

# Legal Aid BC

## 2020 Client Satisfaction Survey

FINAL REPORT

PREPARED FOR  
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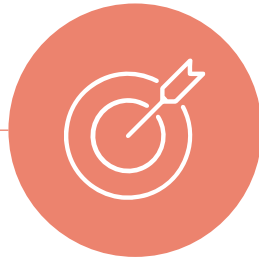
**Legal Aid BC**   
Support when you need it

The Legal Aid BC logo features a stylized green and yellow figure that resembles a person or a flame.

January 13, 2021

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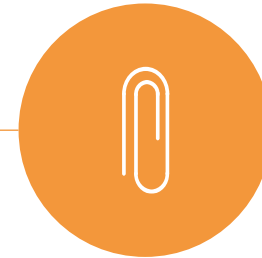
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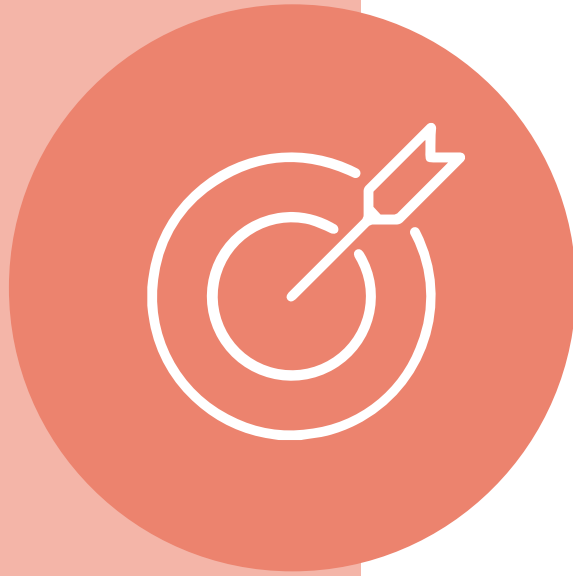


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# Objectives & Approach

# BACKGROUND & OBJECTIVES

Legal Aid BC (LABC) is legislated to provide legal aid services in BC. Legal Aid services include legal representation in court, legal advice, and public legal information and education. LABC's priority is to help people with low incomes.

LABC has been formally measuring its client satisfaction since 2007 via a quantitative survey, which is repeated every 3 to 4 years. The last wave of the survey was conducted in 2018. In early 2020, LABC decided it needed to survey clients more frequently and commissioned Sentis Research to repeat the study in 2020.

The specific objectives of the research are to:



Track performance



Plan for service improvements



Assess progress of LABC on achieving service plan goals

**Namely that people in BC with low incomes who have legal issues:**

1. Use LABC services
2. Participate in solving and preventing their legal issues/problems
3. Get help with related issues (e.g. debt, housing) so they can solve and prevent their legal problems

In 2018, LABC wanted to take a fresh look at the survey, sampling plan, methodology, and sample sizes. These changes, while improving the survey overall, limited the comparability of past trends.

In 2020, with the onset of the global pandemic in mid-March, LABC has had to suspend much of its in-person services (most notably Duty Counsel service). This means that the 2020 study does not include Duty Counsel clients, which limits comparability to 2018. For this reason, results from prior waves are only shown for key performance indicator (KPI) questions.

This year, LABC also wanted to increase the focus on Indigenous clients, which included:

- Training interviewing staff to be better equipped to interact with Indigenous clients,
- Oversampling Indigenous clients so that more robust analysis and comparisons to all LABC clients could be made, and,
- Highlighting Indigenous client results in this report.

While this study set out to collect the attitudes and opinions of all LABC 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, Legal Information Outreach Work (LIOW) clients and again, Duty Counsel clients\*.

*\*While clients were asked if they used Duty Counsel and had an opportunity in the survey to rate the service, LABC did not provide any lists of Duty Counsel clients, as in-person Duty Counsel services were suspended in March 2020 when the COVID-19 pandemic hit. Duty Counsel services were only being offered by phone or online.*

# METHODOLOGY

For the 2020 wave of this study, a mixed-mode methodology was employed (email/text-to-online, telephone-to-online and telephone). Initial contact was based on the information available in the client lists provided by LABC. Clients with email addresses were emailed an invitation to the survey with a unique link to take them directly to the online questionnaire. The remaining clients were contacted by telephone and given the choice to complete the survey by phone, or to be sent an email or text invitation to the online survey. Nearly all surveys were completed online.

Client lists for this study were provided by LABC and sourced from the organization's Client Information System (CIS), which is a software solution that manages LABC's end-to-end business processes including client intake, lawyer billing and case management, and Specialized Services client lists. Specialized Services projects initially started as pilot projects in 2014/2015. The projects were designed to increase access to justice for British Columbians.

While the Client Survey has typically included Duty Counsel clients (specifically, Family Duty Counsel Clients as well as Expanded Family Duty Counsel and Expanded Criminal Duty Counsel), these client groups were not included in the 2020 survey as in-person Duty Counsel services were not being offered due to the COVID-19 pandemic. Due to this change in survey sample composition, caution should be used when comparing 2020 results to past waves.

## Survey Stats



### SURVEYS COMPLETED

1,051 surveys total:  
1,015 online  
36 by phone



### SURVEY PERIOD

Between October 16 and  
November 13, 2020



### SURVEY LENGTH

14-15 minute online  
survey

## Client Survey Responses

The table below outlines the final sample sizes for each client group and provides the associated margins of error (MOE) at the 95% level of confidence.

| Client Group (based on client lists)   | Sample Size  | MOE        |
|--|--------------|------------|
| <b>Clients on CIS list</b>             | <b>864</b>   | <b>±3%</b> |
| <i>Received a Legal Aid lawyer</i>     | 631          |            |
| <i>Did not receive a lawyer</i>        | 233          |            |
| <b>Clients of Specialized Services</b> | <b>187</b>   |            |
| <i>Family LawLINE</i>                  | 147          | ±8%        |
| <i>Parents Legal Centre (PLC)</i>      | 40           | ±15%       |
| <b>Total (all clients surveyed)</b>    | <b>1,051</b> | <b>±3%</b> |
| <b>Indigenous Clients</b>              | <b>157</b>   | <b>±8%</b> |

# METHODOLOGY: UNDERSTANDING THE REPORT

Commentary is limited to only those results that are statistically significant between sub-groups. Where results have been presented for a small sample size (e.g. base size is less than 50), a cautionary note has been included.

Key Driver Analysis has been conducted to identify which aspects of LABC interaction have the greatest potential to positively influence overall satisfaction with LABC services received. Primary and secondary key drivers have been presented in the report as follows:

- ★ Top Priority
- ★ Secondary Priority

Throughout this report, results among Indigenous clients have been highlighted using the symbol below and specific slide titles.

**Indigenous**

Client sub-groups presented in the body of the report are defined based on survey responses (i.e., what clients indicated they experienced). The exception is area of law – this is sourced from the client listings provided by LABC.



# Highlights

# REPORT RUNDOWN



## 1 APPLICATION PROCESS (p 25-31)

This important, first point of contact for many LABC clients continues to earn relatively positive evaluations from the large majority of clients who apply for a legal aid lawyer. As was noted in 2018, clients who do not qualify for a lawyer are the most critical of the application process, so finding ways to mitigate the 'non-qualifying' experience is key. This can be achieved through sending them straight to Duty Counsel or taking the time to find other services/agencies that can be of assistance. One-half of clients continue to express a preference for applying for legal aid online.

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## 2 REPRESENTATION (p 31-39)

LABC clients who are provided with a lawyer generally say they were well represented and assessments on specific service aspects are generally positive. The 20% who did not feel well represented mention a lack of communication and not getting enough information. Relatedly, the one area of LABC lawyer service that has the most room for improvement – lawyers going the extra mile – is defined by those who do feel their lawyer did well on this front as having a lawyer who fought for them, was helpful/supportive and had good communication and follow-up. Among LABC clients who did not qualify for a lawyer, 60% report being given an explanation as to why not, but only 22% say LABC staff suggested other services or agencies that might be able to help them with their legal issue.

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## 3 DUTY COUNSEL (p 40-44)

Among the 43% of LABC clients who report using Duty Counsel, the majority (broadly between 60% and 70%) tend to rate the specific aspects of this service positively. Areas that are relatively less positively assessed are wait times and staff going that extra mile to ensure clients get what they need. Clients groups who are more likely to be Duty Counsel users relative to their counterparts are older clients (55+), repeat clients who have used Legal Aid three or more times and those who did not go through the intake process (i.e. they never applied for a lawyer).

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## 4 FAMILY LAWLINE (p 45-46)

The small group of clients who used and assessed this service (4%) give top marks for Family LawLINE lawyers being knowledgeable, competent and fair. Where there is room to improve is making it easier to find out how to get help from the Family LawLINE and having LawLINE lawyers go the extra mile to make sure clients who call get everything they need.



# REPORT RUNDOWN



## 5 OTHER ISSUES FACING CLIENTS (p 47-50)

When it comes to issues (e.g. debt, housing, etc.) that make resolving a legal issue more difficult, about one-half of all LABC clients report facing such issues – the predominant ones being mental health (which includes anxiety and depression) and financial issues. These clients give LABC mixed reviews when it comes to how helpful the organization is at helping them address these challenges.

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## 6 REFERRALS TO OTHER SERVICES (p 51-54)

Among clients who are facing issues that are making it more difficult to deal with their legal problems, only one-in-five report that LABC referred them to other non-legal services that could be of help. Additionally, among all LABC clients, only 25% report that they were referred to Legal Aid websites or online resources. These latter referrals tend to come from LABC staff, more than from Duty Counsel or Legal Aid lawyers.

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## 7 INTERNET & ONLINE ACCESS (p 55-65)

The majority (75%) of LABC clients report having reliable and regular access to the internet. Those who do not are just as likely to cite attitudinal barriers (e.g., would rather speak to a person, worried about privacy, find it takes too much time) as they are to have functional barriers (e.g., no reliable internet, difficulty using a computer, don't have a computer, no safe place to use a computer). From a list of seven LABC websites/online resources, only one – Family Law in BC – posts majority awareness (62% report hearing of it before, including 26% who have used it). The remaining six sites/resources suffer from low awareness and even lower usage. MyLawBC has the next highest usage at 17%. Clients who have heard of at least one of the LABC sites/online resources tend to think they are easy to use (50%) or just ok (40%), but generally not difficult to use. Evaluations are more mixed when it comes to how helpful these sites/resources are, with those finding them unhelpful saying they need a better understanding of the law or their legal issue for the site/resource to be of benefit (the top suggestion).

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## 8 LEGAL AID & COVID (p 66-68)

For the most part, most LABC clients have not had difficulties accessing services during the pandemic. This is because just over 40% have not had to access services, while another 27% have found it easy to get the help they need and 19% said it has been 'ok'. The 13% who have faced challenges have done so because they needed/wanted to visit the courthouse or an LABC office.

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# KPIs & Priorities

Assessments of LABC’s key performance indicators (KPIs) continue to be moderately positive in 2020. Two-thirds of clients give the organization top marks for overall satisfaction, accessibility and helpfulness.

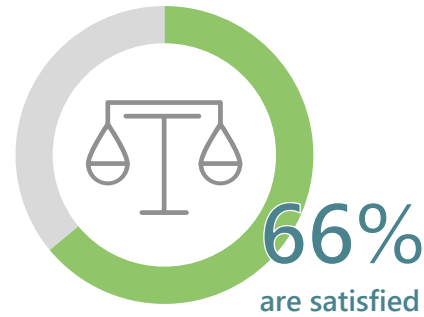
When it comes to meeting client’s needs, scores are slightly lower (60%), but directionally more positive than in 2018.

As has been evident historically, clients who applied for, but did not qualify for a lawyer tend to view their LABC experience through a more negative lens than those who qualify for a lawyer. This viewpoint could likely be improved by taking more time with clients to explain why they did not qualify (60% say they were provided with such an explanation) and offering suggestions for other services/agencies that could help (only 22% of these clients claim they were provided with such suggestions).

Just under half of all LABC clients report that they are experiencing issues (e.g., debt, housing issues, etc.) that are exacerbating their legal problem. Clients experiencing these types of issues are mixed in their assessments of Legal Aid’s support to help address them – 43% are satisfied with the support LABC provides, 22% are ‘on the fence’ and 34% are dissatisfied. Further, ratings have become less positive over the past two years indicating a greater need for a more holistic approach to servicing LABC clients.

## Overall Satisfaction

(among all clients)



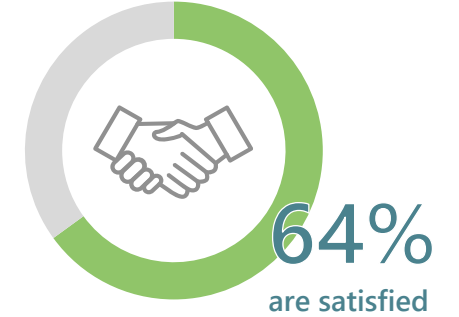
## Accessibility

(among all clients)



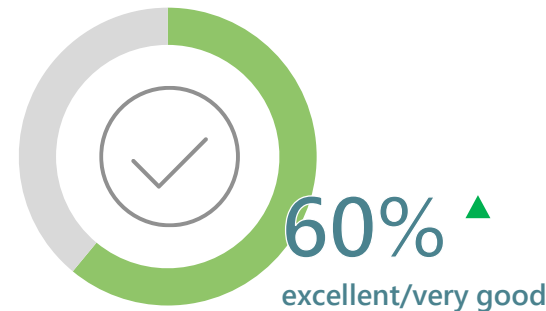
## Helpfulness

(among all clients)



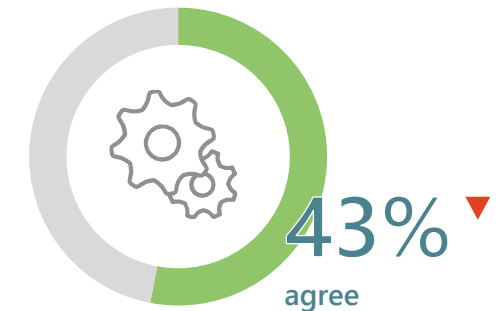
## Meets Needs

(among all clients)



## Satisfaction with Support to Address Problems Related to Legal Issue

(among clients experiencing related issues)



# Key Drivers

Key driver analysis identifies the specific aspects of a Legal Aid interaction that have the greatest potential to positively affect clients' overall satisfaction with LABC services. While trying to improve on lower rated areas is one way to improve service perceptions, focusing on key drivers ensures that LABC prioritizes those service aspects that are most pivotal to overall satisfaction.

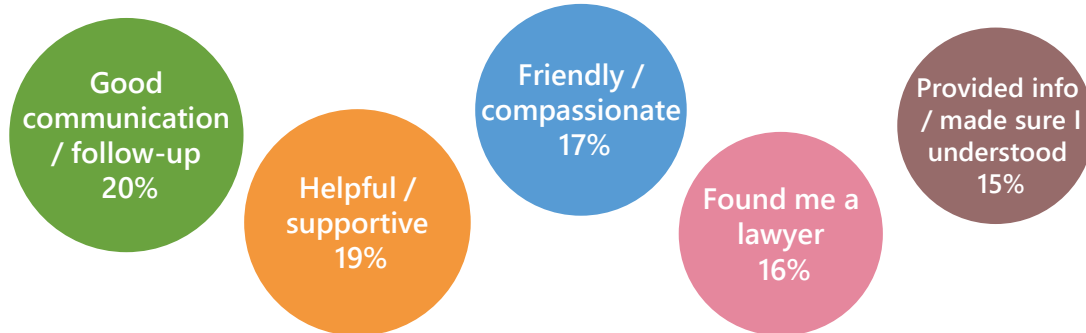
There are four general service aspects (out of nine) that **strongly correlate to clients' overall perceptions of their Legal Aid Experience:**

- ★ Treated fairly (70% agreeing)
- ★ Went the extra mile (55%)
- ★ Took the time to listen (72%)
- ★ Staff is knowledgeable/competent (72%)

The good news for LABC is that performance scores on three of the four aspects are positive, with seven-in-ten clients giving the organization top marks. In other words, LABC is performing well on the areas that matter most. However, the exception is 'going the extra mile' – positive assessments are only given by 55%, leaving 45% of clients who feel performance in this area could be better.

**What does it mean to go the extra mile?** To improve performance on this important service attribute, the focus needs to be on: (1) communication, follow-up and taking time with the client (e.g. provide them with the support they need to find a lawyer, provide information and make sure they understand it, and listen); and (2) demeanor (e.g. staff need to be supportive, friendly, compassionate and efficient).

**Top 5 Ways LABC Staff Went the Extra Mile**  
(among clients who agree staff went the extra mile)



## Key Drivers for Various Service Areas

(percentages in brackets represent those agreeing for each service aspect)



### Application Process

*Among the 93% who applied for a lawyer:*

- ★ Requirements are reasonable (63%)
- ★ Application process straightforward (71%)



### Lawyer Representation

*Among the 85% who received a lawyer:*

- ★ Treated fairly (72%)
- ★ Informed of everything I needed to do to help my lawyer resolve my legal problem (65%)
- ★ Explained things in a way I understood (70%)



### Duty Counsel Experience

*Among the 43% who used Duty Counsel:*

- ★ I was informed of everything I needed to do to work with Duty Counsel (65%)
- ★ Went the extra mile (54%)



### Family LawLINE

*Among the 4% who used the Family LawLINE:*

- ★ Explained things in a way I understood (67%)
- ★ Took the time to listen (68%)

# Indigenous Clients

*17% of LABC clients who participated in this survey identified as Indigenous (6% were Clients of Specialized Services - 3% LawLINE and 3% PLC). Indigenous clients, in comparison to the total, are younger, more likely to identify as female, live outside of the Metro Vancouver/Sunshine Coast region and are less likely to report having a post secondary education.*

**Indigenous clients generally assess their LABC experience similarly to the total and have many of the same priorities. In fact, relative to the total, Indigenous clients are often more likely to give highly positive ratings (i.e., '5 out 5' ratings) when assessing their experience. Where they tend to differ the most is on the following:**

|                             |   |
|-----------------------------|---|
| OVERALL KPIS                | When it comes to how they define 'going the extra mile' they are more likely to mention staff being friendly/compassionate, listening, and making sure they, the client, understood everything. They also consider the main way to provide more culturally appropriate services is to offer services in more First Nations languages.   |
| APPLICATION PROCESS         | Indigenous clients have a slightly stronger preference for applying online. When it comes to the application process itself, the office being easy to get to or it being easy to get someone on the phone is a secondary key driver that is unique to this group.   |
| REPRESENTATION              | For those who did not feel well represented by their lawyer, they are more likely to mention that their lawyer did not listen or did not show up at court. Building on this same theme, taking time to listen is an additional key driver of lawyer performance among Indigenous clients.   |
| DUTY COUNSEL                | Indigenous clients generally assess this service slightly more positively than the total.   |
| REFERRALS TO OTHER SERVICES | While Indigenous clients are just as likely as the total to report facing issues that are exacerbating their legal problem, they are more likely to report having mental health issues and are more positive about LABC's response in terms of helping them address these issues. Indigenous clients are just as likely to report getting referred to non-legal services and compared to the total they are more likely to actually use them.   |
| INTERNET & ONLINE ACCESS    | Indigenous clients are just as likely as the total to report having regular and reliable access to the Internet. However, among those who do not, the barriers are somewhat different. They are more likely to be concerned about entering personal information online, more likely to lack a device to access the Internet and more apt to feel it takes too long to do things online. Their awareness and usage of the various LABC sites and online resources are generally in line with the total, except when it comes to Aboriginal Legal Aid BC - 62% have heard of it (vs 41% among the total) and 13% report using it (vs 5% among the total). Indigenous clients are also more likely to be aware of Remote Child Support Mediation (32% aware vs. 23% among all clients). Indigenous clients' top suggestions to improve LABC sites and online resources are to help clients have a better understanding of the law and their legal issues, to offer an online chat function, and to have content that better reflects their identity/culture/beliefs. |



SUMMARY OF FINDINGS

# Overall Performance

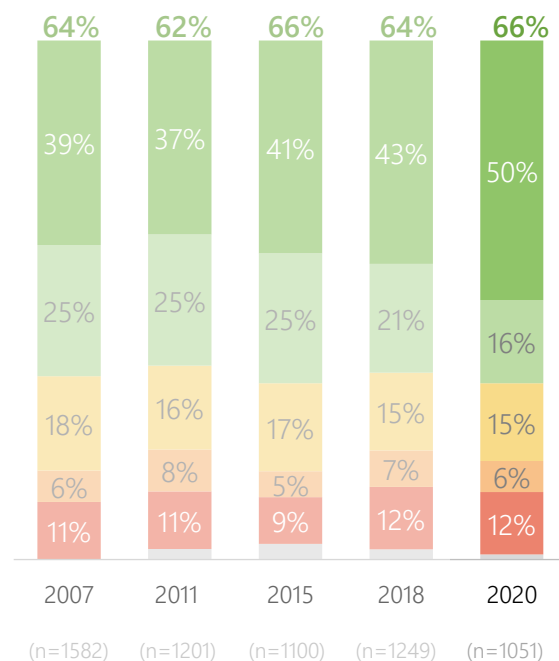
# LABC Overall Performance Measures

LABC client satisfaction overall and with accessibility and helpfulness continue to be moderately positive and in line with past trends.

Since 2018, clients saying they are very satisfied overall with their experience with Legal Aid continues to grow – currently 50% give the organization a rating of 5 out of 5 on this key performance indicator.

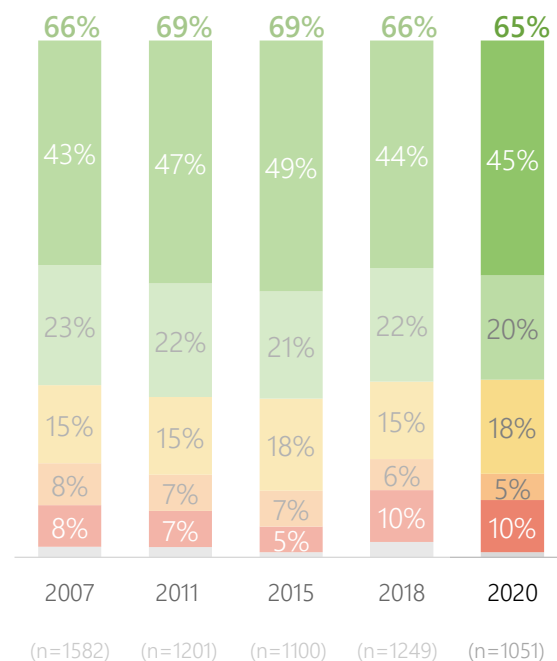
### Overall Satisfaction

(among all clients)



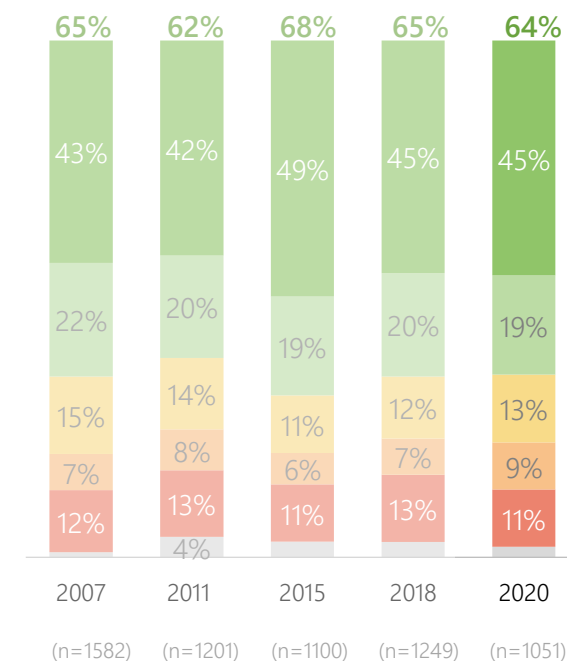
### Accessibility

(among all clients)



### Helpfulness

(among all clients)



■ 5 – Very satisfied  
 ■ 4  
 ■ 3  
 ■ 2  
 ■ 1 – Very dissatisfied  
 ■ Don't know  
 % rating 4 or 5

Q1. Please 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?

Q2. 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 and to get the Legal Aid services you needed?

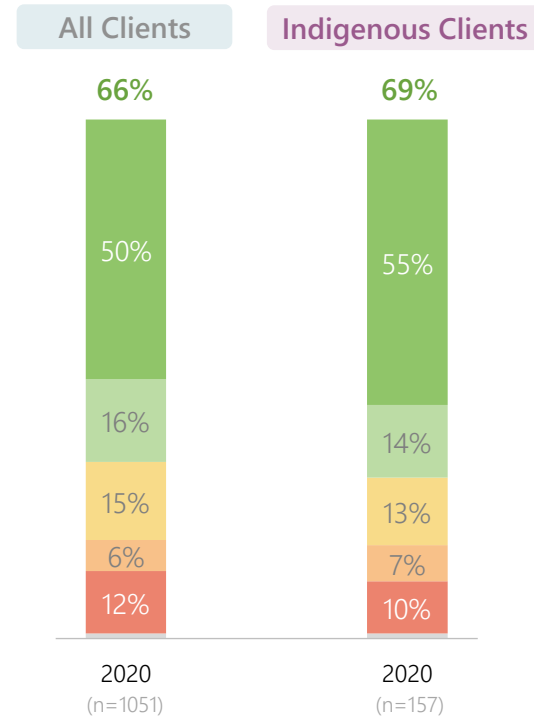
Q3. And again, on the same 1 to 5 scale, please rate your satisfaction with how helpful the Legal Aid services were in dealing with your legal problem.

# LABC Overall Performance Measures: Indigenous Clients

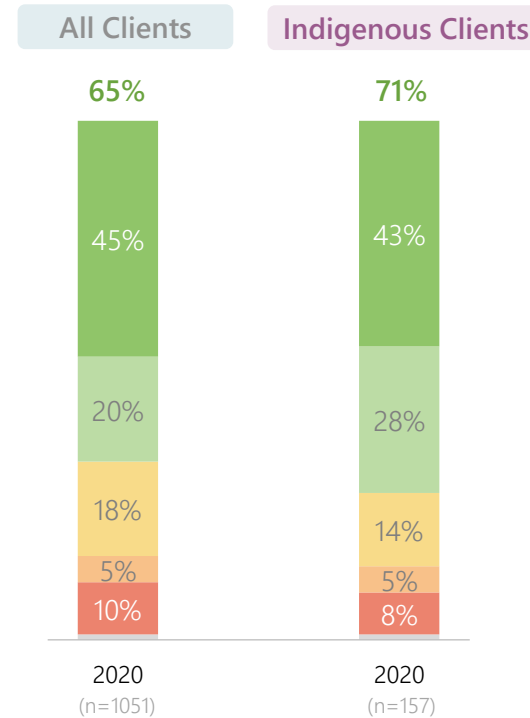
Indigenous clients are generally as satisfied as the total overall and when it comes to accessibility.

When it comes to the helpfulness of LABC services, assessments among Indigenous clients are in line with the total; however, Indigenous clients tend to give more highly positive ratings (5 out of 5) (55% vs. 45%, respectively).

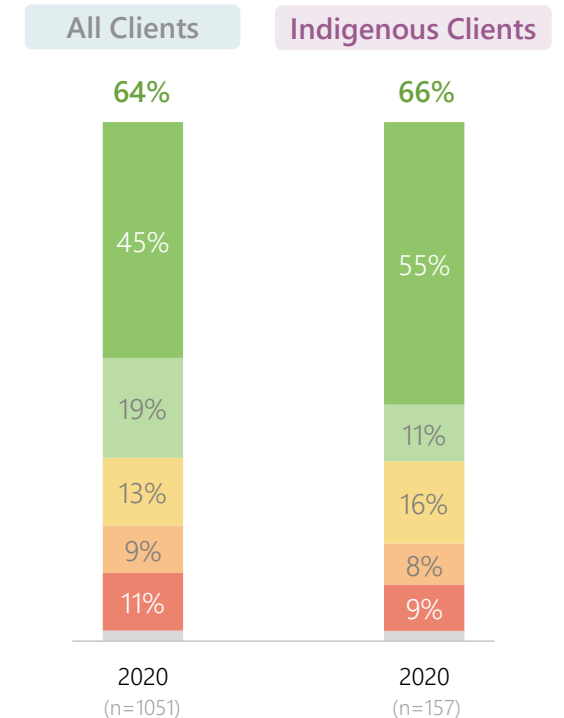
## Overall Satisfaction



## Accessibility



## Helpfulness



■ 5 – Very satisfied  
 ■ 4  
 ■ 3  
 ■ 2  
 ■ 1 – Very dissatisfied  
 ■ Don't know  
 % rating 4 or 5

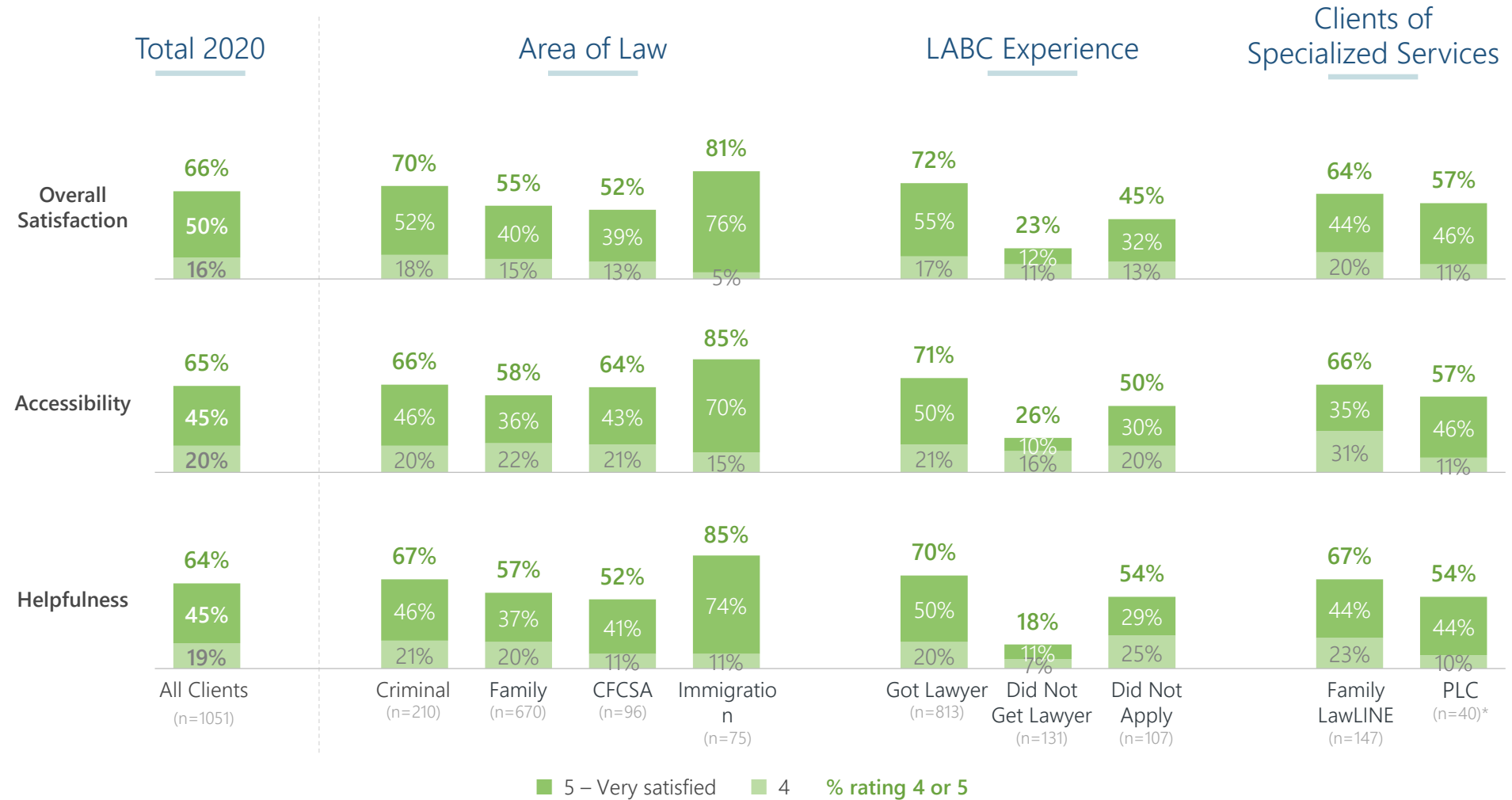
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 Q3. And again, on the same 1 to 5 scale, please rate your satisfaction with how helpful the Legal Aid services were in dealing with your legal problem.

# LABC Overall Performance Measures: By Subgroup

By area of law, immigration clients tend to give above-average positive ratings to LABC's three KPIs, while criminal clients' ratings are highly similar to all clients. Family law clients tend to assess the three KPIs less positively than all clients, especially on overall satisfaction (55% versus 66%, respectively). CFCSA clients also give below-average ratings to overall satisfaction and helpfulness (52% for both giving ratings of 4 or 5 out of 5). However, when it comes to accessibility of LABC services, CFCSA clients ratings are on par with all clients.

Whether or not a client was assigned a LABC lawyer strongly correlates with how clients rate the organization's three main KPIs. Those who applied for and received a lawyer give above-average positive ratings, while those who applied but did not receive a lawyer or did not apply for a lawyer at all post below-average ratings. Those who applied but did not receive a lawyer are particularly less positive in their assessments of LABC.

Family LawLINE clients rate LABC's three KPI's highly similarly to the total, while the small group of PLC clients give somewhat more tempered ratings.



\*Caution: small base size (n<50).

Q1. Please 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?

Q2. 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 and to get the Legal Aid services you needed.

Q3. 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.



# LABC Overall Performance: Meeting Needs

An alternative KPI LABC has been measuring since 2018 has been how well the organization is doing at meeting client needs. Currently, 60% give the organization top marks of excellent or very good on this metric with another 13% rating them as 'good'. This is broadly in line with 2018.

Indigenous clients' ratings tend to be strongly positive with 67% awarding top marks and another 8% giving a rating of 'good'.

As with the other three KPIs, by area of law, Immigration clients give above-average positive ratings to LABC, criminal client ratings are reflective of all clients, while family and CFCSA ratings are less positive.

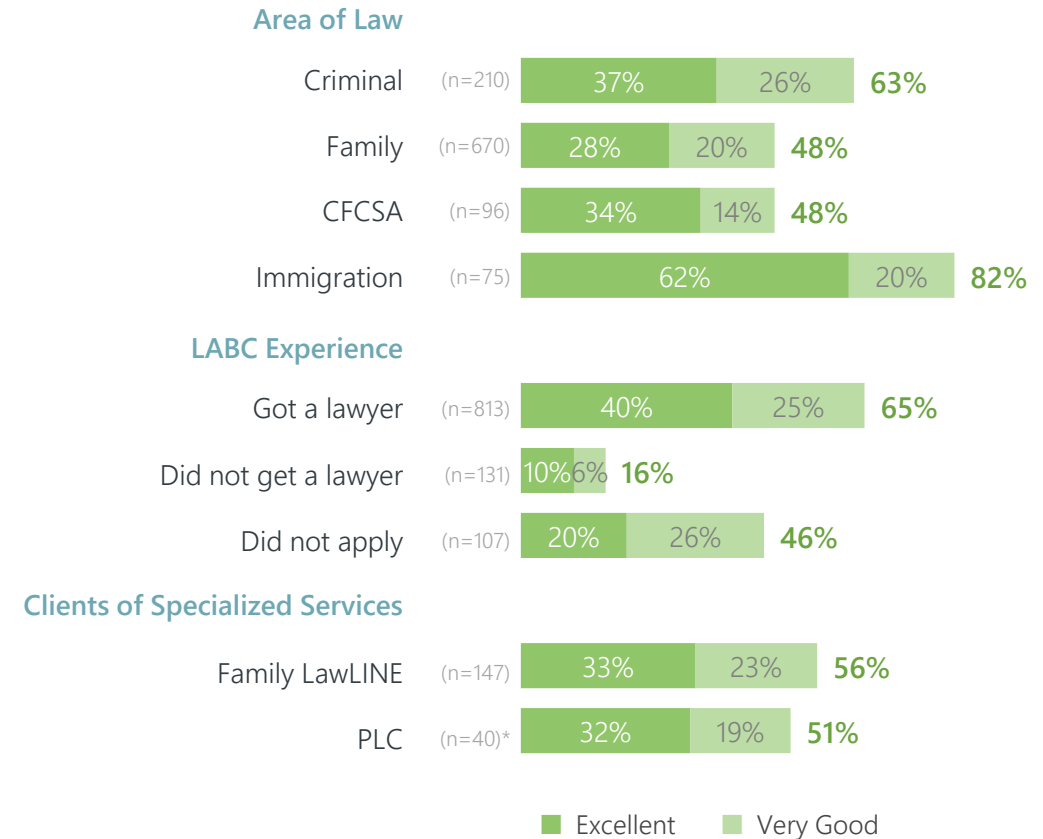
Clients who applied for and received a lawyer award above-average ratings when it comes to meeting their needs (65%), while those who did not apply for a lawyer and especially those who applied but did not qualify for a lawyer give below average ratings (46% and 16%, respectively).

Family LawLINE clients are broadly similar in their ratings to all clients, while PLC clients give slightly lower assessments.

## Meeting Needs Overall



## By Subgroup (2020)



\*Caution: small base size (n<50).  
Q4. Overall how would you rate Legal Aid at meeting your needs?

# Suggestions to Improve Legal Aid

When asked how LABC can better meet clients' legal needs more effectively, clients offer numerous suggestions. However, the top comment from clients is that 'everything was good' (23% mentioning).

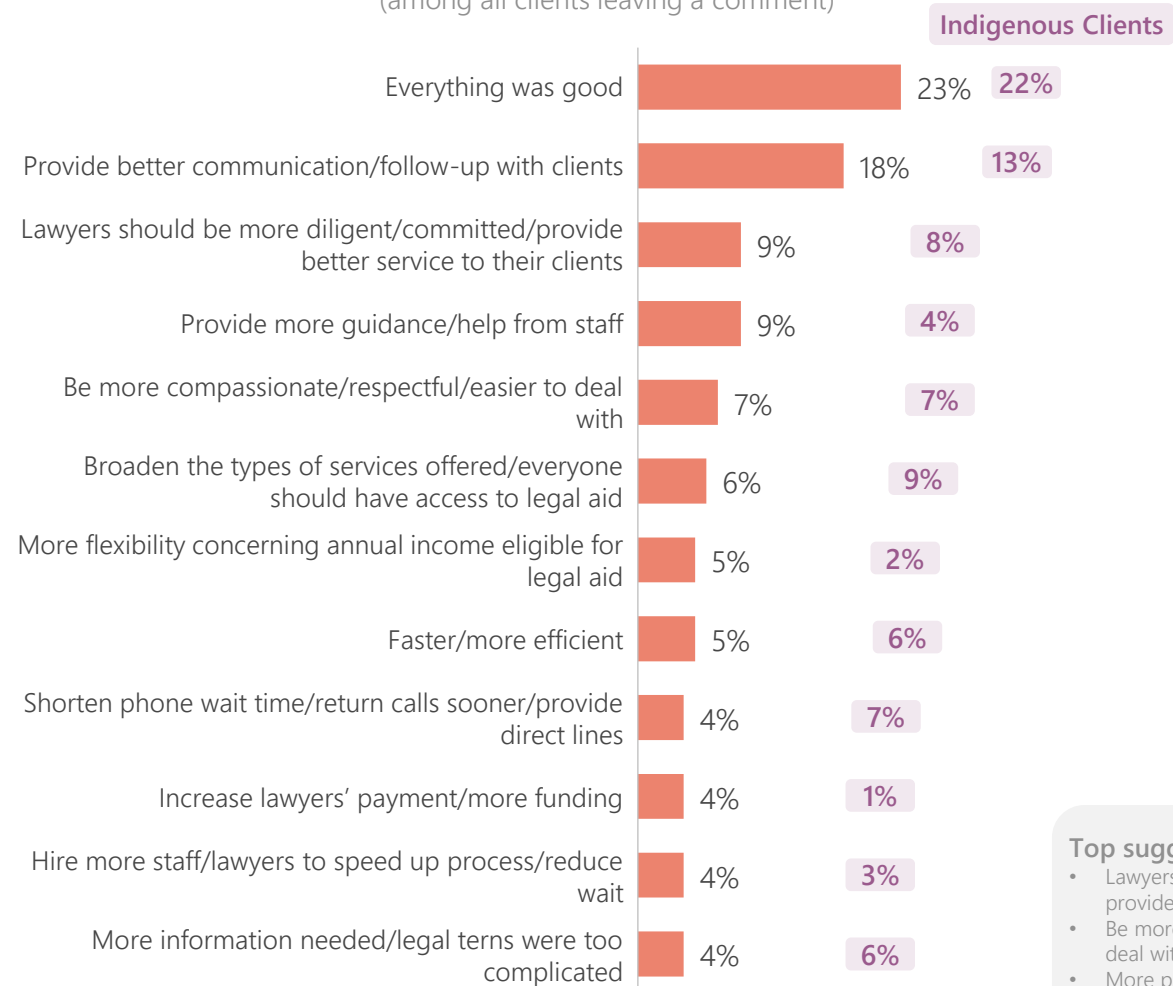
Topping the list of suggestions is having better communication and follow-up (18% mentioning). Younger clients (aged 18-34) are particularly likely to mention communication and follow-up.

Other suggestions provided (but each mentioned by 9% of clients or fewer) include lawyers providing more committed/diligent service, receiving more guidance/help from staff and staff being more compassionate/respectful/easier to deal with.

While Indigenous clients tend to make the same suggestions as the total, they are somewhat less likely to mention getting more help/guidance from staff, having more flexibility on eligibility and increasing lawyers' pay/funding.

## Top Suggestions to Improve Legal Aid Services

(among all clients leaving a comment)



### Top suggestions in 2018

- Lawyers should be more diligent / committed / provide better service to their clients
- Be more compassionate / respectful / easier to deal with / helpful
- More professional / knowledgeable / trained staff

Note: only major mentions are shown. Multiple mentions allowed.

Base (among those leaving a comment): All client (n=958); Indigenous clients (139)

Q5. What do you think are the top 3 things Legal Aid BC can do to meet your legal needs more effectively?.

# Suggestions to Improve Legal Aid



## *Better Communication / Follow-up with Clients*

*Better follow through; I often received no responses and had to call weekly to get an answer. I had to find a lawyer myself to take my case - my contact quit and my file didn't get passed onto another staff member.*

*Answer Emails. Provide better service. I understand with COVID and all. I am not used to sending 15 emails to get a response. I felt like nobody cared.*

*Communication was poor. I still have no idea what is going on and my legal case is not complete. I still do not have a divorce.*

*If they could follow-up with the lawyers that are provided to clients to make sure the client gets the services they required. A lot of time, the lawyers don't get in touch and do not update you on anything unless you call them. And also check with clients to find out how things are going with the lawyers that have been provided to them.*

## *More Guidance / Help from Staff*

*Do more to ensure clients can find the help they need, offering services to those reaching out... asking more questions. Getting on financial assistance was very awful and I was left hanging... people need to be supportive and offer their knowledge instead of leaving people to search and try to figure out the why and how of every detail when going through a crisis. I had a very bumpy start trying to access the help I needed.*

*Your organization did not help me at all. I went to your organization 3 times, but I was not helped, I was not even given any guidance, they just did not accept my case.*

*Some research into extra assistance for those with anxiety. Staying connected and seeing a case through even if it is to ask if it was resolved and providing additional resources where legal aid cannot help.*

## *Lawyers - More Diligent / Committed / Better Service*

*Find better Lawyers that will be 100% committed to their clients and respond in a reasonable time frame to their clients.  
[Indigenous Client]*

*Lawyers that actually care about the job and the people and not treat us like another name on the docket for the day.*

*The lawyer was T.E.R.R.I.B.L.E. She could not give less care to my case. Once I got an email at like 10:30 at night telling me I had court the next morning. She didn't pay attention to the details of my issue, did not inform me of legal process. Told me to forget getting any positive outcome because "we got the worst judge possible" assigned to hear us that day. It was a nightmare at a very scary and sensitive time.*

*Seems less interested and invested in my case than a hired lawyer. I have felt that I am very low priority with my lawyer over the course of this process unless it is a pressing emergency.*

## *More Compassionate / Respectful / Easier to deal with*

*As a first-time offender nothing was explained properly. Felt very unprofessional. Seemed like I was more a burden to her than anything.*

*To be friendly when applicants come forth and make the process easier. To provide a thorough review with options if services are not approved. To be creative and think outside the box to help applicants, not just a check box system. [Indigenous Client]*

*More trust and moral/psychological support, empathetic and professional staff.*

# Dealing with Legal Aid in General

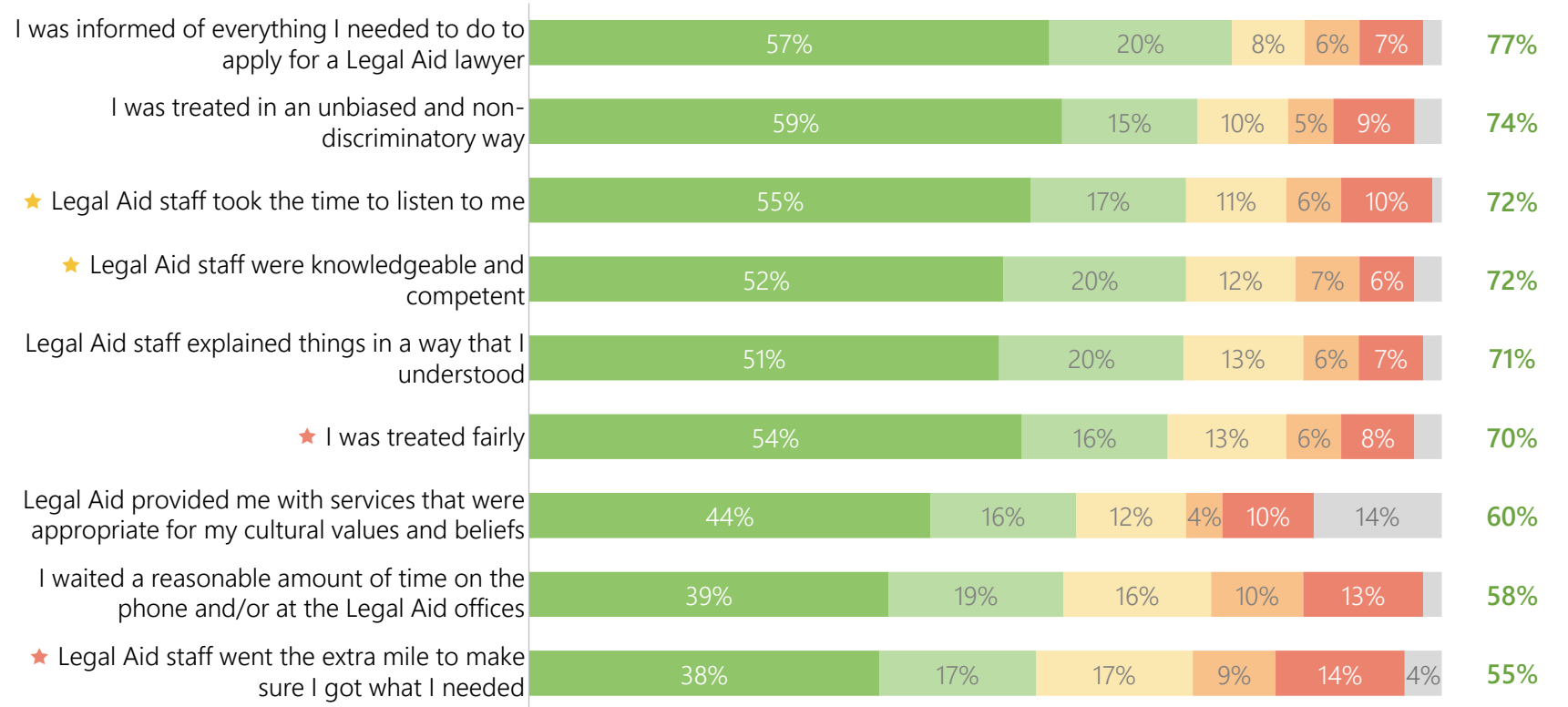
LABC clients' assessments of Legal Aid's performance on general service aspects is positive especially when it comes to clients being informed of everything they need to do to apply for a lawyer (77% agreeing) and being treated in an unbiased and non-discriminatory way (74% agreeing).

Service aspects that earn relatively less positive performance scores include Legal Aid staff going the extra mile (55% agreeing), wait times being reasonable (58% agreeing) and LABC providing services that are appropriate for clients' cultural values and beliefs (60% agreeing; however, 14% are unable to provide a rating on this aspect).

When it comes to which service aspects can most positively impact overall satisfaction with LABC, treating clients fairly and going the extra mile are the two to focus on. Staff taking the time to listen to clients and being knowledgeable are secondary 'drivers' of overall LABC satisfaction.

## Satisfaction with Legal Aid in General

(among all clients)



★ Top Priority  
 ★ Secondary Priority  
 ■ 5 – Strongly agree ■ 4 ■ 3 ■ 2 ■ 1 – Strongly disagree ■ Don't know % rating 4 or 5

Base (All Clients): 2020 (n=1051)

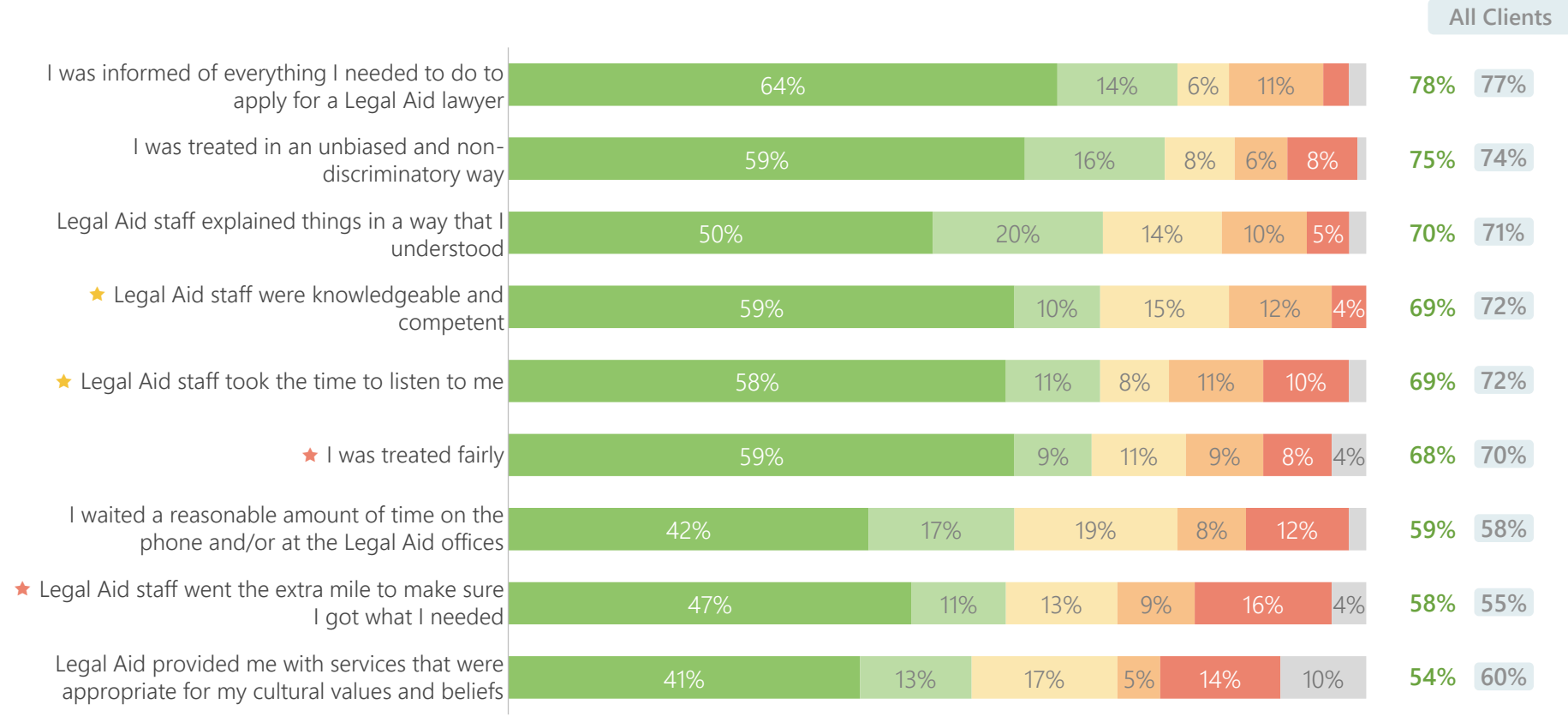
Q6. On a scale from 1 to 5, where 1 means you strongly disagree and 5 means you strongly agree, how would you rate your agreement with the following statements about Legal Aid in general?

# Dealing with Legal Aid in General: Indigenous Clients

Indigenous clients rate LABC's performance on general service aspects very similarly to the total. Further, on several aspects – informing clients of everything they need to do to apply for a lawyer, staff being knowledgeable and going the extra mile, Indigenous clients are significantly more likely than the total to award a rating of 5 out of 5.

The key drivers that most strongly impact overall satisfaction with the LABC experience among Indigenous clients are the same as for the total.

Satisfaction with Legal Aid in General  
(among Indigenous clients)



★ Top Priority    ★ Secondary Priority    ■ 5 – Strongly agree    ■ 4    ■ 3    ■ 2    ■ 1 – Strongly disagree    ■ Don't know    % rating 4 or 5

Base (Indigenous Clients): 2020 (n=157)  
Q6. On a scale from 1 to 5, 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?

# Dealing with Legal Aid in General: By Subgroup

When clients' performance evaluations of general service aspects are broken down by clients' type of law and their experience with LABC (i.e. if they applied for and were provided with a lawyer or not), a pattern appears which is evident across several areas of LABC service.

Specifically, by area of law, immigration clients tend to give above-average ratings to most areas, while family law clients tend to give below-average ratings to several service aspects.

Predictably, those who applied for and received a lawyer give much more positive assessments of LABC service than their counterparts who applied but did not qualify for a lawyer and those who never applied at all. The latter two groups tend to give below-average ratings to LABC performance.

Satisfaction with Legal Aid in General (% rating 4 or 5)

|  | Total 2020<br>(n=1051) | Area of Law         |                   |                 |                  | LABC Experience       |                               |                          | Clients of Spec. Serv.    |                |
|--|------------------------|---------------------|-------------------|-----------------|------------------|-----------------------|-------------------------------|--------------------------|---------------------------|----------------|
|  |                        | Criminal<br>(n=210) | Family<br>(n=670) | CFCSA<br>(n=96) | Immig.<br>(n=75) | Got Lawyer<br>(n=813) | Did Not Get Lawyer<br>(n=131) | Did Not Apply<br>(n=107) | Family LawLINE<br>(n=147) | PLC<br>(n=40)* |
| I was informed of everything I needed to do to apply for a Legal Aid lawyer                  | 77%                    | 79%                 | 70%               | 72%             | 88%              | 83%                   | 39%                           | 45%                      | 75%                       | 70%            |
| I was treated in an unbiased and non-discriminatory way                                      | 74%                    | 75%                 | 68%               | 65%             | 80%              | 77%                   | 37%                           | 63%                      | 76%                       | 63%            |
| Legal Aid staff were knowledgeable and competent   | 72%                    | 73%                 | 69%               | 69%             | 86%              | 77%                   | 36%                           | 58%                      | 75%                       | 68%            |
| Legal Aid staff took the time to listen to me  | 72%                    | 72%                 | 69%               | 66%             | 90%              | 77%                   | 41%                           | 47%                      | 73%                       | 62%            |
| Legal Aid staff explained things in a way that I understood                                  | 71%                    | 73%                 | 67%               | 65%             | 85%              | 76%                   | 40%                           | 61%                      | 75%                       | 69%            |
| I was treated fairly   | 70%                    | 72%                 | 64%               | 67%             | 85%              | 75%                   | 35%                           | 51%                      | 72%                       | 66%            |
| Legal Aid provided me with services that were appropriate for my cultural values and beliefs | 60%                    | 61%                 | 52%               | 60%             | 76%              | 66%                   | 16%                           | 40%                      | 65%                       | 69%            |
| I waited a reasonable amount of time on the phone and/or at the Legal Aid offices            | 58%                    | 56%                 | 59%               | 59%             | 67%              | 61%                   | 33%                           | 52%                      | 61%                       | 64%            |
| Legal Aid staff went the extra mile to make sure I got what I needed                         | 55%                    | 57%                 | 50%               | 52%             | 63%              | 60%                   | 21%                           | 35%                      | 59%                       | 57%            |

■ Significantly higher than total    ■ Significantly lower than total

\*Caution: small base size (n<50).

Q6. On a scale from 1 to 5, 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?

# Ways that Legal Aid Staff went the Extra Mile

Just over one-half (55%) of clients agree that LABC staff went the extra mile to ensure they got what they needed. Another 25% disagree this occurred, leaving 17% who are unsure or 'on the fence' (i.e. rating the service aspect as a 3 out of 5).

Among those who gave a positive assessment to this service aspect, they explained that the staff they dealt with had good communication skills and followed-up, was supportive/helpful and was friendly/compassionate. Some also mentioned that the staff member found them a lawyer and provided the necessary information and made sure they (the client) understood everything.

Indigenous clients who felt that LABC staff went the extra mile mention many of the same things as the total, but are more likely to say that staff were friendly/compassionate and provided information and then made sure they understood everything. Indigenous clients are also more likely to mention that staff listened to them and helped them get approved for Legal Aid.

**55%** of clients agree that Legal Aid staff went the extra mile to make sure they got what they needed

## Ways that Legal Aid Staff went the Extra Mile

(among clients agreeing that staff went the extra mile)



*Very kind. Took the time to understand me as a client and my needs, ensuring their work reflected that directly. Great at answering questions and not being judgmental.*  
-Indigenous Client

*[NAME] really took the time to hear my situation and pain and true concerns. She made me feel special.*

*Follow up emails and calls. And the woman I was speaking with was very personable - which is helpful while in a stressful situation.*

*She was wonderful in helping me through this process. She was caring, compassionate, discrete, and efficient. She listened to my story, tried to match me up with the lawyer she felt would be best suited to take my case. She made me feel at ease, comfortable, and gave me hope. I am extremely grateful to have met her during this process.*

*The lovely woman there could see that I was afraid of my husband at the time and jumped into action to connect me with a lawyer who could get me a restraining order.*  
-Indigenous Client

Note: only major mentions are shown. Multiple mentions allowed.  
Base (among those leaving a comment): All clients (n=508); Indigenous clients (80)  
Q6dComment. In what way(s) did Legal Aid staff go the extra mile?

# Providing Culturally Appropriate Services

A small group of clients (14%) disagree that Legal Aid provided services that were culturally appropriate for their background and beliefs.

Among this group of clients, Indigenous or First Nations top the list of cultures/beliefs that need to be better addressed.

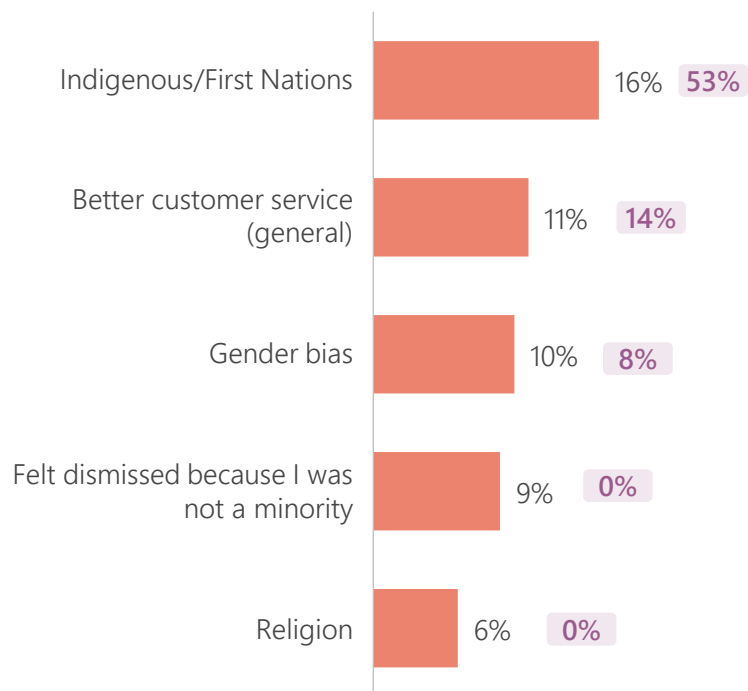
Suggested ways to better address client cultures/beliefs are to provide services in different languages or in different ways appropriate for that culture.

Among the 19% of Indigenous clients who disagree that LABC provided services that are culturally appropriate, the same suggestions were made, but by a larger proportion of clients.

**14%** of clients disagree that Legal Aid provided services that were appropriate for their cultural background and beliefs

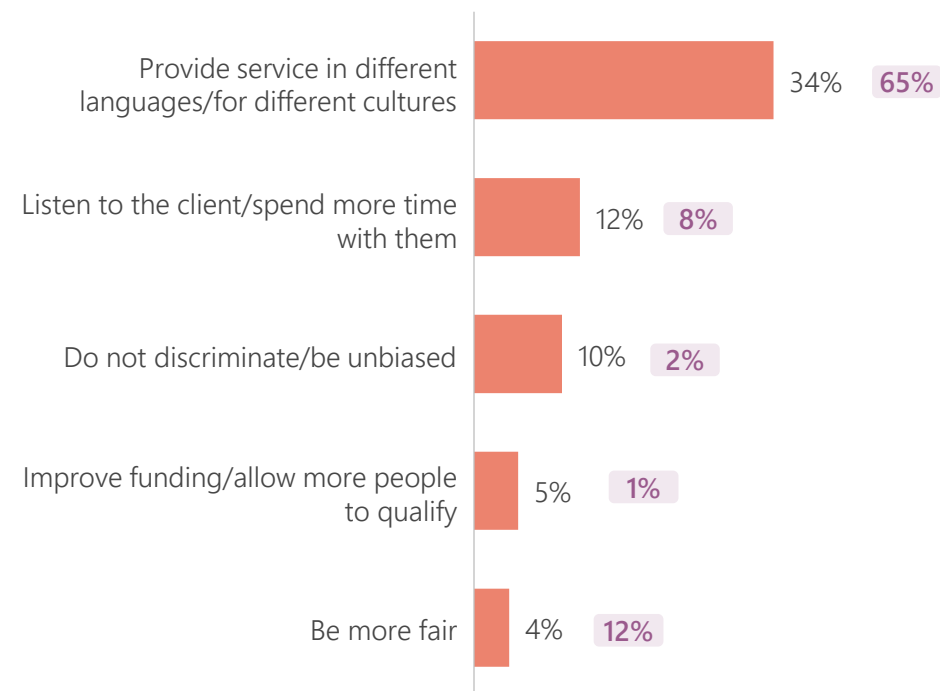
## Cultures/Beliefs Needing to be Better Addressed

(among clients disagreeing that there were appropriate services)



## Suggestions to Better Address Cultures/Beliefs

(among clients disagreeing that there were appropriate services)



### Indigenous Clients

\*Caution: small base size (n<50).

Base is among those leaving a comment: All clients (110-148); Indigenous clients (32-39)\*

Note: only major mentions are shown. Multiple mentions allowed.

Q39. Earlier you did not agree that Legal Aid provided you with services that were appropriate for your identity, and/or your cultural background and beliefs. Which culture(s) and/or belief(s) do you feel Legal Aid needs to better address?

Q39b. What suggestions, if any, do you have for Legal Aid to better address your identity and/or this culture and/or belief?



SUMMARY OF FINDINGS

# Applying for Legal Aid



# Applying for Legal Aid Lawyer

The large majority of LABC clients apply for a lawyer.

The clients groups who are less likely to apply for a lawyer are Family LawLINE clients (69% applied) and those over 55 years of age (88% applied).

Clients using LABC services for the first time are less likely to have applied for a lawyer compared to their counterparts who have used LABC services multiple times (92% and 97%, respectively).

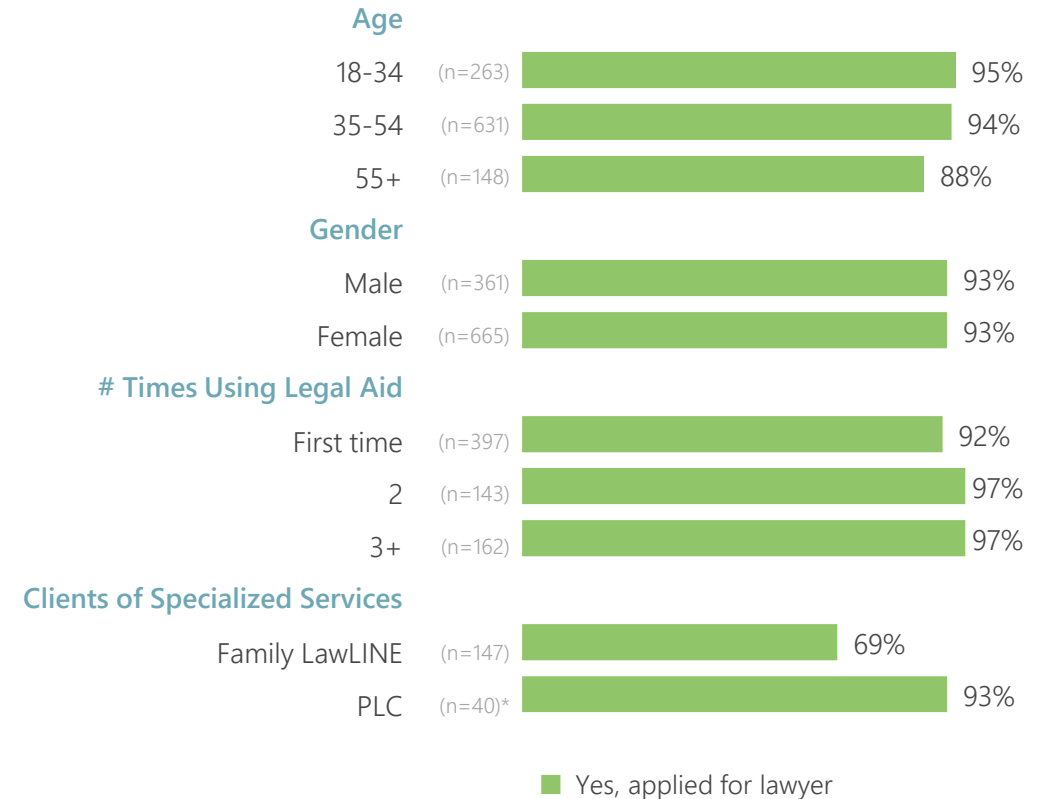
## Applied for Legal Aid Lawyer



\*Caution: small base size (n<50).

Q14. Did you apply for a Legal Aid lawyer?

## By Subgroup (2020)



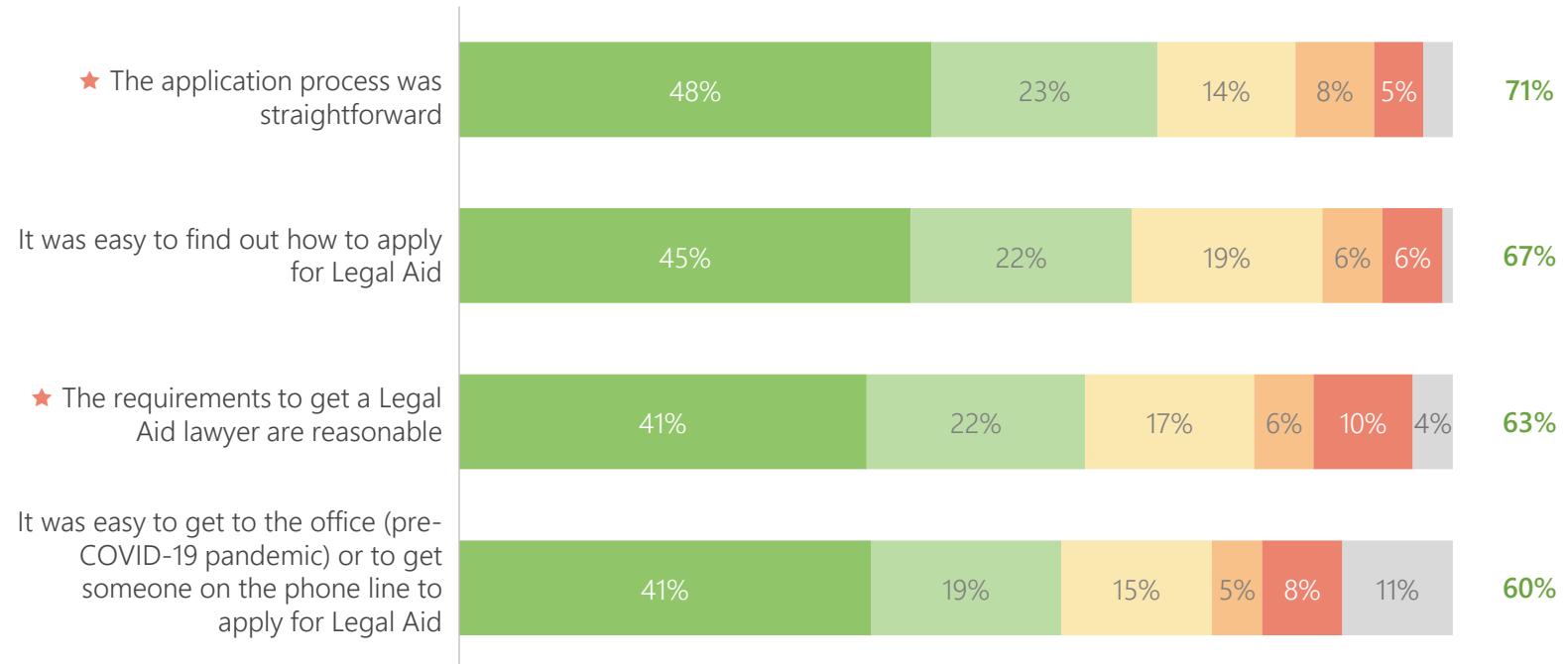
# Specific Aspects of the Application Process

Client assessments of the various aspects of the application process are generally positive, with agreement scores ranging from 71% for the application process being straightforward to 60% for it being easy to get to the office/get someone on the phone to apply for Legal Aid.

Key drivers of the application process that have the greatest potential to positively impact clients' overall satisfaction with Legal Aid service include the process being straightforward and the requirements to get a lawyer being reasonable.

## Legal Aid Application Process

(among clients who applied for a lawyer)



67% among those who received a lawyer  
19% among those who did not

★ Top Priority  
 ★ Secondary Priority  
 ■ 5 – Strongly agree ■ 4 ■ 3 ■ 2 ■ 1 – Strongly disagree ■ Don't know % rating 4 or 5

Base (among those who applied for a lawyer): 2020 (n=944)  
 Q16. On 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?

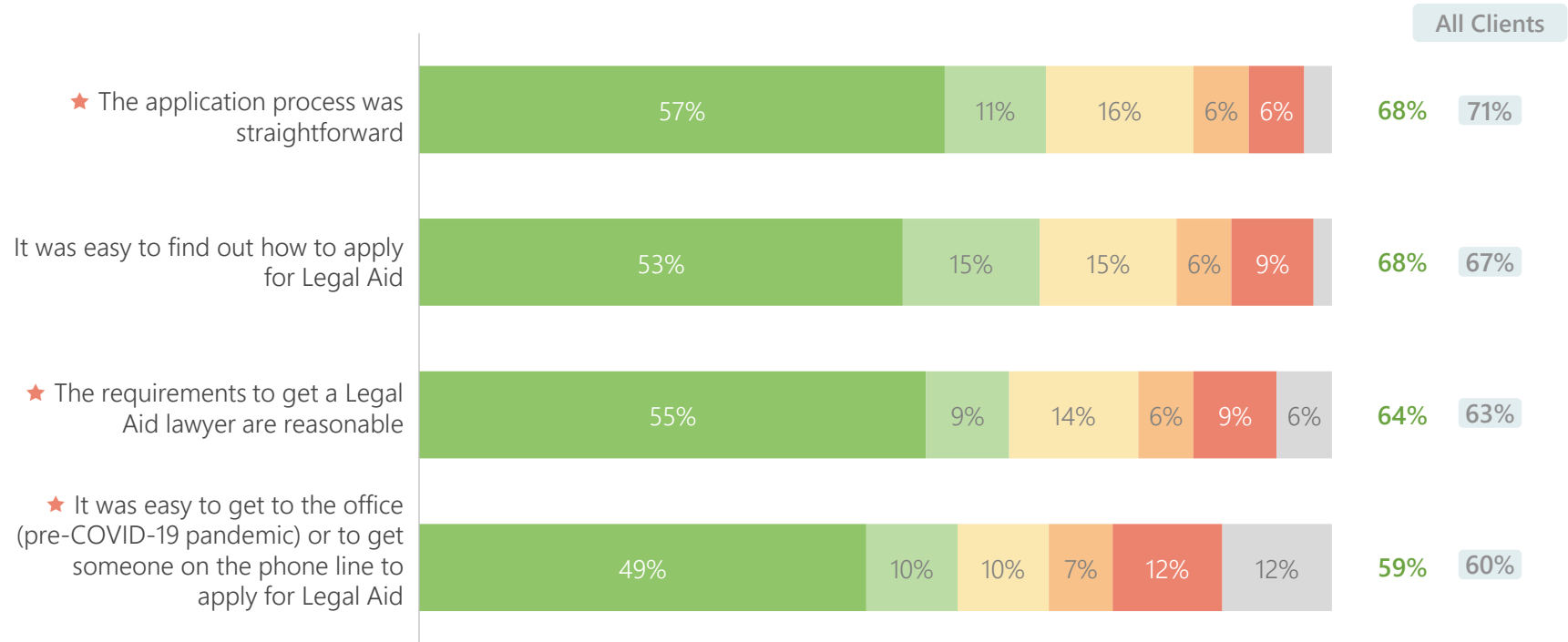
# Specific Aspects of the Application Process: Indigenous Clients

Overall, Indigenous clients tend to be very similar to the total in their assessments of the Legal Aid application process.

While Indigenous clients' overall agreement scores reflect the total, their ratings of 5 out of 5 are significantly higher. For example, 48% of all clients award LABC a 5 out of 5 agreement rating for the application process being straightforward. Among Indigenous clients, 57% give a 5 out of 5 rating.

When it comes to key drivers, along with the application process being straightforward and the requirements to get a lawyer being reasonable, among Indigenous clients, it being easy to get to the office or to get someone on the phone to apply also impacts overall satisfaction perceptions of the LABC experience.

**Legal Aid Application Process**  
(among Indigenous clients who applied for a lawyer)



★ Top Priority    ★ Secondary Priority    ■ 5 – Strongly agree    ■ 4    ■ 3    ■ 2    ■ 1 – Strongly disagree    ■ Don't know    % rating 4 or 5

Base (among those who applied for a lawyer): 2020 (n=145)  
Q16. On 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?

# Application Process on Specific Aspects: By Subgroup

While immigration clients give above-average positive ratings to the various aspects of the application process, family law clients tend to give slightly below-average ratings.

Clients who applied for but did not get a LABC lawyer tend to give the application process particularly low assessments. This group is understandably especially critical of the reasonableness of the requirements to get a Legal Aid lawyer.

Family LawLINE and PLC clients are, for the most part, very similar to all clients when it comes to their evaluations of the application process.

Legal Aid Application Process (% rating 4 or 5)

|   | Total 2020 | By Area of Law |         |        |        | By LABC Experience |                    | Clients of Spec. Serv. |         |
|---|------------|----------------|---------|--------|--------|--------------------|--------------------|------------------------|---------|
|   |            | Criminal       | Family  | CFCSA  | Immig. | Got Lawyer         | Did Not Get Lawyer | Family LawLINE         | PLC     |
| Base  | (n=944)    | (n=196)        | (n=583) | (n=92) | (n=73) | (n=813)            | (n=131)            | (n=101)                | (n=37)* |
| The application process was straightforward   | <b>71%</b> | 72%            | 62%     | 66%    | 91%    | 74%                | 31%                | 65%                    | 70%     |
| It was easy to find out how to apply for Legal Aid  | <b>67%</b> | 69%            | 57%     | 57%    | 88%    | 70%                | 31%                | 62%                    | 53%     |
| It was easy to get to the office (pre-COVID-19 pandemic) or to get someone on the phone line to apply for Legal Aid | <b>61%</b> | 61%            | 53%     | 52%    | 86%    | 64%                | 28%                | 68%                    | 57%     |
| The requirements to get a Legal Aid lawyer are reasonable   | <b>63%</b> | 65%            | 51%     | 55%    | 87%    | 67%                | 19%                | 61%                    | 66%     |

■ Significantly higher than total    ■ Significantly lower than total

\*Caution: small base size (n<50).

Base is among those who applied for a lawyer.

Q16. On 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?

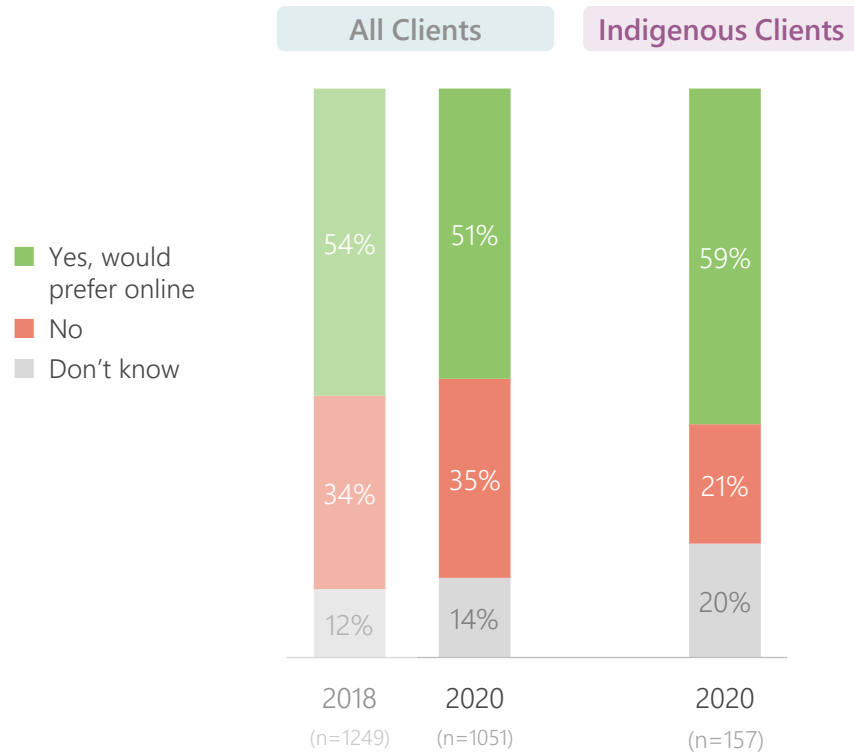
# Preference for Applying for Legal Aid Online

Consistent with two years ago, half of all LABC clients report having a preference for applying for Legal Aid online, rather than in-person or by phone.

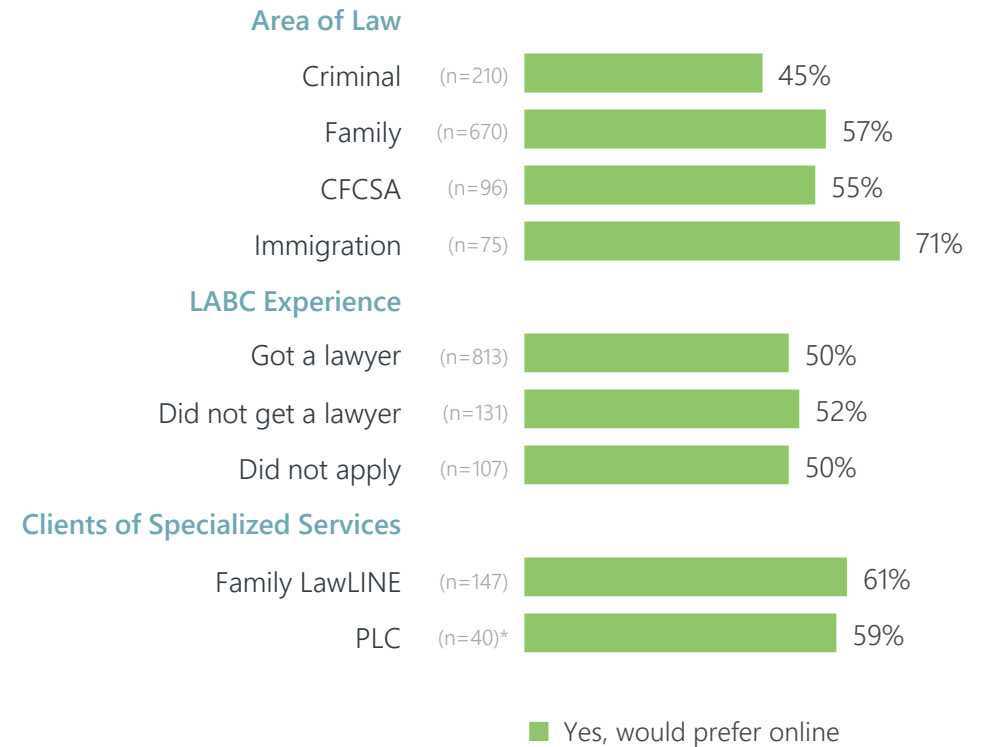
Indigenous clients express a greater preference for applying online (59%), as do Immigration clients (71%) and clients of specialized services (59% to 61%).

## Preference for Applying for Legal Aid Online rather than In-Person or by Phone

(among all clients)



## By Subgroup (2020)



\*Caution: small base size (n < 50).

Q15. Typically, people can apply for Legal Aid in Legal Aid offices, some courthouses, and over the phone. If available, would you prefer to apply for Legal Aid online?



SUMMARY OF FINDINGS

# Legal Aid Representation

# Provided with a Lawyer

Among the 93% of Legal Aid clients who report they applied for a lawyer, the large majority (91%) were provided with one. Among Indigenous clients who applied for a lawyer, 96% received one.

Clients of specialized services are the least likely to report being provided with a lawyer if they apply for one, with 69% of Family LawLINE and 74% of PLC clients saying they qualified.

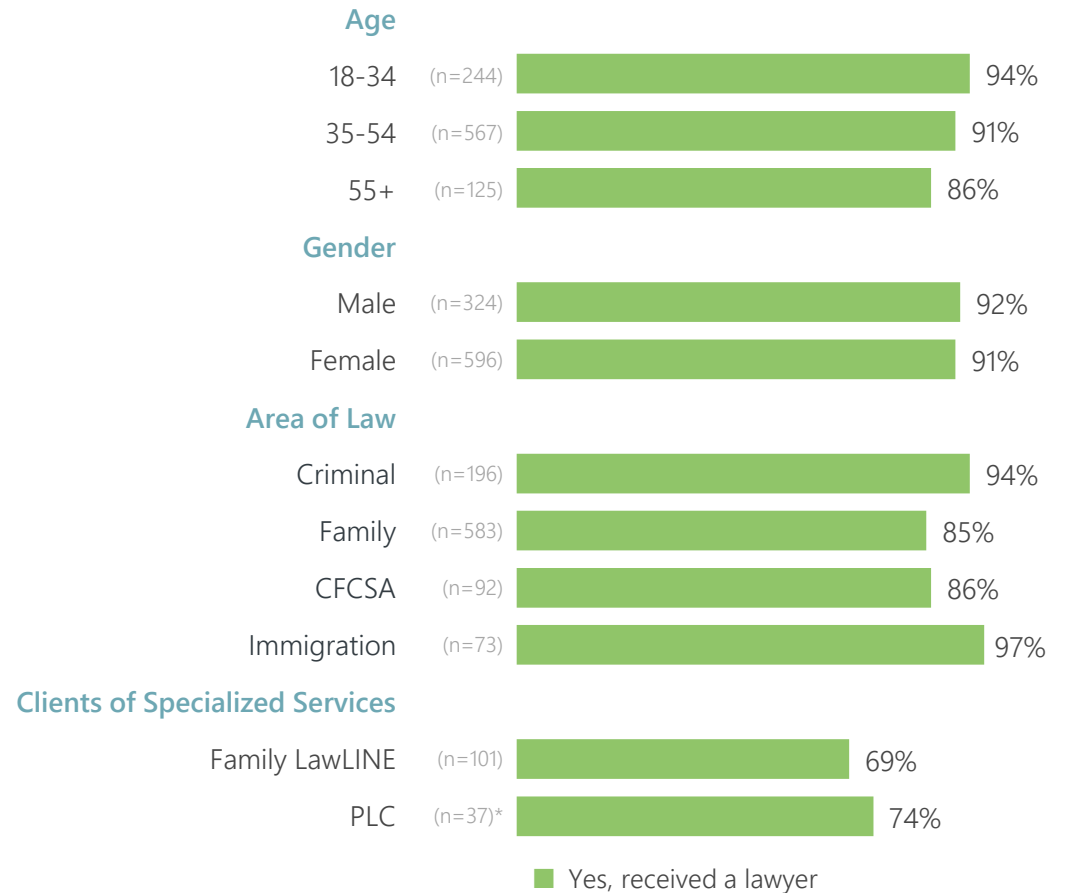
■ Yes, received a lawyer  
■ No, did not receive a lawyer

## Provided with a Legal Aid Lawyer

(among clients who applied for a lawyer)



## By Subgroup (2020)



\*Caution: small base size (n < 50).  
 Q17. Were you provided with a Legal Aid lawyer to represent you?



# Well Represented by Legal Aid Lawyer

Unchanged from two years ago, eight-in-ten legal aid clients who are provided with a lawyer feel they were well represented. Indigenous clients are consistent with the total on this matter.

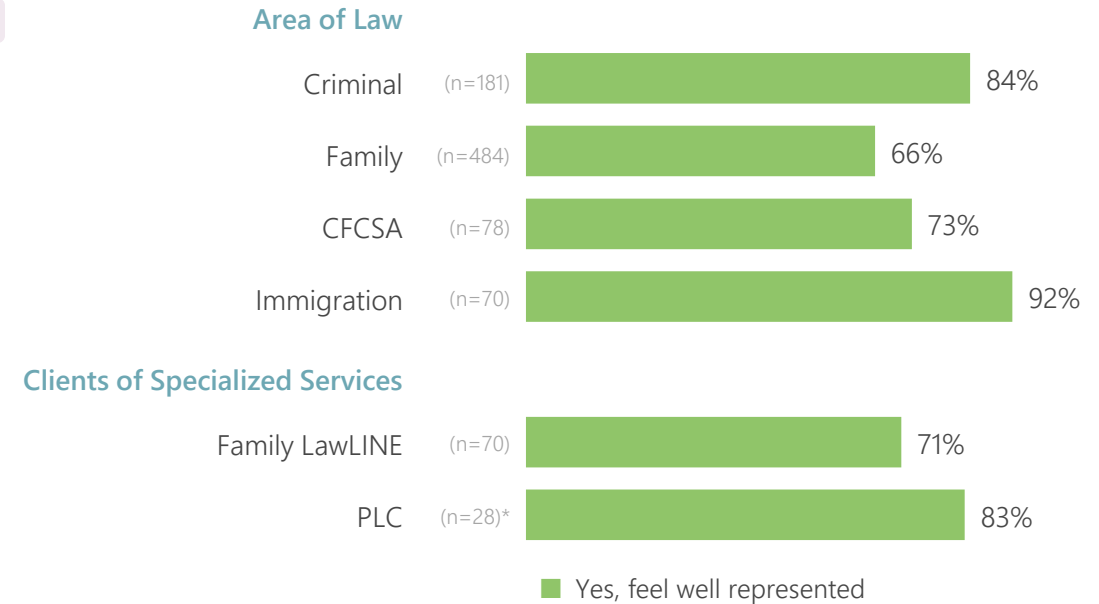
Criminal, and in particular, Immigration clients, are the most likely to report being well represented by their LABC-assigned lawyer.

## Feel Well Represented by Legal Aid Lawyer

(among clients provided with a lawyer)



## By Subgroup (2020)



\*Caution: small base size (n < 50).

Q18. Overall, do you feel you were well represented by your Legal Aid lawyer?

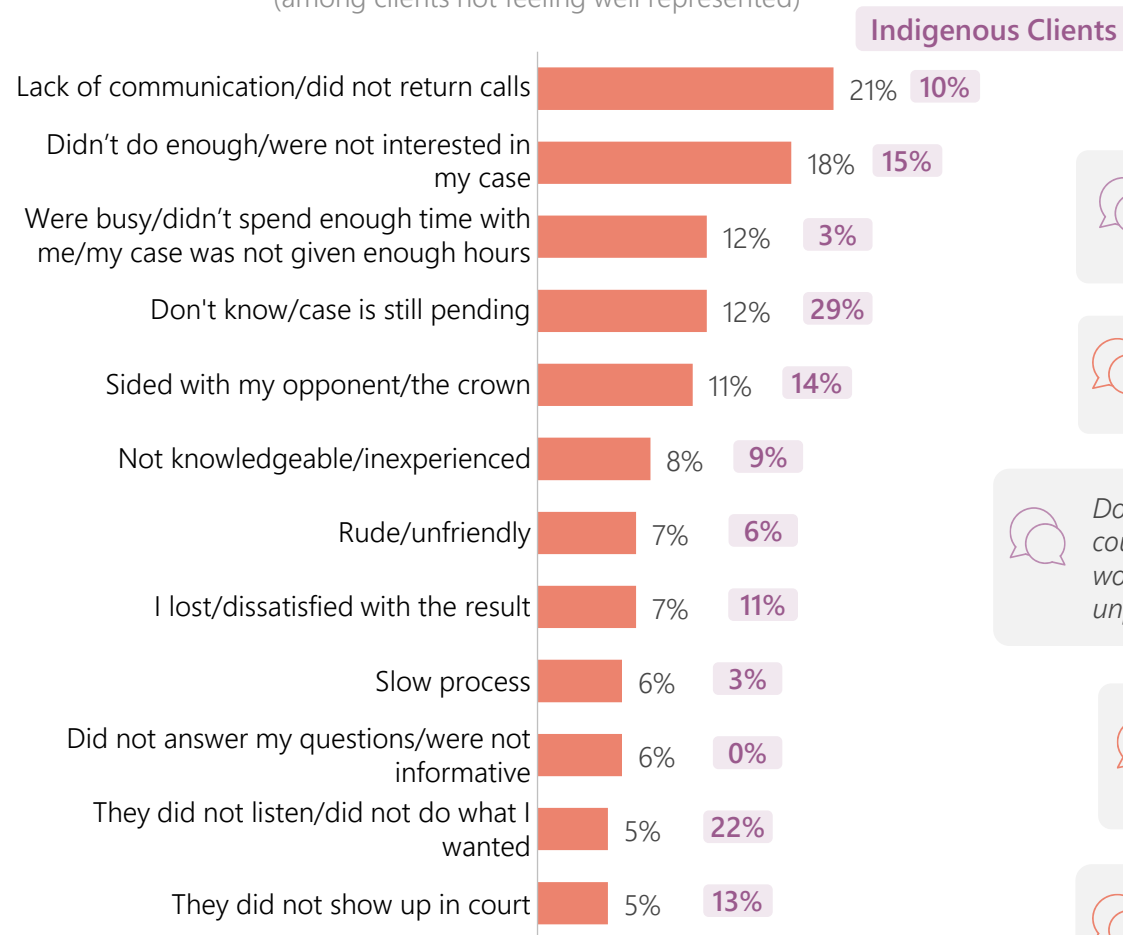
# Reasons for Not Feeling Well Represented

Clients who did not feel well represented by their LABC lawyer tend to point to poor communication or lack of interest in their case. Not spending enough time with clients and feeling the lawyer 'sided with the other side' are each mentioned by just over one-in-ten who didn't feel well represented.

The small group of Indigenous clients who did not feel well represented by their lawyer mention the same concerns as the total; however, more said their case is still pending so they can not elaborate on why they don't feel well represented. A higher proportion also felt their lawyer did not listen or do what they wanted or mention that their lawyer did not show up in court.

## Reasons for Not Feeling Well Represented

(among clients not feeling well represented)



*With three weeks until my trial we still haven't had a meeting to plan my defense.*

*It was hard getting ahold of my legal aid lawyer felt as though she was more available for her paid clients.*  
- Indigenous Client

*They way he talked to me. He talked to me as if I should know and understand lawyer talk.*

*Doesn't return phone/text messages. Failed to give me notice of court dates. Let his own biases and opinions be reflected in his work. Made personal remarks and comments that were unprofessional and discriminatory.* -Indigenous client

*The one legal aid lawyer I had, did nothing for me, no applications, no actions at all were taken by her and she literally wasted one whole year of my time.*

*The lawyer was so overworked they were not able to take on the entire case load and attempted to take legal actions that were not in my best interests and instead the actions that were the fastest to better manage their case load.*

\*Caution: small base size.  
Base is among those leaving a comment: All clients (n=215); Indigenous clients (n=32)\*  
Note: only major mentions are shown. Multiple mentions allowed.  
Q19. Why do you say that?

# Legal Aid Lawyer Performance

Legal Aid lawyers generally earn positive assessments from clients. Their strengths are treating clients fairly (72% agreeing), explaining things in a way that clients understand (70% agreeing) and taking the time to listen (68% agreeing).

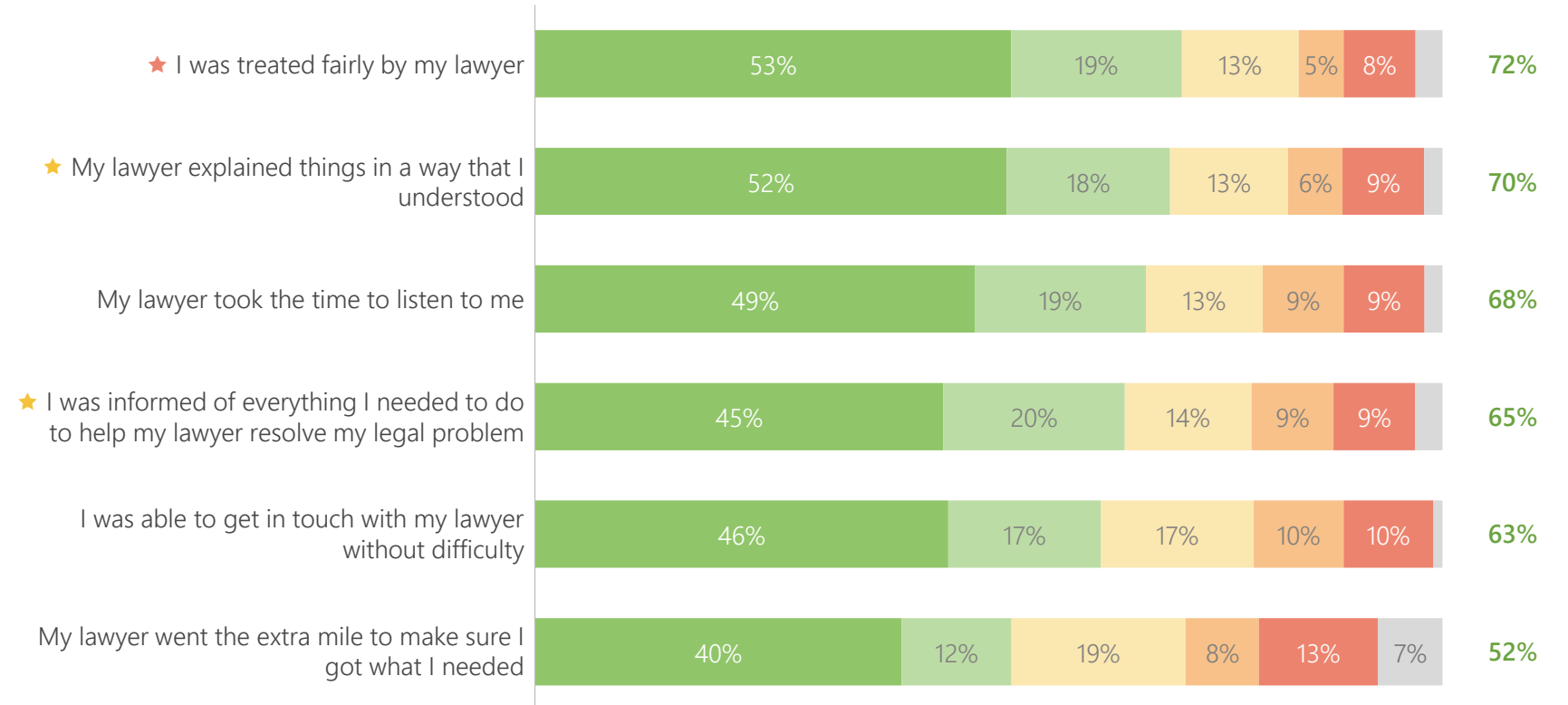
Relative to the other service aspects, lawyers going the extra mile to make sure clients get what they need earns lower ratings (52% agreeing).

The top driver of overall satisfaction with LABC is the aspect that clients rate most positively – being treated fairly by their lawyer.

Explaining things in a way that clients understand and informing clients of what they need to do help their lawyer resolve their legal problem are secondary drivers of overall LABC satisfaction.

## Legal Aid Lawyer Performance

(among clients receiving a Legal Aid lawyer)



★ Top Priority  
 ★ Secondary Priority

■ 5 - Strongly agree ■ 4 ■ 3 ■ 2 ■ 1 - Strongly disagree ■ Don't know % rating 4 or 5

Base (among those who received a lawyer): 2020 (n=813)

Q20. Next, on a five-point scale, where 1 means you strongly disagree and 5 means you strongly agree, how would you rate your agreement with the following statements?

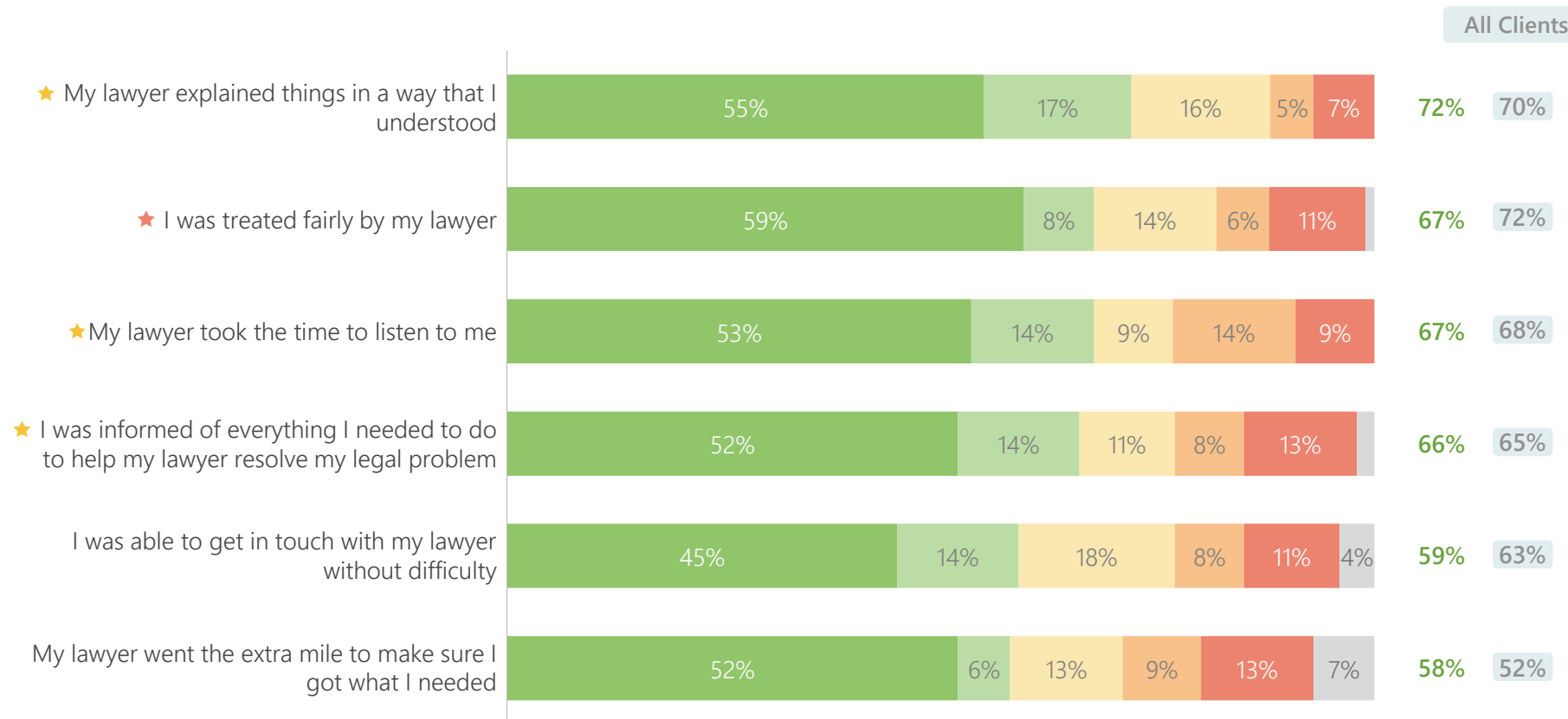
# Legal Aid Lawyer Performance Indigenous Clients

Indigenous clients' ratings of their Legal Aid lawyer's performance is highly similar to that of the total.

One exception is that Indigenous clients are much more likely to give their lawyer a 5 out of 5 rating on going the extra mile (52% versus 40% among the total).

Along with key drivers noted on the previous slide, among Indigenous clients, Legal Aid lawyers taking the time to listen also impacts perceptions of the overall Legal Aid experience.

**Legal Aid Lawyer Performance**  
(among Indigenous clients receiving a Legal Aid lawyer)



★ Top Priority      ★ Secondary Priority      ■ 5 – Strongly agree    ■ 4    ■ 3    ■ 2    ■ 1 – Strongly disagree    ■ Don't know    % rating 4 or 5

Base (among those who received a lawyer): 2020 (n=135)  
Q20. Next, on a five-point scale, where 1 means you strongly disagree and 5 means you strongly agree, how would you rate your agreement with the following statements?

# Legal Aid Lawyer Performance: By Subgroup

Among LABC clients who qualified for a lawyer, family law clients tend to give slightly lower evaluations to their lawyer's performance than all clients. The two areas where family law clients are not more critical are being informed about everything they needed to do to help their lawyer resolve their legal problem and getting in touch with their lawyer without difficulty.

Conversely, the one area where CFCSA clients score their lawyer below-average is on being able to get hold of their lawyer without difficulty.

Immigration clients generally assess their lawyer's performance more positively than all LABC clients.

Legal Aid Lawyer Performance (% rating 4 or 5)

|  | Total 2020<br>(n=813) | By Area of Law      |                   |                 |                  | Clients of Spec. Serv.   |                |
|--|-----------------------|---------------------|-------------------|-----------------|------------------|--------------------------|----------------|
|  |                       | Criminal<br>(n=181) | Family<br>(n=484) | CFCSA<br>(n=78) | Immig.<br>(n=70) | Family LawLINE<br>(n=70) | PLC<br>(n=28)* |
| I was treated fairly by my lawyer  | 72%                   | 73%                 | 64%               | 66%             | 84%              | 68%                      | 81%            |
| My lawyer explained things in a way that I understood                                  | 70%                   | 71%                 | 64%               | 63%             | 83%              | 67%                      | 80%            |
| My lawyer took the time to listen to me  | 67%                   | 69%                 | 62%               | 57%             | 81%              | 66%                      | 72%            |
| I was informed of everything I needed to do to help my lawyer resolve my legal problem | 66%                   | 65%                 | 61%               | 62%             | 89%              | 60%                      | 77%            |
| I was able to get in touch with my lawyer without difficulty                           | 62%                   | 63%                 | 60%               | 51%             | 80%              | 64%                      | 64%            |
| My lawyer went the extra mile to make sure I got what I needed                         | 52%                   | 53%                 | 47%               | 49%             | 61%              | 44%                      | 65%            |

■ Significantly higher than total   ■ Significantly lower than total

\*Caution: small base size (n<50).

Base is among those who received a lawyer.

Q20. Next, on a five-point scale, where 1 means you strongly disagree and 5 means you strongly agree, how would you rate your agreement with the following statements?

# Ways that Legal Aid Lawyer went the Extra Mile

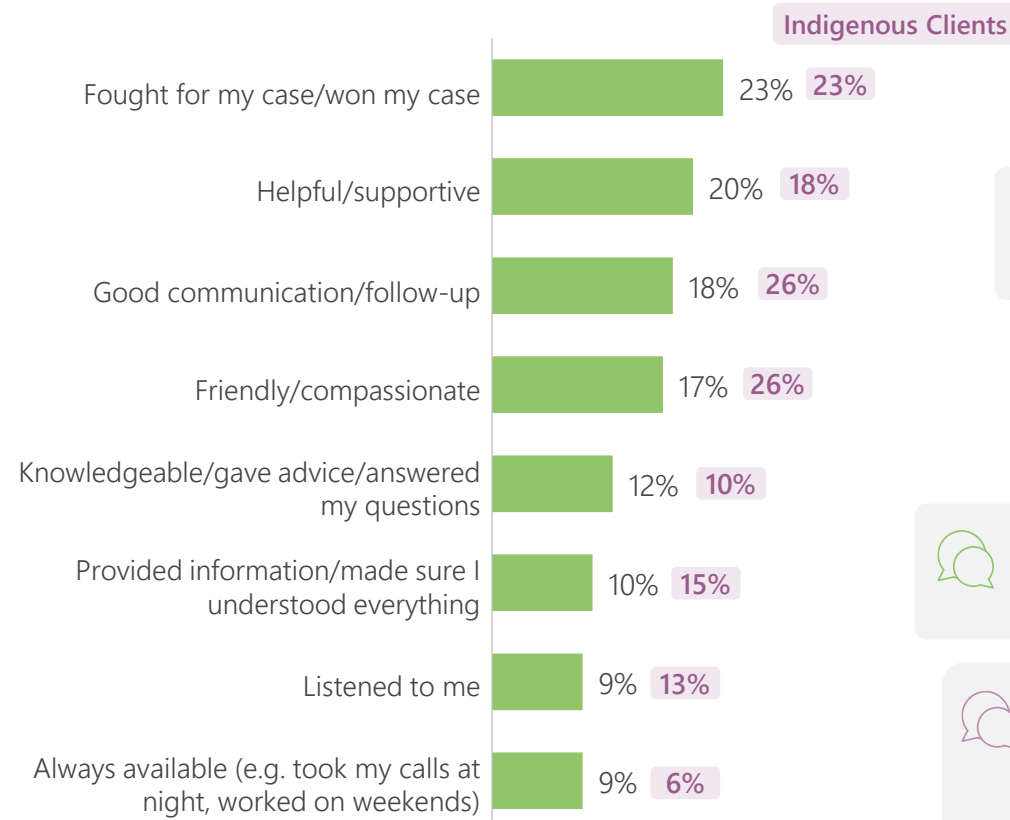
**52%** of clients agree that their Legal Aid Lawyer went the extra mile to make sure they got what they needed

Clients who feel their LABC lawyer went the extra mile explain that their lawyer fought for/won their case (23% mentioning) and was helpful and supportive (20% mentioning). Good communication and follow-up and being friendly and compassionate are also factors that make clients feel their lawyer went 'above and beyond'.

Indigenous clients who think their lawyer went the extra mile give the same reasons as the total, but are more apt to mention good communication/follow-up and their lawyer being friendly/compassionate.

## Ways that Legal Aid Lawyer went the Extra Mile

(among clients agreeing that their lawyer went the extra mile)



*Called in the evenings with updates and is available 24 hours a day.*

*Made time no matter what to make sure my case was being dealt with. Very kind and determined to help me and my family. – Indigenous Client*

*Always following up and making sure the information was correct before sending it off. Explaining things to me so I could understand them, and advising me of ALL of my options not just the best suited!*

*Was available informative. Listened to me. Called to remind me when I needed to get things done. Was informative. Walked me through the different processes. – Indigenous client*

*Anticipated my needs before I even asked. Occasionally, also reminded me to relax and get away from the process for awhile. She has always been able to navigate the best interests of my sons, regardless.*

*I don't even know where to start... He's been very patient, knowledgeable, professional. His background and the path he took to be a genuinely positive impact on the community is very inspiring. He's been a calming presence, and I trust him completely. I wish I had the money to pay him. There are so many things I want to ask him, but I know it's selfish of me to take up more of his time than necessary. – Indigenous client*

Base (among those leaving a comment): All clients (n=366); Indigenous clients (n=66) Q20c. In what way(s) did your lawyer go the extra mile?

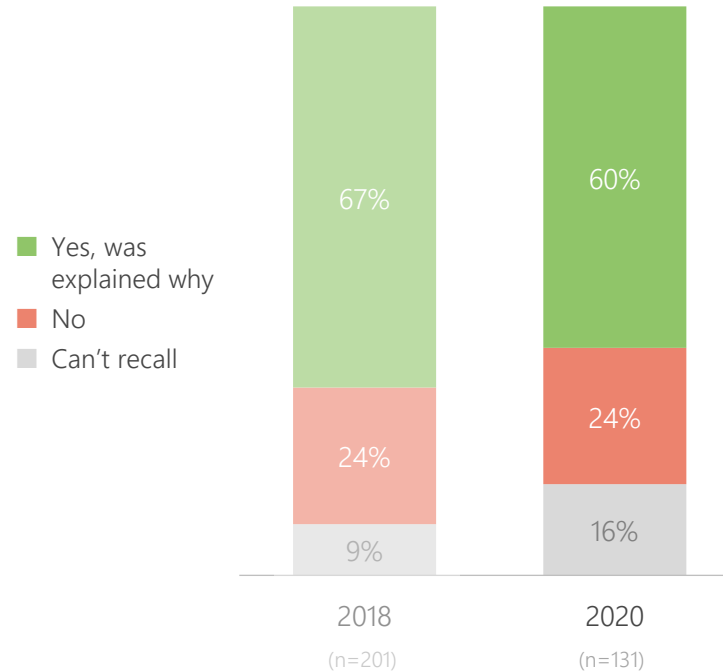
# Did Not Qualify for Legal Aid Lawyer – Explained Why & Offered Suggestions

Generally similar to 2018, six-in-ten LABC clients who did not qualify for a lawyer report that they were provided with an explanation as to why they did not. Another 24% report they did not receive an explanation while 16% cannot remember.

Also consistent with 2018, a minority of clients (22%) who did not qualify for a lawyer report that LABC staff suggested other services or agencies that might be able to help them with their legal issue.

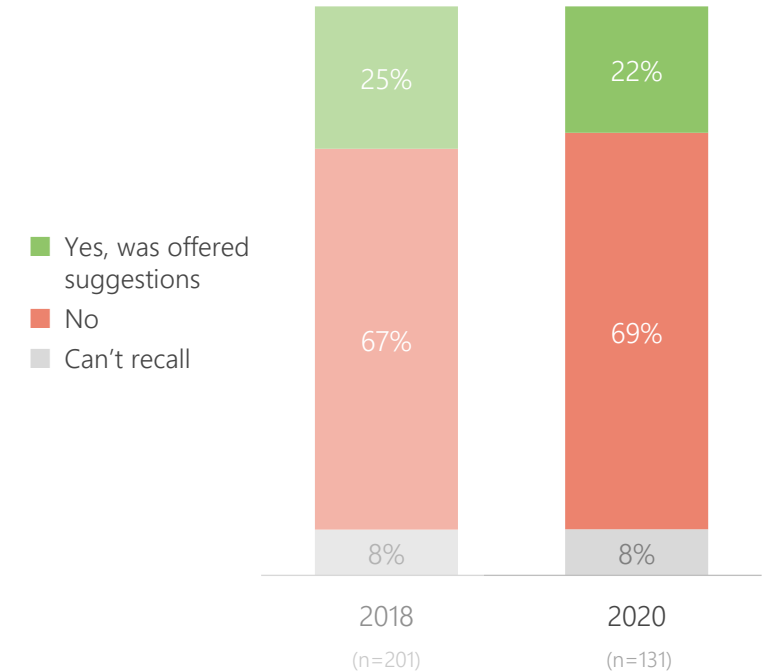
## Explained Reason for Not Qualifying for Legal Aid Lawyer

(among clients who did not qualify)



## Offered Suggestions for Other Services/Agencies to Help with Legal Issue

(among clients who did not qualify)



**Note: Indigenous clients results not shown due to small base size (n=10)**

Q21. Were you told why you did not qualify for a Legal Aid lawyer?

Q22. Did Legal Aid staff suggest other services or agencies that might be able to help you with your legal issue?



SUMMARY OF FINDINGS

# Duty Counsel



# Use of Duty Counsel Services

LABC was not able to provide lists of Duty Counsel clients for the 2020 survey due to COVID-19. However, clients were given a description of Duty Counsel services and were asked whether they have used them. Note that while in-person Duty Counsel services were not available to LABC clients from mid-March due to COVID-19, services were provided remotely and over the phone.

After an explanation of Duty Counsel services (see footer), 43% of LABC clients report using these services. Reported usage of Duty Counsel services is very similar among Indigenous clients.

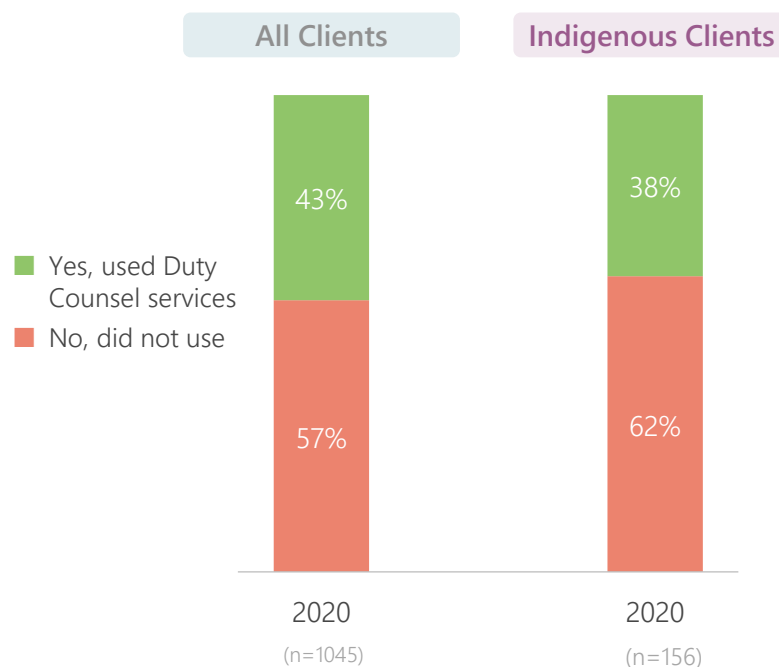
By area of law, reported use of Duty Counsel ranges from a high of 46% among family law clients to a low of 23% among immigration clients.

Clients who, relative to their counterparts, are more likely to report using Duty Counsel include those 55 and older (50%), repeat LABC clients who have used Legal Aid at least 3 times (57%) and those who did not apply for a lawyer (55%).

Conversely, Family LawLINE and PLC clients are less likely than all clients to report using Duty Counsel services.

## Used Duty Counsel Services

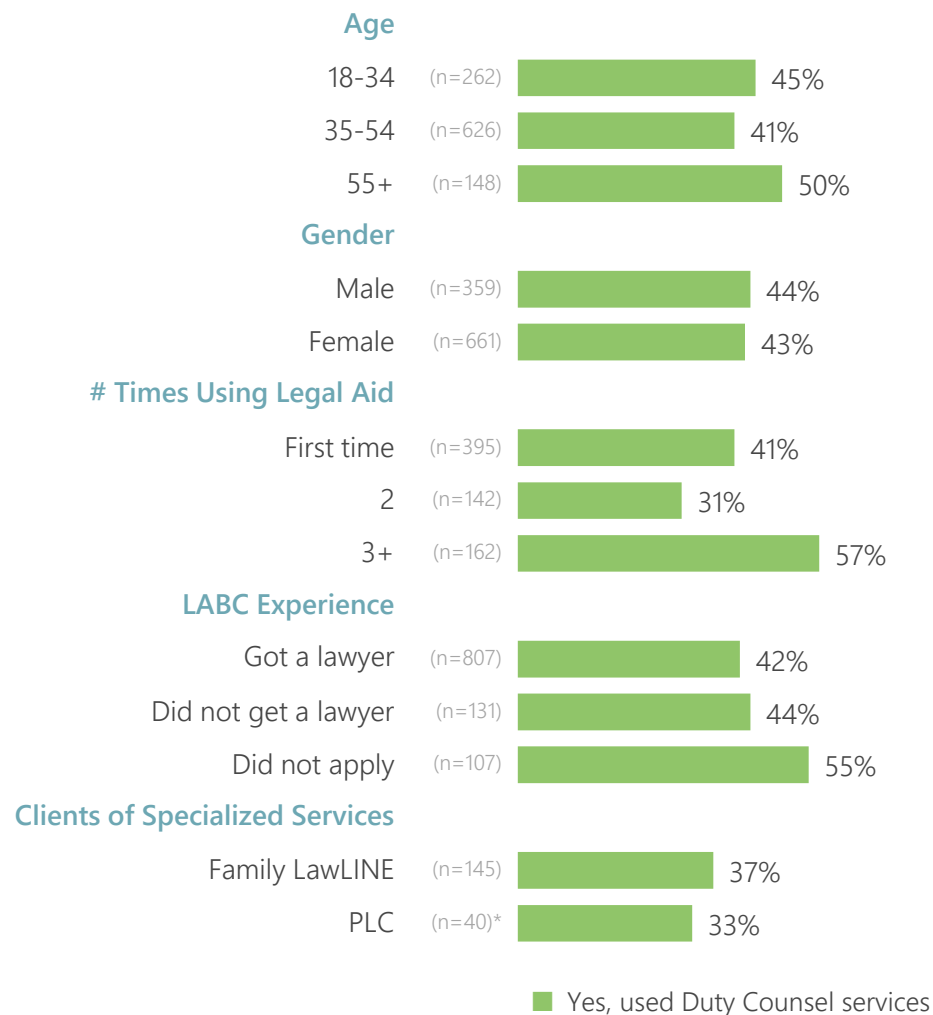
(among all clients)



### % Using Duty Counsel by Area of Law

| Criminal | Family  | CFCSA  | Immig. |
|----------|---------|--------|--------|
| (n=209)  | (n=666) | (n=95) | (n=75) |
| 45%      | 46%     | 38%    | 23%    |

## By Subgroup (2020)



23. Did you use any Duty Counsel services? (Duty Counsel are lawyers paid by Legal Aid who work at the courthouses and help people with family, immigration, and criminal law legal issues by providing free advice, information about court procedures and legal rights and helping fill out forms.)

# Duty Counsel Experience

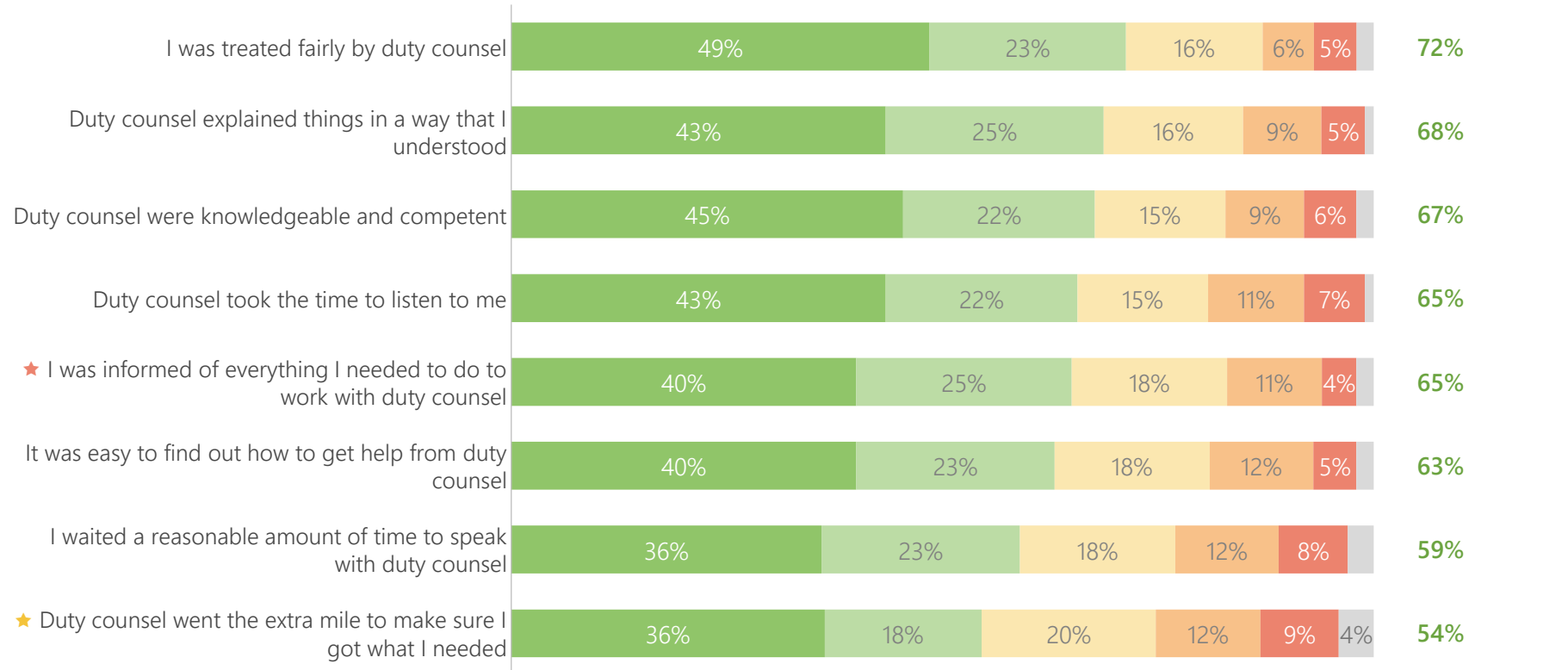
Clients who used Duty Counsel services generally give moderately positive feedback on the various service aspects.

What stands out most about the Duty Counsel experience is that clients feel they are treated fairly (72% agreeing). Conversely, service aspects that are evaluated relatively less positively include Duty Counsel going the extra mile to ensure clients get what they need (54% agreeing) and the wait time to speak to Duty Counsel being reasonable (59% agreeing).

Two service aspects most strongly impact overall satisfaction with clients' LABC experience – clients being informed of everything they need to do to work with Duty Counsel and Duty Counsel going the extra mile. While performance on informing clients is moderately positive, again, 'going the extra mile' is an area that could merit some additional focus.

## Duty Counsel Experience

(among clients who used Duty Counsel services)



★ Top Priority  
 ★ Secondary Priority  
 ■ 5 – Strongly agree ■ 4 ■ 3 ■ 2 ■ 1 – Strongly disagree ■ Don't know % rating 4 or 5

Base (among those who used Duty Counsel): 2020 (n=450)

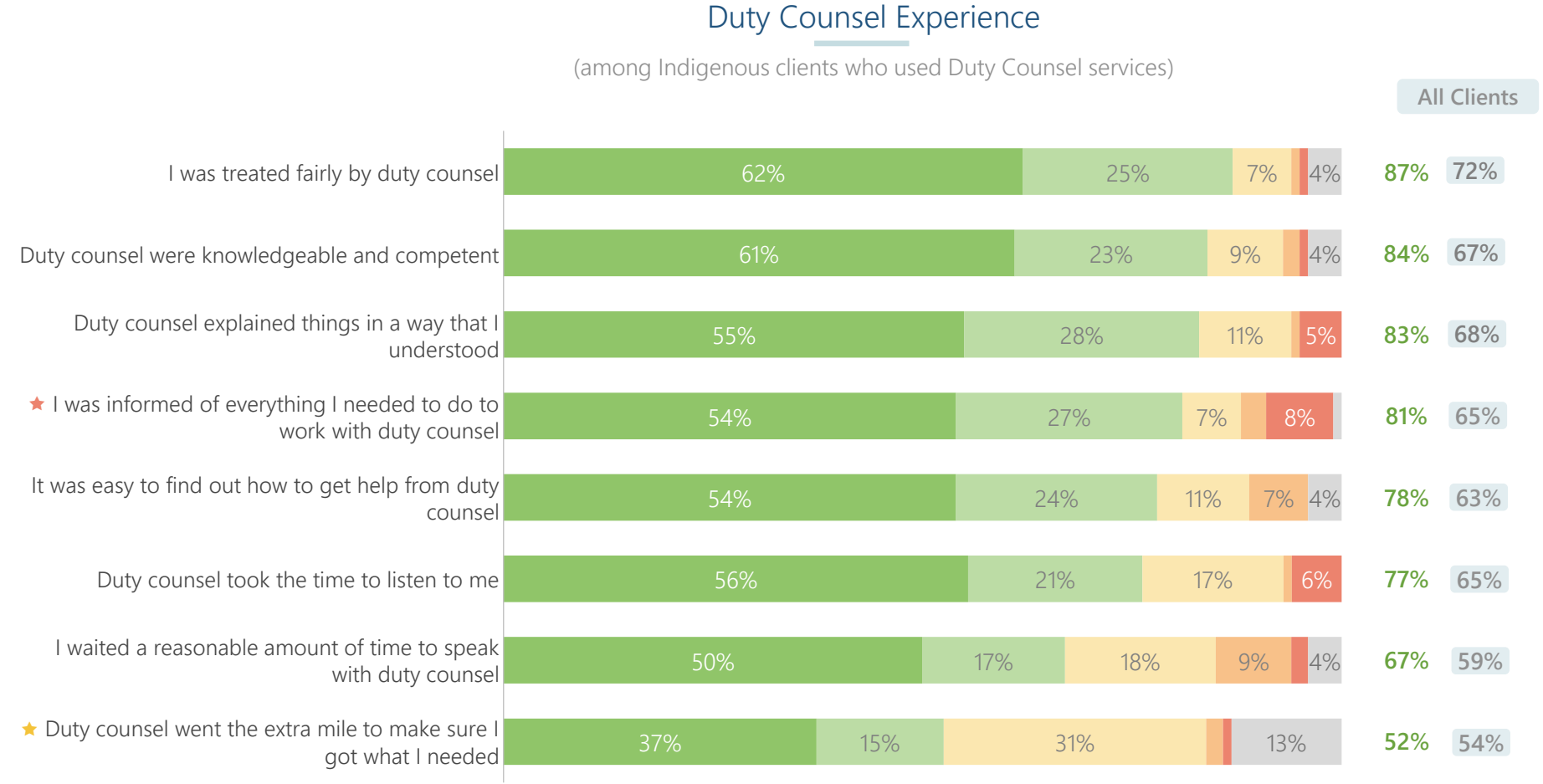
Note: Duty Counsel was assessed by all clients who, after an explanation of this service in the survey, confirmed they had previously used it. Therefore, assessments of Duty Counsel include clients from both the CIS and the Specialized Services lists.

Q24. 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 duty counsel?

# Duty Counsel Experience: Indigenous Clients

Among the 38% of Indigenous clients who report using Duty Counsel services, the assessments of their Duty Counsel experience are more positive when compared to the total.

Similar to the total, Indigenous clients give their lowest evaluations to Duty Counsel going the extra mile to make sure they get what they need.



★ Top Priority  
 ★ Secondary Priority  
 ■ 5 – Strongly agree ■ 4 ■ 3 ■ 2 ■ 1 – Strongly disagree ■ Don't know % rating 4 or 5

Base (among those who used Duty Counsel): 2020 (n=64)  
 Note: Duty Counsel was assessed by all clients who, after an explanation of this service in the survey, confirmed they had previously used it. Therefore, assessments of Duty Counsel include clients from both the CIS and the Specialized Services lists.  
 Q24. 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 duty counsel?

# Duty Counsel Experience: By Subgroup

Duty Counsel experience is broadly similar across the various areas of law. While there are some differences in experiences with CFCSA clients (they give some below-average ratings) and immigration clients (they give some above-average ratings) these groups are very small and results should be considered directional only.

As with other areas of Legal Aid service, those who applied and did not get a lawyer tend to view Duty Counsel services with a more negative lens than their counterparts who received a lawyer. Those who did not apply for a Legal Aid lawyer give lower ratings on Duty Counsel taking the time to listen, wait times and Duty Counsel going the extra mile.

Duty Counsel Experience (% rating 4 or 5)

|   | Total 2020<br>(n=450) | By Area of Law     |                   |                  |                   | LABC Experience       |                              |                         | Clients of Spec. Serv.** |
|---|-----------------------|--------------------|-------------------|------------------|-------------------|-----------------------|------------------------------|-------------------------|--------------------------|
|   |                       | Criminal<br>(n=95) | Family<br>(n=304) | CFCSA<br>(n=34)* | Immig.<br>(n=17)* | Got Lawyer<br>(n=340) | Did Not Get Lawyer<br>(n=58) | Did Not Apply<br>(n=52) | Family LawLINE<br>(n=53) |
| I was treated fairly by duty counsel                                  | 71%                   | 73%                | 67%               | 61%              | 82%               | 74%                   | 55%                          | 64%                     | 66%                      |
| Duty counsel explained things in a way that I understood              | 68%                   | 72%                | 63%               | 47%              | 88%               | 71%                   | 58%                          | 56%                     | 58%                      |
| Duty counsel were knowledgeable and competent                         | 67%                   | 68%                | 67%               | 51%              | 77%               | 69%                   | 54%                          | 58%                     | 63%                      |
| Duty counsel took the time to listen to me                            | 65%                   | 67%                | 64%               | 49%              | 70%               | 69%                   | 42%                          | 48%                     | 59%                      |
| I was informed of everything I needed to do to work with duty counsel | 65%                   | 67%                | 60%               | 52%              | 77%               | 68%                   | 48%                          | 52%                     | 62%                      |
| It was easy to find out how to get help from duty counsel             | 63%                   | 65%                | 59%               | 51%              | 83%               | 67%                   | 43%                          | 51%                     | 49%                      |
| I waited a reasonable amount of time to speak with duty counsel       | 59%                   | 60%                | 57%               | 44%              | 77%               | 61%                   | 58%                          | 43%                     | 58%                      |
| Duty counsel went the extra mile to make sure I got what I needed     | 54%                   | 58%                | 49%               | 36%              | 60%               | 58%                   | 39%                          | 33%                     | 51%                      |

\*Caution: small base size (n<50).

\*\*Note: PLC client results not shown due to small base size (n=13)

Base is among those who used Duty Counsel.

Note: Duty Counsel was assessed by all clients who, after an explanation of this service in the survey, confirmed they had previously used it. Therefore, assessments of Duty Counsel include clients from both the CIS and the Specialized Services lists.

Q24. 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 duty counsel?

■ Significantly higher than total   ■ Significantly lower than total



SUMMARY OF FINDINGS

# Family LawLINE

# Family LawLINE

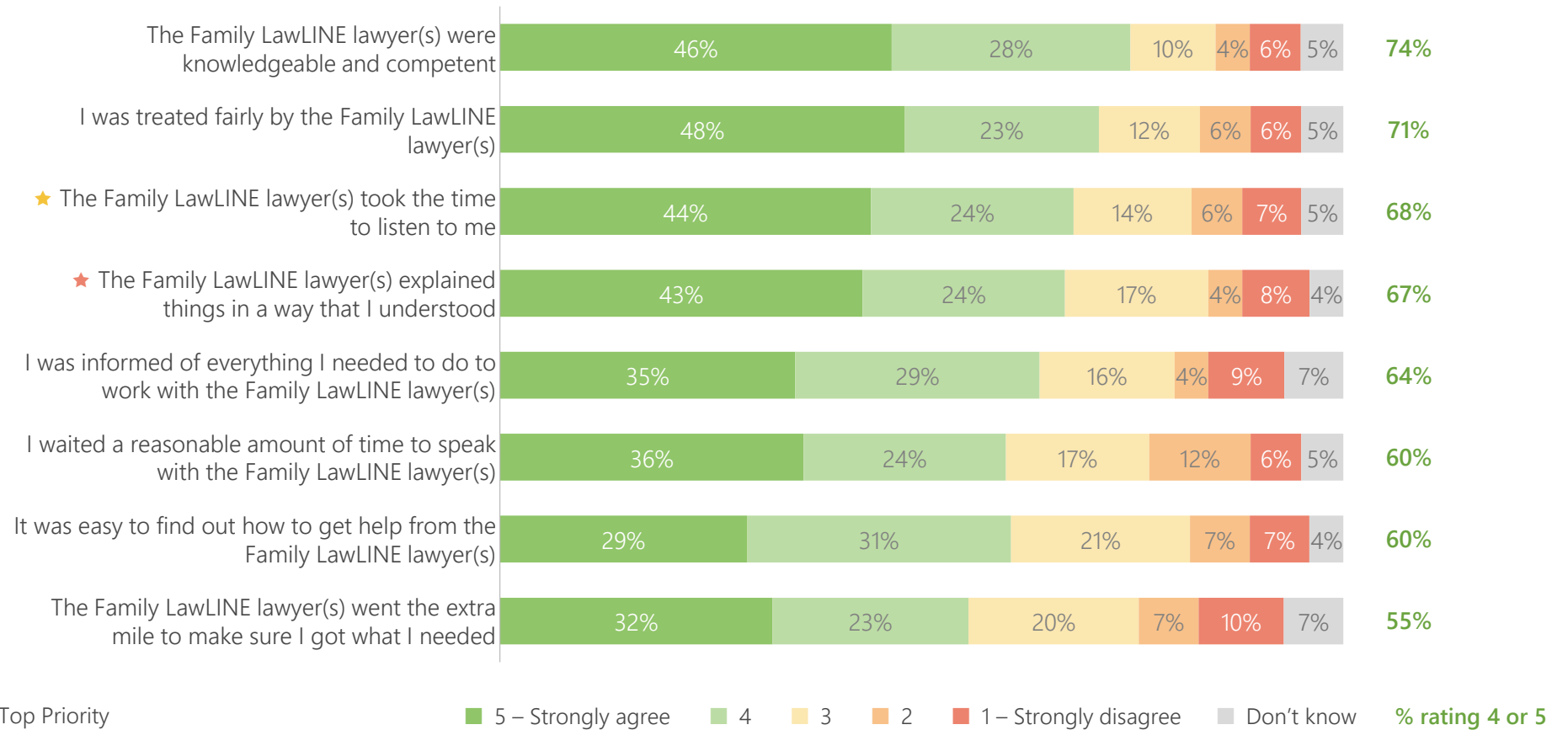
Legal Aid clients who have used the Family LawLINE award moderately positive ratings to the various aspects of this service. LawLINE lawyers being knowledgeable/competent and being treated fairly by the lawyers are clear service stand-outs.

Where LawLINE service has the most room to improve is on lawyers going the extra mile to make sure clients get what they need, making it easier to find out how to get help from the Family LawLINE and the wait times.

When it comes to how the Family LawLINE experience impacts overall satisfaction with clients' Legal Aid experience, two aspects are identified through key driver analysis. Lawyers explaining things in a way clients can understand and taking the time to listen have the greatest ability to 'move the needle' in a positive direction on the overall Legal Aid experience.

## Family LawLINE Experience

(among Family LawLINE clients)



**Note: Indigenous clients results not shown due to small base size (n=16)**

Base (among Family LawLINE clients): 2020 (n=147)  
Q24b. 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 getting advice from a Legal Aid lawyer over the phone, such as through the Family LawLINE?



SUMMARY OF FINDINGS

# Other Issues Facing Clients

# Other Issues that Make Addressing Legal Issues More Difficult

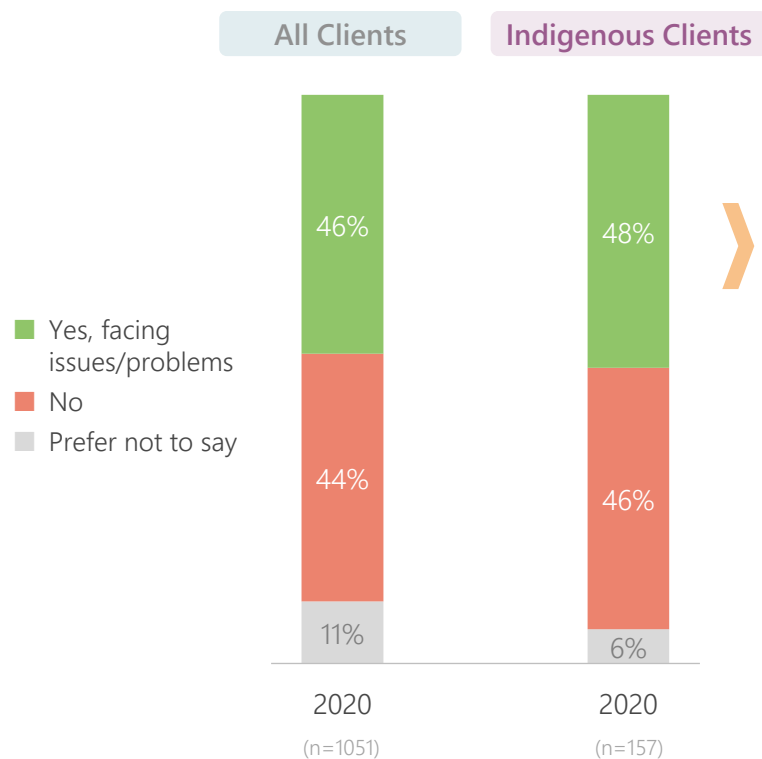
Just under half of all clients (including Indigenous clients) report that they are facing issues that make addressing, resolving or dealing with their legal problem more difficult.

Clients who are more likely than others to report facing issues that have exacerbated their legal issue include those who applied but did not get a lawyer (70% are facing other issues), repeat LABC clients – 4+ times (58%), and Family law clients (57%). Immigration law clients are the least likely to report having such issues to deal with (only 21% do).

The two most prevalent challenges these clients report facing are mental health issues such as anxiety or depression and financial issues.

Compared to the total, Indigenous clients are slightly more likely to report facing mental health issues and less likely to report facing financial issues and childcare/child support issues.

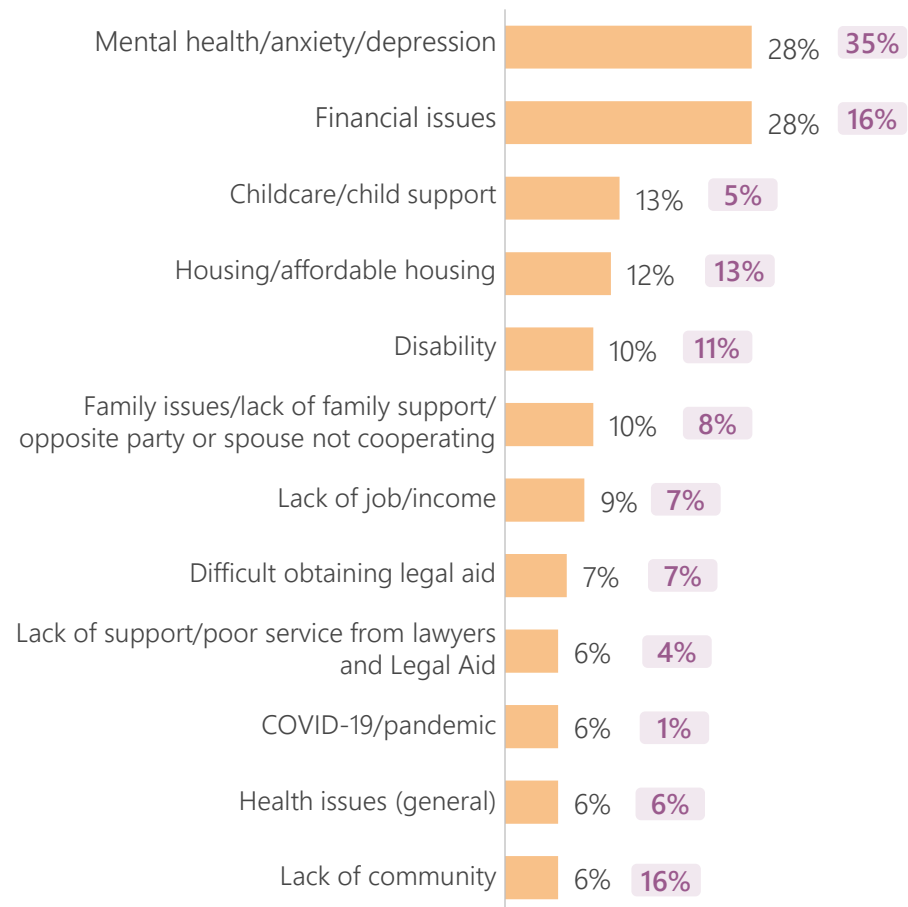
## Clients Facing Other Issues or Problems



## Issues/Problems Experiences

(among clients experiencing issues/problems)

Indigenous Clients



All clients (n=444); Indigenous clients (n=65)

Q9X. Are you facing any issues or problems that make addressing, resolving, or dealing with your legal issues more difficult? (e.g. housing, financial, lack of community or family support, disability, mental health, etc.)

Q9Y. Tell us about your challenges here, if you would like.



# Legal Aid BC Priorities

Clients experiencing issues that make their legal issues more difficult to address are less satisfied with the support they are getting from LABC on this front than they were two years ago.

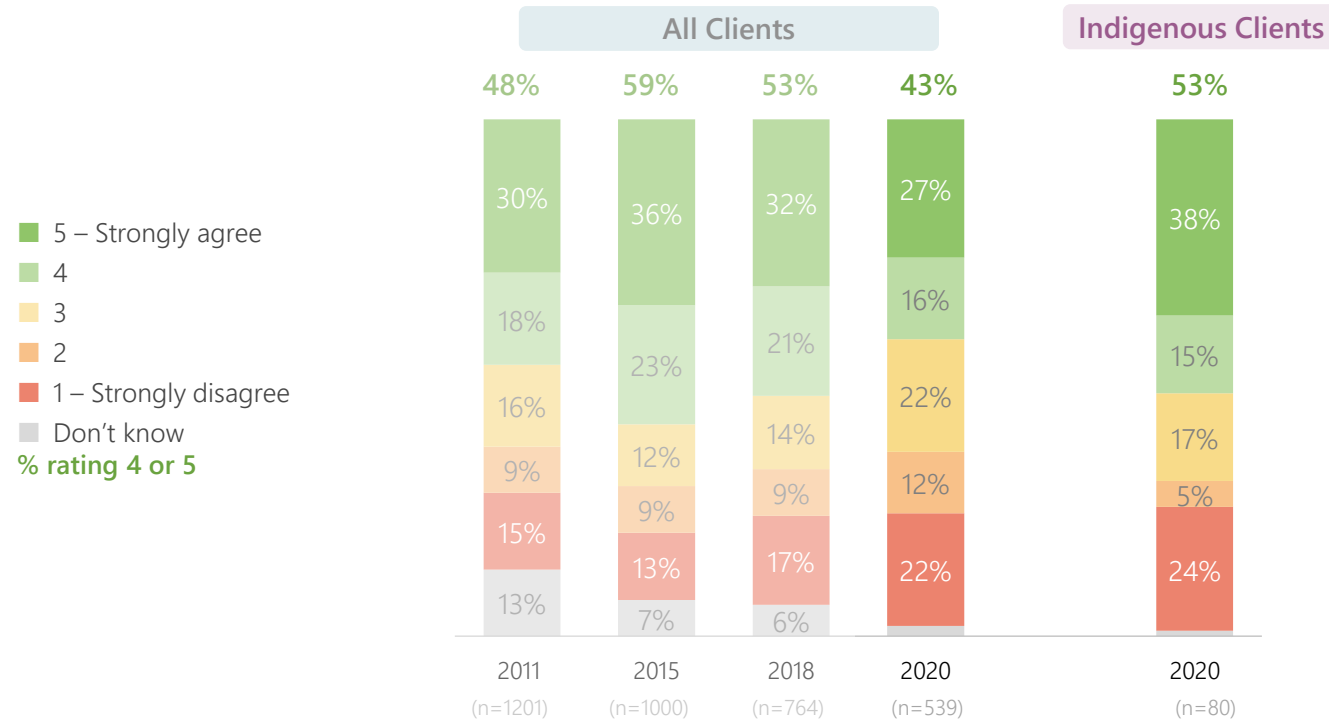
Currently, 43% of LABC clients who experienced issues that made their legal problem more difficult agree that they are satisfied with the level of support Legal Aid gave them so they could address those related issues (such as housing, debt, health problems). In 2018, just over 50% were satisfied.

This leaves 22% who are 'on the fence' (i.e. giving a rating of 3 out of 5) and 34% who are not satisfied with LABC's support in this area.

Among Indigenous clients, satisfaction is slightly higher at 53%.

## Satisfaction with Support to Address Problems Related to Legal Issue

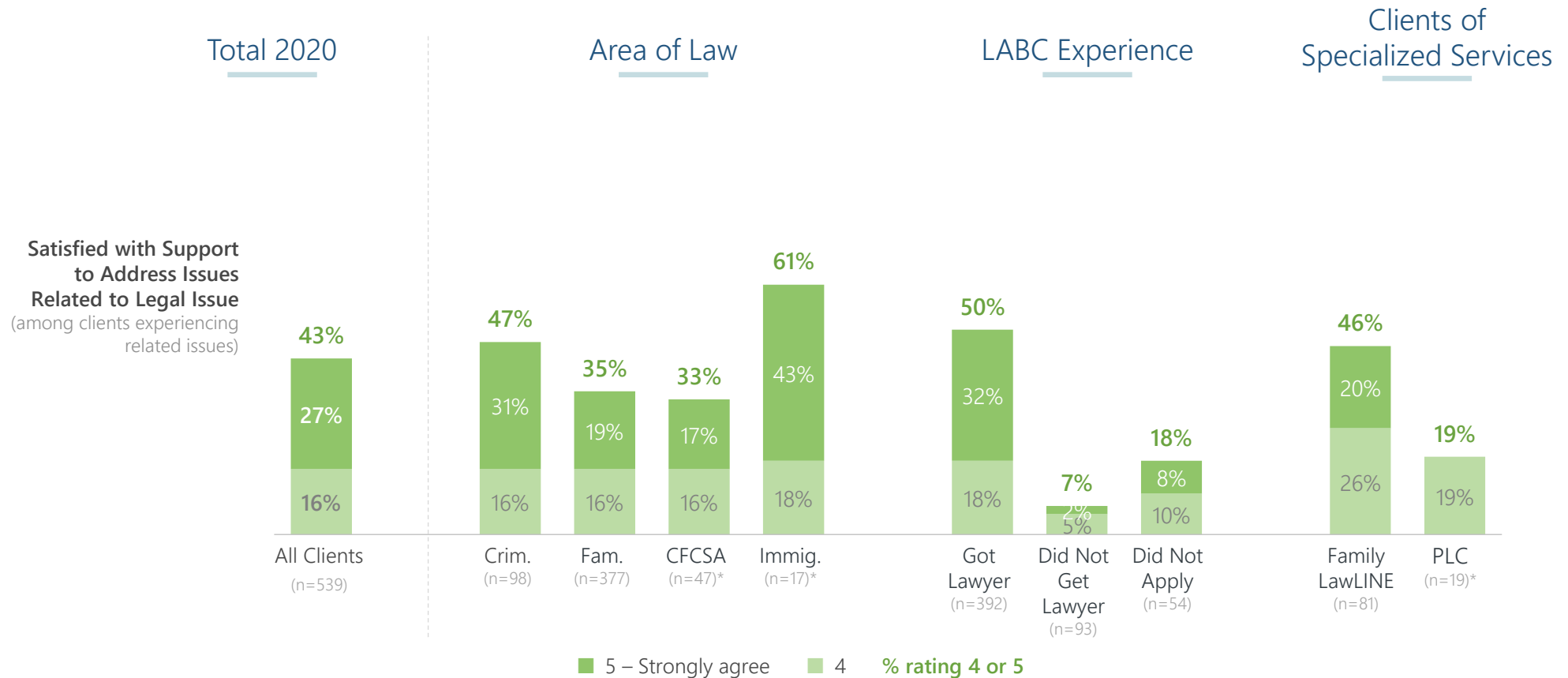
(among clients experiencing related issues)



# LABC Priorities: By Subgroup

Satisfaction with the support provided by LABC to address issues that make clients' legal problems more difficult is fairly tempered across the various client groups.

Even among those who applied for and received a lawyer – generally a highly positive group – only 50% among those experiencing additional issues that are making their legal problem more difficult are satisfied with LABC's support on this front.



\*Caution: small base size (n<50).

Q26. I am satisfied with the level of support Legal Aid gave me so I could address the problems related to my legal issues (such as housing problems, debt, health problems, etc.).



SUMMARY OF FINDINGS

# Referrals to Other Services

# Referrals to Non-Legal Services

Among clients who report facing issues that are exacerbating their legal problems, few (only 21%, broadly similar to 2018) report that Legal Aid referred them to other non-legal services to address those issues.

Among Indigenous clients who are facing such issues, 24% report that they were referred to other non-legal services to help them address these prevailing issues/problems.

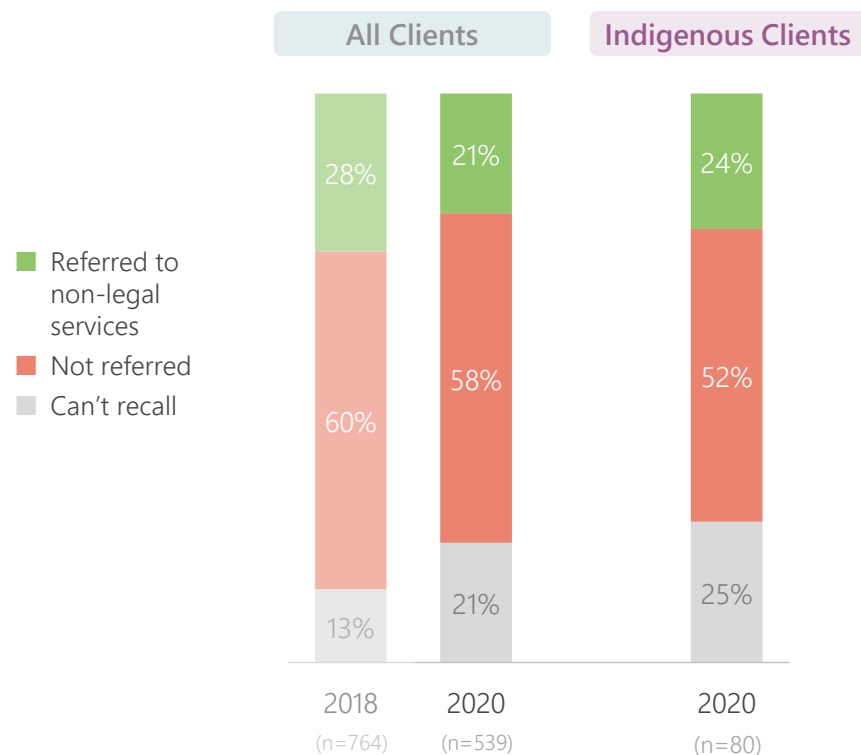
Clients who applied and did not get a lawyer are the most likely to report that they did not get referred to other non-legal services (only 10% did).

Meanwhile, more repeat LABC clients (those who have used LABC four or more times) are the most likely to report getting such a referral (37% say they have).

Additionally, 31% of Family LawLINE clients who are facing such issues report being referred to other-non-legal services.

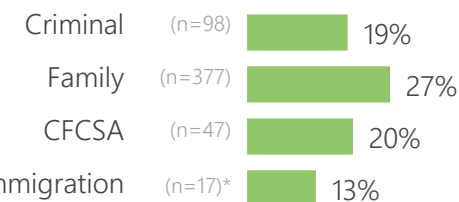
## Referred to Other Non-Legal Services to Address Problems Related to Legal Issue

(among clients facing other problems/issues)

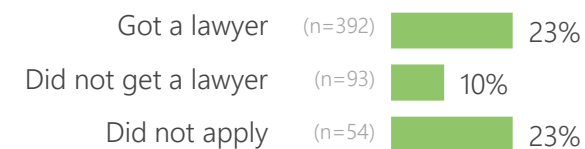


## By Subgroup (2020)

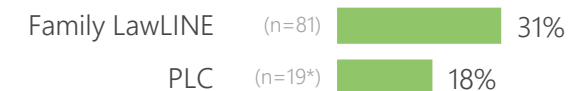
### Area of Law



### LABC Experience



### Clients of Specialized Services



■ Yes, referred to non-legal services

\*Caution: small base size (n<50).

Q10. Did Legal Aid inform you about other non-legal services (such as online resources, other agencies, etc.) to address those issues or problems that may be related to your legal issue?

# Usage and Helpfulness of Non-Legal Services

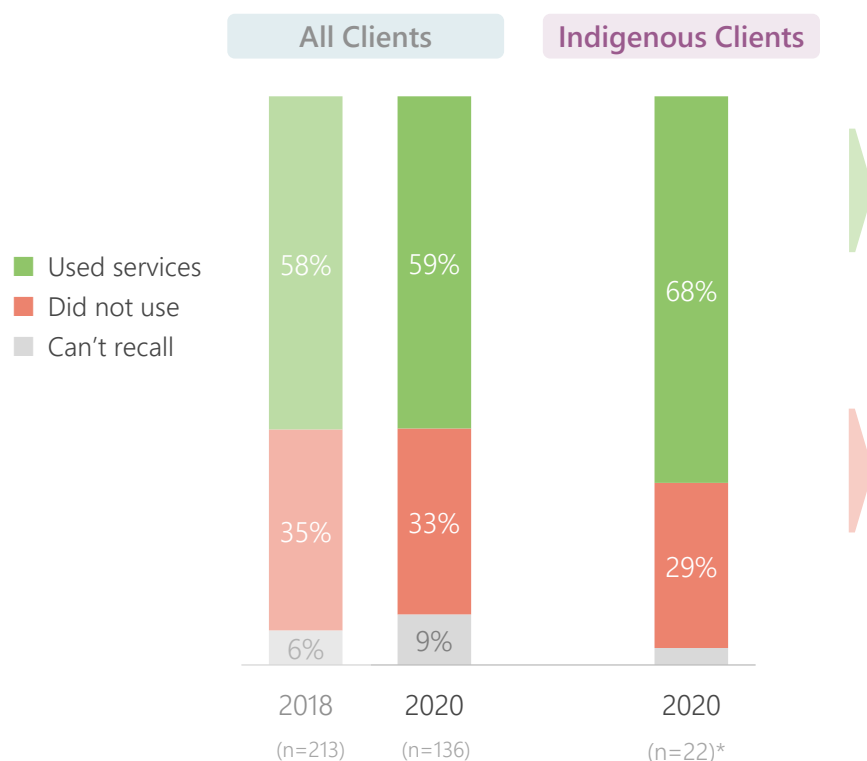
As was the case in 2018, almost 60% of clients who are facing issues that are exacerbating their legal issue and who were referred to non-legal services to help with them (such as online resources, other agencies, etc.) actually report using them. This proportion increases to 68% among Indigenous clients.

Non-legal services used by Legal Aid clients are generally deemed to be helpful.

The 33% of clients who were referred to non-legal services for their issue but did not use the service, tend to say they were too overwhelmed with everything else to look into the services. Being too busy or actually looking into the non-legal services and finding them unhelpful are secondary barriers.

## Usage of Non-Legal Services Informed About

(among clients referred to non-legal services)



\*Caution: small base size.

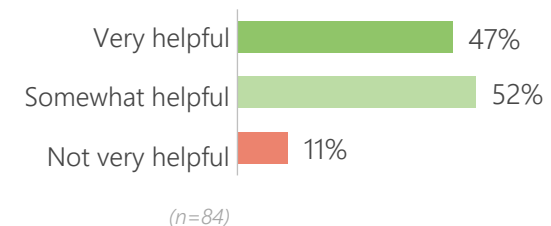
Q11. Did you use or access any of the services that Legal Aid informed you about?

Q12. [IF YES] – And generally, how helpful were these services that you were referred to?

Q13. [IF NO] – Why didn't you use or access any of the services that Legal Aid informed you about?

## Helpfulness of Non-Legal Services Used

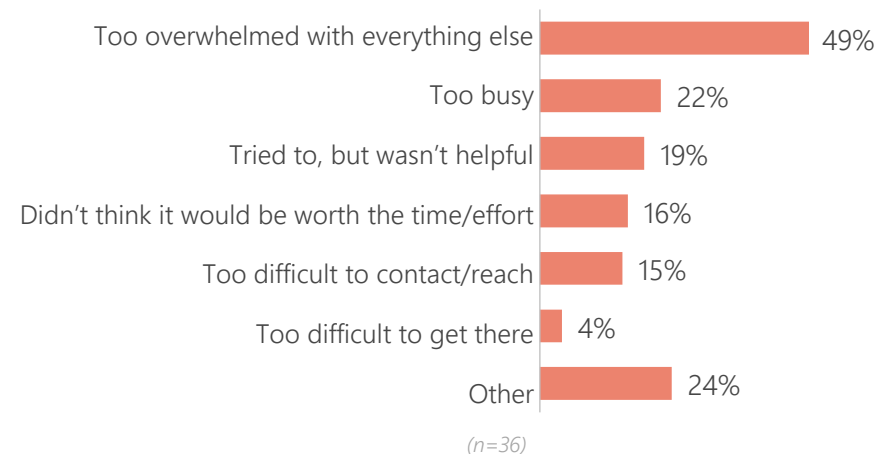
(among clients using/accessing services)



**89%**  
found the  
services helpful  
89% in 2018

## Barriers to Using Non-Legal Services

(among clients not using/accessing services)



### Top barriers in 2018

Was not needed/necessary  
Didn't think it'd be worth time/effort

# Referrals to Legal Aid Websites or Publications

Broadly consistent with 2018, a minority of clients (25%) report that Legal Aid staff referred them to any Legal Aid websites or publications.

Clients who are more likely to report getting referred to websites or publications include:

- Clients of specialized services (42% report they were referred)
- Family law clients (39%)
- Repeat clients who have used LABC services 4 or more times (36%)
- Female clients (32%)

Those least likely to report they received such a referral include those who applied for but did not get a lawyer (19%) and older clients aged 55+ (15%).

Among those who did get referred to websites or publications – it was mainly from LABC staff. Duty Counsel and LABC lawyers are less apt to be the ones referring clients to these information sources.

There are no significant differences among Indigenous clients when it comes to LABC website or publication referrals.

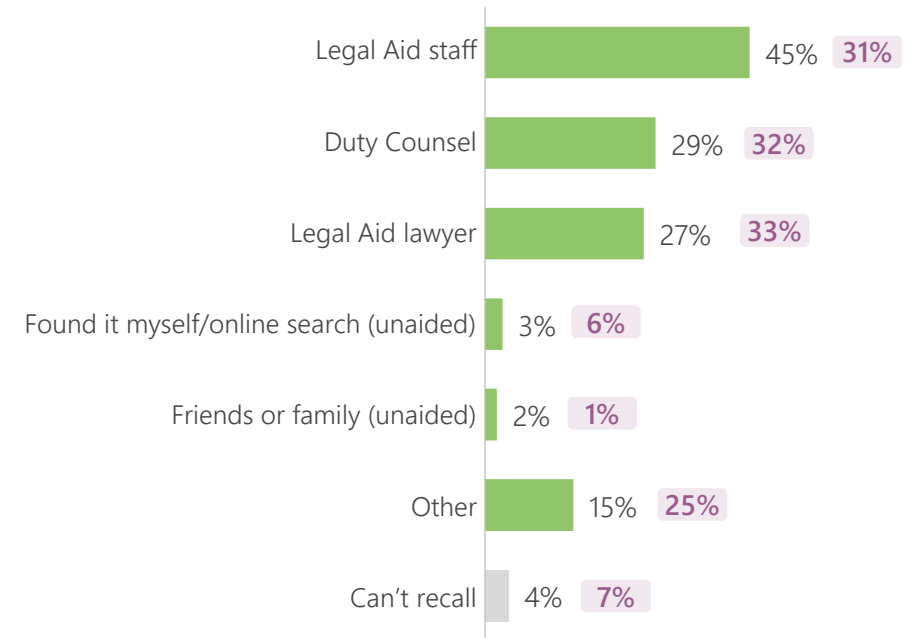
## Referred to Legal Aid Websites and/or Publications

(among all clients)



## Who Referrals Came From

(among clients receiving a referral)



All Clients (n=351); Indigenous Clients (n=46)\*

\*Caution: small base size (n<50).

Q7. Were you referred to any Legal Aid websites (e.g. Family Law in BC, Indigenous Legal Aid BC, MyLawBC) and/or publications (e.g. Living Together or Living Apart booklet, Is that Legal booklet, Clear Skies comic book)?

Q8. Who referred you to the website(s) and/or publication(s)?

SUMMARY OF FINDINGS

# Internet & Online Access



# Regular and Reliable Internet Access

The majority of LABC clients (including Indigenous clients) report that they have regular and reliable access to the Internet. An additional 16% say they have some access, but it is not fully regular and reliable.

Reported regular and reliable access to the Internet is fairly similar across the various client groups.

## Regular and Reliable Access to the Internet (among all clients)

Access to an internet connect for personal use that:

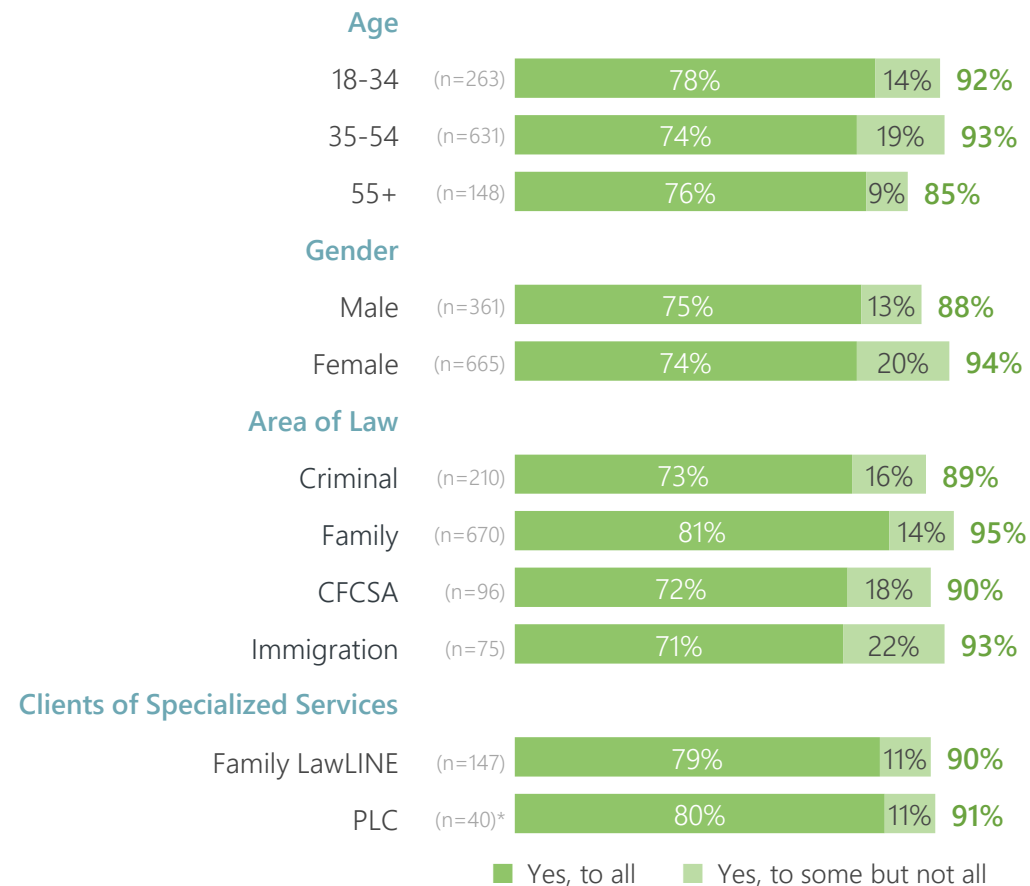
- Has sufficient speed and bandwidth
- You can use for a reasonable amount of time
- Is in a safe and relatively convenient place such as at home or at a friend's/relative's



\*Caution: small base size (n<50).

Q42. Do you currently have regular and reliable access to the Internet on a phone, laptop, computer, or tablet?

## By Subgroup (2020)





# Barriers to Using the Internet

Among the minority of LABC clients without regular and reliable Internet access, their main barriers to using the Internet are:

- A preference for talking to a person rather than reading information online
- Not having reliable Internet (the signal is poor or the service is slow)
- Not wanting to enter personal information online, and,
- Having difficulty using computers/the Internet.

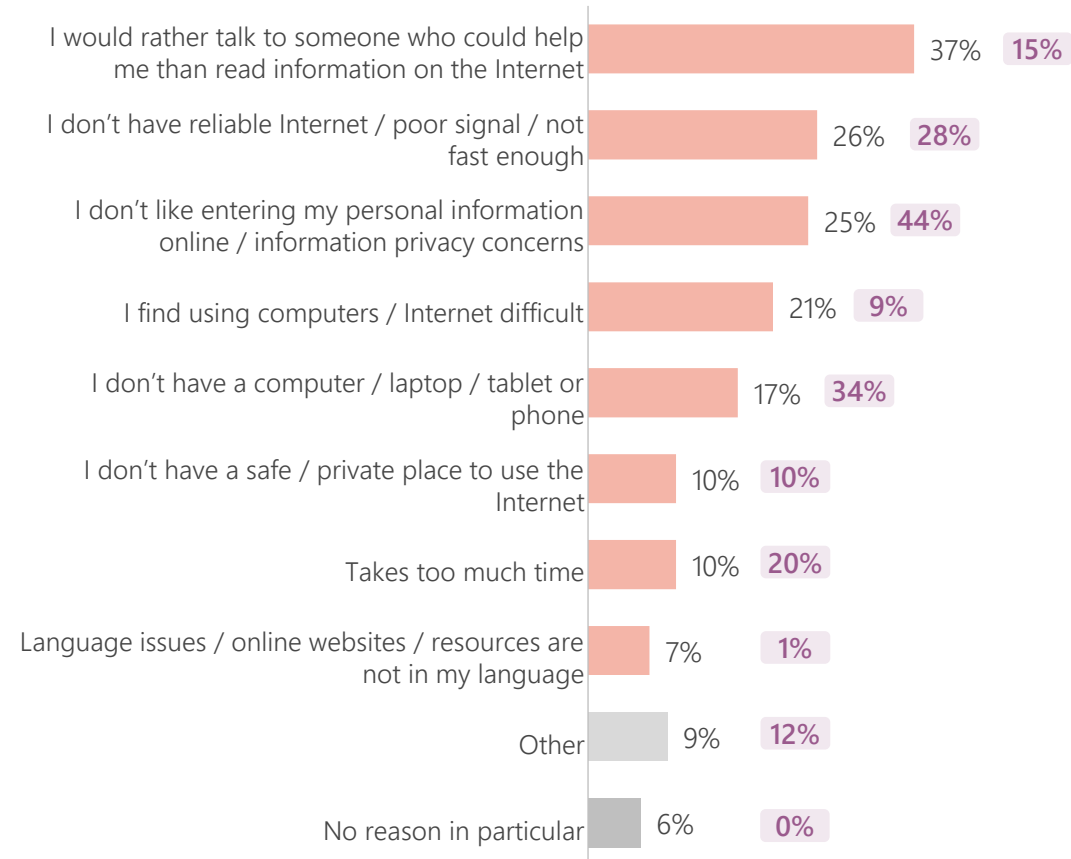
Among the small group of Indigenous clients who have such barriers, the main ones are:

- Not wanting to enter personal information online
- Not having a computer/laptop/phone/tablet, and,
- Not having reliable Internet.

## Barriers to Using the Internet

(among clients without regular and reliable internet access)

Indigenous Clients



Base (among clients who do not have regular and reliable internet access): All clients (n=232); Indigenous clients (33)\*

\*Caution: small base size (n<50).

Q42b. Which are the following, if any, are barriers for you when it comes to using the Internet?

# Reported Awareness and Usage of LABC Websites & Online Resources

Outside of the Family Law in BC website, the other six websites/online services presented to LABC clients have low awareness. Just over 60% report being aware of the Family Law in BC website and 26% have visited or used it in the past. However, no other LABC website or online resource is known/recognized by more than 42% of clients.

Clients of specialized services, family and CFCSA clients are the most likely to be aware of and used the following websites/resources:

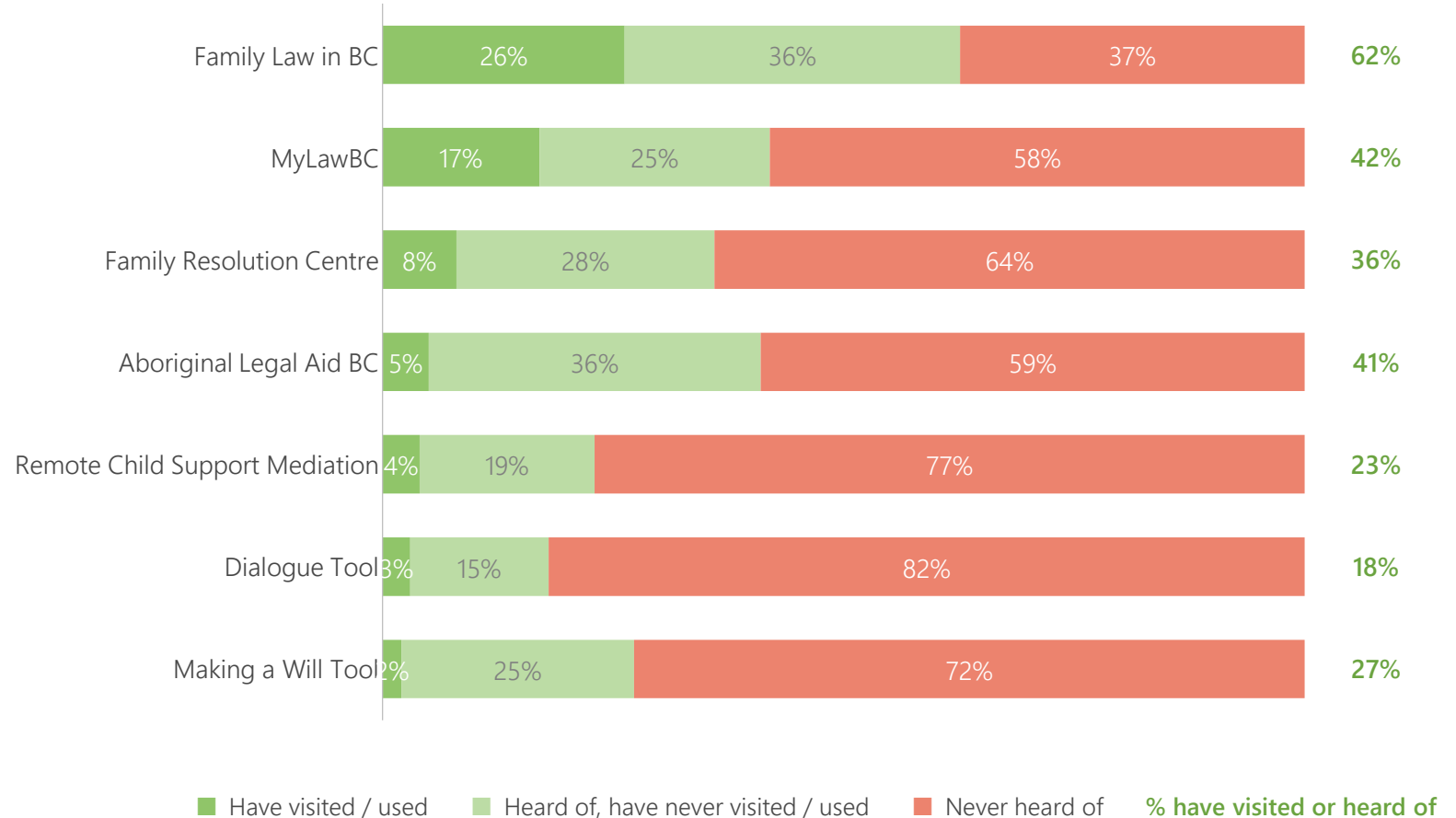
- Family Law in BC
- MyLawBC
- Family Resolution Centre

However, Remote Child Support Mediation, while reportedly used by 9% of CFCSA clients, still only has an awareness level of 27% among this group.

The greatest use of the Making A Will Tool is by those clients who did not apply for a lawyer and go through the intake process – 10% report using this resource.

Repeat LABC clients tend to have slightly higher awareness of some of the main resources compared to first or second time users.

Self-Reported Usage of Online Resources  
(among all clients)



Base (All Clients): 2020 (n=1051)  
Q43. Legal Aid BC currently has several websites and online resources. Which of the following have you heard of and visited or used?

# Reported Awareness and Usage of LABC Websites & Online Resources Indigenous Clients

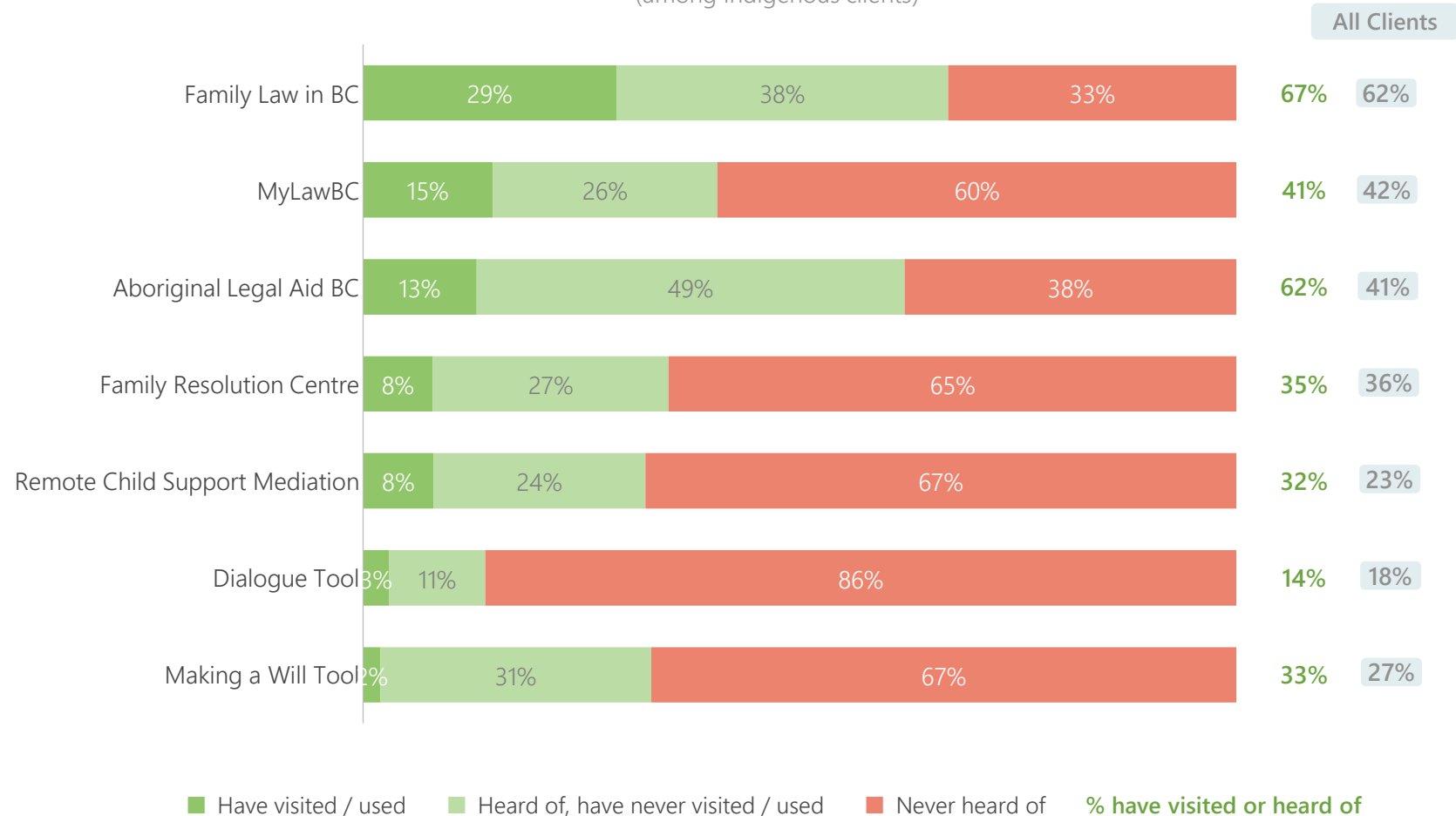
Indigenous clients are similar to all the total when it comes to their usage and awareness of LABC websites and online resources. That is, for the most part, their awareness (and so in turn their usage) tends to be low.

The exceptions would be Aboriginal Legal Aid BC – over six-in-ten Indigenous clients report being aware of this resource (versus 41% among all clients) and 13% have used it.

Indigenous clients are also more likely than the total to be aware of Remote Child Support Mediation.

## Self-Reported Usage of Online Resources

(among Indigenous clients)



Base (Indigenous clients): 2020 (n=157)

Q43. Legal Aid BC currently has several websites and online resources. Which of the following have you heard of and visited or used?

# Ease of Using and Understanding LABC's Websites and Online Resources

LABC clients have moderately positive attitudes when it comes to the ease of using and understanding LABC websites and online resources.

Clients who have used or who are aware of at least one LABC website/online resource, tend to say they are easy to use/understand (50%) or just ok (40%). Only 10% describe them as difficult to use/understand.

Indigenous clients tend to feel the same way as the total.

Older clients (those over 55 years of age) and CFCSA clients are the least apt to describe the websites/resources as easy to use/understand. In fact, 27% of older clients find them difficult to use/understand (versus 10% among all clients).

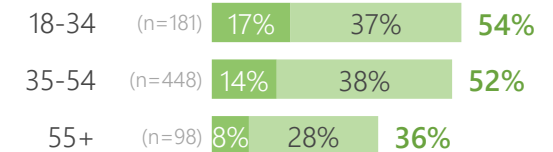
## Ease of Using/Understanding Online Resources

(among those who have visited and/or heard of at least one LABC website or online resource)

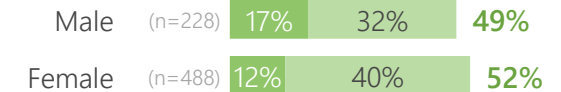


## By Subgroup (2020)

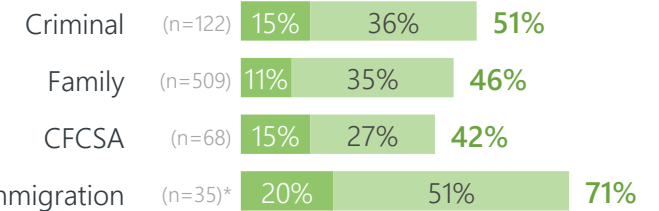
### Age



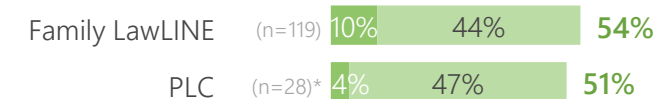
### Gender



### Area of Law



### Clients of Specialized Services



Very easy Easy

\*Caution: small base size (n<50).

Q44. Based on your own experiences, or what you may have seen or heard, generally, how easy or difficult is it to use and understand Legal Aid BC's websites and online resources?

# Helpfulness of LABC Websites and Online Resources Overall

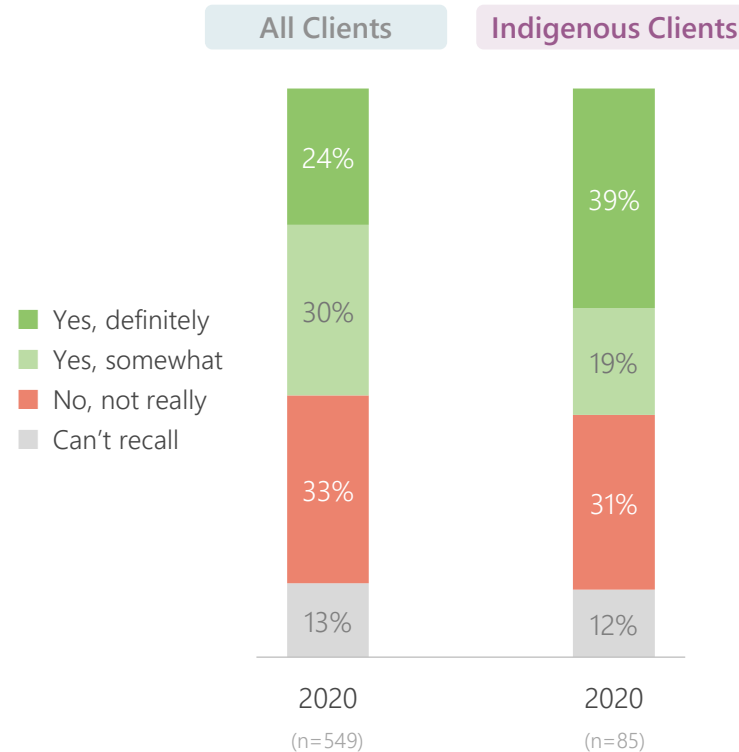
Users of LABC websites and online resources express mixed feedback on the helpfulness of these information sources. Specifically, just over half found them to be helpful (24% definitely did and 30% found them somewhat helpful), 33% did not think they were helpful and 13% cannot remember.

Indigenous clients who used these resources feel similarly to the total but are more likely to say they definitely found them to be helpful rather than just somewhat helpful.

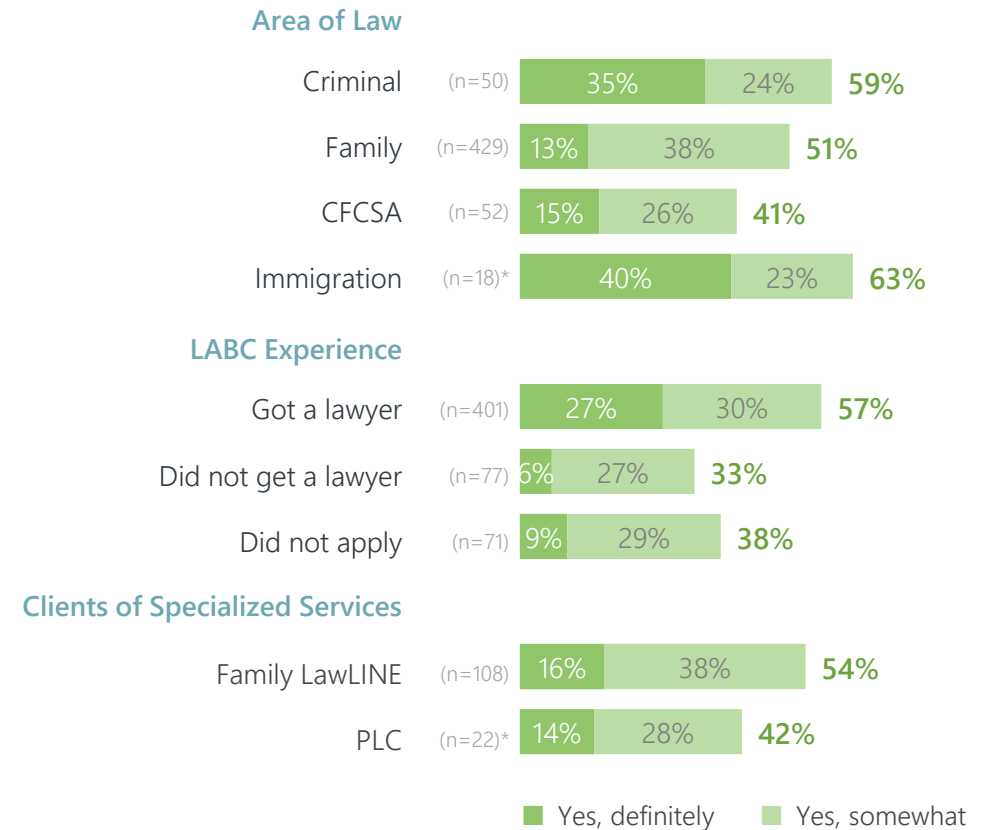
PLC clients, CFCSA clients, those who applied but did not qualify for a lawyer and those who did not apply for one tend to be the most critical and/or undecided about the helpfulness of LABC websites and online resources.

Age is also a factor, as 45% of older clients who have used these information sources found them to be helpful (versus 54% among all clients).

**Resource Helped Resolve Issue**  
(among client using an LABC website or online resource)



**By Subgroup (2020)**



\*Caution: small base size (n<50).

Q46. And thinking back to the time you visited/used [SITE/RESOURCE VISITED/USED], did it help you with resolving your legal issue?

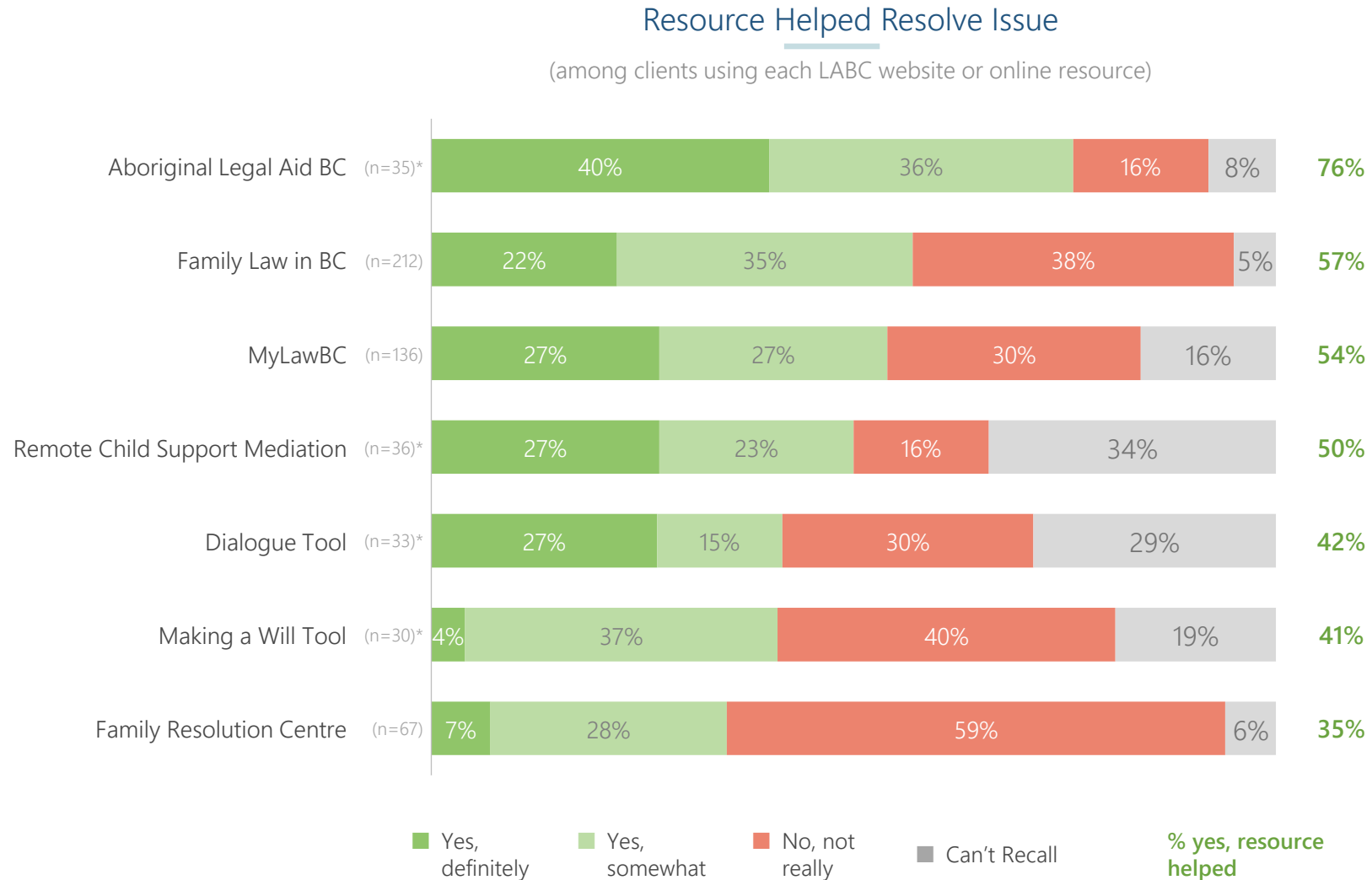
# Helpfulness of Specific LABC Websites and Online Resources

The perceived helpfulness of the various LABC websites and online resources varies by the information source.

Most successful is Aboriginal Legal Aid BC. Although the group of clients who have used this information source is small (only 5% of all clients), the majority (76%) feel it was at least somewhat helpful in resolving their legal issues.

Family Law in BC, MyLawBC and Remote Child Support Mediation were all at least somewhat helpful in resolving legal issues for 50% to 57% of users of each resource.

Meanwhile, the Dialogue Tool, Making a Will Tool and the Family Resolution Centre were relatively less helpful in resolving users' legal issues.



\*Caution: small base size (n<50).

Q46. And thinking back to the time you visited/used [SITE/RESOURCE VISITED/USED], did it help you with resolving your legal issue?

# Ways to Improve Helpfulness of LABC Websites and Online Resources

LABC clients who did not find the websites and/or online resources they used helpful feel that the resources would have been more useful if they had more help understanding the law and their legal issue (47% selecting).

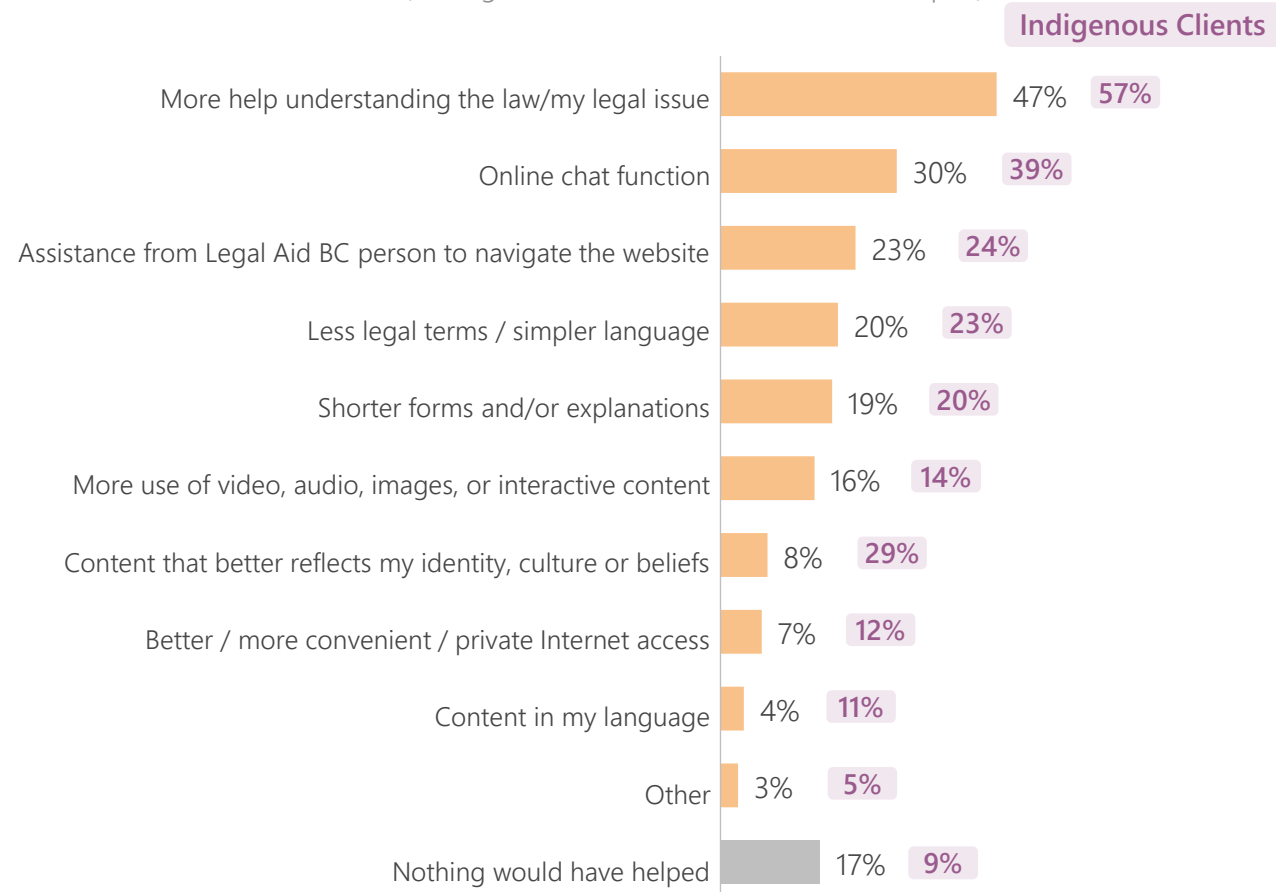
Secondary ways to improve the helpfulness of websites/online resources are having online chat functions (30%), assistance from a LABC staff person to help navigate (23%), less legal terms (20%) and shorter forms and explanations (19%).

Indigenous clients who did not find the find the websites and/or online resources they used to be helpful are more likely than the total to want more understanding of the law and their legal issue in general (57% selecting this versus 47% among the total), content that better reflects their identity/culture/beliefs (29% versus 8% among the total) and content in their language (11% versus 4% overall). They also express slightly above-average interest in an online chat function (39% vs. 30% overall).

Clients who did not apply for a lawyer are the most likely to feel nothing would have helped (35% versus 17% among all clients.)

## What Would have been Helpful when Visiting or Using LABC Websites and Online Resources

(among those who did not find resource helpful)



Base (among those who do not feel that website or online resource was definitely helpful): All clients (n=399); Indigenous clients (n=56)  
Q47. Which of the following would have been helpful when visiting/using [SITE/RESOURCE]? Select all that apply.

# Ways to Improve Helpfulness of Specific LABC Websites and Online Resources

## What Would have been Helpful when Visiting or Using LABC Websites and Online Resources

(% selecting among those who did not find each resources helpful)

Most LABC sites and resources, according to users, would benefit from helping clients better understand the law and their own legal issue, an online chat function and assistance from LABC staff to navigate the site/resource.

Exceptions are as follows:

- Aboriginal Legal Aid BC users are less likely to think an online chat function would help and instead want content that is in their language and better reflects who they are
- Users of MyLawBC also think more video, audio, interactive content would help
- Family Resolution Centre users are less apt to think they need staff help and more likely to recommend shorter forms and/or explanations
- Users of the Dialogue Tool mainly want more understanding of the law and less legal terms
- Remote Child Support Mediation users think more understanding of the law and their legal issue, along with less legal terms would be the most helpful.

|  | Total 2020 | By Site/Resource |                         |         |                          |               |                    |                                |
|--|------------|------------------|-------------------------|---------|--------------------------|---------------|--------------------|--------------------------------|
|  |            | Family Law in BC | Aboriginal Legal Aid BC | MyLawBC | Family Resolution Centre | Dialogue Tool | Making a Will Tool | Remote Child Support Mediation |
| Base   | (n=399)    | (n=162)          | (n=22)*                 | (n=95)* | (n=58)                   | (n=21)*       | (n=21)*            | (n=20)*                        |
| More help understanding the law / my legal issue             | <b>47%</b> | 52%              | 38%                     | 51%     | 38%                      | 44%           | 16%                | 71%                            |
| Online chat function   | <b>30%</b> | 29%              | 18%                     | 45%     | 24%                      | 13%           | 31%                | 9%                             |
| Assistance from Legal Aid BC person to navigate the website  | <b>23%</b> | 25%              | 32%                     | 33%     | 9%                       | 25%           | 8%                 | 4%                             |
| Less legal terms / simpler language                          | <b>20%</b> | 17%              | 13%                     | 24%     | 20%                      | 40%           | 14%                | 28%                            |
| Shorter forms and/or explanations                            | <b>19%</b> | 20%              | 17%                     | 14%     | 24%                      | 31%           | 22%                | 13%                            |
| More use of video, audio, images, or interactive content     | <b>16%</b> | 8%               | 9%                      | 30%     | 21%                      | 8%            | 12%                | 12%                            |
| Content that better reflects my identity, culture or beliefs | <b>8%</b>  | 7%               | 15%                     | 6%      | 3%                       | 20%           | 6%                 | 6%                             |
| Better / more convenient / private Internet access           | <b>7%</b>  | 2%               | 17%                     | 16%     | 3%                       | 0%            | 0%                 | 0%                             |
| Content in my language                                       | <b>4%</b>  | 1%               | 15%                     | 3%      | 5%                       | 4%            | 8%                 | 7%                             |
| Other  | <b>3%</b>  | 2%               | 11%                     | 2%      | 2%                       | 0%            | 0%                 | 4%                             |
| Nothing would have helped                                    | <b>17%</b> | 14%              | 25%                     | 13%     | 18%                      | 16%           | 48%                | 7%                             |

\*Caution: small base size (n<50).

Q47. Which of the following would have been helpful when visiting/using [SITE/RESOURCE]?

■ Top mentions for each resource



# Reasons for Not Using LABC's Websites or Online Resources

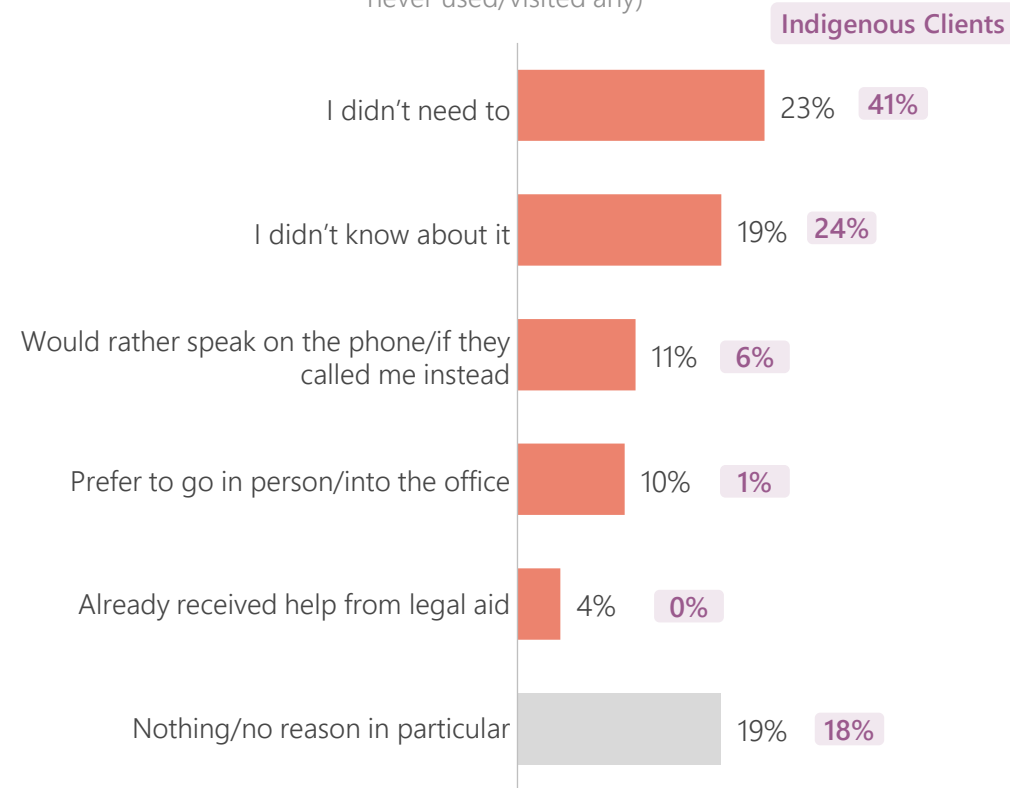
Among non-users of LABC websites and online resources, the main reasons for not using them are not having a need and/or being unaware of them.

Indigenous clients who are non-users are especially likely to mention they did not need these resources or did not know about them.

Younger clients (18 to 34) and those who are first or second time users of LABC are considerably more likely than their counterparts to say they didn't know about these information sources.

## Reasons Have Never Visited/Used any LABC Websites or Online Resources

(among clients who have heard of at least one resource but have never used/visited any)



Note: only major mentions are shown. Multiple mentions allowed.

Base (among clients leaving a comment who are aware of website(s)/online resource(s) but have never used/visited: All clients (n=282); Indigenous clients (n=46)\*

\*Caution: small base size (n<50).

Q45. Why have you never visited/used any of Legal Aid BC's websites and/or online resources?



SUMMARY OF FINDINGS

# Legal Aid & COVID-19

# Accessing Legal Aid Services during the COVID-19 Pandemic

Clients' ability to access LABC services during the COVID-19 pandemic has been mixed; however, most commonly, clients have not had the need (41% indicating this).

Meanwhile, 27% feel it has been easy to access Legal Aid services, 19% think it has been ok, while 13% have found it difficult to access services.

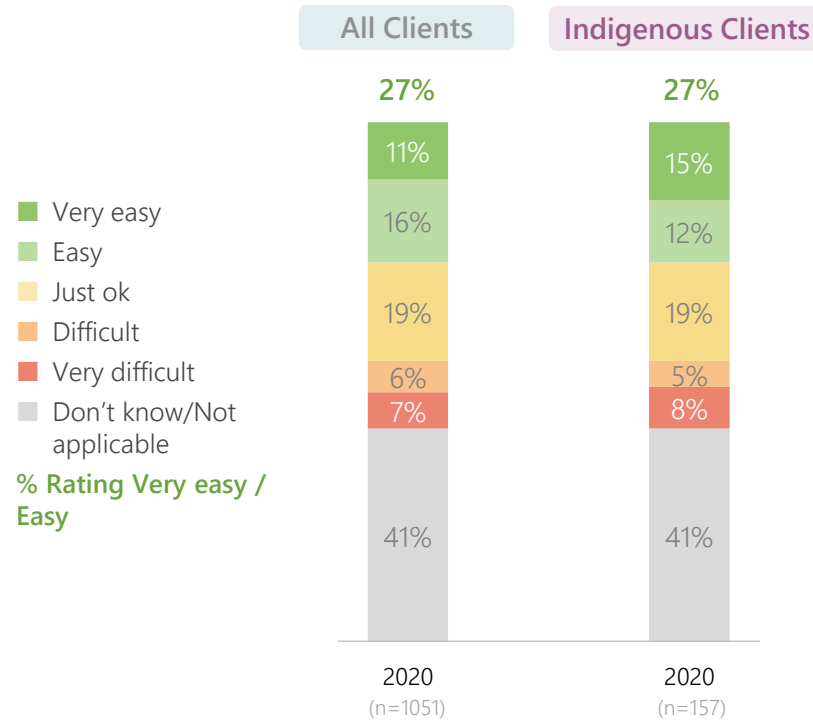
The experiences of Indigenous clients have been highly similar to the total.

Client groups most likely to indicate they have had difficulty accessing services are: PLC clients, CFCSA clients, and those who applied for but did not get a lawyer.

Frequent users of LABC (i.e. have used Legal Aid 4 or more times) also express difficulty accessing services (23% versus 13% among all clients).

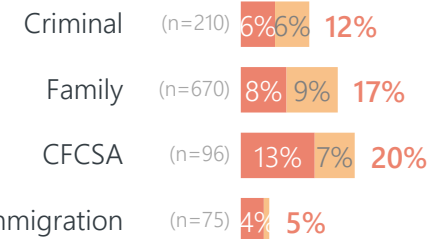
## Ability to Access Legal Aid Services during the COVID-19 Pandemic

(among all clients)

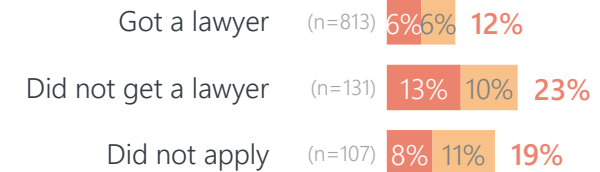


## By Subgroup (2020)

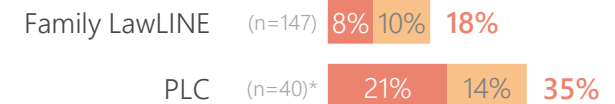
### Area of Law



### LABC Experience



### Clients of Specialized Services



Very difficult    Difficult

\*Caution: small base size (n<50).

Q26x. How would you rate the ability to access Legal Aid services during the COVID-19 pandemic, that is, since mid-March. Would you say it has been...?

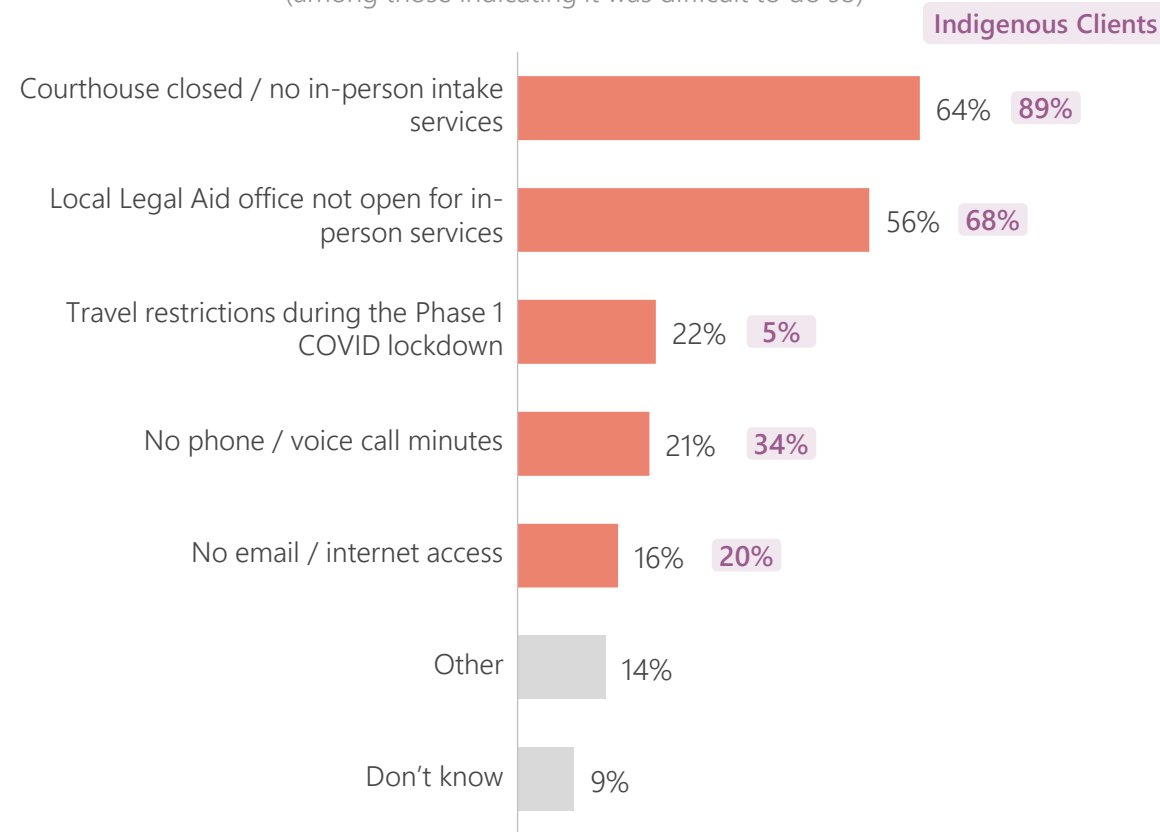
# Reasons Accessing Legal Aid Services During Pandemic was Difficult

Those clients who had difficulty accessing Legal Aid services during the COVID-19 pandemic mainly cite the lack of in-person services. Specifically, 64% mention the courthouse has been closed while 56% mention that LABC offices are not open for in-person services.

The small group of Indigenous clients who have experienced difficulty accessing services have the same reasons as the total; however, they are more likely to note the courthouse closures being problematic.

## Reasons it was Difficult to Access Legal Aid Services during COVID-19 Pandemic

(among those indicating it was difficult to do so)



Base (among clients feeling it was difficult or very difficult to access Legal Aid services during COVID-19): All clients (n=163); Indigenous clients (24)\*

\*Caution: small base size (n<50).

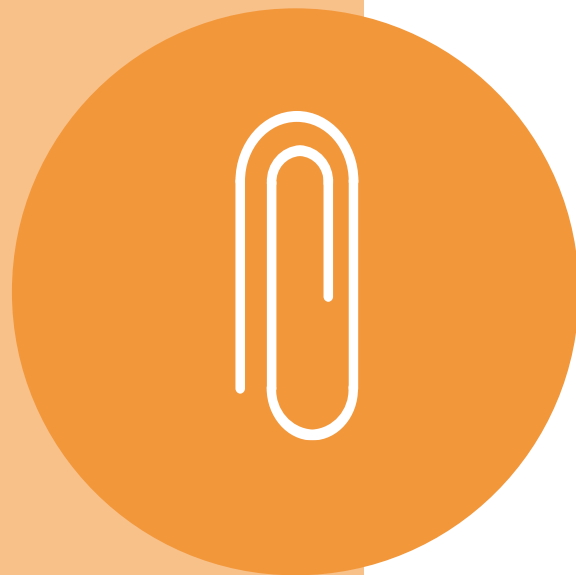
Q26y. What has made it difficult to access Legal Aid services during the pandemic? Select all that apply.



## APPENDIX

# Profile of Clients Participating in the Survey

*This section contains self-reported data from the clients participating in this survey. Results cannot be reliably compared to LABC system-wide demographics due to the exclusion of several LABC client groups from the survey.*



APPENDIX

# Client Profile by Area of Law

# Profile of Clients Participating in Survey: By Area of Law



|                                     | Total 2020 | Criminal | Family  | CFCSA  | Immigration |
|-------------------------------------|------------|----------|---------|--------|-------------|
| Base                                | (n=1051)   | (n=210)  | (n=670) | (n=96) | (n=75)      |
| <b>Case Status</b>                  |            |          |         |        |             |
| Case is completed                   | 38%        | 47%      | 20%     | 23%    | 36%         |
| Case is pending                     | 49%        | 41%      | 64%     | 60%    | 56%         |
| Case was abandoned                  | 8%         | 9%       | 8%      | 7%     | 5%          |
| Don't know                          | 6%         | 4%       | 9%      | 11%    | 3%          |
| <b>Actual/Expected Case Outcome</b> |            |          |         |        |             |
| Fully resolved                      | 10%        | -        | 21%     | 22%    | 46%         |
| Partly resolved                     | 9%         | -        | 25%     | 24%    | 20%         |
| Unresolved                          | 12%        | -        | 37%     | 29%    | 21%         |
| Not guilty                          | 22%        | 35%      | -       | -      | -           |
| Reduced sentence                    | 6%         | 10%      | -       | -      | -           |
| Guilty                              | 10%        | 16%      | -       | -      | -           |
| Other                               | 17%        | 21%      | 10%     | 13%    | 8%          |
| Don't know                          | 15%        | 19%      | 7%      | 12%    | 5%          |
| <b>Number of Times Used LABC</b>    |            |          |         |        |             |
| 1 (First time)                      | 42%        | 45%      | 37%     | 26%    | 44%         |
| 2                                   | 16%        | 18%      | 13%     | 18%    | 9%          |
| 3 – 5                               | 9%         | 9%       | 8%      | 13%    | 4%          |
| 6 – 10                              | 2%         | 2%       | 2%      | 0%     | 1%          |
| 11+                                 | 5%         | 5%       | 6%      | 2%     | 4%          |
| Can't recall                        | 27%        | 22%      | 34%     | 42%    | 38%         |

■ Significantly higher than total    ■ Significantly lower than total

# Profile of Clients Participating in Survey: By Area of Law



|                    | Total 2020 | Criminal | Family  | CFCSA  | Immigration |
|--------------------|------------|----------|---------|--------|-------------|
| Base               | (n=1051)   | (n=210)  | (n=670) | (n=96) | (n=75)      |
| <b>Area of Law</b> |            |          |         |        |             |
| Criminal           | 62%        | 100%     | -       | -      | -           |
| Family             | 24%        | -        | 100%    | -      | -           |
| CFCSA              | 8%         | -        | -       | 100%   | -           |
| Immigration        | 6%         | -        | -       | -      | 100%        |
| <b>Client Type</b> |            |          |         |        |             |
| CIS List           | 93%        | 100%     | 81%     | 71%    | 100%        |
| Family LawLINE     | 4%         | -        | 19%     | -      | -           |
| PLC                | 2%         | -        | -       | 29%    | -           |

■ Significantly higher than total
 ■ Significantly lower than total



# Profile of Clients Participating in Survey: By Area of Law



|                            | Total 2020 | Criminal | Family  | CFCSA  | Immigration |
|----------------------------|------------|----------|---------|--------|-------------|
| Base                       | (n=1051)   | (n=210)  | (n=670) | (n=96) | (n=75)      |
| <b>Gender Identity</b>     |            |          |         |        |             |
| Man                        | 53%        | 67%      | 22%     | 30%    | 60%         |
| Woman                      | 45%        | 31%      | 75%     | 68%    | 38%         |
| Non-binary                 | <1%        | 0%       | 1%      | 0%     | 1%          |
| Gender non-conforming      | 0%         | 0%       | 0%      | 0%     | 0%          |
| Transgender                | <1%        | 0%       | <1%     | 0%     | 1%          |
| Two spirited               | 1%         | 1%       | 1%      | 1%     | 0%          |
| Other                      | 1%         | 1%       | 1%      | 1%     | 0%          |
| <b>Age</b>                 |            |          |         |        |             |
| 18 – 24                    | 8%         | 11%      | 2%      | 2%     | 5%          |
| 25 – 34                    | 21%        | 21%      | 21%     | 18%    | 26%         |
| 35 – 44                    | 31%        | 24%      | 41%     | 48%    | 41%         |
| 45 – 54                    | 21%        | 21%      | 23%     | 18%    | 19%         |
| 55 – 64                    | 11%        | 12%      | 10%     | 12%    | 6%          |
| 65+                        | 6%         | 8%       | 3%      | 1%     | 1%          |
| Prefer not to answer       | 2%         | 2%       | 0%      | 0%     | 1%          |
| <b>Education</b>           |            |          |         |        |             |
| No high school             | 2%         | 2%       | 1%      | 5%     | 0%          |
| Some high school           | 17%        | 19%      | 10%     | 29%    | 3%          |
| Graduated high school      | 29%        | 30%      | 25%     | 28%    | 27%         |
| Post high school education | 49%        | 45%      | 60%     | 36%    | 68%         |
| Prefer not to answer       | 3%         | 3%       | 3%      | 2%     | 3%          |

■ Significantly higher than total    ■ Significantly lower than total

# Profile of Clients Participating in Survey: By Area of Law

|                                       | Total 2020 | Criminal | Family  | CFCSA  | Immigration |
|---------------------------------------|------------|----------|---------|--------|-------------|
| Base                                  | (n=1051)   | (n=210)  | (n=670) | (n=96) | (n=75)      |
| <b>Area of Residence</b>              |            |          |         |        |             |
| Vancouver/Sunshine Coast              | 20%        | 17%      | 16%     | 20%    | 60%         |
| Surrey/Fraser Valley                  | 25%        | 28%      | 20%     | 22%    | 16%         |
| Rest of BC                            | 51%        | 49%      | 61%     | 53%    | 24%         |
| Outside of BC                         | 4%         | 5%       | 3%      | 5%     | 0%          |
| <b>Ethnic or Cultural Background*</b> |            |          |         |        |             |
| Canadian                              | 64%        | 67%      | 71%     | 67%    | 3%          |
| Indigenous – First Nations            | 11%        | 13%      | 9%      | 18%    | 0%          |
| Indigenous – Metis                    | 6%         | 7%       | 6%      | 5%     | 0%          |
| Indigenous – Inuit                    | 1%         | 1%       | 0%      | 0%     | 0%          |
| European                              | 8%         | 8%       | 10%     | 7%     | 4%          |
| South Asian                           | 4%         | 4%       | 3%      | 2%     | 8%          |
| African                               | 4%         | 2%       | 3%      | 0%     | 31%         |
| Chinese                               | 3%         | 3%       | 2%      | 2%     | 1%          |
| Filipino                              | 1%         | <1%      | 2%      | 2%     | 0%          |
| Southeast Asian                       | 1%         | 0%       | 1%      | 0%     | 3%          |
| Korean                                | <1%        | 0%       | 1%      | 0%     | 0%          |
| Japanese                              | <1%        | 0%       | 1%      | 0%     | 0%          |
| Other                                 | 9%         | 6%       | 6%      | 8%     | 45%         |
| Prefer not to answer                  | 4%         | 3%       | 3%      | 3%     | 8%          |

\*Clients could select multiple ethnic or cultural backgrounds



APPENDIX

# Client Profile by LABC Experience

# Profile of Clients Participating in Survey: By LABC Experience



|                                     | Total 2020 | Got a Lawyer | Did Not Get Lawyer | Did Not Apply | Family LawLINE Clients | PLC Clients |
|-------------------------------------|------------|--------------|--------------------|---------------|------------------------|-------------|
| Base                                | (n=1051)   | (n=813)      | (n=131)            | (n=107)       | (n=147)                | (n=40)*     |
| <b>Case Status</b>                  |            |              |                    |               |                        |             |
| Case is completed                   | 38%        | 39%          | 26%                | 38%           | 14%                    | 20%         |
| Case is pending                     | 49%        | 50%          | 45%                | 39%           | 71%                    | 63%         |
| Case was abandoned                  | 8%         | 7%           | 15%                | 10%           | 5%                     | 7%          |
| Don't know                          | 6%         | 4%           | 13%                | 14%           | 10%                    | 10%         |
| <b>Actual/Expected Case Outcome</b> |            |              |                    |               |                        |             |
| Fully resolved                      | 10%        | 10%          | 8%                 | 12%           | 17%                    | 21%         |
| Partly resolved                     | 9%         | 9%           | 7%                 | 10%           | 24%                    | 26%         |
| Unresolved                          | 12%        | 10%          | 32%                | 16%           | 39%                    | 37%         |
| Not guilty                          | 22%        | 21%          | 18%                | 27%           | -                      | -           |
| Reduced sentence                    | 6%         | 7%           | 3%                 | 0%            | -                      | -           |
| Guilty                              | 10%        | 11%          | 3%                 | 3%            | -                      | -           |
| Other                               | 17%        | 17%          | 20%                | 10%           | 10%                    | 6%          |
| Don't know                          | 15%        | 14%          | 10%                | 22%           | 10%                    | 10%         |
| <b>Number of Times Used LABC</b>    |            |              |                    |               |                        |             |
| 1 (First time)                      | 42%        | 41%          | 47%                | 47%           | 33%                    | 29%         |
| 2                                   | 16%        | 17%          | 10%                | 6%            | 13%                    | 9%          |
| 3 – 5                               | 9%         | 9%           | 9%                 | 6%            | 12%                    | 14%         |
| 6 – 10                              | 2%         | 2%           | 1%                 | 0%            | 3%                     | 0%          |
| 11+                                 | 5%         | 6%           | 4%                 | 1%            | 7%                     | 6%          |
| Can't recall                        | 27%        | 26%          | 30%                | 39%           | 31%                    | 41%         |

■ Significantly higher than total    ■ Significantly lower than total

\*Caution: small base size (n<50).

# Profile of Clients Participating in Survey: By LABC Experience



|                    | Total 2020 | Got a Lawyer | Did Not Get Lawyer | Did Not Apply | Family LawLINE Clients | PLC Clients |
|--------------------|------------|--------------|--------------------|---------------|------------------------|-------------|
| Base               | (n=1051)   | (n=813)      | (n=131)            | (n=107)       | (n=147)                | (n=40)*     |
| <b>Area of Law</b> |            |              |                    |               |                        |             |
| Criminal           | 62%        | 65%          | 45%                | 53%           | -                      | -           |
| Family             | 24%        | 21%          | 39%                | 42%           | 100%                   | -           |
| CFCSA              | 8%         | 7%           | 13%                | 3%            | -                      | 100%        |
| Immigration        | 6%         | 7%           | 3%                 | 2%            | -                      | -           |
| <b>Client Type</b> |            |              |                    |               |                        |             |
| CIS List           | 93%        | 96%          | 82%                | 77%           | -                      | -           |
| Family LawLINE     | 4%         | 2%           | 12%                | 20%           | 100%                   | -           |
| PLC                | 2%         | 2%           | 7%                 | 2%            | -                      | 100%        |

■ Significantly higher than total    
 ■ Significantly lower than total

\*Caution: small base size (n<50).

# Profile of Clients Participating in Survey: By LABC Experience



|                            | Total 2020 | Got a Lawyer | Did Not Get Lawyer | Did Not Apply | Total Clients of Spec. Serv. | Family LawLINE Clients | PLC Clients |
|----------------------------|------------|--------------|--------------------|---------------|------------------------------|------------------------|-------------|
| Base                       | (n=1051)   | (n=813)      | (n=131)            | (n=107)       | (n=187)                      | (n=147)                | (n=40)*     |
| <b>Gender Identity</b>     |            |              |                    |               |                              |                        |             |
| Man                        | 53%        | 54%          | 48%                | 52%           | 25%                          | 25%                    | 25%         |
| Woman                      | 45%        | 44%          | 49%                | 45%           | 72%                          | 72%                    | 72%         |
| Non-binary                 | <1%        | 0%           | 1%                 | 0%            | 0%                           | 1%                     | 0%          |
| Gender non-conforming      | 0%         | 0%           | 0%                 | 0%            | 0%                           | 0%                     | 0%          |
| Transgender                | <1%        | <1%          | 1%                 | 0%            | 1%                           | 1%                     | 0%          |
| Two spirited               | 1%         | 1%           | 0%                 | 0%            | 1%                           | 0%                     | 3%          |
| Other                      | 1%         | 1%           | 1%                 | 3%            | 0%                           | 1%                     | 0%          |
| <b>Age</b>                 |            |              |                    |               |                              |                        |             |
| 18 – 24                    | 8%         | 8%           | 3%                 | 12%           | 3%                           | 1%                     | 6%          |
| 25 – 34                    | 21%        | 23%          | 16%                | 10%           | 18%                          | 19%                    | 16%         |
| 35 – 44                    | 31%        | 31%          | 32%                | 26%           | 43%                          | 38%                    | 52%         |
| 45 – 54                    | 21%        | 21%          | 23%                | 19%           | 23%                          | 24%                    | 20%         |
| 55 – 64                    | 11%        | 10%          | 17%                | 23%           | 9%                           | 12%                    | 3%          |
| 65+                        | 6%         | 5%           | 8%                 | 7%            | 4%                           | 5%                     | 2%          |
| Prefer not to answer       | 2%         | 2%           | 0%                 | 3%            | 0%                           | 1%                     | 0%          |
| <b>Education</b>           |            |              |                    |               |                              |                        |             |
| No high school             | 2%         | 2%           | 0%                 | 0%            | 2%                           | 3%                     | 0%          |
| Some high school           | 17%        | 18%          | 10%                | 6%            | 14%                          | 8%                     | 25%         |
| Graduated high school      | 29%        | 30%          | 23%                | 17%           | 24%                          | 23%                    | 36%         |
| Post high school education | 49%        | 46%          | 65%                | 72%           | 55%                          | 63%                    | 39%         |
| Prefer not to answer       | 3%         | 3%           | 2%                 | 5%            | 2%                           | 3%                     | 0%          |

■ Significantly higher than total    ■ Significantly lower than total

\*Caution: small base size (n<50).

# Profile of Clients Participating in Survey: By LABC Experience

|                                       | Total 2020 | Got a Lawyer | Did Not Get Lawyer | Did Not Apply | Family LawLINE Clients | PLC Clients |
|---------------------------------------|------------|--------------|--------------------|---------------|------------------------|-------------|
| Base                                  | (n=1051)   | (n=813)      | (n=131)            | (n=107)       | (n=147)                | (n=40)**    |
| <b>Area of Residence</b>              |            |              |                    |               |                        |             |
| Vancouver/Sunshine Coast              | 20%        | 20%          | 19%                | 14%           | 14%                    | 27%         |
| Surrey/Fraser Valley                  | 25%        | 26%          | 22%                | 23%           | 16%                    | 14%         |
| Rest of BC                            | 51%        | 50%          | 56%                | 54%           | 64%                    | 57%         |
| Outside of BC                         | 4%         | 4%           | 4%                 | 8%            | 7%                     | 2%          |
| <b>Ethnic or Cultural Background*</b> |            |              |                    |               |                        |             |
| Canadian                              | 64%        | 62%          | 83%                | 71%           | 73%                    | 59%         |
| Indigenous – First Nations            | 11%        | 12%          | 8%                 | 10%           | 7%                     | 14%         |
| Indigenous – Metis                    | 6%         | 7%           | 1%                 | 1%            | 3%                     | 12%         |
| Indigenous – Inuit                    | 1%         | 1%           | 0%                 | 0%            | 0%                     | 0%          |
| European                              | 8%         | 8%           | 6%                 | 10%           | 13%                    | 3%          |
| South Asian                           | 4%         | 5%           | 1%                 | 0%            | 2%                     | 6%          |
| African                               | 4%         | 4%           | 2%                 | 4%            | 2%                     | 0%          |
| Chinese                               | 3%         | 3%           | 1%                 | 2%            | 2%                     | 6%          |
| Filipino                              | 1%         | 1%           | 1%                 | 1%            | 1%                     | 3%          |
| Southeast Asian                       | 1%         | 1%           | 0%                 | 0%            | 1%                     | 0%          |
| Korean                                | <1%        | <1%          | 0%                 | 0%            | 1%                     | 0%          |
| Japanese                              | <1%        | <1%          | 0%                 | 0%            | 1%                     | 0%          |
| Other                                 | 9%         | 8%           | 13%                | 8%            | 7%                     | 11%         |
| Prefer not to answer                  | 4%         | 4%           | 3%                 | 5%            | 2%                     | 0%          |

\*Clients could select multiple ethnic or cultural backgrounds

\*\*Caution: small base size (n<50).

■ Significantly higher than total   ■ Significantly lower than total

APPENDIX

# Client Profile of Indigenous Clients





# Profile of Clients Participating in Survey: Indigenous Clients

|                                     | Indigenous | Non-Indigenous |
|-------------------------------------|------------|----------------|
| Base                                | (n=157)    | (n=894)        |
| <b>Case Status</b>                  |            |                |
| Case is completed                   | 42%        | 37%            |
| Case is pending                     | 45%        | 49%            |
| Case was abandoned                  | 9%         | 8%             |
| Don't know                          | 4%         | 6%             |
| <b>Actual/Expected Case Outcome</b> |            |                |
| Fully resolved                      | 8%         | 10%            |
| Partly resolved                     | 7%         | 9%             |
| Unresolved                          | 8%         | 13%            |
| Not guilty                          | 16%        | 23%            |
| Reduced sentence                    | 11%        | 5%             |
| Guilty                              | 14%        | 9%             |
| Other                               | 24%        | 15%            |
| Don't know                          | 11%        | 15%            |
| <b>Number of Times Used LABC</b>    |            |                |
| 1 (First time)                      | 43%        | 41%            |
| 2                                   | 16%        | 16%            |
| 3 – 5                               | 6%         | 9%             |
| 6 – 10                              | 0%         | 2%             |
| 11+                                 | 7%         | 5%             |
| Can't recall                        | 27%        | 27%            |

■ Significantly higher than Non-Indigenous

■ Significantly lower than Non-Indigenous

# Profile of Clients Participating in Survey: Indigenous Clients



|                    | Indigenous | Non-Indigenous |
|--------------------|------------|----------------|
| Base               | (n=157)    | (n=894)        |
| <b>Area of Law</b> |            |                |
| Criminal           | 71%        | 61%            |
| Family             | 19%        | 25%            |
| CFCSA              | 10%        | 7%             |
| Immigration        | 0%         | 8%             |
| <b>Client Type</b> |            |                |
| CIS List           | 94%        | 93%            |
| Family LawLINE     | 3%         | 5%             |
| PLC                | 3%         | 2%             |

■ Significantly higher than Non-Indigenous
 ■ Significantly lower than Non-Indigenous

# Profile of Clients Participating in Survey: Indigenous Clients

|                            | Indigenous | Non-Indigenous |
|----------------------------|------------|----------------|
| Base                       | (n=157)    | (n=894)        |
| <b>Gender Identity</b>     |            |                |
| Man                        | 43%        | 55%            |
| Woman                      | 54%        | 43%            |
| Non-binary                 | <1%        | <1%            |
| Gender non-conforming      | 0%         | 0%             |
| Transgender                | 0%         | <1%            |
| Two spirited               | 3%         | <1%            |
| Other                      | 0%         | 1%             |
| <b>Age</b>                 |            |                |
| 18 – 24                    | 15%        | 7%             |
| 25 – 34                    | 26%        | 20%            |
| 35 – 44                    | 31%        | 31%            |
| 45 – 54                    | 17%        | 22%            |
| 55 – 64                    | 8%         | 12%            |
| 65+                        | 3%         | 6%             |
| Prefer not to answer       | 0%         | 2%             |
| <b>Education</b>           |            |                |
| No high school             | 4%         | 2%             |
| Some high school           | 23%        | 16%            |
| Graduated high school      | 34%        | 28%            |
| Post high school education | 35%        | 52%            |
| Prefer not to answer       | 3%         | 3%             |

■ Significantly higher than Non-Indigenous

■ Significantly lower than Non-Indigenous

# Profile of Clients Participating in Survey: Indigenous Clients

|                                       | Indigenous<br>(n=157) | Non-Indigenous<br>(n=894) |
|---------------------------------------|-----------------------|---------------------------|
| Base                                  |                       |                           |
| <b>Area of Residence</b>              |                       |                           |
| Vancouver/Sunshine Coast              | 9%                    | 22%                       |
| Surrey/Fraser Valley                  | 29%                   | 24%                       |
| Rest of BC                            | 59%                   | 49%                       |
| Outside of BC                         | 3%                    | 5%                        |
| <b>Ethnic or Cultural Background*</b> |                       |                           |
| Canadian                              | 41%                   | 69%                       |
| Indigenous – First Nations            | 65%                   | 0%                        |
| Indigenous – Metis                    | 34%                   | 0%                        |
| Indigenous – Inuit                    | 3%                    | 0%                        |
| European                              | 9%                    | 8%                        |
| South Asian                           | 0%                    | 5%                        |
| African                               | 1%                    | 4%                        |
| Chinese                               | 2%                    | 3%                        |
| Filipino                              | 0%                    | 1%                        |
| Southeast Asian                       | 0%                    | 1%                        |
| Korean                                | 0%                    | <1%                       |
| Japanese                              | <1%                   | <1%                       |
| Other                                 | 4%                    | 10%                       |
| Prefer not to answer                  | 0%                    | 4%                        |

\*Clients could select multiple ethnic or cultural backgrounds

■ Significantly higher than Non-Indigenous
 ■ Significantly lower than Non-Indigenous



APPENDIX

# Copy of Questionnaire

## Overall Performance

1. Please 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?

*If you have not dealt with Legal Aid in the past year, please think of your most recent experience.*

1 Very dissatisfied

2

3

4

5 Very satisfied

98 Don't know **(TEL-DO NOT READ)** / **(ONLINE-IN GRAY FONT, ONE ROW LOWER)**

2. 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 and to get the legal aid services you needed?

1 Very dissatisfied

2

3

4

5 Very satisfied

98 Don't know **(TEL-DO NOT READ)** / **(ONLINE-IN GRAY FONT, ONE ROW LOWER)**

3. 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.

1 Very dissatisfied

2

3

4

5 Very satisfied

98 Don't know **(TEL-DO NOT READ)** / **(ONLINE-IN GRAY FONT, ONE ROW LOWER)**

4. Overall, how would you rate Legal Aid at meeting your needs?

5. Excellent

4. Very good

3. Good

2. Fair

1. Poor

98. Don't know **(TEL-DO NOT READ)** / **(ONLINE-IN GRAY FONT, ONE ROW LOWER)**

5. What do you think are the top 3 things Legal Aid BC can do to meet your legal needs more effectively? **IF TEL, PROBE)** **(ONLINE SHOW TEXT BOX & SHOW** *Record your comments below. You can list up to 3 things.)* **[SEMI MANDATORY]**

6. On a scale from 1 to 5, 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?** **(IF TEL, READ STATEMENTS) 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  
**IF RATING IN 6d IS 4 OR 5 ASK:** 6d(i). In what way(s) did Legal Aid staff go the extra mile? **[SEMI MANDATORY]**
- e. I waited a reasonable amount of time on the phone and/or at the Legal Aid offices
- f. Legal Aid staff explained things in a way that I understood
- g. Legal Aid staff took the time to listen to me
- h. Legal Aid provided me with services that were appropriate for my cultural background and beliefs
- i. I was treated in an unbiased and non-discriminatory way

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree

98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

99. Not applicable **[SHOW ONLY FOR Q6b & Q6h] (TEL-DO NOT READ)**

### Referrals to Other Services

7. Were you referred to any Legal Aid **websites** (e.g. Family Law in BC, Aboriginal Legal Aid in BC, MyLawBC) and/or **publications** (e.g. Living Together or Living Apart booklet, Is that Legal booklet, Clear Skies comic book)?

- 1. Yes
- 2. No

98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

### IF Q7=YES THEN ASK Q8

8. Who referred you to the website(s) and/or publication(s)? **(IF TEL, READ. MULTIPLE RESPONSE) (IF ONLINE: Select all that apply. Click on the question marks to get more information on each group.). RANDOMIZE**

- 1. Legal Aid staff
- 2. Legal Aid lawyer
- 3. Duty Counsel
- 96. Other (specify) **ANCHOR (TEL-DO NOT READ)**
- 98. Can't recall **ANCHOR. MUTUALLY EXCLUSIVE (TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**INFO THAT WILL POP UP IN A SEPARATE WINDOW / (TEL-READ OUT HELP TEXT AS NEEDED FOR EACH RESPONSE OPTION IN Q8:**

**Legal aid staff:** the people that took you through the application process to apply for legal aid

**Legal aid lawyer:** the lawyer who represented you at trial, or took on your entire case

**Duty Counsel:** the lawyer you saw briefly while you were at Court. They gave you legal advice but did not take on your whole case or represent you at trial

**ASK ALL**

9X. Are you facing any issues or problems that make addressing, resolving, or dealing with your legal issues more difficult? (e.g. housing, financial, lack of community or family support, disability, mental health, etc.)

1. Yes

2. No

99. Prefer not to say **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**ASK Q9Y IF Q9X=YES**

**Q9Y WILL POP UP ON SAME SCREEN AS 9X:**

9Y. **ONLINE:** Tell us about your challenges here, if you would like.

**IF TEL SHOW ALTERNATE WORDING:** Do you want to share any specifics about those challenges?

**RECORD VERBATIM. FULLY OPTIONAL**

**IF Q9X=1 ASK Q10:**

10. Did Legal Aid inform you about other non-legal services (such as online resources, other agencies, etc.) to address those issues or problems that may be related to your legal issue?

1. Yes

2. No

98. Can't Recall **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**IF Q10=YES THEN ASK Q11**

11. Did you use or access any of the services that Legal Aid informed you about?

1. Yes

2. No

98. Can't Recall **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**IF Q11=YES THEN ASK Q12**

12. And generally, how helpful were these services that you were referred to? **(IF TEL-READ LIST)**

3. Very helpful

2. Somewhat helpful

1. Not very helpful

98. Can't Recall **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**IF Q11=NO THEN ASK Q13**

13. Why didn't you use or access any of the services that Legal Aid informed you about? **(IF TEL-READ LIST. MULTIPLE RESPONSE) (IF ONLINE: Select all that apply) RANDOMIZE**



1. Too difficult to get there (e.g. transit doesn't go (near) there, taxi too expensive)
2. Too busy
3. Too overwhelmed or stressed with everything else going on
4. Didn't think it would be worth the time/effort
5. Tried to, but wasn't helpful
6. Too difficult to contact/reach
96. Other (specify) **ANCHOR (TEL-DO NOT READ)**
97. No reason in particular **ANCHOR. MUTUALLY EXCLUSIVE (TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**ASK Q26 IF EXPERIENCED OTHER PROBLEMS (Q9X=Yes)**

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 the following statement? **(IF TEL, READ STATEMENT)**

26. I am satisfied with the level of support Legal Aid gave me so I could address the issues or problems related to my legal issues
  - 1 Strongly disagree
  - 2
  - 3
  - 4
  - 5 Strongly agree
98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**Applying for Legal Aid**

**ASK ALL**

15. Typically, people can apply for Legal Aid in Legal Aid offices, some courthouses, and over the phone. If available, would you prefer to apply for Legal Aid online?
  1. Yes
  2. No
98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**IF RESP. FROM CIS LIST AND APPROVED FOR REPRESENTATION, THEN DO NOT ASK Q14, GO TO Q16**

14. Did you apply for a Legal Aid lawyer?
  1. Yes
  2. No **GO TO Q23**

**[ASK IF Q14=Yes]**

16. On 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**? **(IF TEL, READ STATEMENTS) RANDOMIZE**
  - a. It was easy to find out how to apply for Legal Aid

- b. It was easy to get to the office (pre-COVID-19 pandemic) 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

1 Strongly disagree

2

3

4

5 Strongly agree

98 Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

### Legal Aid Representation

**IF RESP. FROM CIS LIST OR IF RESP. FROM CIS LIST AND APPROVED FOR REPRESENTATION, THEN DO NOT ASK Q17, GO TO Q18**

17. Were you provided with a Legal Aid lawyer to represent you?

1. Yes

2. No **GO TO Q21**

18. Overall, do you feel you were well represented by your Legal Aid lawyer?

1. Yes

2. No

**IF Q18=NO THEN ASK Q19:**

19. Why do you say that? **(IF TEL, PROBE) (ONLINE SHOW TEXT BOX & SHOW** *(Record your comments below)* **[SEMI MANDATORY. SHOW ON SAME PAGE BELOW Q18]**

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

**IF RATING IN 20c IS 4 OR 5 ASK:** 20c(i). In what way(s) did your lawyer go the extra mile? **[SEMI MANDATORY]**

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

e. My lawyer explained things in a way that I understood

f. My lawyer took the time to listen to me

1 Strongly disagree

2

3

4

5 Strongly agree

98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**IF Q17=NO THEN ASK Q21 & Q22. OTHERWISE GO TO Q23**

21. Were you told why you did not qualify for a Legal Aid lawyer?

- 1. Yes
- 2. No
- 99. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

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

- 1. Yes
- 2. No
- 98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**Duty Counsel/Family Lawline**

**ASK ALL. OPTIONAL.**

23. Did you use any duty counsel services?

*Duty Counsel are lawyers paid by Legal Aid who work at the courthouses and help people with family, immigration, and criminal law legal issues by providing free advice, information about court procedures and legal rights and helping fill out forms.*

- 1. Yes
- 2. No

**ASK Q24 IF Q23=YES (Q23=1)**

24. 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 duty counsel. **(IF TEL, READ STATEMENTS) RANDOMIZE**

- a. It was easy to find out how to get help from duty counsel
- b. I was treated fairly by duty counsel
- c. I was informed of everything I needed to do to work with duty counsel
- d. Duty counsel were knowledgeable and competent
- e. Duty counsel went the extra mile to make sure I got what I needed
- f. I waited a reasonable amount of time to speak to duty counsel
- g. Duty counsel explained things in a way that I understood
- h. Duty counsel took the time to listen to me

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**ASK Q24b IF LAWLINE CLIENT**

Q24b. 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 getting advice from a Legal Aid lawyer over the phone, such as through the Family Lawline? **(IF TEL, READ STATEMENTS) RANDOMIZE**

- a. It was easy to find out how to get help from the Family Lawline lawyer(s)
- b. I was treated fairly by the Family Lawline lawyer(s)
- c. I was informed of everything I needed to do to work with the Family Lawline lawyer(s)
- d. The Family Lawline lawyer(s) were knowledgeable and competent
- e. The Family Lawline lawyer(s) went the extra mile to make sure I got what I needed
- f. I waited a reasonable amount of time to speak to the Family Lawline lawyer(s)
- g. The Family Lawline lawyer(s) explained things in a way that I understood
- h. The Family Lawline lawyer(s) took the time to listen to me

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree

98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**Legal Aid & COVID-19 (NEW)**

26X. How would you rate the ability to access Legal Aid services during the COVID-19 pandemic, that is, since mid-March. Would you say it has been...? **(IF TEL, READ LIST)**

5. Very easy
4. Easy
3. Just OK
2. Difficult
1. Very difficult

98. Don't know / Not applicable **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**ASK 26Y IF 26X=DIFFICULT OR VERY DIFFICULT (Q26X=2 OR 1)**

26Y. What has made it difficult to access Legal Aid services during the pandemic? **(IF TEL, READ. MULTIPLE RESPONSE) (IF ONLINE: Select all that apply). RANDOMIZE**

1. Courthouse closed / no in-person intake services
2. Local Legal Aid office not open for in-person services
3. No phone / voice call minutes
4. No email / internet access
5. Travel restrictions during the Phase 1 COVID lockdown

96. Other (specify) **(TEL-DO NOT READ)**

98. Don't Know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**Case Outcomes**

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

1. Completed
2. Pending
3. Dropped

99. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

28. Which of the following best describes the result or expected result of your case? **(IF TEL, READ LIST. ONE RESPONSE ONLY) (IF ONLINE: Select only one)**

**IF TYPE OF LAW IS CRIMINAL SHOW CODES 1-3, 96 AND 98. ALL OTHERS SHOW CODES 4-6, 96 AND 98.**

1. Not guilty
2. Reduced sentence
3. Guilty

4. Fully resolved
5. Partly resolved
6. Unresolved

96. Other (specify) **(TEL-DO NOT READ)**

98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**Internet & Online Access (NEW)**

42. Do you currently have regular and reliable access to the Internet on a phone, laptop, computer, or tablet?

By regular and reliable, we mean having access to an internet connect for personal use that:

- Has sufficient speed and bandwidth
- You can use for a reasonable amount of time
- Is in a safe and relatively convenient place such as at home or at a friend's/relative's

1. Yes, to all
2. Yes, to some of this but not all
3. No

98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**ASK Q42b IF Q42=YES-TO SOME, NO OR DON'T KNOW (Q42=2, 3 OR 98)**

42b. Which are the following, if any, are barriers for you when it comes to using the Internet? **(IF TEL, READ. MULTIPLE RESPONSE) (IF ONLINE: Select all that apply) RANDOMIZE**

1. I don't have reliable Internet / poor signal / not fast enough
2. I don't have a computer / laptop / tablet or phone
3. I don't have a safe / private place to use the Internet
5. I find using computers / Internet difficult
6. I would rather talk to someone who could help me than read information on the Internet

- 7. Language issues / online websites / resources are not in my language
- 8. I don't like entering my personal information online / information privacy concerns
- 9. Takes too much time
- 96. Other (specify) **(TEL-DO NOT READ)**
- 99. No reason in particular **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

43. Legal Aid BC currently has several websites and online resources. Which of the following have you heard of and visited or used? *Click on the question marks to get more information on the resources.* **RANDOMIZE ROWS**

|                                   | 1. Have visited/used  | 2. Heard of, but never visited/used | 3. Never heard of     |
|-----------------------------------|-----------------------|-------------------------------------|-----------------------|
| a. Family Law in BC               | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> |
| b. Aboriginal Legal Aid BC        | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> |
| c. MyLawBC                        | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> |
| d. Family Resolution Centre       | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> |
| e. Dialogue Tool                  | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> |
| f. Making a Will Tool             | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> |
| g. Remote Child Support Mediation | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> |

|  |
|--|
| <b>INFO THAT WILL POP UP IN A SEPARATE WINDOW / READ OUT HELP TEXT AS NEEDED FOR EACH RESPONSE OPTION IN Q43:</b>  |
| <b>Family Law in BC</b> - this site has a LiveHelp chat function   |
| <b>MyLawBC</b> - includes pathways on: court documents, family orders, separation plans, safety plans, mortgage payments/foreclosure, planning for the future] |
| <b>Dialogue Tool</b> - for separation agreements   |
| <b>Making a Will Tool</b> - this is on the MyLawBC site  |

**ASK Q44 IF VISITED/USED &/OR HEARD OF AT LEAST ONE SITE/RESOURCE IN Q43 (ANY OF Q43A-G=1 OR 2):**

44. Based on your own experiences, or what you may have seen or heard, generally, how easy or difficult is it to use and understand Legal Aid BC's websites and online resources?

- 1. Very easy
- 2. Easy
- 3. Just ok
- 4. Difficult
- 5. Very difficult
- 98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**ASK Q45 IF HEARD OF AT LEAST 1 SITE/RESOURCE IN Q43 BUT NOT VISITED/USED ANY AND HAVE INTERNET ACCESS (IF AT LEAST ONE OF Q43A-G=2 & NONE OF Q43A-G=1 & Q42=1 OR 2):**

45. Why have you never visited/used any of Legal Aid BC's websites and/or online resources?  
**[SEMI MANDATORY OPEN END]**

**ASK Q46 IF VISITED/USED AT LEAST ONE SITE/RESOURCE IN Q43 (ANY OF Q43A-G=1):**

46. And thinking back to the time you visited/used **[USE LEAST-FILL LOGIC TO RANDOMLY CHOSE 1 SITE/RESOURCE VISITED/USED IN Q43]**, did it help you with resolving your legal issue?

1. Yes – definitely
2. Yes – somewhat
3. No – not really
98. Can't recall **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**ASK Q47 IF Q46 = YES SOMEWHAT OR NO-NOT REALLY (Q46=2 OR 3):**

47. Which of the following would have been helpful when visiting/using **[SITE/RESOURCE EVALUATED IN Q46]**? *Select all that apply.* **RANDOMIZE**

1. Shorter forms and/or explanations
2. Less legal terms / simpler language
3. Assistance from Legal Aid BC person to navigate the website
4. Online chat function
5. Better / more convenient / private Internet access
6. Content in my language
7. Content that better reflects my identity, culture or beliefs
8. More use of video, audio, images, or interactive content
9. More help understanding the law/my legal issue
96. Other (specify) **(TEL-DO NOT READ)**
97. Nothing would have helped **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

**Wrap Up**

33. How many times have you ever used any Legal Aid services?

\_\_\_\_\_ times **[SET LIMIT FROM 1-20]**

1. Over 20 times
98. Can't recall

34. Into which of the following ranges does your age fall? **(IF TEL, READ LIST)**

1. 18-24
2. 25-34
3. 35-44
4. 45-54
5. 55-64
6. 65+
99. Prefer not to say **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

35. How do you identify? **(IF TEL, READ LIST)**

1. Man
2. Woman
3. Non-binary
4. Gender non-conforming
5. Transgender
6. Two spirited
7. Other (specify) **(TEL-DO NOT READ)**

36. In what area do you currently live?

1. Metro Vancouver (not Surrey)/Sunshine Coast
2. Surrey/Fraser Valley
3. Rest of BC
4. Outside of BC

37. What is the highest level of education you have completed? **(IF TEL, READ LIST)**

1. No high school
2. Some high school
3. Graduated high school
4. Post high school education
99. Prefer not to say **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

38. To help us understand the diverse population of clients that legal aid serves, which of the following best describes your ethnic or cultural background? **(IF ONLINE, SHOW: *Select all that apply*) (IF TEL, READ LIST. MULTIPLE RESPONSE)**

5. African
1. Canadian
3. Chinese
2. European
10. Filipino
9. Indigenous - First Nations
11. Indigenous – Inuit
12. Indigenous – Metis
7. Japanese
6. Korean
4. South Asian (including East Indian, Pakistani, Sri Lankan)
8. Southeast Asian (including Vietnamese, Thai, Indonesian)
96. Another ethnic or cultural background (specify) **ANCHOR**
99. Prefer not to answer **ANCHOR (TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**



**IF Q6h=1-3 ASK Q39:**

39. Earlier you did not agree that Legal Aid provided you with services that were appropriate for your identity, and/or your cultural background and beliefs. Which culture(s) and/or belief(s) do you feel Legal Aid needs to better address? **(IF TEL, PROBE) (ONLINE SHOW TEXT BOX & SHOW** *Record your comments below*)

97. None/Not applicable

**IF RESPONSE GIVEN TO Q39 ASK Q39B (FOR ONLINE SHOWN ON SAME SCREEN)**

39b. What suggestions, if any, do you have for Legal Aid to better address your identity and/or this culture and/or belief? **(IF TEL, PROBE) (ONLINE SHOW TEXT BOX & SHOW** *Record your comments below*)

97. None/No suggestions

**ASK ALL**

40. Those are all 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 in the prize draw for 1 of 5 \$50 supermarket gift cards?

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

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

99. No thanks, not interested.

41. Lastly, in the next few months the Legal Aid BC may be conducting some research with clients to talk a little more about some of the topics discussed in the survey. If you are selected and complete the research, you will receive an incentive as a thank-you for your time.

Would you be OK with us possibly contacting you at that time to see if you want to participate?

1. Yes **(IF TEL, CONFIRM NAME AND BEST CONTACT PHONE NUMBER)**  
**(IF ONLINE SHOW: And can you confirm your name and the best phone number to reach you at for this purpose?)**

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

Telephone: \_\_\_\_\_

1. Same contact info provided for the prize draw **[DO NOT SHOW IF Q40=99]**
2. No, do not contact me

**Thank you very much for completing our survey.**