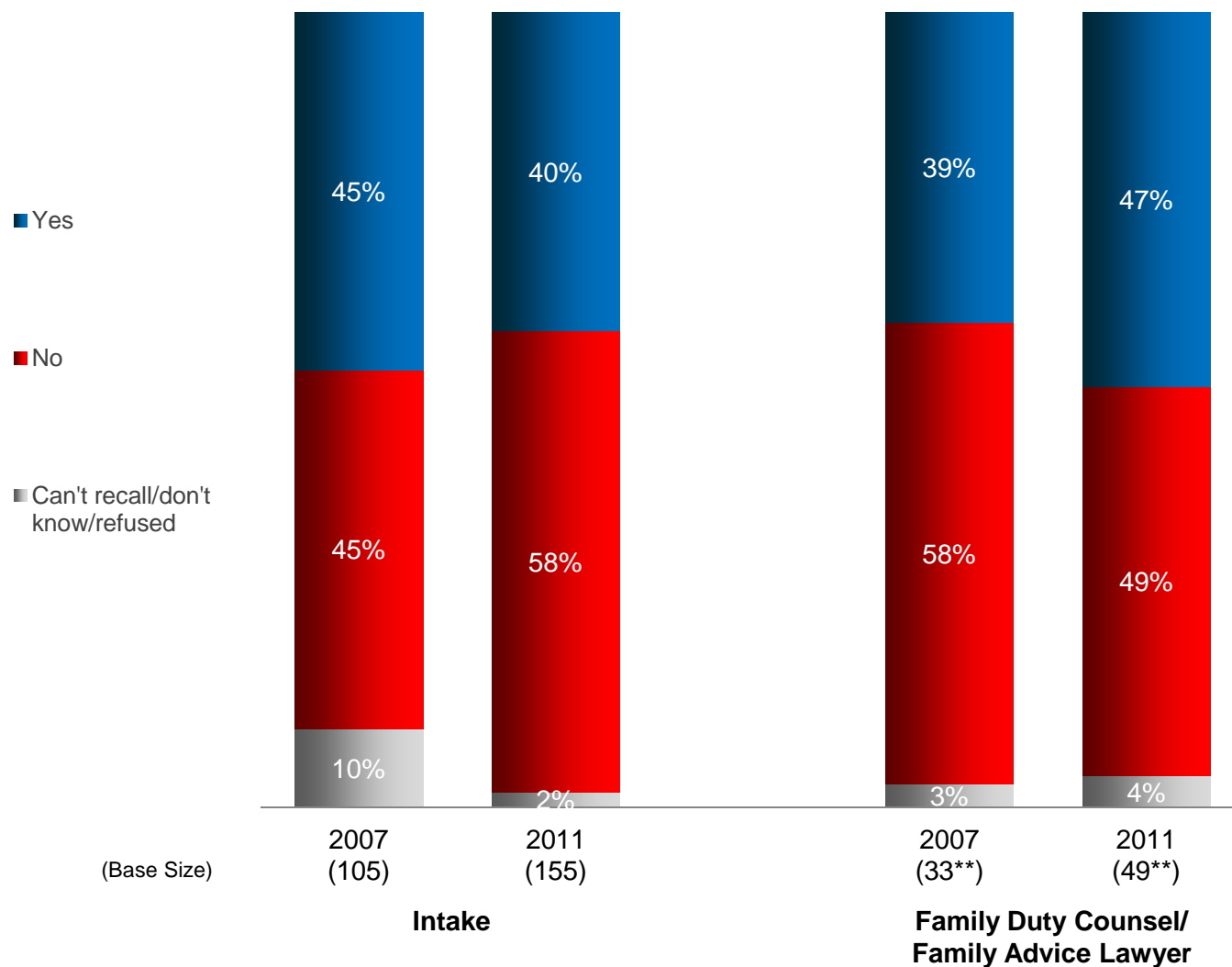
\*Caution: small base size.



# Did Not Qualify for Legal Aid Lawyer

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

**Among Those Who Did Not Qualify For A Legal Aid Lawyer**



- Again, consistent with 2007 findings, 40% of Intake clients and 47% of FDC/FAL clients who did not qualify for a legal aid lawyer say that legal aid staff suggested other services/agencies that could help them with their legal issue.
- Differences shown between 2007 and 2010 are not statistically significant at the 95% level of confidence.

2007: "Did legal aid staff suggest other services or agencies that might be able to help you?"

\*\*Caution: small base size.



# Did Not Qualify for Legal Aid Lawyer

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

## Among Those Who Did Not Qualify For A Legal Aid Lawyer

Base Size -Those Who Did Not Qualify for a Legal Aid Lawyer	Intake		Family Duty Counsel/Family Advice Lawyer	
	2007 (105) %	2011 (155) %	2007 (33*) %	2011 (49*) %
Go to court on your own	44	54	91	64
Try to deal with the matter without using the court system	35	35	42	42
Seek help from a government service or community agency	44	34	34	38
Seek help from another legal aid service	38	34	43	31
Ask a friend to help you	42	33	31	43
Hire/hired my own lawyer	6	5	-	10
Not do anything-abandon the matter	8	5	-	4
Other	-	3	6	6
Don't know/refused	4	7	1	-

- Intake and Family Duty Counsel/Family Advice Lawyer clients who did not qualify for a lawyer most commonly say they will or did go to court on their own.
- Since 2007, Family Duty Counsel/Family Advice Lawyer clients are less apt to say they will or did go to court on their own.
- Other options mentioned are consistent with 2007 and include dealing with the matter outside the court system and seeking help elsewhere, whether it be from a government service/community agency, another legal aid service or a friend.

\*Caution: small base size.



# Satisfaction with Duty Counsel Experience

**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 service?**

## Family Duty Counsel/Family Advice Lawyer

	I was treated fairly by FDC/FAL	FDC/FAL was knowledgeable and competent	I was informed of everything I needed to do to work with FDC/FAL	It was easy to find out how to get help from FDC/FAL	I waited a reasonable amount of time at the FDC/FAL office	FDC/FAL went the extra mile to make sure I got what I needed
--	---------------------------------	---	--	--	--	--

2011  
CMT  
Mean  
2011  
LSS  
Mean

4.2

4.2

4.2

n/a

4.0

3.9

4.3

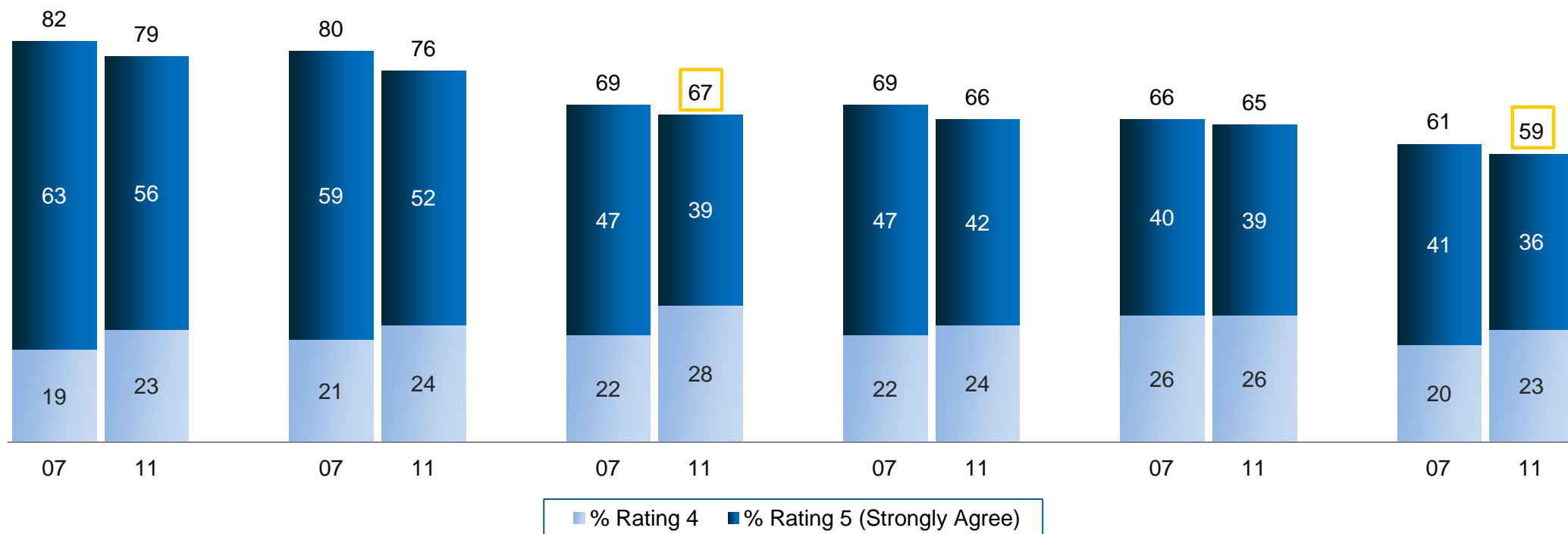
4.2

3.9

3.9

3.9

3.7



Base Sizes:  
2007 (279), 2011 (300)

Secondary Priority



# Satisfaction with Duty Counsel Experience

- Satisfaction with Family Duty Counsel/Family Advice Lawyer services is unchanged from four years ago. Clients using these services express the greatest satisfaction with being treated fairly and legal aid staff being knowledgeable and competent.
- Duty Counsel average ratings are generally in line with the CMT benchmark scores. The Family Duty Counsel/Family Advice Lawyer score for staff being knowledgeable and competent is above the legal aid CMT mean benchmark score of 4.0.
- Duty Counsel/Advice Lawyers should prioritize going the extra mile and informing clients of everything they need to do to work with legal aid as these have the most impact on overall satisfaction scores.



# Sources of Legal Aid Services Awareness

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

Base Size	Representation		Intake		Family Duty Counsel/Family Advice Lawyer	
	2007 (500) %	2011 (466) %	2007 (500) %	2011 (435) %	2007 (279) %	2011 (300) %
Courthouse staff	36	29	26	28	46	37
Friend/word-of-mouth	22	25	27	24	24	26
Lawyer	6	11	13	11	4	5
Gov't agency (e.g. welfare office, family justice centre, health services)	7	8	8	9	15	10
Community Service Agency	5	8	5	3	3	6
Multicultural & immigrant assn	1	3	-	1	-	-
Community centre	2	1	1	-	1	1
Community support/advocacy group	1	1	1	1	1	-
Women's centre	1	1	1	-	1	1
Native Courtworker offices, Native Friendship Centre	1	1	1	-	-	1
Transition House, John Howard & Elizabeth Fry Society	-	1	1	-	-	1
RCMP/Police	12	5	8	4	-	1
Jail/detention centre	4	4	4	2	-	-
Internet	4	3	5	9	6	13
Phone book/Yellow Pages	5	2	7	3	5	1
Advertisement	3	2	5	1	3	-
Don't remember/have known about them for a long time	5	7	13	4	3	1



# Sources of Legal Aid Services Awareness



**synovate**  
Research reinvented

- In line with 2007, courthouse staff and friends/word-of-mouth continue to be the main sources of legal aid awareness. One in ten Representation and Intake clients learned about legal aid from a lawyer and the same number of all three client groups heard about LSS from a government agency.
- While courthouse staff continue to be a top source among Family Duty Counsel/Family Advice Lawyer clients they are less apt to mention courthouse staff this year (37% versus 46% in 2007).
- Representation clients are also less likely to mention courthouse staff than they were four years ago (36% to 29% currently). The exception would be Criminal Representation clients, with a significant proportion (36%) saying they found out about legal aid services via courthouse staff.
- Since 2007, more Representation clients are saying they learned about legal aid services from a lawyer (6% to 11% currently).
- The Internet, while still a less prominent source of awareness for legal aid, has gained some ground among Intake and Family Duty Counsel/Family Advice Lawyer clients, receiving twice the number of mentions compared to 2007. 18% of Immigration Representation clients also mention that they heard of legal aid services by going online (versus 3% among all Representation clients).
- While Intake Aboriginal clients are just as likely as other Intake clients to find out about legal aid from courthouse staff (34%) or word-of-mouth (21%), they are more likely than their counterparts to also have learned about it from a lawyer (18% versus 9% among other Intake clients) or a government agency (16% versus 7%).
- Family Duty Counsel/Family Advice Lawyer Aboriginal clients are more likely than other Family Duty Counsel clients to have found out about legal aid from a community service agency (16% versus 4% among other clients).



# Usage of Legal Aid Services

**E3. Besides applying for legal aid/working with your legal aid lawyer/Family Duty Counsel/Family Advice Lawyer which of the following other legal aid services have you used in the past year?**

	Representation		Intake		Family Duty Counsel/Family Advice Lawyer	
Base Size	2007 (500) %	2011 (466) %	2007 (500) %	2011 (435) %	2007 (279) %	2011 (300) %
Help from legal aid lawyer working at the courthouse (Family Duty Counsel/Family Advice Lawyer)	40	41	44	33	(100)	(100)
Legal Services Society brochures or booklets about legal aid or about your legal problem	16	22	24	19	23	23
Legal information from an outreach worker (legal aid staff person who is not a lawyer/Legal information outreach worker - LIOW)	17	20	17	18	10	15
Legal information and advice phone line (LawLINE)	14	n/a	25	n/a	18	n/a
Legal aid websites	7	9	14	14	26	29
No others	39	39	34	50	-	-



# Usage of Legal Aid Services

## Representation

- Consistent with 2007, four in ten Representation clients report getting help from a legal aid lawyer working at the courthouse and two in ten report getting legal information from an LIOW. LIOW usage is higher among CFCSA Representation clients, while Aboriginal Representation clients are especially likely to have received help from a legal aid lawyer at the courthouse.
- Compared to 2007, slightly more Representation clients say they used LSS brochures or booklets, with usage being highest among Immigration Representation clients.
- Unchanged from 2007, almost 40% of Representation clients report not using any other legal aid services in the past year.

## Intake

- Compared with four years ago, Intake clients are less apt to report using other legal aid services. While 33% report getting help from a legal aid lawyer at the courthouse, this is below the number doing so in 2007 (44%).
- Usage of legal aid brochures and booklets is highest among Intake clients from local agent offices and the call centre.

- Aboriginal Intake clients are more apt than other Intake clients to have had help from other sources in general – particularly from a legal aid lawyer at the courthouse and/or help from an LIOW.

## Family Duty Counsel/Family Advice Lawyer

- While by definition all Family Duty Counsel/Family Advice Lawyer clients had help from a legal aid lawyer at the courthouse, 23% also continue to report getting help from legal aid brochures and booklets. Another 15% also received assistance from an LIOW.
- Family Duty Counsel/Family Advice Lawyer clients are the most likely to go to legal aid websites for help (29% in total versus only 14% of Intake clients and 9% of Representation clients).
- Aboriginal Family Duty Counsel/Family Advice Lawyer clients are half as likely to have used a legal aid website compared to other Family Duty Counsel clients.



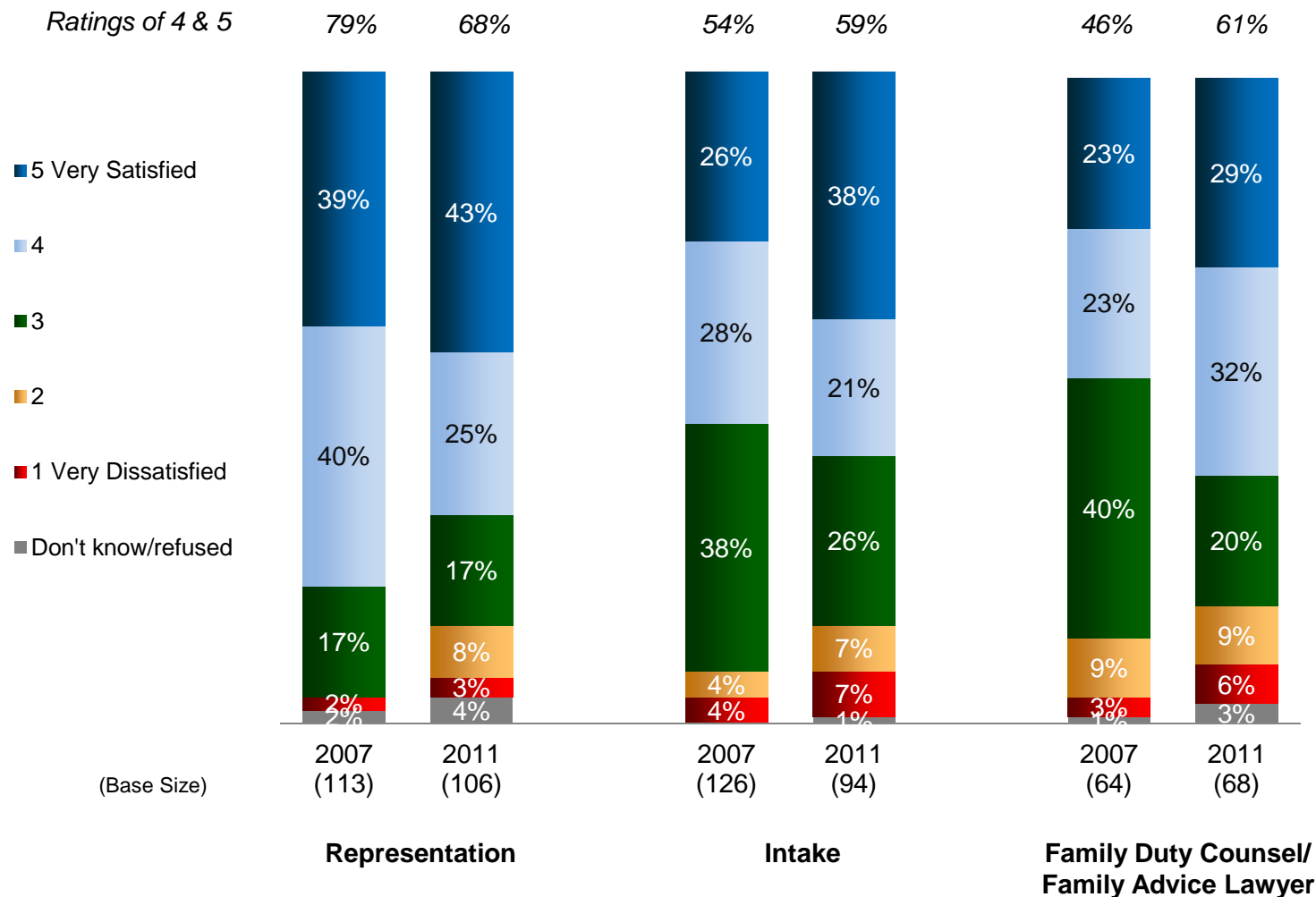
# Satisfaction with Helpfulness of LSS Brochures/Booklets



synovate  
Research reinvented

**E4. How satisfied were you with the helpfulness of the Legal Services Society brochures and/or booklets in dealing with your legal problem?**

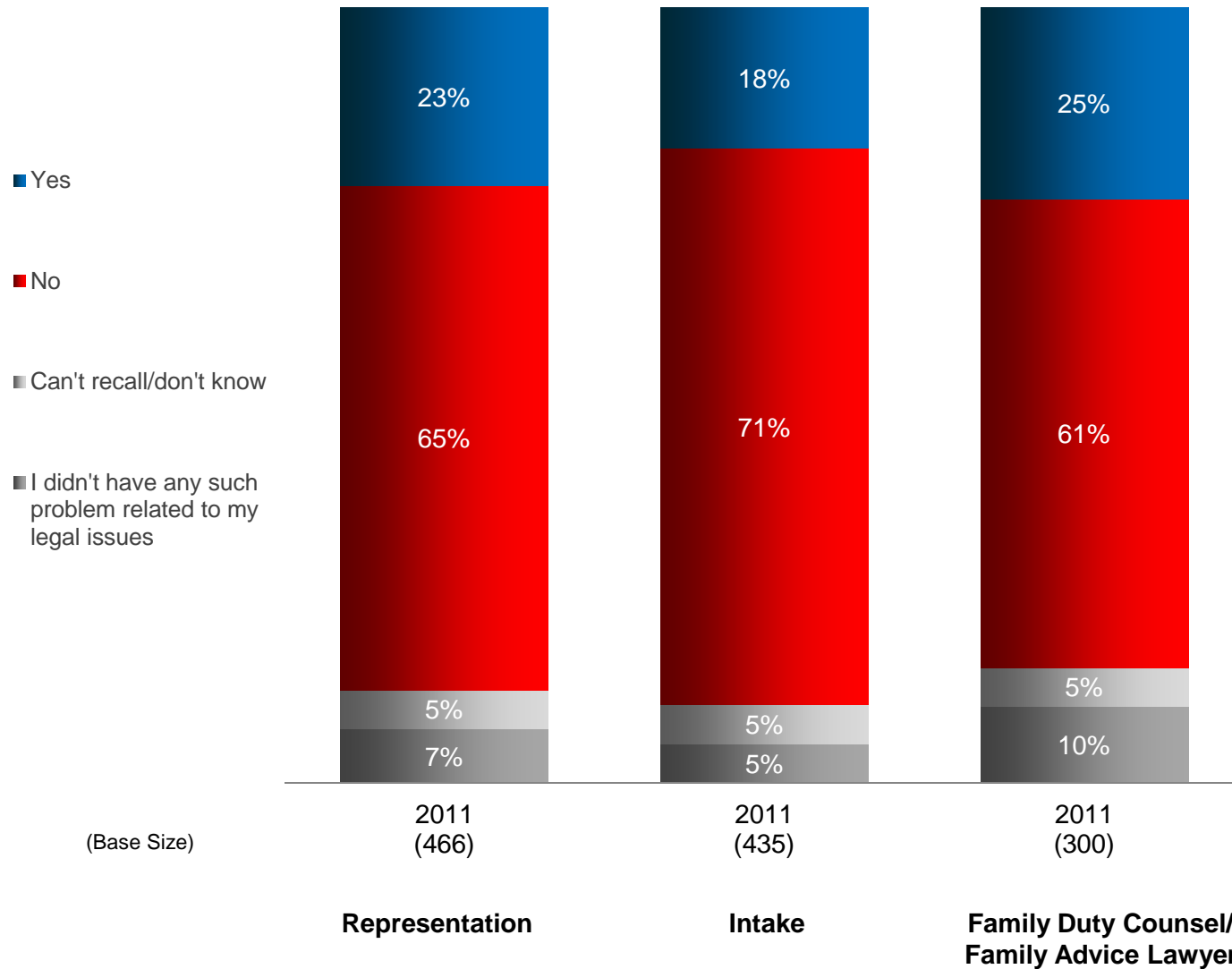
**Among Those Who Used LSS Brochures/Booklets**



- LSS clients who used legal aid brochures and booklets continue to say they were helpful in dealing with their legal problems.
- Ratings of the helpfulness of legal aid brochures and booklets are unchanged from four years ago, with the majority giving ratings of 4 or 5 out of 5.



**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?**



- The majority of legal aid clients report that Legal Services did not inform them about other services to address problems that may be related to their legal issues.
- Representation and Family Duty Counsel/Family Advice Lawyer clients are somewhat more likely than Intake clients to say they received such information from legal services.
- Aboriginal Representation clients are the most likely to have been informed about other services (32% versus 19% among other Representation clients).

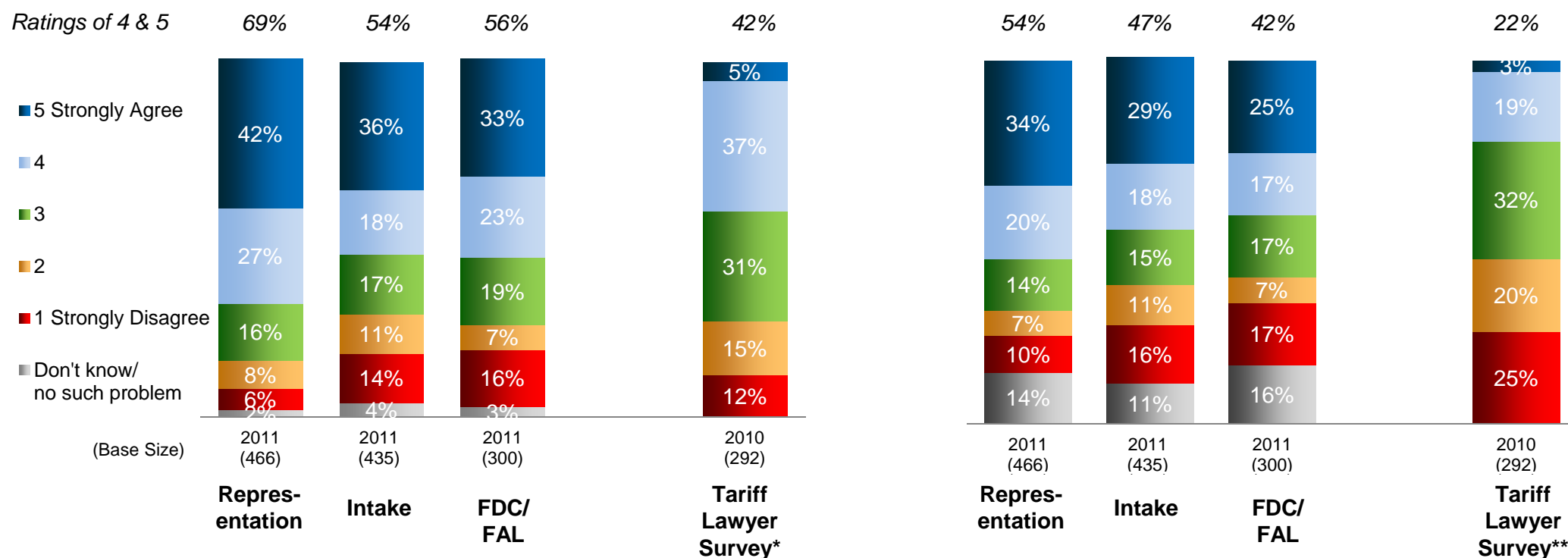


# LSS Priorities

**E6/E7. How much do you agree with these statements:**

**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.)**



\*Question wording: "To what extent do you agree or disagree with...I am satisfied with the level of support LSS gives me so I can help clients be more actively involved in resolving their legal issues."

\*\*Question wording: "To what extent do you agree or disagree with...I am satisfied with the level of support LSS gives me so I can help clients address their related legal issues (such as housing problems, debt, health problems, etc.)." Scale for both Tariff Lawyer Survey questions: Strongly agree, agree, partly agree/disagree, disagree or strongly disagree

Note: In the 2011 LSS Public Opinion Poll, 75% of BC residents agreed that LSS should support their clients by helping them address problems related to their legal issues.

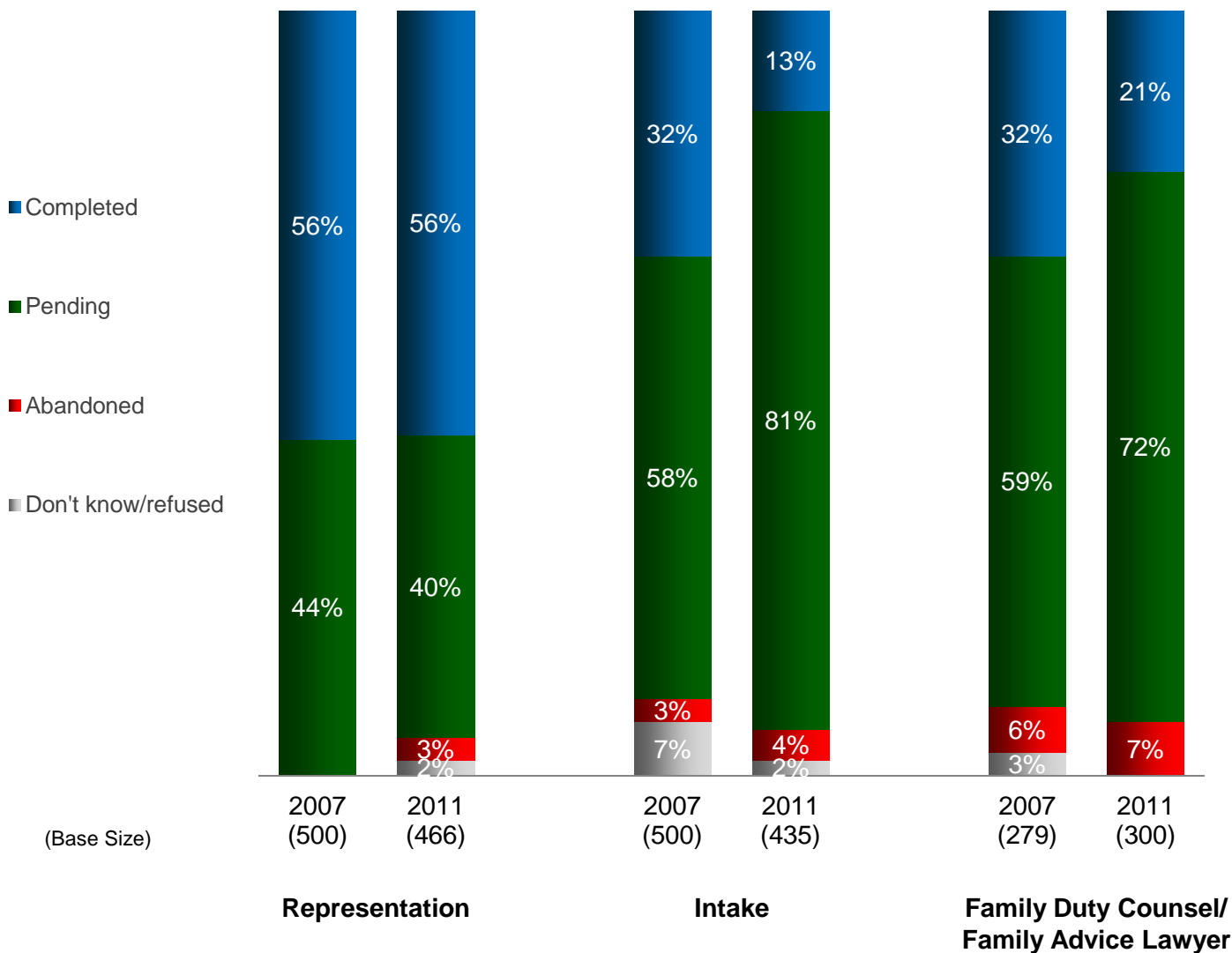


- The LSS is performing moderately well on its mandate to support clients so that they can be more actively involved in resolving their own legal issues, with 69% of Representation clients, 54% of Intake clients and 56% of Family Duty Counsel/Family Advice Lawyer awarding high marks.
- Representation clients feel most strongly that they are receiving this kind of support with 42% saying they strongly agree versus 36% of Intake clients and 33% of Family Duty Counsel/Family Advice Lawyer clients.
- Aboriginal Intake clients feel more satisfied than other Intake clients with the support legal aid is providing in this way (50% strongly agreeing versus 30% among other Intake clients).
- It appears that legal aid clients are more satisfied with the support they are getting on this front than legal aid lawyers. In the 2010 Tariff Lawyer Survey, 42% agreed that legal aid is supporting them so they can help their clients be more actively involved in resolving their legal issues.
- Another mandate of Legal Services Society is to help clients address problems that may be related to their legal issue, such as housing problems, debt, health problems, etc. LSS clients are relatively less positive about the performance in this area.
- 54% of Representation clients, 47% of Intake clients and 42% of Family Duty Counsel/Family Advice Lawyer clients are satisfied with the support legal aid gave them so they could address any related legal issues.
- Both Aboriginal Representation and Intake clients feel more strongly than their counterparts that legal aid is supporting them in addressing related legal issues.
- Again, legal aid clients are more satisfied than tariff lawyers with the support they are getting from LSS, to address related legal issues. In the 2010 Tariff Lawyer Survey, only 22% agreed that LSS is supporting them to help their clients to address related legal issues.
- In the 2011 LSS Public Opinion Poll, 75% of BC residents reported being in agreement with this particular mandate (to help clients address related legal issues).



# Actual Case Status

**F3. Is your case completed, is it still pending or did you abandon it?**

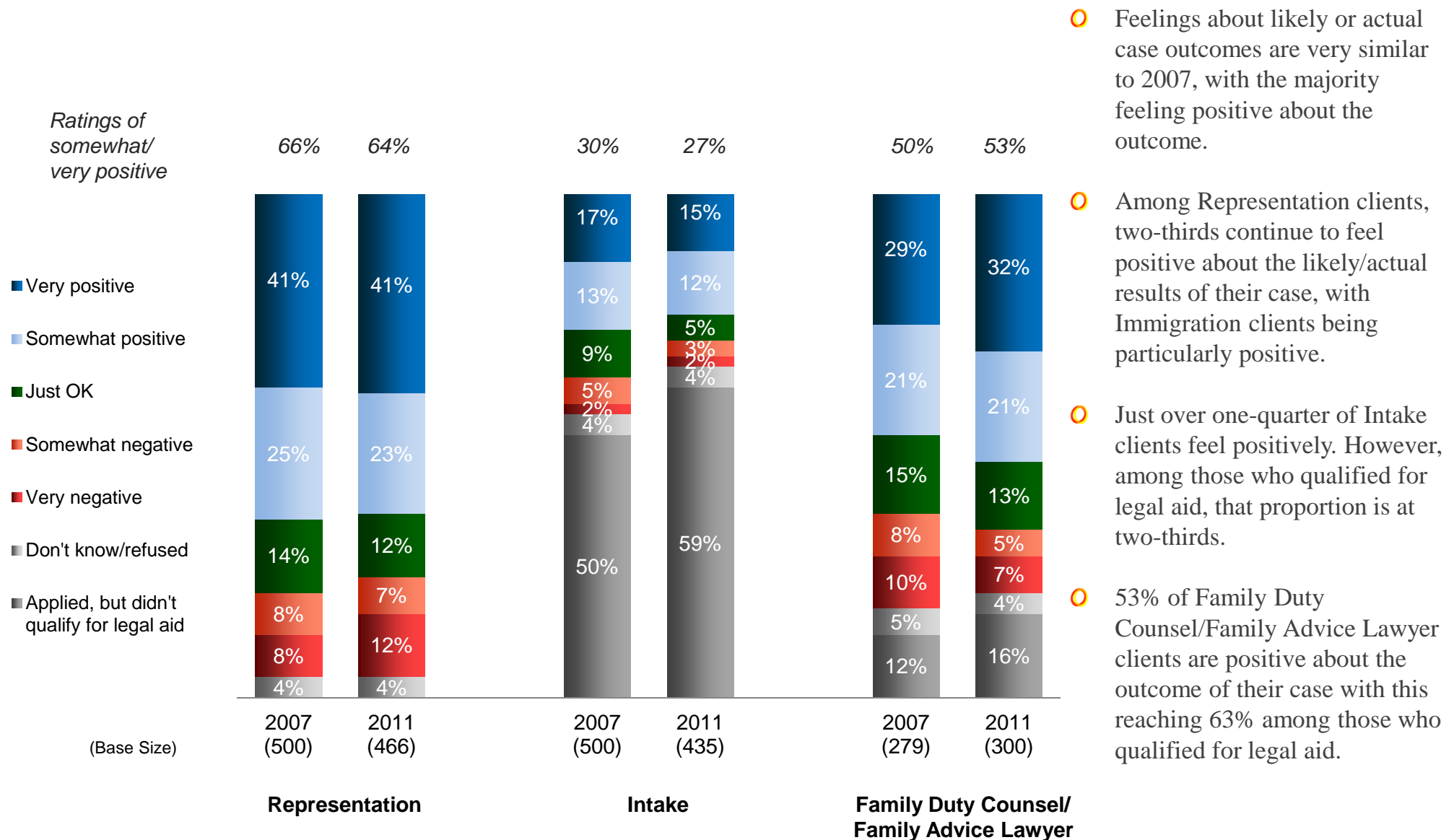


- Identical to 2007, 56% of Representation clients report that their case is completed.
- Completed cases stand at 13% among Intake clients and 21% among FDC/FAL clients (both down from 32% in 2007).
- For both Intake clients and Family Duty Counsel/Family Advice Lawyer clients, the majority continue to report that their case is pending.



# Perceptions of Case Outcome

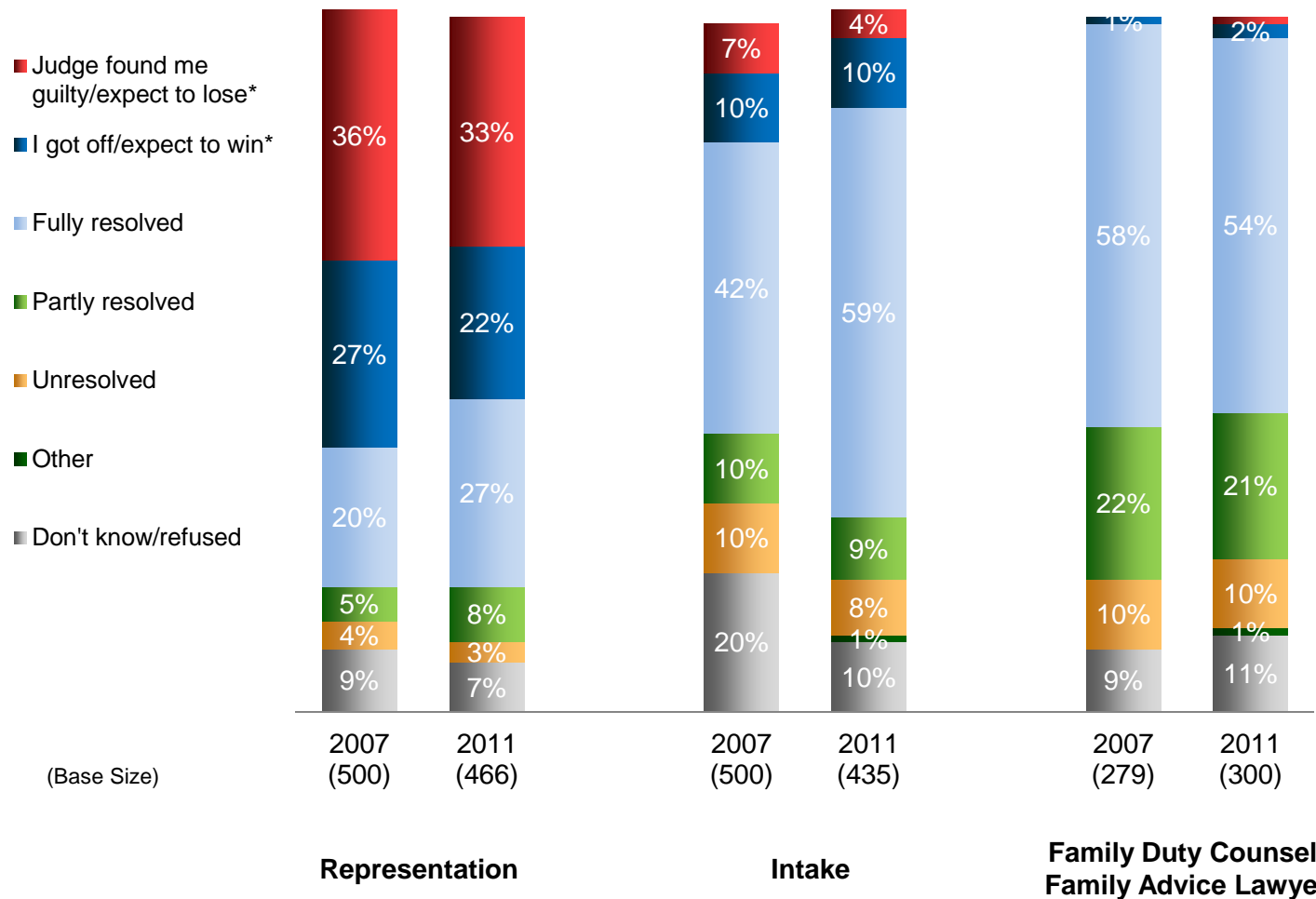
**F2. Thinking about your own case, do you feel very positive, somewhat positive, just ok, somewhat negative or very negative about the (likely/actual) results of your case?**





# Actual/Expected Case Outcome

**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?**



- Case outcomes are fairly similar to four years ago.
- Among Representation clients, actual/expected case outcomes differ by type of law. Among Criminal Representation clients, 47% were found guilty/expect to lose while 30% got off or expect to. Among Family, CFCSA and Immigration Representation clients the majority report that their case as or is expected to be fully resolved.
- Intake clients and Family Duty Counsel/Family Advice Lawyer clients most commonly report that their case is or will be fully resolved. Since 2007 there has been an increase in Intake clients saying their case has been/will be fully resolved.

\*Outcomes for criminal cases only.



# Perceptions of Case Outcome by Actual/Expected Case Outcome

**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?**

2011

	Actual/Expected Case Outcome				
	I Got Off***	Judge Found Me Guilty***	Fully Resolved	Partly Resolved	Unresolved
<b>Base Size Representation</b>	<b>(80) %</b>	<b>(116) %</b>	<b>(169) %</b>	<b>(50) %</b>	<b>(16*) %</b>
Very positive	49	29	61	24	30
Somewhat positive	29	25	18	34	-
Just OK	9	15	9	17	13
Somewhat negative	5	10	5	10	9
Very negative	7	18	4	10	48
Don't know/refused	2	2	3	5	-
<b>Base Size Intake</b>	<b>(31*) %</b>	<b>(13*) %</b>	<b>(275) %</b>	<b>(44*) %</b>	<b>(32*) %</b>
Very positive	27	17	17	7	5
Somewhat positive	8	6	15	14	5
Just OK	4	9	6	6	-
Somewhat negative	2	-	2	5	3
Very negative	2	11	1	5	2
Don't know/refused	6	-	3	8	-
Did not qualify for legal aid	50	57	55	55	85
<b>Base Size FDC/FAL</b>	<b>**</b>	<b>**</b>	<b>(157) %</b>	<b>(68) %</b>	<b>(29*) %</b>
Very positive	-	-	44	17	15
Somewhat positive	-	-	22	26	10
Just OK	-	-	11	15	8
Somewhat negative	-	-	1	13	18
Very negative	-	-	3	4	23
Don't know/refused	-	-	3	4	8
Did not qualify for legal aid	-	-	16	21	18

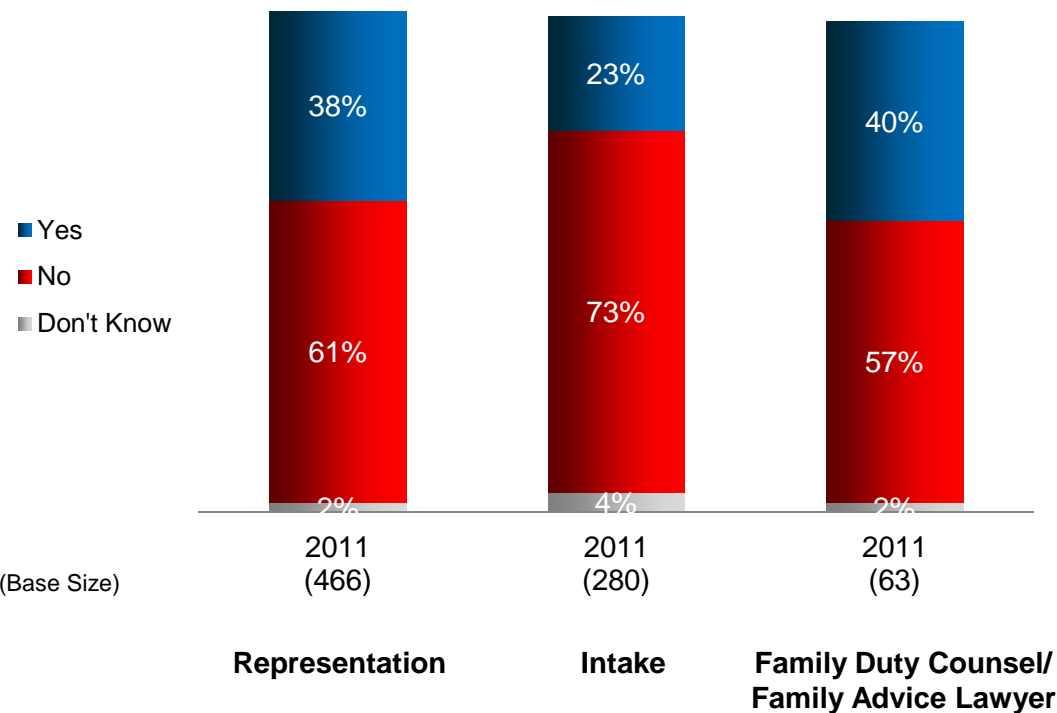
- As would be expected, there is a correlation between the outcome of a client's case and how they feel about the outcome.
- Generally, for all legal aid clients, they feel more positive about the outcome if the case was fully resolved (or in the case of Criminal cases, if they were found not guilty).
- Interestingly, 54% of Representation clients who were found guilty still felt positive about the outcome, which may be a reflection of the service they received from legal aid.

\*Caution: small base sizes. \*\*Base sizes too small to show. \*\*\*Outcomes for criminal cases only.



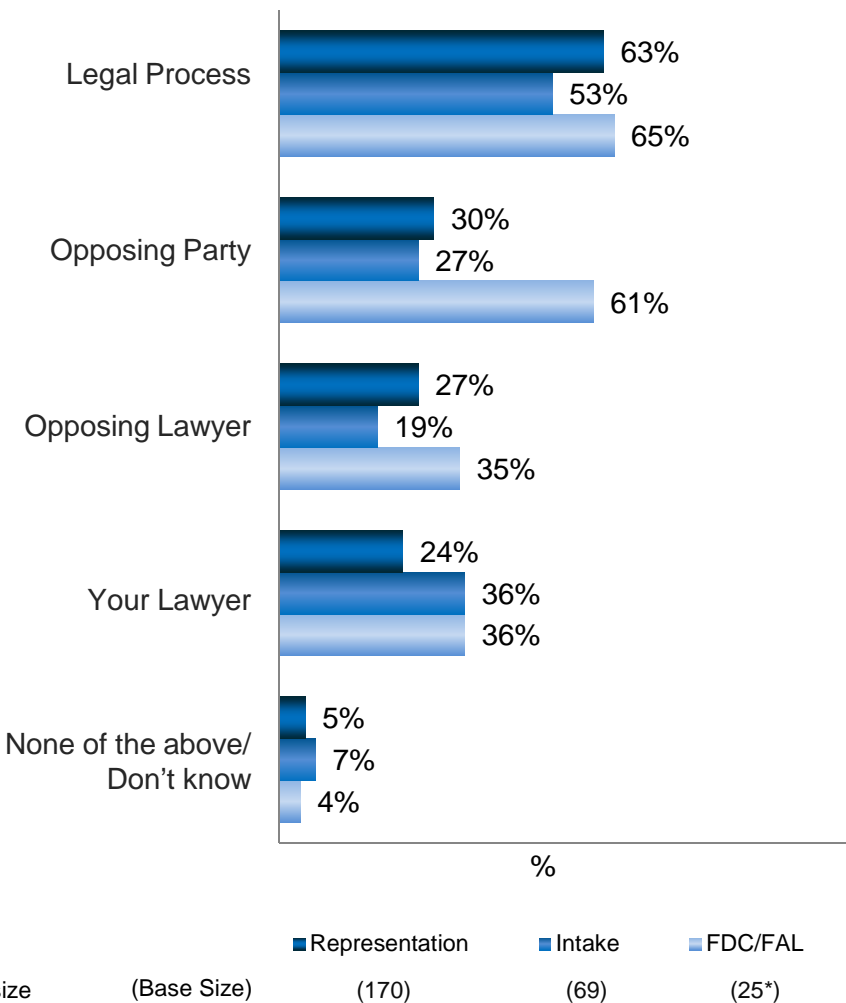
**F3.5 Do you feel there were any unnecessary delays in your case?**

Among Those Who Qualified For Legal Aid



**F3.6 Do you feel these delays were caused by...**

Among Those Who Feel There Were Unnecessary Delays



\*Caution: small base size



# Case Delays

- The perceptions of the majority of those who qualified for legal aid are that they did not experience any unnecessary delays in their case. (Again, since these are clients who qualified for legal aid (they got a legal aid lawyer), they are most likely referring to delays in the actual court/legal process, not the application process.)
- Among the three client types, Representation and Family Duty Counsel/Family Advice Lawyer clients are the most apt to perceive that they experienced unnecessary delays (38% and 40% of those who qualified for a lawyers, respectively).
- Among Representation clients, Family and CFCSA clients are the most apt to have perceived that they experienced an unnecessary delay (42% and 43%, respectively).
- Among those clients who say they experienced a delay, they were presented with five possible causes; most tend to say the legal process is the cause.
- Representation clients who thought they experienced an unnecessary delay tend to also blame the opposing party or lawyer or their own lawyer.
- Intake clients, along with saying the legal process itself caused the delay, also tend to name their own lawyer as contributing to the problem as well.
- The small number of Family Duty Counsel/Family Advice Lawyers who though they experienced a delay tend to attribute it equally to the process and the opposing party.



# Suggestions for LSS Service Improvements

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

## Major Mentions Only

Base Size	Representation		Intake		Family Duty Counsel/ Family Advice Lawyer	
	2007 (500) %	2011 (466) %	2007 (500) %	2011 (435) %	2007 (279) %	2011 (300) %
Better availability of lawyers/shorter waiting time/hire more legal staff to speed the process	3	10	4	6	9	14
Broaden the type of services offered/everyone should have access to legal aid	1	9	8	11	3	6
Lawyers should be more diligent/committed/provide better service to their clients	3	6	2	2	3	5
Better access to more/detailed information/explanations	2	4	5	5	8	11
Provide better communication/follow-up with clients	2	4	4	5	2	3
Be more compassionate/respectful/easier to deal with/helpful	4	2	4	3	3	5
More flexibility concerning annual income eligibility for legal aid	3	1	14	7	7	6
Include all family situations equally (divorce/single parents/child support)	-	1	4	5	3	4
Allow more time for the case/follow the case to the end	1	1	1	1	2	5
None/no suggestions or changes/nothing; they are good	60	51	45	51	47	34



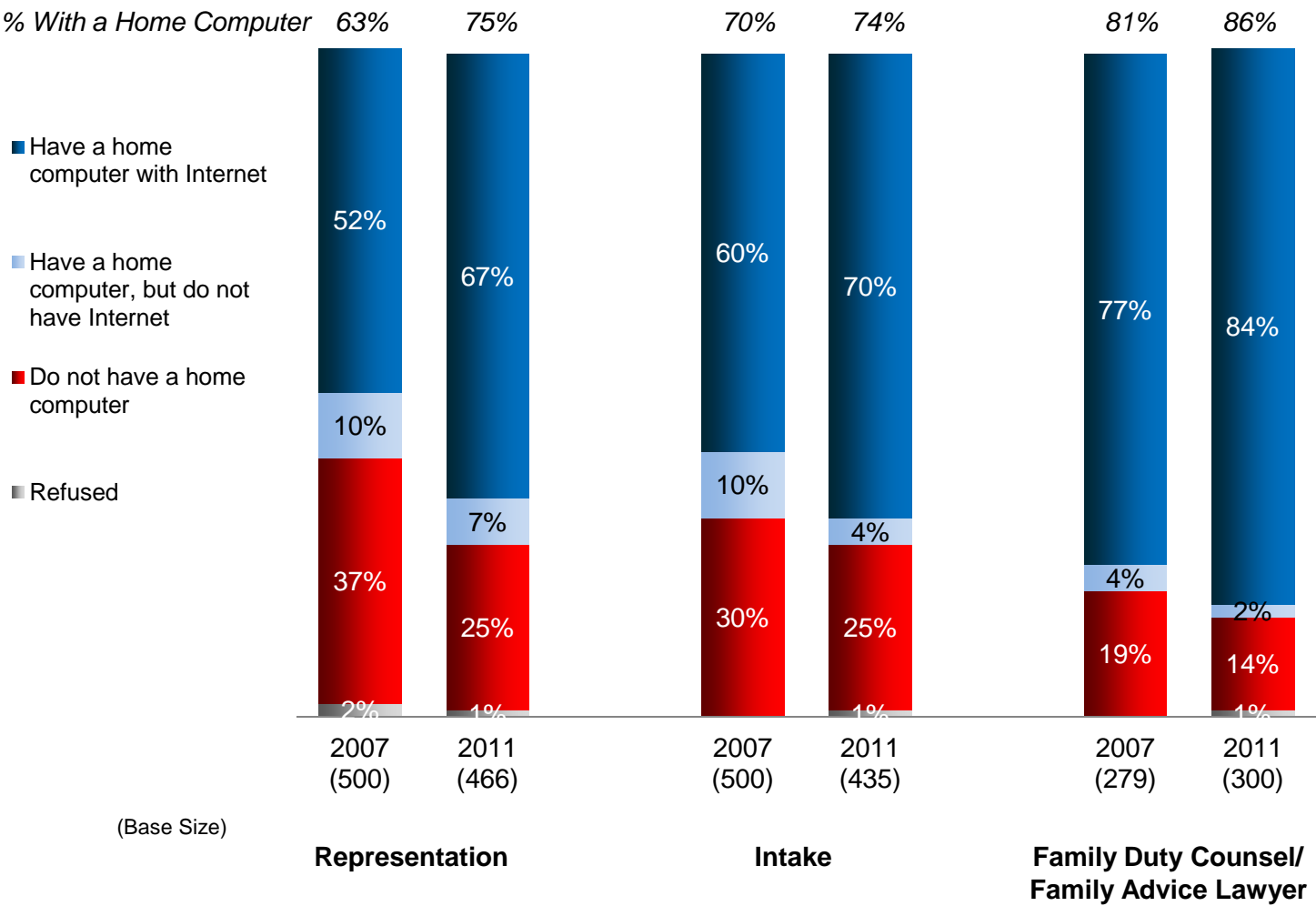
# Suggestions for LSS Service Improvements

- Half of all Representation and Intake clients and two-thirds of Family Duty Counsel/Family Advice Lawyer clients gave suggestions for Legal Services Society to improve its service.
- Among Representation clients the top two suggestions are to have better availability of lawyers (10% mentioning) and to broaden the type of services offered (9%). (“Better availability of lawyers” includes comments about having more lawyers, having lawyers that are less busy and decreased wait times to see a lawyer.). Both these suggestions are being made more frequently than they were four years ago. Family Representation clients are particularly apt to mention that there needs to be more lawyers available. Another 6% of Representation clients think lawyers should be more diligent and committed.
- Intake clients also call for more services (11%) and more lawyers (6%), but also mention that there needs to be more flexibility around the annual income eligibility (7%). (However, the latter comment is not being made as frequently as it was in 2007.) Intake clients from regional centres are particularly likely to mention annual income eligibility.
- Intake clients also suggest improving explanations, having better communications and giving equal priority to all types of family situations.
- For Family Duty Counsel/Family Advice Lawyer clients the top suggestions include better availability of lawyers (14%), better access to information (11%), broadening the services offered (6%) and having more flexible income eligibility (6%).



# Internet Usage

**G8. Do you have a computer at home?**  
**G9. And do you have Internet access?**



- Consistent with 2007, the majority of LSS clients report that they have a home computer. However, since 2007, there has been a significant increase in legal aid clients who have Internet access.
- Aboriginal clients are less likely than non-Aboriginal clients to have a home computer and have Internet access.
- Among Representation clients, 52% of Aboriginal clients have a home computer with Internet versus 73% of non-Aboriginal Representation clients.

(continued...)



# Internet Usage

- Among Intake clients, while not significantly different, 66% of Aboriginal clients have a home computer with Internet versus 72% of non-Aboriginal clients.
- Among FDC/FAL clients, the same pattern is evident (67% of Aboriginal clients have a home computer with Internet versus 87% of non-Aboriginal clients).
- Regionally, Representation and Intake clients living in Vancouver/Sunshine Coast and Surrey/Fraser Valley are more likely than those living in other parts of BC to have a computer with Internet access.
- Among Representation clients, 71% living in the Vancouver/Sunshine Coast region and 75% of those in the Surrey/Fraser Valley region have a home computer with Internet access. However, among Representation clients living in other areas of BC, the comparable proportion stands at 60%.
- Similarly, among Intake clients, 76% living in the Vancouver/Sunshine Coast region and 81% of those in the Surrey/Fraser Valley region have a home computer with Internet access. Comparatively, only 62% of Intake clients outside these regions report having a home computer with Internet access.
- Among FDC/FAL clients, there is no difference in home computer ownership and Internet access by region.



# Profile of LSS Experience

	Representation		Intake		Family Duty Counsel/ Family Advice Lawyer	
Base Size	2007 (500) %	2011 (466) %	2007 (500) %	2011 (435) %	2007 (279) %	2011 (300) %
Number Of Times Used LSS:						
0	-	-	-	9	2	3
1	32	22	44	40	48	46
2	16	20	20	23	30	16
3 – 5	28	30	23	17	15	19
6 – 10	19	15	8	6	4	7
11+	6	13	6	3	1	5
<i>Average # of times</i>	3.9	5.1	3.2	2.6	2.1	3.0
Courthouse Location (Duty Counsel):						
Vancouver/Sunshine Coast	-	-	-	-	37	29
Okanagan/West Kootenays	-	-	-	-	20	17
Surrey/Fraser Valley	-	-	-	-	18	17
Vancouver Island	-	-	-	-	13	18
Interior/East Kootenays	-	-	-	-	9	9
North	-	-	-	-	2	9
Don't know/refused	-	-	-	-	2	1



# Profile of LSS Experience (cont'd)

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

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



# Client Profile

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



# Client Profile (cont'd)

	Representation		Intake		Family Duty Counsel/ Family Advice Lawyer	
Base Size	2007 (500) %	2011 (466) %	2007 (500) %	2011 (435) %	2007 (279) %	2011 (300) %
City/Town Of Residence:						
Vancouver/Sunshine Coast	18	22	25	22	39	29
Surrey/Fraser Valley	27	31	26	25	18	16
Rest of BC	45	47	48	53	44	54
Out of BC	10	1	-	-	-	-
Aboriginal/First Nations/Inuit/Metis Background:						
Yes	24	26	15	26	8	13
No	74	73	83	73	89	86
Refused	3	2	2	1	3	1



# Questionnaire

