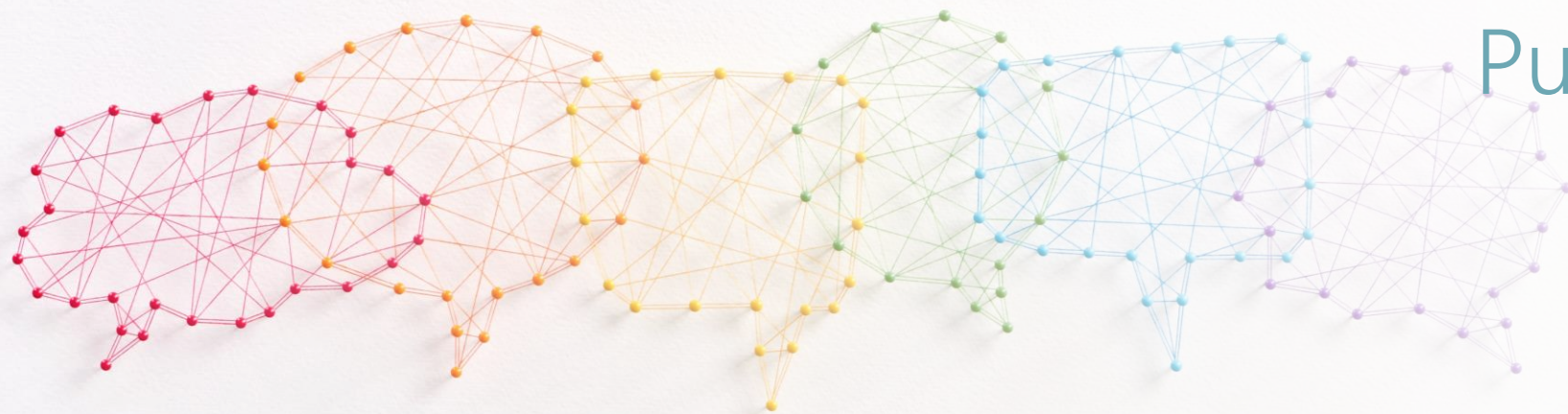


Legal Aid BC Public Opinion Poll



PREPARED FOR



April 8, 2021

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Background & Objectives

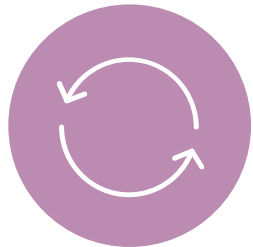
BACKGROUND & OBJECTIVES



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. Its priority is to help people with low incomes.



Since 2005, LABC has enlisted research partners to conduct a province-wide survey with BC residents with the purpose of **understanding the awareness, knowledge and attitudes around legal aid in BC.**



Changes to question wording have been made over the years to accommodate LABC's changing goals and priorities, and these modifications have been noted throughout the report. Wherever possible, results are trended back to 2005. In 2021, references to Legal Services Society (LSS) in the survey were updated to Legal Aid BC (LABC) to reflect the organization's name change.

METHOD



Adult residents of British Columbia (those aged 18 and older) were invited to participate in the survey via an online consumer panel



Survey conducted February 22 – 26, 2021



5-minute online survey



The final data is mathematically weighted by age and gender within each region in order to accurately reflect the actual BC population

REPORTING NOTES



Margins of Error: The total sample size for this study of 629 has a margin of error of +/-4%, at the 95% level of confidence. When comparing results from 2018 to 2021 the following table shows the percentage point shifts required for the differences to be considered statistically significant. All 2018 to 2021 comparisons noted in this report with arrows are statistically significant at the 95% level of confidence.

Region	2018 Sample Sizes	2021 Sample Sizes	Required Difference for Significance (at 95% confidence level)
Lower Mainland / Fraser Valley	371	383	±7.5%
Vancouver Island	103	106	±14.0%
Interior / North	126	140	±12.5%
Total	600	629	±6.0%



COVID-19: The effects of COVID-19 since March of 2020 may have affected general awareness among residents. We recognize that the prevalence of COVID-19 news may have impacted the recall of legal aid information.



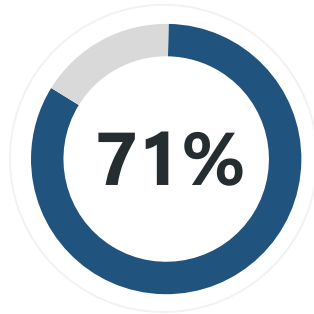
Due to the increasing difficulty in reaching a demographically representative sample via telephone surveying, in 2014 the switch was made to begin administering the survey online.



Highlights

2021 Highlights

Awareness of Legal Aid & Legal Aid BC Services



Aware of legal aid in general

Awareness of Legal Aid for Specific Case Types (% aware)

Criminal Law



50% ▼

Family Law



54%

Immigration/Refugee Law



39% ▼

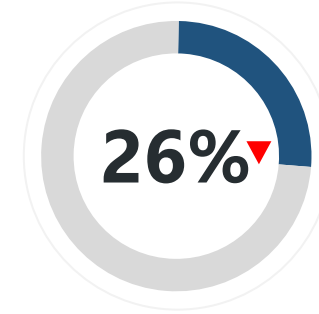
- ▲ **67%** have heard of Legal Aid BC when prompted or say the name sounds familiar
- ▼ **20%** are aware that LABC's legal information services are available for *all* residents

- While most British Columbians continue to report being aware of legal aid services in general (71%), they are less likely to be aware of the types of cases legal aid handles.
- General awareness of legal aid continues to trend downwards for the fourth consecutive wave.
- Without prompting, only 3% of British Columbians can name Legal Aid BC, the organization responsible for legal aid services.
- When prompted with LABC's name, 27% say they have definitely heard of LABC, while 40% say the name sounds familiar to them.
- Declining by 8 points since 2018, only 20% of residents are aware that LABC provides legal information services for all BC residents.

Top Sources of Information on Legal Aid BC



- One-quarter of British Columbians have come across information about Legal Aid BC recently. Reach has been gradually declining over the past several years (since a 42% peak in 2014).
- Those who remember hearing or getting information about Legal Aid BC say it was most often through stories in the media, which is mentioned less frequently than in 2018. Other common sources of information are through word-of-mouth or online.



Have heard something about LABC in the past few months

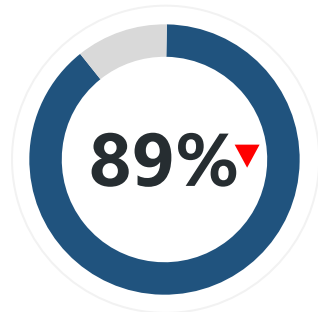
% Hearing Info About LABC From...

- 1** Stories in the media **15%** ▼
- 2** Word-of-Mouth **11%**
- 3** Internet / website / online searches **10%**

2021 Highlights

Public Support for Legal Aid BC

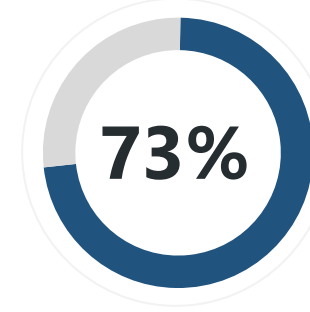
Support for Legal Aid BC



Support LABC's services for low income people

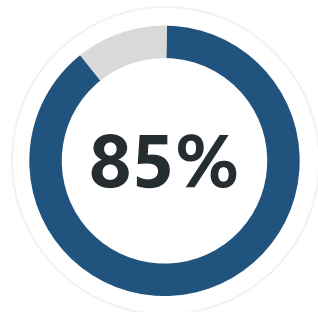
- While the general awareness of legal aid is trending downwards, public support for Legal Aid BC's services for low income people remains high, supported by nine-in-ten BC residents.
- Even though support remains strong, this year the total level of support softened to 89%, from 93% in 2018. Unchanged from 2018, six-in-ten express strong support.
- Softening slightly from 2018, about three-quarters of British Columbians (73%) continue to agree that Legal Aid BC should support their clients in addressing problems that are related to their legal issues (such as housing problems, debt or health problems).

Support for LABC Helping Clients Address Related Issues



Agreeing that LABC should support clients in addressing their related issues

Importance of Providing Legal Aid to Low Income People to Ensure Fairness in the Justice System



Feel legal aid provided to low income people is important to ensuring fairness in the justice system overall

Importance By Legal Area (% very/somewhat important)

Family Court		89% ▼
Other Civil Legal Proceedings		87%
Criminal Court		85% ▼
Immigration/Refugee Hearings		77%

- Consistent with previous years, most British Columbians (85%) feel that legal aid provided to low income people is important to ensure fairness in the justice system.
- Of the four legal areas, British Columbians are the least apt to think offering legal aid services for immigration / refugee hearings is important to ensure fairness in the justice system (as with past waves).
- Since 2018, ratings of importance have softened for family court and criminal court.

2021 Highlights

Public Positions on the Justice System & Legal Aid

84%

(strongly / moderately agree)

Everyone should have the right to access the justice system even if the provincial government has to spend more money



73%

(strongly / moderately agree)

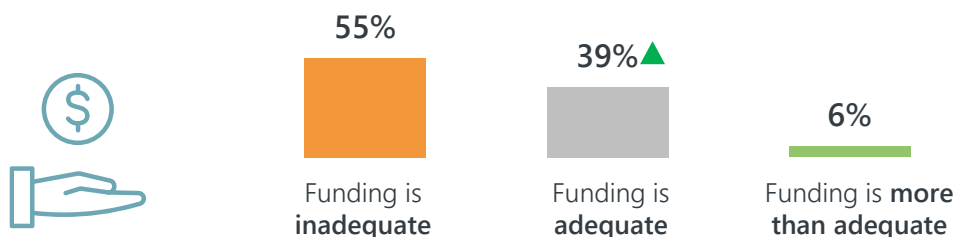
Governments should give funding for legal aid the same priority as funding given to other social services



- Public positions on the justice system and legal aid has stayed consistent since 2013.
- A large majority of British Columbians (84%) agree that everyone should have the right to access the justice system even if the BC government has to spend more money on providing legal aid.
- When it comes to government priorities on legal aid funding, 73% of BC residents are of the opinion that legal aid funding should be given the same priority as funding given to other social services – such as health care, education, welfare and child protection. This has directionally increased from 70% in 2018.

Legal Aid BC Funding Perceptions

Among the 46% of residents offering an opinion...



- In line with the lower levels of awareness of legal aid, a smaller proportion of BC residents this year are able to offer an opinion on the adequacy of LABC's funding (just 46% can, compared to 53% in 2018).
- More than half of those sharing their opinion continue to think that LABC's funding is inadequate. However, this opinion is held by fewer residents than in 2018 (three years ago, 62% felt that legal aid funding was inadequate). This year, four-in-ten residents think LABC's funding is adequate, compared to three-in-ten in 2018.

Suggestions for Improvement

Top suggestions to improve Legal Aid BC's services:

Mentioning
(% who commented)

- | | | |
|---|--|----|
| 1 | Improve / increase funding | 7% |
| 2 | More advertising / promotion / public awareness | 7% |
| 3 | Improved access / availability / availability for lower income | 4% |



Summary of Findings



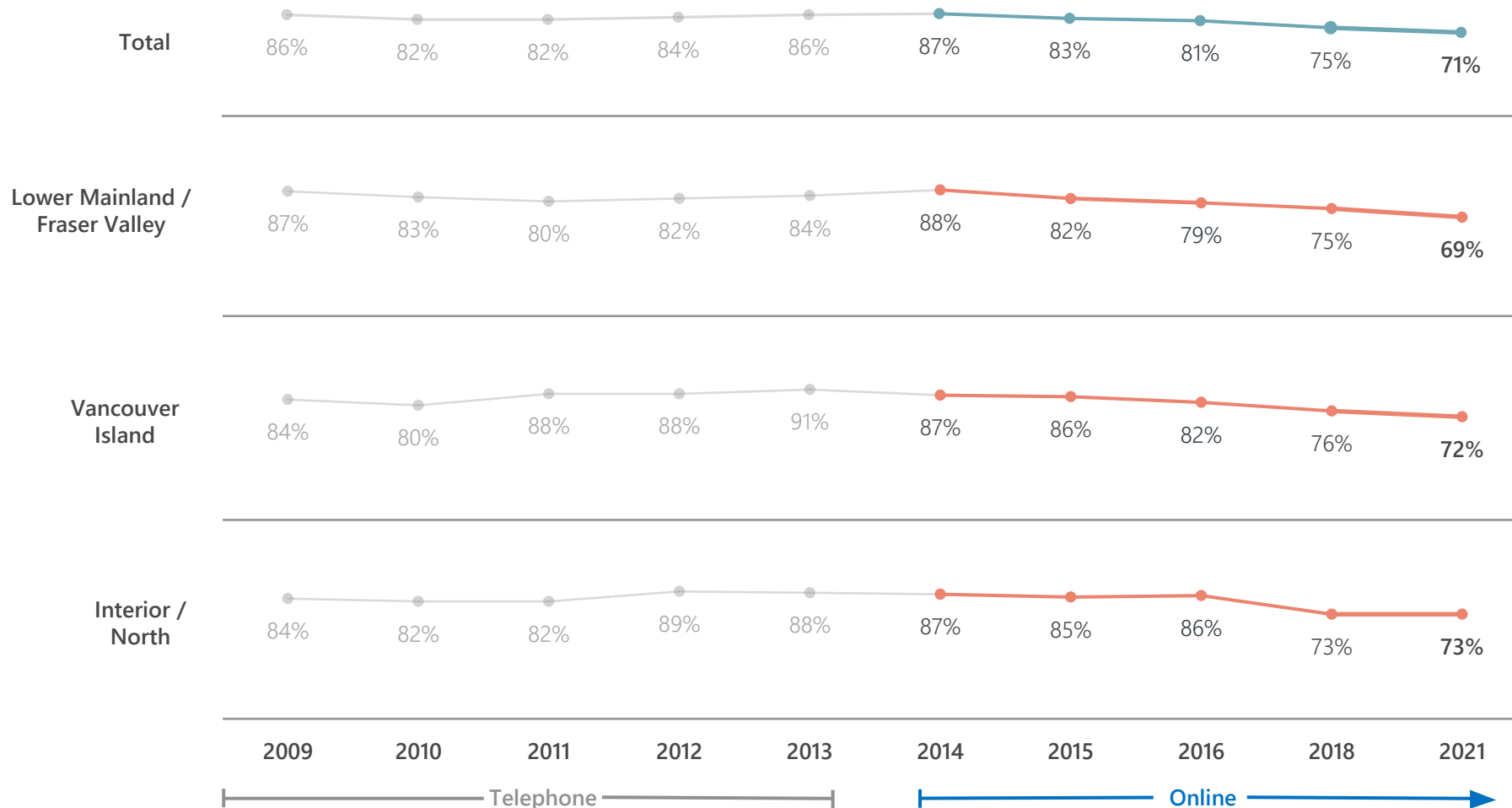
SUMMARY OF FINDINGS

Legal Aid Awareness

Awareness of Legal Aid in BC for Low Income People

Aware of Legal Aid Services for Low Income People

Base: All Residents (2009 to 2021)



Seven-in-ten BC residents report they are aware that legal aid services are available for people with low incomes. Awareness edged down another 4 points this year, continuing a downward trend that has been evident since 2015.

As with previous years, legal aid awareness is the highest among older residents and lowest among younger residents:

- ➔ 55+ years: 85%
- ➔ 35-54 years: 70%
- ➔ 18-34 years: 52%

Lower income households are less likely to be aware that legal aid services are available (61%), compared to their moderate/high income counterparts (75%). This is a recurring trend consistent with 2018 and 2016.

▲▼ Statistically higher/lower than 2018

Total base size: 2009 (753), 2010 (574), 2011 (562), 2012 (602), 2013 (600), 2014 (612), 2015 (600), 2016 (620), 2018 (600), 2021 (629)

LST. Now we would like to ask you a few questions about legal aid. First of all, are you aware that there are legal aid services in BC for people with low incomes?

Awareness of Legal Aid for Different Types of Cases

Awareness of legal aid services for different types of cases has been on the decline since 2015 and that trend continues this year.

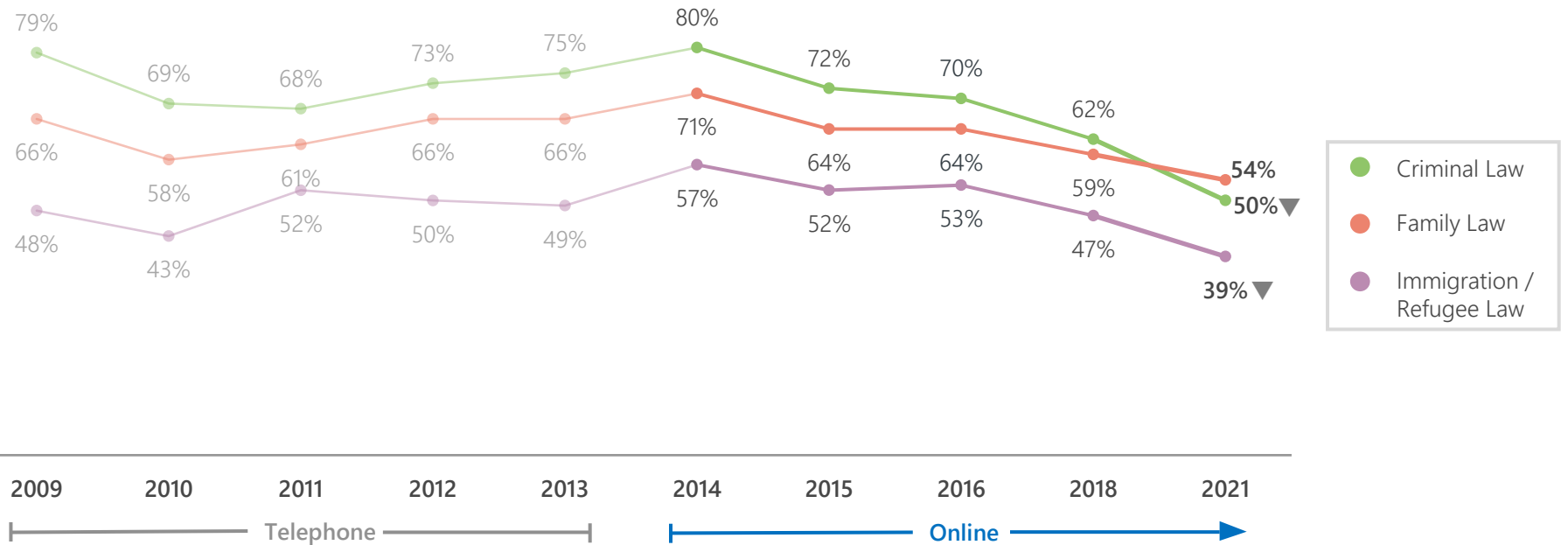
Of the three types of law (criminal, family and immigration/refugee), BC residents are more likely to be aware of legal aid services being available for people facing family law matters (54%) versus criminal law (50%) and immigration/refugee law matters (39%). For the first time, awareness of legal aid for family law matters surpasses that of criminal law (50%).

Older residents aged 55+ and moderate/high income households are more likely to be aware that legal aid services are available for criminal, family and immigration/refugee law compared to their counterparts.

➡ Women typically show higher awareness than men when it comes to the availability of legal aid services for family and immigration/refugee law matters.

Aware of Legal Aid Services for Different Types of Cases

Base: All Residents (2009 to 2021)



▲ ▼ Statistically higher/lower than 2018

Legal Aid BC Unaided & Aided Awareness

Without prompting, only 3% of British Columbians can correctly name Legal Aid BC as the organization that provides legal aid services for people with low incomes in BC.

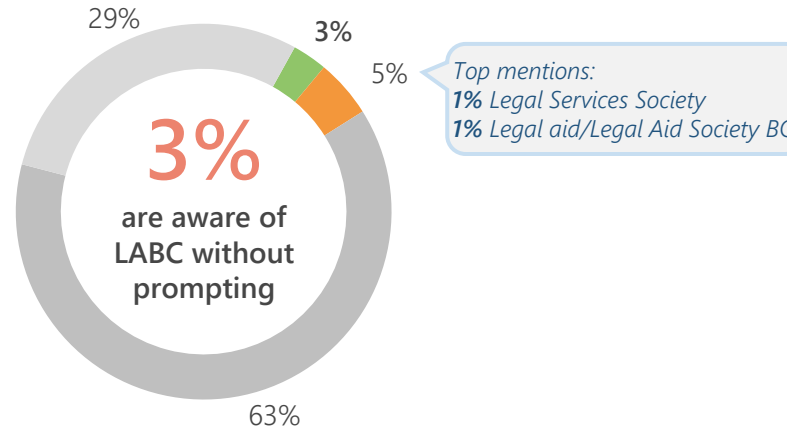
- ➔ Almost all who were able to name LABC fall into the moderate/high income group.
- ➔ Other noted mentions were LABC's former name, Legal Services Society and Legal aid/Legal Aid Society BC (with 1% mentioning each).

Once prompted with LABC's name, two-thirds of BC residents report having heard of LABC before, with 27% who say they definitely heard of LABC (up from 21% in 2018).

- ➔ As with general awareness of legal aid, aided awareness of the organization is highest among older residents aged 55+ years (81% are familiar with or have definitely heard of LABC).

Unaided Awareness

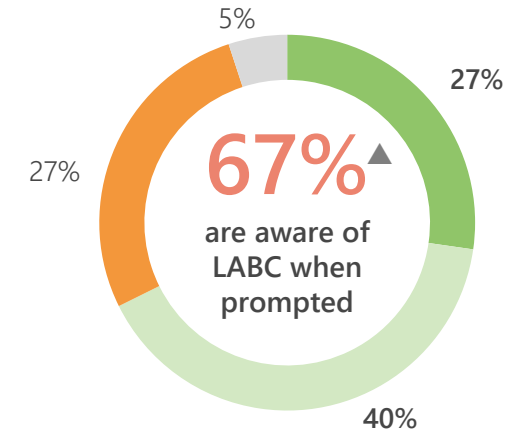
2021 Base: All Residents (629)



	Total '18	Total '21
Base	600	629
Correctly identified Legal Aid BC unaided	2%	3%
Gave incorrect organization name	8%	5% ▼
Aware of legal aid but not aware of organization's name	65%	63%
Not aware of legal aid services	25%	29%

Aided Awareness

2021 Base: All Residents (629)



	Total '18	Total '21
Base	600	629
Yes, definitely heard of Legal Aid BC	21%	27% ▲
Maybe, name sounds familiar	39%	40%
No, never heard that name before	32%	27%
Not sure	8%	5% ▼

Note: Questions added in 2018. / Prior to 2021, Legal Aid BC was formerly named Legal Services Society.

Note: The sum of the individual response categories may not add up to 100% due to rounding.

LS2b. Do you happen to know the name of the organization in BC that provides legal aid services for people with low incomes?

LS2c. What is the organization's name? (please specify) [OPEN-END]

LS2d. As you may or may not already know, the name of the organization in BC that provides legal aid services for people with low incomes is Legal Aid BC, formerly known as Legal Services Society. Before today, had you heard of this organization?

▲ ▼ Statistically higher/lower than 2018

Sources of Legal Aid BC Information

BC residents are most likely to have heard about LABC's services recently from stories in the media (15%), word-of-mouth (11%) and/or the Internet (10%).

Media stories as a source of LABC's services continues to decline, falling another 5 points this year.

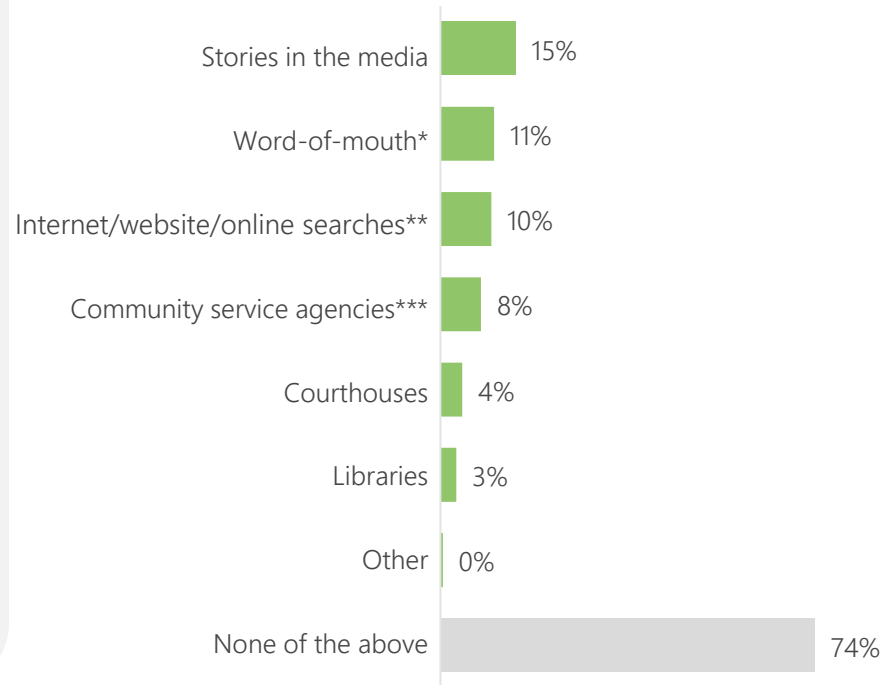
- ➡ Lower Mainland/Fraser Valley residents and residents aged 35+ are the most likely to have heard about LABC's services from stories in the media.
- ➡ Low income households are more apt to have obtained information about LABC from community service agencies than moderate/high income households.

This year, three-quarters of British Columbians do not recall getting information or hearing about LABC's services in the past few months – up from 66% three years ago.

Sources of Legal Aid BC Information

% residents hearing about Legal Aid BC from...

2021 Base: All Residents (629)



	2009	2010	2011	2012	2013	2014	2015	2016	2018	2021
	(753)	(574)	(562)	(602)	(600)	(612)	(600)	(620)	(600)	(629)
Stories in the media	43%	42%	43%	49%	34%	31%	31%	26%	20%	15% ▼
Word-of-mouth*	4%	26%	24%	22%	20%	17%	17%	14%	14%	11%
Internet/website/online searches**	N/A								12%	10%
Community service agencies***	14%	12%	10%	11%	12%	12%	11%	10%	10%	8%
Courthouses	11%	5%	5%	6%	5%	5%	5%	4%	4%	4%
Libraries	6%	7%	4%	5%	7%	4%	3%	4%	3%	3%
Other	4%	4%	1%	3%	1%	1%	0%	1%	1%	0% ▼
None of the above	42%	41%	45%	38%	47%	58%	58%	64%	66%	74% ▲

▲ ▼ Statistically higher/lower than 2018

*This response was added to the response list in 2010.

**This response was added to the response list in 2018.

***This includes women's centres, transition houses, the John Howard and Elizabeth Fry Societies, Native Courtworker offices, Native Friendship Centres, community centres, multicultural and immigrant associations, seniors centres and youth clinics as examples.)

LS8. In the past few months, did you hear about (get information about) Legal Aid BC services from any of the following sources?

Awareness of Legal Information Services for All British Columbians

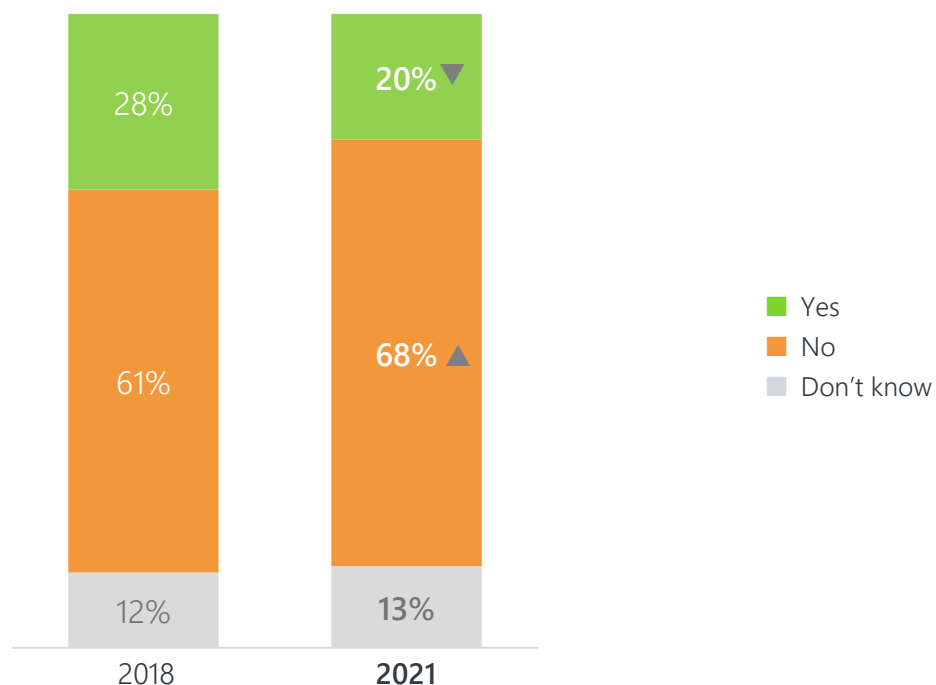
One-in-five residents say they are aware that LABC provides legal information services to all British Columbians, but this awareness has declined significantly (by 8 points) since 2018.

➔ Residents who are aware of legal aid in general are more likely to be aware that legal information services are available to all residents regardless of income (26% vs. 20% overall).

Younger residents (aged 18-34) are significantly less likely to be aware than older residents (aged 55+) – just 12% of younger residents know that LABC’s legal information services are available to all residents.

Aware that Legal Aid BC Information Services are Available Regardless of Income Level

2021 Base: All Residents



▲ ▼ Statistically higher/lower than 2018

Note: Question added in 2018.

Total base size: 2018 (600), 2021 (629)

LS10. Before today, were you aware that Legal Aid BC provides legal information services (such as websites and publications) to all British Columbians regardless of income level?



SUMMARY OF FINDINGS

Support/Oppose Legal Aid Services

Support / Oppose Legal Aid BC Services for Low Income People | 2021

Nine-in-ten BC residents support LABC's services for low income people, including six-in-ten who express strong support. Only 5% oppose LABC's services.

Regionally, residents of Vancouver Island are relatively more likely to support LABC's services for low income residents (96% do). Furthermore, Islanders are somewhat more inclined to *strongly* support LABC's services (67% of Islanders *strongly* support vs 58-59% in other regions).

Other groups who are more likely to support LABC's services for low income people include:

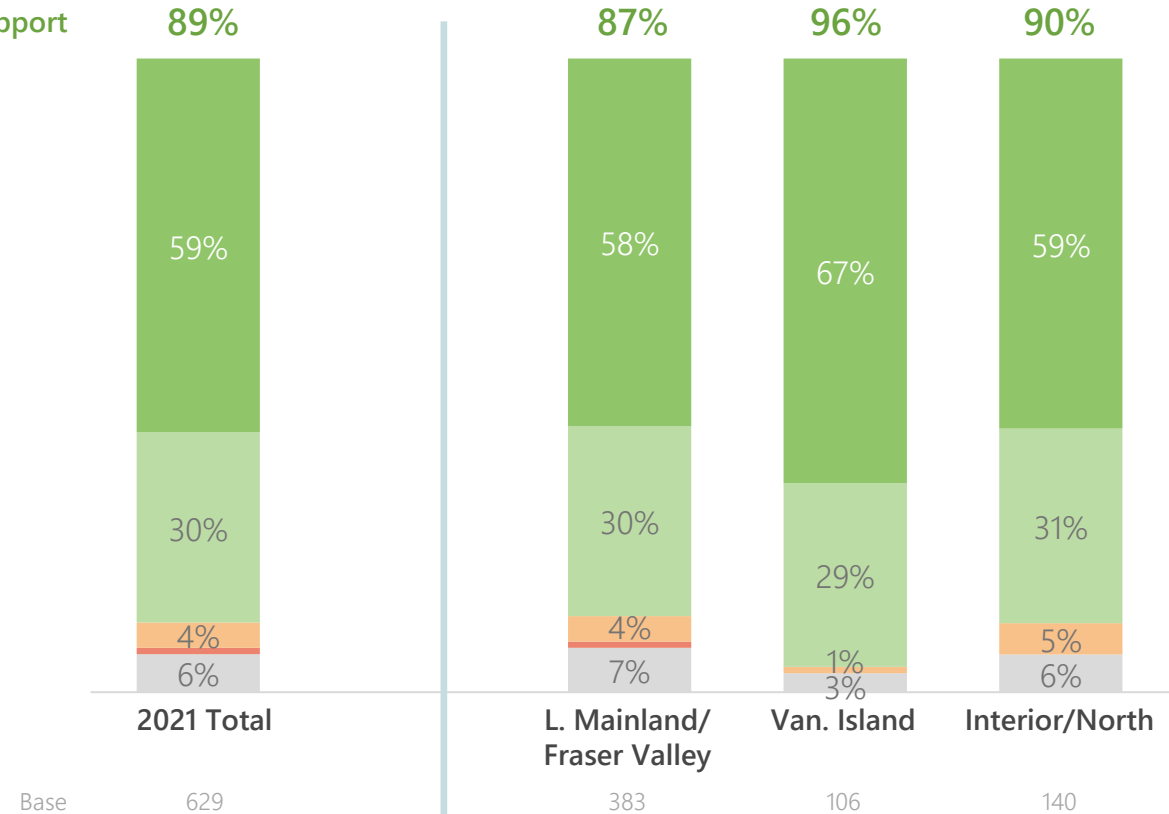
- ➔ Moderate/high income households (94% vs. 82% among low income households)
- ➔ Residents aged 18-34 and 55+ (91% and 92% respectively vs. 84% among those aged 35-54)
- ➔ Residents who were already aware of legal aid (94% vs. 78% among those who were not previously aware of legal aid).

Support/Oppose Legal Aid BC Services for Low Income People

2021 Base: All Residents

% Strongly/moderately support

- Strongly support
- Moderately support
- Moderately oppose
- Strongly oppose
- No opinion / don't know



Note: The sum of the individual response categories may not add up to 100% due to rounding.

LS3. As you may or may not already know, Legal Aid BC provides legal information, advice, and/or representation in court to low income people. This can include providing them with self-help materials, giving them a few hours of legal advice, or paying a lawyer to represent them in court for serious family, criminal, or immigration/refugee problems. Low income refers to those people who do not have enough money each month to buy basic goods. This amount of money is estimated by the federal and provincial governments and is based on the community in which a person lives. Knowing this, to what extent do you support or oppose Legal Aid BC services?

Support / Oppose Legal Aid BC Services for Low Income People | Trends



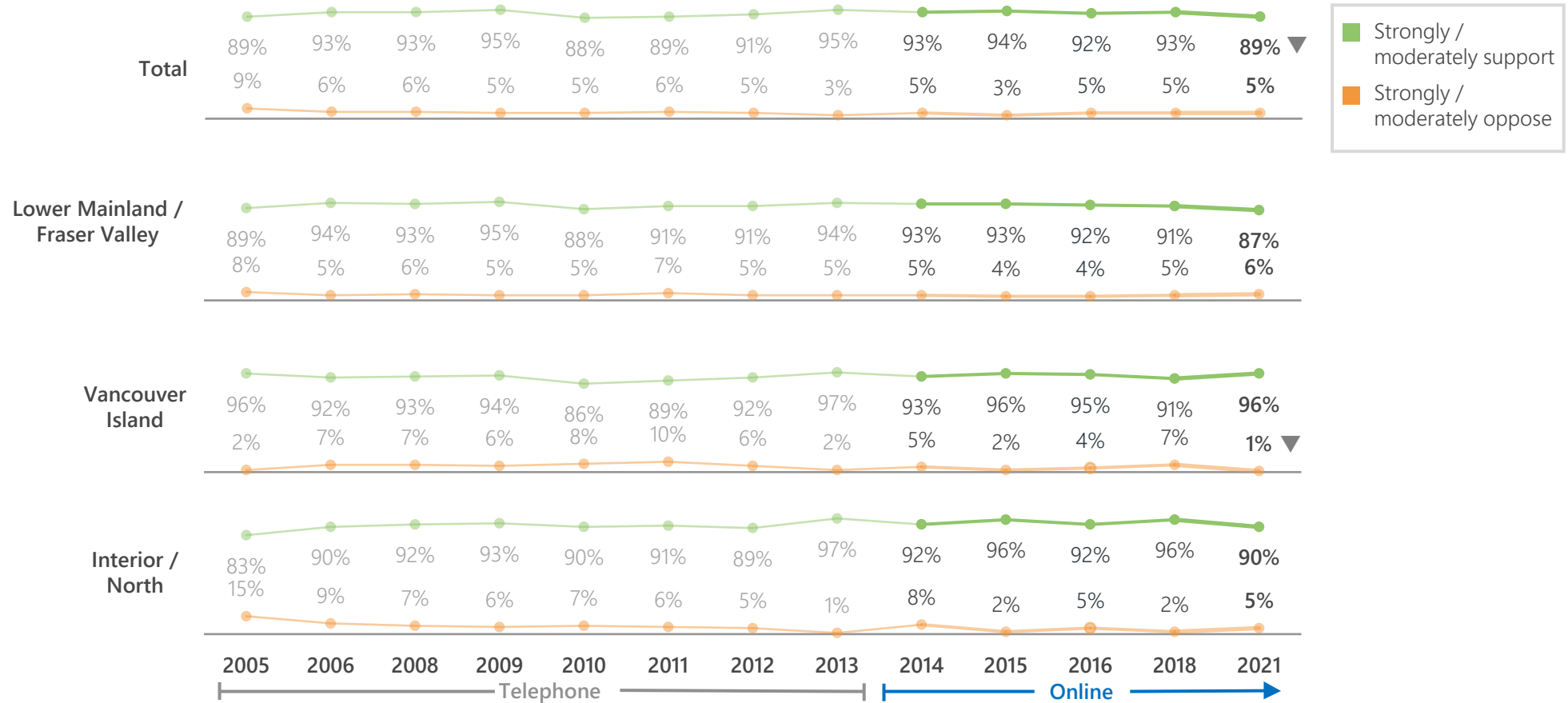
While the vast majority of BC residents continue to support LABC's services, support has dipped by 4 points since 2018 (89% vs. 93% in 2018).

The level of support for LABC's services has softened this year among residents from the Lower Mainland/Fraser Valley and Interior/North, but still remains strong in both regions.

On the other hand, support among Vancouver Island residents has increased since 2018.

Support/Oppose Legal Aid BC Services for Low Income People

Base: All Residents (2005 to 2021)



▲ ▼ Statistically higher/lower than 2018

Total base size: 2005 (763), 2006 (745), 2008 (730), 2009 (753), 2010 (574), 2011 (562), 2012 (602), 2013 (600), 2014 (612), 2015 (600), 2016 (620), 2018 (600), 2021 (629)

LS3. As you may or may not already know, Legal Aid BC provides legal information, advice, and/or representation in court to low income people. This can include providing them with self-help materials, giving them a few hours of legal advice, or paying a lawyer to represent them in court for serious family, criminal, or immigration/refugee problems. Low income refers to those people who do not have enough money each month to buy basic goods. This amount of money is estimated by the federal and provincial governments and is based on the community in which a person lives. Knowing this, to what extent do you support or oppose Legal Aid BC services?

Should LABC Support Clients by Addressing Related Issues? | 2021

This year, 73% of BC residents agree that LABC should support their clients in addressing problems related to their legal issues. Nearly two-in-ten are on the fence – that is they partly agree or partly disagree and less than one-in-ten don't have an opinion. Only 3% do not support it.

As with previous years, Vancouver Island residents tend to express the greatest support for LABC's strategy (78%).

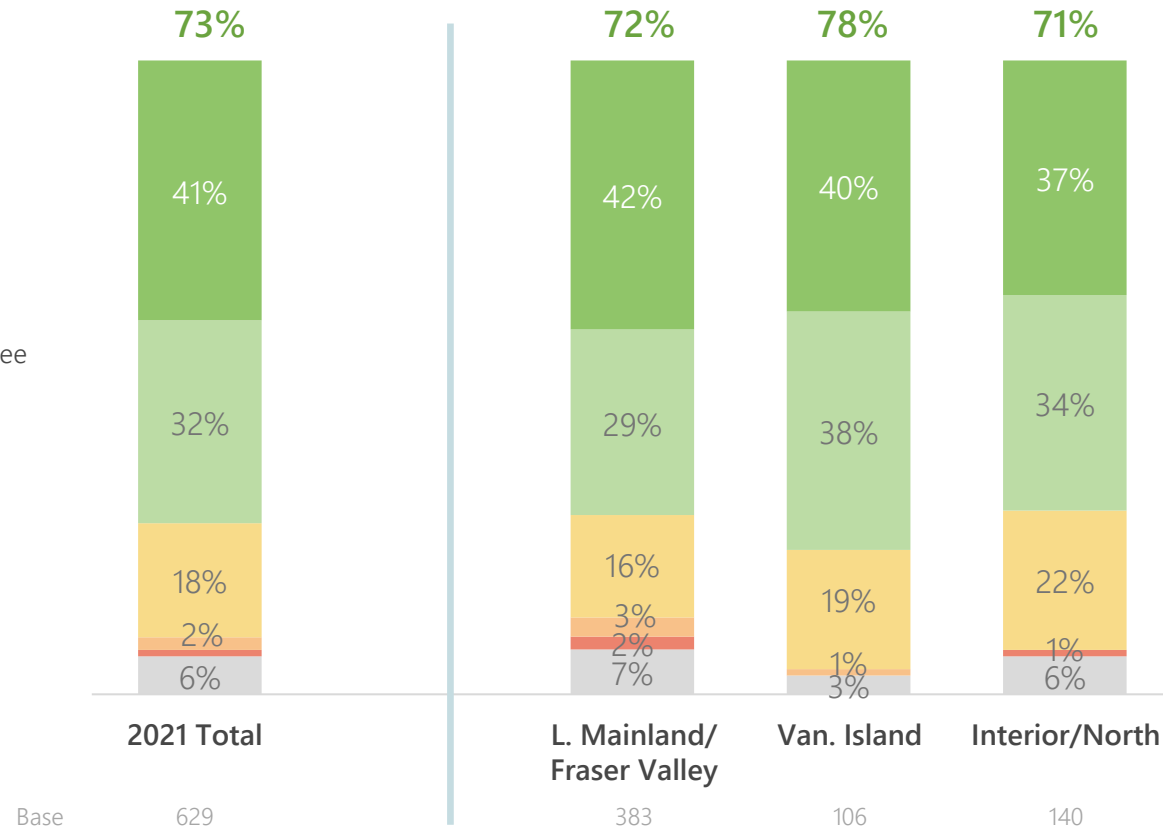
By gender, women are more likely to support this strategy than men (77% vs. 68% among men).

LABC Should Support Clients in Addressing Related Issues

2021 Base: All Residents

% Strongly agree/ agree

- Strongly agree
- Agree
- Partly agree / partly disagree
- Disagree
- Strongly disagree
- No opinion / don't know

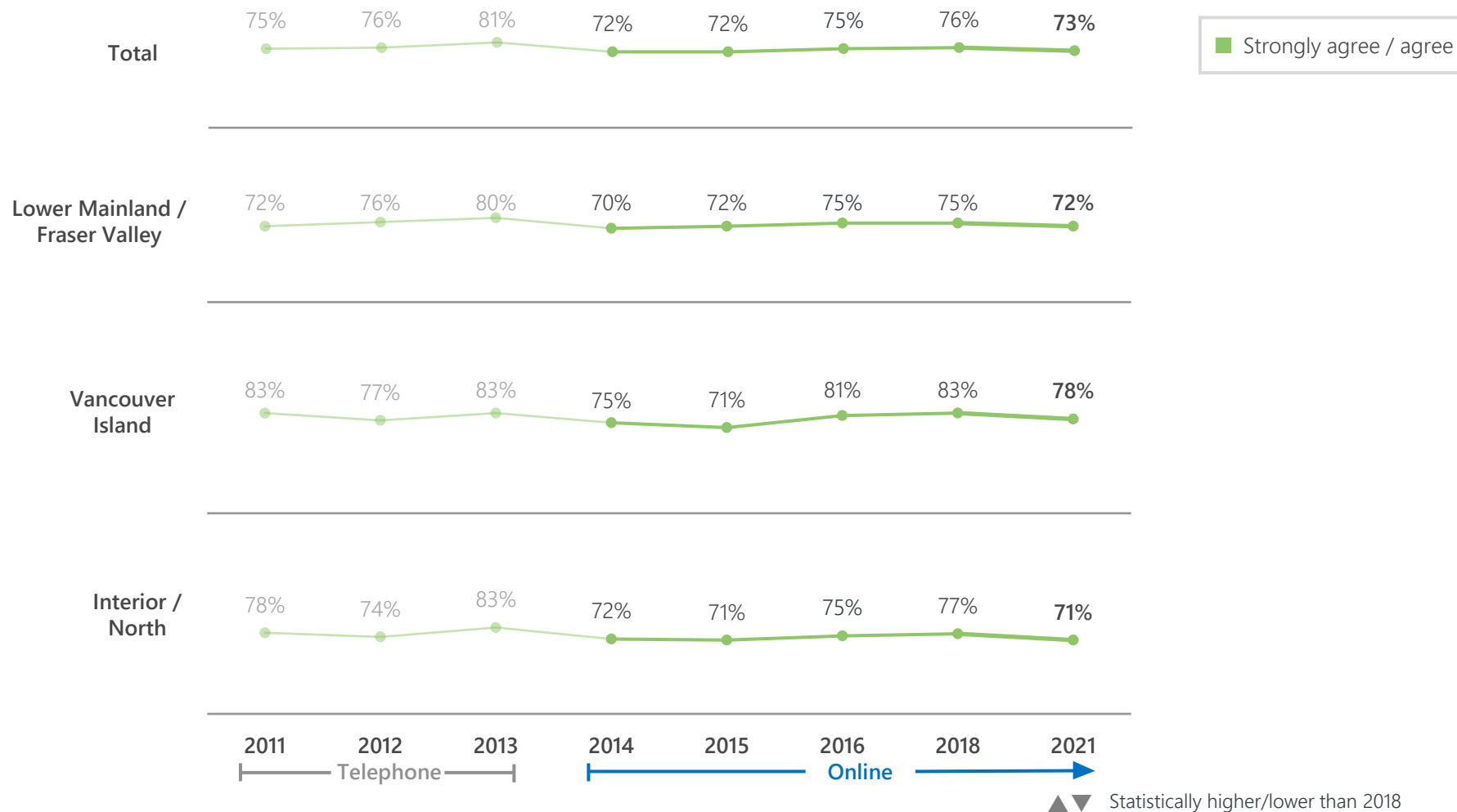


Should LABC Support Clients by Addressing Related Issues? | Trends

At 73%, overall support for this strategy has softened somewhat this year (from 76% in 2018) and this pattern is seen across all areas of the province.

% strongly agree / agree

Base: All Residents (2011 to 2021)



Total base size: 2011 (562), 2012 (602), 2013 (600), 2014 (612), 2015 (600), 2016 (620), 2018 (600), 2021 (629)

LS3a. To what extent do you agree or disagree that... Legal Aid BC should support their clients in addressing problems that are related to their legal issues (such as housing problems, debt, health problems, etc.)?



SUMMARY OF FINDINGS

Fairness in Justice System & Legal Aid

Fairness in the Justice System | Overall

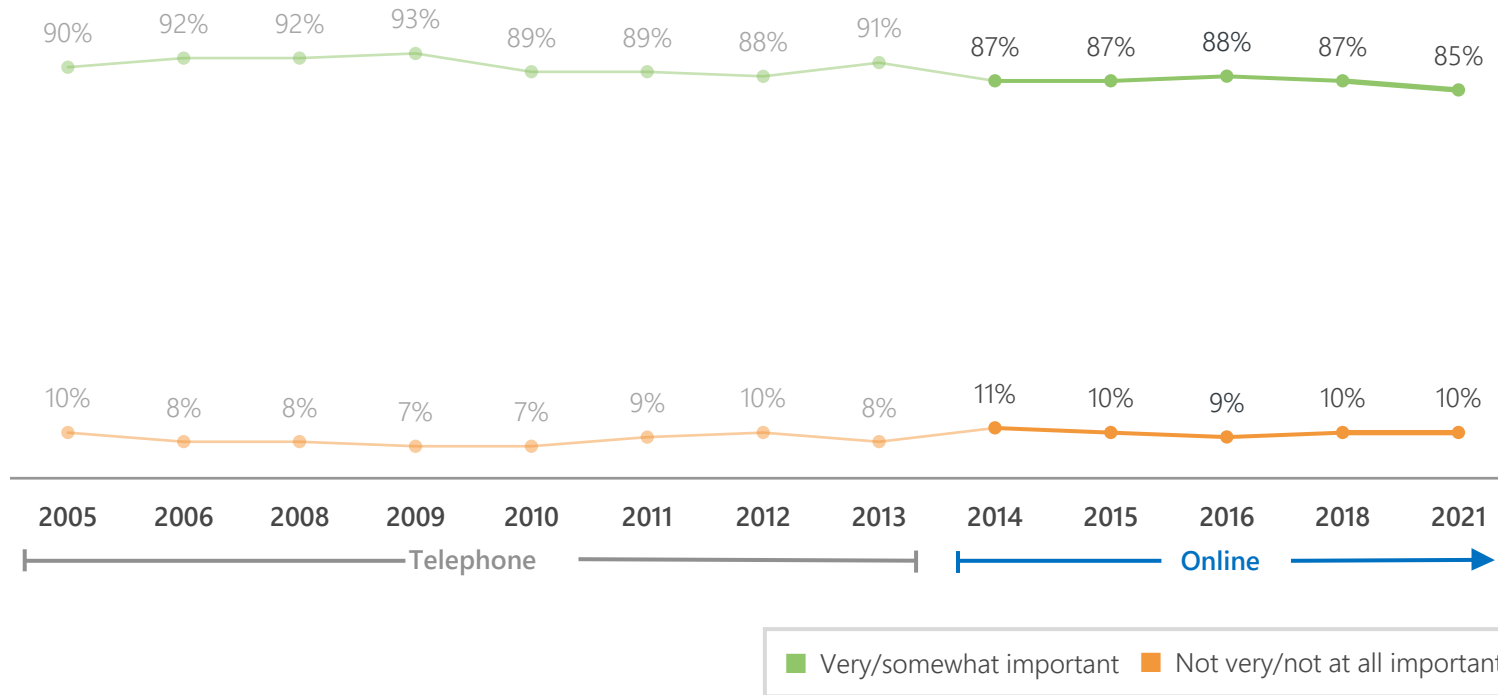
Overall, 85% of British Columbians think it is important to the fairness in the justice system in BC to provide low income people with legal aid. Perceptions are in line with 2018.

There are several groups who are more inclined to indicate that legal aid is *very* important to fairness in the justice system, namely, relative to their counterparts:

- ➔ Vancouver Island residents (64%)
- ➔ Women (61%)
- ➔ Households with moderate/high income (60%)
- ➔ Residents who are aware that legal aid services are available for low income people (62%)

Importance of Providing Low Income People with Legal Aid to Ensure Fairness of the Justice System

Base: All Residents (2005 to 2021)



2021	
Base	629
Very important	57%
Somewhat important	27%
Not very important	7%
Not at all important	3%
No opinion / don't know	6%

▲▼ Statistically higher/lower than 2018

Total base size: 2005 (763), 2006 (745), 2008 (730), 2009 (753), 2010 (574), 2011 (562), 2012 (602), 2013 (600), 2014 (612), 2015 (600), 2016 (620), 2018 (600), 2021 (629)

Results are based on an average of importance ratings for providing legal aid in the following four areas combined: family court, criminal court, immigration/refugee hearings and other civil legal proceedings.

LS4. In your opinion, how important is it to fairness in the justice system for BC to provide low income people with legal aid in...

Fairness in the Justice System – By Type of Law | 2021

Most residents agree that it is important to provide low income people with legal aid for family court, criminal court, immigration/refugee hearings and other civil legal proceedings (at least three-quarters award ratings of very or somewhat important for these areas of law).

Consistent with previous years, offering legal aid services for immigration/refugee hearings is perceived as the least important of the four areas when it comes to ensuring fairness in the justice system (77% rate it as very/somewhat important).

Notably, women place particularly high importance on having legal aid for family court (73% rating very important vs. 59% among men) and in other civil legal proceedings (59% rating very important vs. 50% among men).

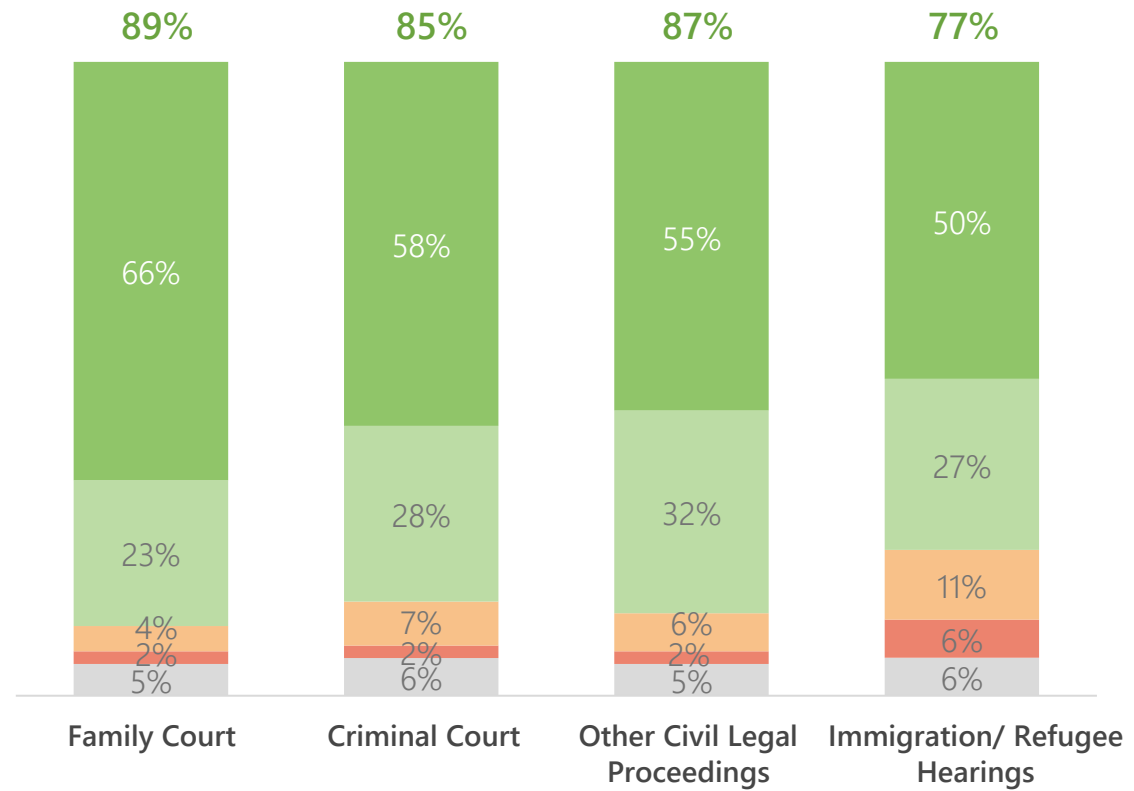
Age wise, those 35 years and older have a higher tendency to rate family court as very important (70% vs. 56% among younger residents).

Importance of Providing Low Income People with Legal Aid to Ensure Fairness of the Justice System – by Type of Law

2021 Base: All Residents (629)

% Very/somewhat important

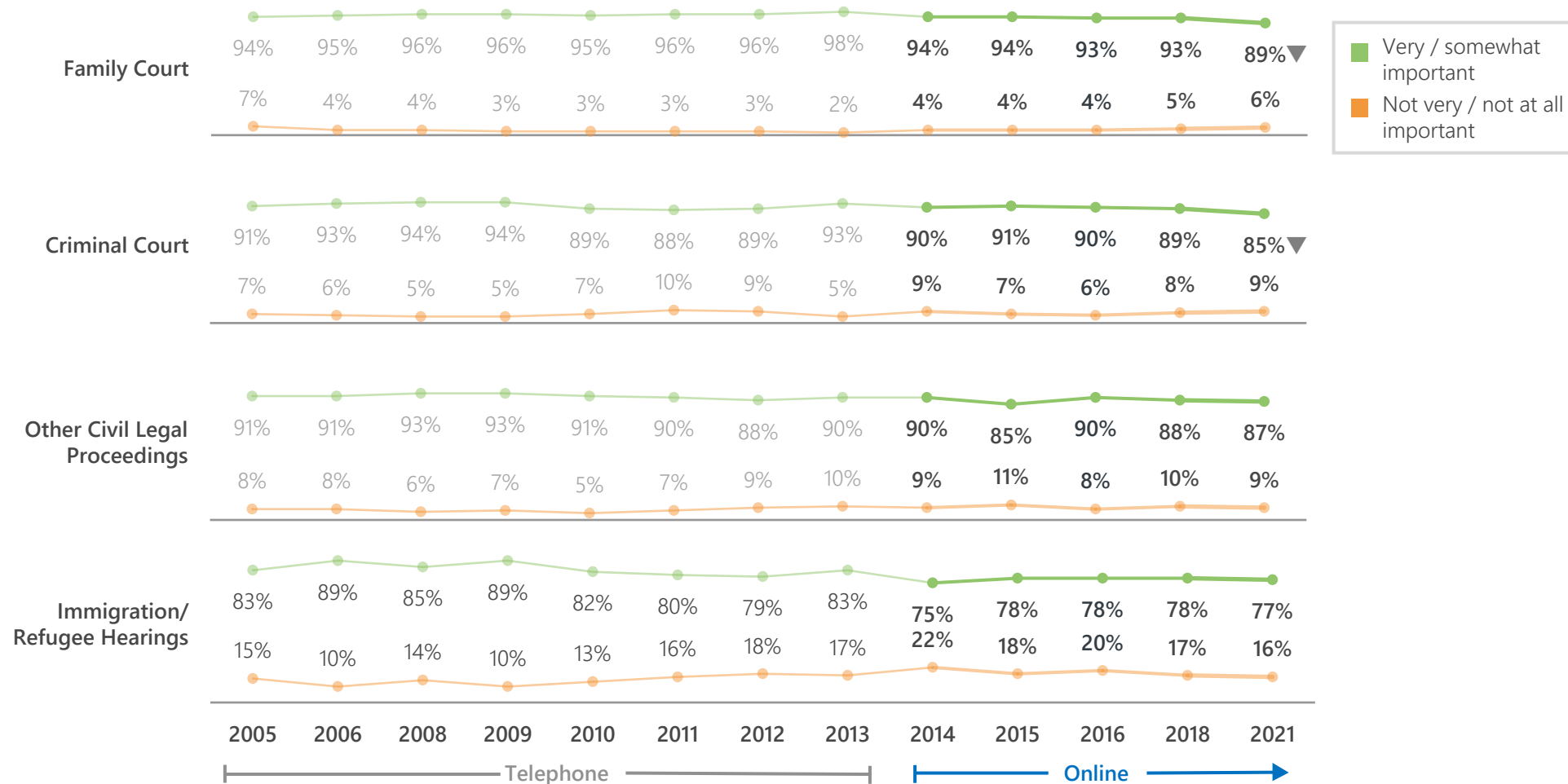
- Very important
- Somewhat important
- Not very important
- Not at all important
- No opinion / don't know



Fairness in the Justice System – By Type of Law | Trends

Importance of Providing Low Income People with Legal Aid to Ensure Fairness of the Justice System – by Type of Law

Base: All Residents (2005-2021)



Though sentiments remain positive, this year, importance ratings for family court and criminal court edged downwards by four points from 2018 (family court – 93% to 89% and criminal court – 89% to 85%).

The remaining areas of law, other civil legal proceedings and immigration/refugee hearings, are both in line with 2018 results.

Public Positions on the Justice System & Legal Aid

In line with 2018, 84% of BC residents agree that everyone should have the right to access the justice system, even if that means the provincial government has to spend more money on it.

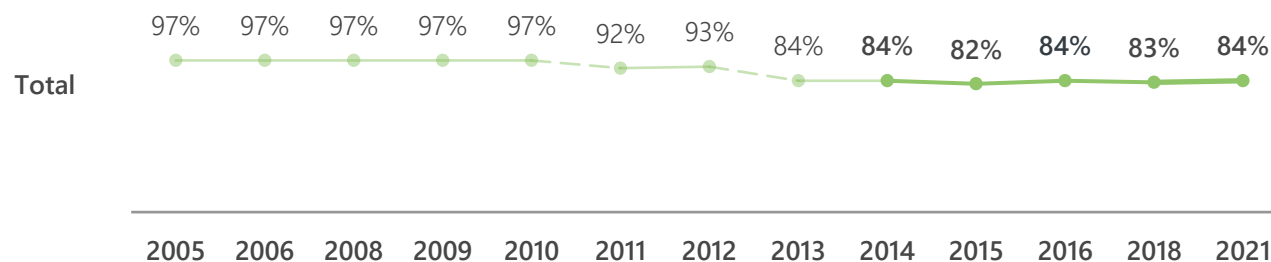
Increasing directionally from 2018, this year, 73% of residents agree that governments should give legal aid the same funding priority as other social services.

➡ The extent to which residents *strongly* agree has increased to 29% this year, compared to 22% in 2018.

➡ Residents with high school education or less (46%) and low income households (44%) are more inclined to *strongly* agree with this sentiment.

Everyone Should have the Right to Access the Justice System even if the Provincial Government has to Spend More Money

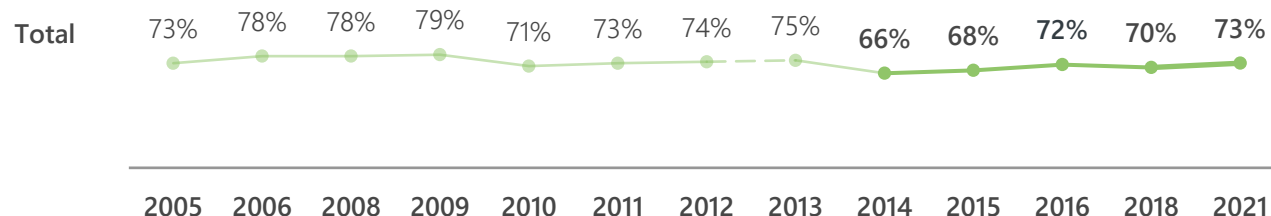
Base: All Residents (2005-2021) % agreeing



2021	
Base	629
Strongly agree	44%
Moderately agree	40%
Moderately disagree	5%
Strongly disagree	2%
No opinion / don't know	9%

Governments Should Give Funding for Legal Aid the Same Priority as Funding Given to Other Social Services

Base: All Residents (2005-2021) % agreeing



Strongly agree	29% ▲
Moderately agree	43%
Moderately disagree	15%
Strongly disagree	4%
No opinion / don't know	8%

Total base size: 2005 (763), 2006 (745), 2008 (730), 2009 (753), 2010 (574), 2011 (562), 2012 (602), 2013 (600), 2014 (612), 2015 (600), 2016 (620), 2018 (600), 2021 (629)

▲ ▼ Statistically higher/lower than 2018

*New wording/question order was implemented in 2011 and 2013, trends should be viewed with caution.

Note: The sum of the individual response categories may not add up to 100% due to rounding.

LS6. Do you agree or disagree with the following statement? Everyone should have the right to access the justice system even if that means the provincial government, which provides most of the funding for legal aid, has to spend more money on it. / LS7. Most of the funding for legal aid comes from the provincial government. Do you agree or disagree with the following statement? Governments should give funding for legal aid the same priority as they give to funding for other social services such as health care, education, welfare, and child protection.

Public Positions on the Justice System & Legal Aid (cont'd)

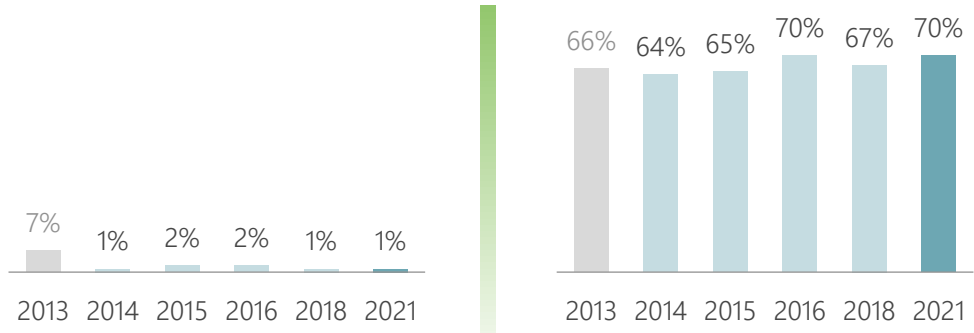
This chart combines BC resident opinions on everyone having the right to access the justice system, even if the provincial government has to spend more money on it and their opinions on governments giving legal aid funding the same priority as they give other social services. The majority agree with the two positions (top, right-hand quadrant), whereas 6% disagree with both (bottom, left-hand quadrant).

Public opinion on the justice system and legal aid are broadly in line with the past two waves.

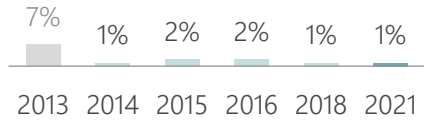
Seven-in-ten agree that everyone should have the right to access the justice system and that legal aid funding should be given the same priority as other social services. Slipping from 10% in 2018, only 6% of residents disagree with both statements this year.

For 12% of British Columbians, they agree that everyone should have the right to access the justice system even if the government has to spend more money but disagree with prioritizing legal aid funding with other social services.

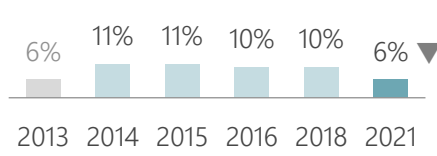
Agree governments should give funding for legal aid the same priority as they give to funding for other social services



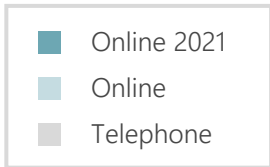
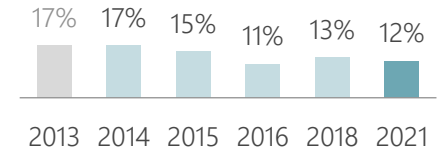
Agree everyone should have the right to access the justice system



Disagree everyone should have the right to access the justice system



Disagree governments should give funding for legal aid the same priority as they give to funding for other social services



▲ ▼ Statistically higher/lower than 2018

Total base size: 2013 (600), 2014 (612), 2015 (600), 2016 (620), 2018 (600), 2021 (629)

Note: "No opinion/don't know" responses were 3% in 2013, 7% in 2014, 6% in 2015, 8% in 2016, 8% in 2018 and 11% in 2021.

LS6. Do you agree or disagree with the following statement? Everyone should have the right to access the justice system even if that means the provincial government, which provides most of the funding for legal aid, has to spend more money on it. / LS7. Most of the funding for legal aid comes from the provincial government. Would you agree or disagree with the following statement? Governments should give funding for legal aid the same priority as they give to funding for other social services such as health care, education, welfare, and child protection.



SUMMARY OF FINDINGS

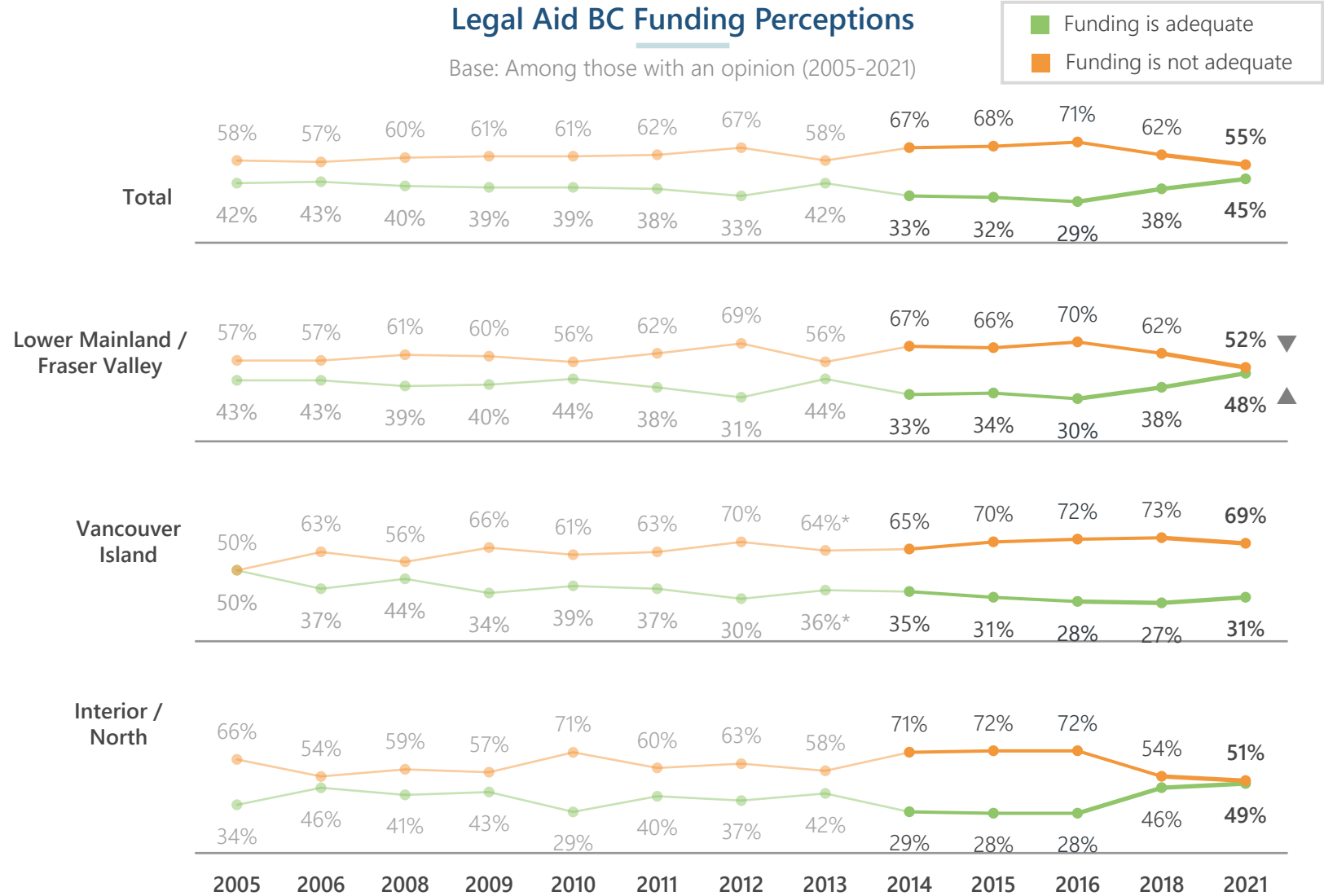
Funding Perceptions

Legal Aid BC Funding Perceptions

This year, fewer BC residents can offer an opinion about the adequacy of LABC's funding (53% could offer an opinion in 2018 and this year only 46% can).

Among the 46% who have an opinion, more than half (55%) feel that LABC's services are underfunded, while 45% think funding is adequate (39%) or more than adequate (6%). This gap in funding perception is closing in, similar to 2013.

For Lower Mainland/Fraser Valley residents and Interior/North residents, perceptions on the adequacy of LABC's funding is evenly split. Vancouver Island residents, on the other hand, continue to be the most likely to believe that LABC's services are underfunded.



2021
% No Opinion/
Don't Know

54% ▲

55% ▲

54%

49%

▲ ▼ Statistically higher/lower than 2018

Base: Among those giving an opinion - 2014 (399), 2015 (372), 2016 (371), 2018 (316), 2021 (292). Note: Base sizes for 2005 to 2013 are not available

*Caution small base size

LS5. Based on anything you may have read, heard or seen, would you say that Legal Aid BC services in British Columbia are...



SUMMARY OF FINDINGS

Suggested Improvements

Suggested Improvements for Legal Aid BC Services

Legal Aid BC services could be improved by

When asked how LABC's services could be improved, 7% of residents suggest to improve / increase funding and increase public awareness / promotions / advertising.

Other suggestions are to improve the access and availability of legal aid for low income people (4%).

Three-quarters of BC residents do not offer any suggestions for improvement, which is significantly higher than past years.

Suggestions for Improvement	2009	2010	2011	2012	2013	2014	2015	2016	2018	2021
Base: among those who commented	(753)	(574)	(562)	(602)	(600)	(612)	(600)	(620)	(600)	(629)
Improve / increase funding	22%	18%	18%	21%	19%	15%	14%	11%	9%	7%
More advertising / promotion / public awareness	14%	14%	15%	11%	13%	9%	4%	5%	7%	7%
Improved access / availability / availability for lower income	18%	9%	6%	7%	6%	11%	5%	5%	6%	4%
Better guidelines as to who should qualify for legal / more rigorous vetting / stop catering to repeat offenders*	5%	3%	3%	5%	5%	5%	3%	2%	1%	2%
Make system more efficient (legal / judicial / courts)	3%	2%	5%	3%	5%	5%	3%	2%	2%	2%
Provide more information on how to obtain legal aid	2%	4%	2%	–	3%	2%	0%	4%	<1%	2%
More lawyers available	8%	5%	3%	5%	3%	3%	2%	3%	1%	1%
Reduce the costs of the legal system/ reduce legal fees	–	–	–	–	–	–	1%	1%	<1%	1%
More qualified legal representation	2%	3%	2%	1%	2%	2%	1%	1%	1%	1%
Expand qualifications for legal aid / raise max. income level	–	2%	2%	3%	2%	4%	5%	3%	1%	1%
More lawyers doing pro bono work / who will work for lower fees	–	2%	1%	4%	2%	2%	4%	3%	1%	1%
Better funding management	–	–	–	–	3%	2%	<1%	3%	1%	1%
Improve access for small towns/ rural areas	–	–	–	–	–	1%	1%	0%	<1%	1%
Offer more services**	–	–	–	–	–	–	–	–	–	1%
Utilize law students/ paralegals	–	–	–	–	–	1%	1%	<1%	<1%	1%
Other	10%	3%	2%	2%	5%	8%	4%	3%	5%	2%
None / no improvement necessary	2%	24%	24%	36%	4%	7%	<1%	<1%	1%	<1%
Don't know / not stated	32%	26%	26%	15%	43%	37%	58%	62%	69%	75% ▲

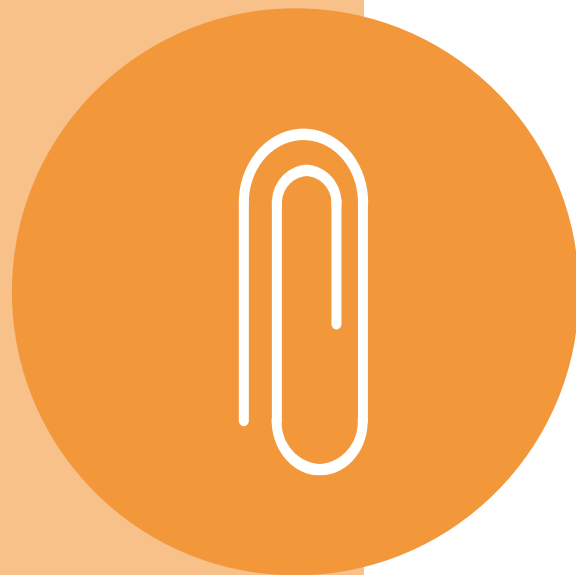
Telephone | Online

▲▼ Statistically higher/lower than 2018

Note: 2021 mentions above 1% shown.
 *Prior to 2021, theme was called "Better guidelines as to who should qualify for legal" / **new theme added in 2021
 LS9. How do you think Legal Aid BC's services in British Columbia could be improved? [OPEN-END]



Appendix



APPENDIX

Respondent Profile

RESPONDENT PROFILE



	Total	Van Coast	Van Island	Interior/ North
Gender (base)	629	383	106	140
Man	48%	48%	48%	49%
Woman	50%	50%	51%	50%
Non-binary or gender fluid	<1%	<1%	0%	<1%
Indigenous or cultural gender	<1%	<1%	0%	<1%
Other	<1%	<1%	0%	0%
Prefer not to say	1%	1%	1%	0%



Age				
18-24	4%	5%	2%	4%
25-34	24%	25%	22%	21%
35-44	15%	16%	13%	14%
45-54	19%	19%	17%	17%
55-64	12%	10%	17%	15%
65+	26%	24%	29%	28%



Region				
Metro Vancouver	51%	84%	–	–
Fraser Valley	10%	16%	–	–
Vancouver Island / Coast	17%	–	100%	–
Thompson / Kootenays / Okanagan	18%	–	–	84%
North (North Coast / Nechako / Northeast)	3%	–	–	16%



Educational Background				
High school or less	13%	13%	11%	17%
Vocational / technical / college	26%	23%	33%	27%
Some university	12%	11%	13%	14%
Graduated university	33%	38%	24%	27%
Post-graduate degree	14%	13%	19%	12%
Prefer not to answer	2%	3%	0%	3%

RESPONDENT PROFILE



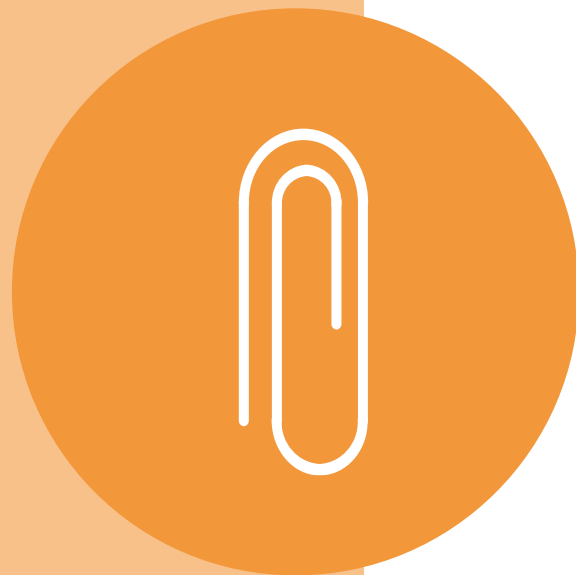
	Total	Van Coast	Van Island	Interior/ North
Household Income (base)	629	383	106	140
Less than \$25,000	3%	3%	2%	6%
\$25,000 to less than \$35,000	6%	6%	5%	6%
\$35,000 to less than \$45,000	3%	2%	4%	7%
\$45,000 to less than \$55,000	9%	7%	10%	13%
\$55,000 to less than \$65,000	7%	7%	10%	7%
\$65,000 to less than \$85,000	11%	12%	9%	9%
\$85,000 to less than \$95,000	7%	6%	10%	7%
\$95,000 to less than \$105,000	8%	8%	7%	6%
\$105,000 or more	29%	31%	25%	26%
Prefer not to answer	18%	19%	18%	14%



Household Size				
One	21%	23%	23%	16%
Two	46%	42%	54%	51%
Three	14%	13%	14%	17%
Four	11%	13%	7%	9%
Five	3%	4%	1%	5%
Six or more	2%	2%	1%	1%
Prefer not to say	3%	4%	1%	2%



Household Composition				
Single with no children	23%	26%	22%	18%
Couple with no children	40%	36%	45%	46%
Family with children (includes single parent household)	25%	27%	21%	25%
Other	7%	6%	9%	9%
Prefer not to answer	5%	6%	3%	2%



APPENDIX

Questionnaire



21040 Legal Aid BC Public Opinion Poll

Target Survey Length	5 mins
Target Market and Sample	General Population, N=600
Panel or client list	Panel: Asking Canadians
Study Email	Help email: surveys@sentis.ca
Key Project Dates	
Survey design	Final approved survey: Feb 10
Programming Dates	Initial Programming (not including testing): Feb 11-12 Internal Testing & Sign-off: Feb 16-18 (Note: Family Day on Feb 15) Client Testing & Sign-off: Feb 19
Field Dates	Soft Launch: Feb 22 Full launch: Feb 23 Survey Close: Mar 2
DP & Coding Dates	Coding: Mar 3 – Mar 11
Deliverables & Dates	Draft Report: Mar 26 Final Report: A week after receiving feedback from LABC
Programming & Sample Management	
Survey Title (shown at top each screen)	Thank you for your feedback!
Section Headers (titles for each survey section)	Hide

Changes from 2018

Global: question text “legal aid/legal services/Legal Services Society” selectively changed to “Legal Aid BC”

d1: Added new answer code 7

d5: 2018 answer codes deleted. Added all new answer codes

d7: Added new question

d3: Changed to new income categories

ls2: Added skip logic

Changed ‘not sure’ answer codes to code 98: ls2b code 3, ls2d code 4

Quotas

Sample Quotas - quotas are based on completes ; total survey quotas adjusted to include ~5% flexibility.

	Lower Mainland / Fraser Valley	Victoria / Vancouver Island	Okanagan / Kootenays	North	Total BC
M 18-34	62	14	13	6	95
M 35-54	72	17	17	7	113
M 55+	57	21	21	6	105
F 18-34	61	13	12	5	91
F 35-54	73	18	18	7	116
F 55+	61	23	22	5	111
Total Region	386	105	103	36	630
OVERALL SURVEY TOTAL: (include 5% flex)					630

Introduction

LSa. Are you, or is anyone in your household, closely related to a Legal Aid BC employee or a lawyer who provides legal aid services?

- 1 Yes **TERMINATE**
- 2 No
- 98 Don't know **TERMINATE**

D6. In which area of BC do you live?

- 1 Metro Vancouver
- 2 Fraser Valley
- 3 Vancouver Island / Coast
- 4 Thompson / Kootenays / Okanagan
- 5 North (North Coast / Nechako / Northeast)
- 97 Do not live in BC **TERMINATE**

D1. Which of the following describes your age?

- 7 Under 18 **TERMINATE**
- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65+

D5. Which of the following best describes you?

- 1 Man
- 2 Woman
- 3 Non-binary or gender fluid
- 4 Indigenous or cultural gender (e.g. Two-spirit)
- 96 I am: please specify _____
- 97 Prefer not to say

LS1. **Now we would like to ask you a few questions about legal aid.**

First of all, are you aware that there are legal aid services in BC for people with low incomes?

- 1 Yes
- 2 No **SKIP TO LS2D**
- 98 Don't know **SKIP TO LS2D**

ASK IF LS1 NOT EQUAL 2 OR 98

LS2b. Do you happen to know the name of the organization in BC that provides legal aid services for people with low incomes?

- 1 Yes
IF YES (LS2B=1), POP UP LS2c. What is the organization’s name? *(please specify)* **MAND OPEN-END**
- 2 No
- 98 Not sure

ASK ALL

LS2d. As you may or may not already know, the name of the organization in BC that provides legal aid services for people with low incomes is Legal Aid BC, formerly known as Legal Services Society. Before today, had you heard of this organization?

- 1 Yes, definitely heard of Legal Aid BC
- 2 Maybe, name sounds familiar
- 3 No, never heard that name before
- 98 Not sure

IF LS1=NO OR DON'T KNOW (2 OR 98) DO NOT ASK LS2, GO TO LS3

LS2. Did you know that legal aid services are available for people who are facing...

ARRAY. DO NOT RANDOMIZE.

	1. Yes	2. No	98. Don't know
a. Criminal law matters			
b. Family law matters			
c. Immigration / refugee matters			

LS3. As you may or may not already know, Legal Aid BC provides legal information, advice, and/or representation in court to low income people.

This can include providing them with self-help materials, giving them a few hours of legal advice, or paying a lawyer to represent them in court for serious family, criminal, or immigration/refugee problems.

What is low income?

(CLICKABLE BUTTON THAT OPENS UP THE EXPLANATION)

Low income refers to those people who do not have enough money each month to buy basic goods. This amount of money is estimated by the federal and provincial governments and is based on the community in which a person lives.

Knowing this, to what extent do you support or oppose Legal Aid BC services?

- 1 Strongly support
- 2 Moderately support
- 3 Moderately oppose
- 4 Strongly oppose
- 98 No opinion / don't know

LS3a. To what extent do you agree or disagree that... Legal Aid BC should support their clients in addressing problems that are related to their legal issues (such as housing problems, debt, health problems, etc.)?

- 1 Strongly agree
- 2 Agree
- 3 Partly agree / partly disagree
- 4 Disagree
- 5 Strongly disagree
- 98 No opinion / don't know

LS4. In your opinion, how important is it to fairness in the justice system for BC to provide low income people with legal aid

RANDOMIZE LIST

- a. In family court
- b. In immigration / refugee hearings
- c. In other civil legal proceedings (such as foreclosures, bankruptcies, employment insurance collection, disability benefits collection, or other poverty law proceedings)
- d. In criminal court

- 1 Very important
- 2 Somewhat important
- 3 Not very important
- 4 Not at all important
- 98 No opinion / don't know

LS5. Based on anything you may have read, heard or seen, would you say that Legal Aid BC services in British Columbia are

- 1 More than adequately funded
- 2 Adequately funded
- 3 Not adequately funded
- 98 No opinion / don't know

LS6. Do you agree or disagree with the following statement?

Everyone should have the right to access the justice system even if that means the provincial government, which provides most of the funding for legal aid, has to spend more money on it.

- 1 Strongly agree
- 2 Moderately agree
- 3 Moderately disagree
- 4 Strongly disagree
- 98 No opinion / don't know

LS7. **Most of the funding for legal aid comes from the provincial government.**

Do you agree or disagree with the following statement?

Governments should give funding for legal aid the same priority as they give to funding for other social services such as health care, education, welfare, and child protection.

- 1 Strongly agree
- 2 Moderately agree
- 3 Moderately disagree
- 4 Strongly disagree
- 98 No opinion / don't know

LS8. In the past few months, did you hear about (get information about) Legal Aid BC services from any of the following sources?

RANDOMIZE LIST

	1. Yes	2. No
a. Courthouses		
b. Libraries		
c. Stories in the media (newspaper, tv and / or radio)		
d. Internet/website/online searches		
e. Community service agencies (This includes women's centres, transition houses, the John Howard and Elizabeth Fry Societies, Native Courtworker offices, Native Friendship Centres, community centres, multicultural and immigrant associations, seniors centres and youth clinics as examples.)		
f. Word-of-mouth (e.g. friends, family, acquaintances)		

g. Any other sources (specify)

LS9. How do you think Legal Aid BC's services in British Columbia could be improved?

Enter your comments into the space below.

APPEND CHECKBOX UNDER OPEN END

99. No Comment

LS10. Before today, were you aware that Legal Aid BC provides legal information services (such as websites and publications) to all British Columbians regardless of income level?

- 1 Yes
- 2 No
- 98 Don't know

Wrap Up

D2. Which of the following categories best describes your educational background?

- 1 High school or less
- 2 Vocational / technical / college
- 3 Some university
- 4 Graduated university
- 5 Post-graduate degree
- 99 Prefer not to answer

D7. How many people, including yourself, live in your household?

1. One
2. Two
3. Three
4. Four
5. Five
6. Six or more
99. Prefer not to say

D3. Which of the following best describes your total annual household income before taxes?

- 1 Less than \$25,000
- 2 \$25,000 to less than \$35,000
- 3 \$35,000 to less than \$45,000
- 4 \$45,000 to less than \$55,000
- 5 \$55,000 to less than \$65,000
- 6 \$65,000 to less than \$85,000
- 7 \$85,000 to less than \$95,000
- 8 \$95,000 to less than \$105,000
- 9 \$105,000 or more
- 99 Prefer not to answer

D4. Which of the following best describes your current household composition?

- 1 Single with no children
- 2 Couple with no children
- 3 Family with children (includes single parent household)
- 4 Other
- 99 Prefer not to answer

Those are all of our questions!
Thank you very much for completing our survey.