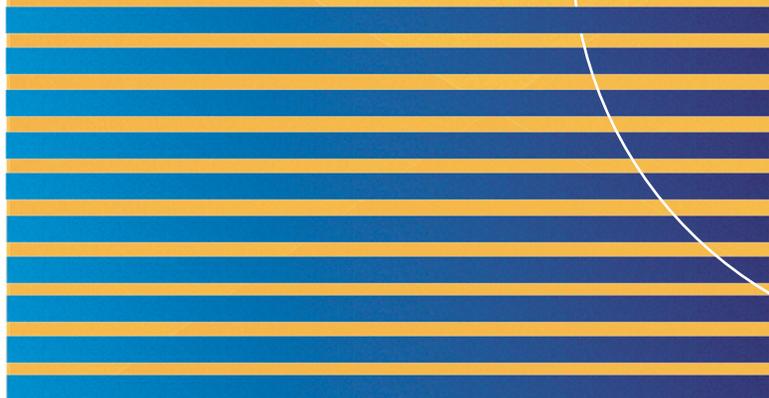
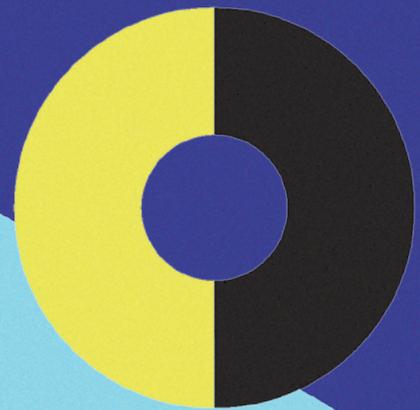


Selected Annotated Bibliography

of National and
Regional Legal
Needs Surveys



Canadian Forum on Civil Justice 
Forum canadien sur la justice civile

Selected Annotated Bibliography of National and Regional Legal Needs Surveys

Prepared by Nicole Aylwin and Mandi Gray as part of
the Cost of Justice Project (2015).

Revised by Lisa Moore (2023).

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(Toronto, Canadian Forum on Civil Justice, October
2023).

The Canadian Forum on Civil Justice is a national not-for-profit organization dedicated to civil justice reform and access to justice research and advocacy. Established by the Canadian Bar Association and affiliated with Osgoode Hall Law School, the CFCJ envisions an accessible, sustainable and effective justice system for all Canadians.

Overview of Cost of Justice Project

The Cost of Justice project (2011-2018) examines the social and economic costs of Canada's justice system. It is guided by two questions: What is the cost of delivering access to justice? And, what is the cost of not delivering access to justice? Comprised of leading access to justice researchers investigating various dimensions of cost across the country, the Cost of Justice project produced a wealth of empirical data on access to justice in Canada. The Cost of Justice project was funded by a \$1 million grant from the Social Sciences and Humanities Research Council of Canada. For more details please visit www.cfcj-fcjc.org/cost-of-justice.



Social Sciences and Humanities
Research Council of Canada

Conseil de recherches en
sciences humaines du Canada

Canada

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Surveys, 1990-Present

Originally Published November 2015.

Revised October 2023.

The value of civil legal needs surveys for understanding and advancing access to justice cannot be overstated. Research into the prevalence of civil legal problems, and the public's understanding of, engagement with, and attitude to law inform much of what we know about the access to justice problem. As many of the surveys in this bibliography indicate, civil legal problems are pervasive. Empirical research into the diverse and far-reaching landscape of civil legal problem experiences — including a growing number of civil legal needs surveys that explore experiences and actions based on demographic characteristics — are key to identifying gaps in access to legal services delivery and legal information. Above all, civil legal needs surveys are an important tool for gathering information about civil justice systems from *users* of these systems and they offer a means to measure and compare progress on access to justice. Legal needs surveys also provide a basis for substantive, data-driven policy discussions on addressing unmet legal needs.

The revised 2023 *Selected Annotated Bibliography: National and Regional Legal Needs Surveys, 1990-Present* (“Selected Annotated Bibliography”) includes all surveys from the 2015 Selected Annotated Bibliography and dozens of civil legal needs surveys carried out at the state/provincial and national levels since 2015, or otherwise not included in the 2015 Selected Annotated Bibliography. Several surveys included in this update represent the first time a national or state-level civil legal needs survey has been carried

out in some jurisdictions. This signals a growing recognition of the need to measure and understand access to the law from the public's perspective. As with the 2015 Selected Annotated Bibliography, information on newly added surveys centres on the scope of the survey, the methodology, problem types canvassed for the survey, and unique research insights.

Since the mid-1990's there have been more than eighty large-scale national surveys on the public's experience of justiciable events¹ conducted within more than forty separate jurisdictions. Most of these surveys have utilized the methodological framework of Hazel Genn's *Paths to Justice* (1999). Genn's approach seeks to examine legal needs beyond what may be identified by respondents as a legal need. Genn's study measures 'justiciable events' where a justiciable event is “a matter... which raised legal issues, whether or not it was recognized by the respondent as being 'legal' and whether or not any action taken ... involved ... the civil justice system.”² This approach emerged due to critiques of previous legal needs research that only sought to identify persons who were likely to use legal services rather than the types of problems that are taken to lawyers.³ Genn's approach does not rely upon respondent's legal knowledge to identify the presence of legal problems. Instead, the focus is on the behaviour of the public in dealing with non-trivial justiciable problems and disputes as potential plaintiffs or potential defendants.

Legal needs surveys focus on issues that may have a legal solution but may or may not necessarily be resolved in the formal legal system. The objective of legal needs studies is to identify everyday legal problems and the likelihood of resolution through formal legal proceedings to identify the legal needs of citizens.⁴ Data obtained from legal needs

surveys can provide quantitative and qualitative data regarding people's experiences of justiciable problems in their everyday life. However, it must also be noted that legal needs surveys sometimes utilize different methodological approaches that may make comparisons between international studies difficult.

This bibliography includes governmental reports, non-governmental reports and academic studies of major legal needs surveys. This bibliography is divided into two sections: the first includes larger, nationwide legal needs surveys. The second section includes regional, provincial, and statewide legal needs surveys.

¹ For a discussion of the term 'justiciable events', see Genn Hazel, *Paths to Justice: What People Do and Think About Going to Law: The Results of a National Survey in England and Wales* (Oxford: Hart Publishing, 1999) at 12.

² *Ibid.*

³ *Ibid* at 6.

⁴ For more information regarding these studies, refer to Pascoe Pleasence, Nigel J Balmer & Rebecca L Sandefur, *Paths to Justice: A Past, Present and Future Roadmap* (London: UCL Centre for Empirical Legal Studies, 2013), online: University College London <www.ucl.ac.uk>.

The background features a stylized globe with a white circle overlaid on it. The globe is split vertically: the left half is light blue and the right half is dark blue. The white circle is centered on the globe, with its left edge on the light blue side and its right edge on the dark blue side. The globe's continents are depicted in a simplified, light-colored manner.

Section I

Selected Nationwide
Legal Needs Surveys

Organized by Country

Australia

Christine Coumarelos, Deborah Macourt, Julie People, Hugh M. McDonald, Zhigang Wei, Reiny Iriana and Stephanie Ramsey, *Legal Australia-Wide Survey: Legal Need in Australia* (Sydney Australia: Law and Justice Foundation of New South Wales, August 2012), online: Law and Justice Foundation of New South Wales <[www.lawfoundation.net.au/ljf/site/templates/LAW_AUS/\\$file/LAW_Survey_Australia.pdf](http://www.lawfoundation.net.au/ljf/site/templates/LAW_AUS/$file/LAW_Survey_Australia.pdf)>.

This is the full report of the 2008 legal needs survey conducted in Australia. The report includes a review of methods and findings from previous surveys, including regional Australian surveys. This report examines the prevalence of legal problems, the nature of legal problems, responses to legal problems, outcomes, and implications.

Richard Denniss, Josh Fear and Emily Millane, *Justice for all: Giving Australians greater access to the legal system* (Canberra: The Australia Institute, March 2012), online: <www.australiainstitute.org.au/wp-content/uploads/2020/12/IP8-Justice-for-all_4.pdf>.

Recognizing the significant gaps that exist in who can access legal representation in Australia, the Australia Institute carried out a study aimed at measuring unmet legal need. A representative sample of more than 1,000 adults across Australia were asked about their experiences with non-criminal legal matters within a five-year period, and their perceptions of the legal system. The final paper discusses survey findings, makes recommendations about a supplementary funding model, and explores reasons for increasing legal aid funding.

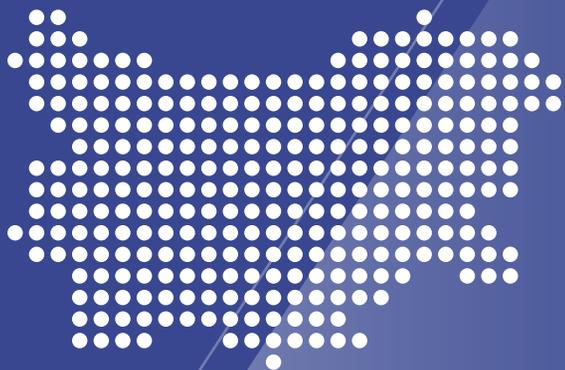
Bangladesh



Martijn Kind, Martin Gramatikov, Rodrigo Núñez, Nadja Kernchen, *Justice Needs and Satisfaction in Bangladesh* (The Netherlands: The Hague Institute for Innovation of Law, 12 March 2018), online: <www.hiil.org/projects/justice-needs-and-satisfaction-in-bangladesh/>.

This report details findings from a survey of 6,000 adults in all districts in Bangladesh in 2017, and in-depth qualitative interviews with justice seekers. The report provides insights into the justice needs of people in Bangladesh, the actions that people take when faced with legal problems, how people access advice and information, outcomes and satisfaction with outcomes of disputes, and views on the quality of the processes that are accessed as part of a dispute resolution process.

Bulgaria



Martin Gramatikov, *Legal Needs in Bulgaria: A Study of Justiciable Events* (Sofia: Open Society Institute, 2010).

This paper examines the results of a 2007 national survey of justiciable needs amongst Bulgarians. This study also correlates justiciable needs with criminal victimization and the level of distrust in the judicial system in Bulgaria.

Canada

Laura Savage and Susan McDonald, *Experiences of serious problems or disputes in the Canadian provinces, 2021* (Ottawa, Canada: Statistics Canada, 18 January 2022), online: <www150.statcan.gc.ca/n1/pub/85-002-x/2022001/article/00001-eng.htm>.

Data for the first Canadian Legal Problems Survey (CLPS) was gathered by Statistics Canada between February and August 2021. Adults 18 years of age and older living in Canada's 10 provinces were asked about legal problem experiences within three years of the 2021 survey, corresponding to 17 problem categories. Respondents were further asked about their most serious problem. Focusing on the problems that respondents considered serious or difficult to resolve, the CLPS determined that in the 3 years prior to the survey, an estimated 1 in 5 adults in Canada's provinces (or 18 per cent) experienced one or more justiciable problems or disputes that they considered serious or difficult to resolve. Almost 40 per cent of people who indicated that they experienced a serious problem identified the problem as having taken place during the COVID-19 global health crisis (identified in the CLPS as after March 16, 2020).

Canadian Forum on Civil Justice, *Everyday Legal Problems: Overview Report* (Toronto: Canadian Forum on Civil Justice, 2015), online: Canadian Forum on Civil Justice <www.cfcj-ffcj.org/sites/default/files/Everyday%20Legal%20Problems%20and%20the%20Cost%20of%20Justice%20in%20Canada%20-%20Overview%20Report.pdf>.

This research report includes the data from a major Canadian study. The research included 3,200 interviews. This is the first research project to specifically ask participants about the cost of their legal problems on their economic and social wellbeing.

Ab Currie, *The Legal Problems of Everyday Life: The Nature, Extent and Consequences of Justiciable Problems Experienced by Canadians* (Ottawa: Department of Justice Canada, 2009), online: Department of Justice Canada <www.justice.gc.ca/eng/rp-pr/csj-sjc/jsp-sjp/rr07_la1-rr07_a1/index.html>.

This is a major report from a 2006 Canadian survey covering 10 Canadian provinces. The study included telephone interviews with 6,665 adults over the age of 18. Respondents were asked to identify if they had experienced any of the 80 specific legal problems or events.

Canada



Ab Currie, *A National Survey of the Civil Justice Problems of Low and Moderate Income Canadians: Incidence and Patterns* (Ottawa: Department of Justice Canada, April 2005), online: <<https://cfcj-fcjc.org/sites/default/files/docs/2006/currie-en.pdf>>.

This study was conducted by Justice Canada and included 4,501 respondents who were interviewed by phone in 2004. The objective of this study is to identify the legal problems experienced by low and moderate income Canadians.

Democratic Republic of Congo



England & Wales



International Bar Association & International Legal Assistance Consortium, *Rebuilding Courts and Trust: An Assessment of the Needs of the Justice System in the Democratic Republic of Congo* (International Legal Assistance Consortium, 2009), online: International Bar Association <www.ibanet.org>.

The International Legal Assistance Consortium and the International Bar Association Human Rights Institute conducted a preliminary needs assessment of the Congolese judicial system. Research was conducted in 2009 by a six-person delegation meeting with over 55 individuals in the Democratic Republic of Congo. This report is not intended to be a full-scale analysis of the situation in the justice sector but seeks to locate the geographical and thematic needs that are most needed.

YouGov, The Law Society, and Legal Services Board, *Legal Needs of Individuals in England and Wales: Technical Report 2019/20* (UK: YouGov, The Law Society and Legal Services Board, 2020), online: <<https://www.lawsociety.org.uk/topics/research/legal-needs-of-individuals-in-england-and-wales-report>>.

In 2019, a nationally representative sample of almost 29,000 adults across the United Kingdom completed an online survey aimed at understanding the extent of legal needs by individuals in the UK. Survey respondents were asked about legal problem experiences within the previous four years related to 34 separate legal problem types. The *Legal Needs of Individuals* survey also asked respondents about: (i) actions taken to resolve their legal issue(s); (ii) choice of, and engagement with advice services; (iii) engagement, or potential engagement with solicitors; (iv) challenges faced in trying to access legal help or advice; (v) ongoing or unresolved legal issues; (vi) views about the legal system; among other, related questions.

England & Wales

Ipsos MORI, The Law Society, and Legal Services Board, *Online Survey of Individuals' Handling of Legal Issues in England and Wales 2015* (UK: Ipsos, May 2016), online: <<https://www.ipsos.com/sites/default/files/publication/1970-01/sri-handling-of-legal-issues-2016.pdf>>.

This report examines actions taken in response to legal problem experiences among adults in England and Wales, and understandings of legal rights and experiences of legal issues among youths. The report presents findings from an online survey of adults over 16; in-depth interviews with select respondents who indicated that they experienced a legal problem; and a survey of youths (11-15 years old) about their understanding of their rights. The online survey among adults included 8,192 respondents and examined experiences of 29 legal issues over a 3-year reference period, with follow-up questions for 15 of the 29 problem types.

University College London Faculty of Laws, *English and Welsh Civil and Social Justice Panel Survey: Waves 1-2, 2010-2012* (Essex: UK Data Service, February 2015), online: UK Data Service <<https://discover.ukdataservice.ac.uk/variables>>.

This study was conducted in two stages. In the first stage, between June and October 2010, respondents were asked about their experience of problems in 15 distinct justice problem categories. The second stage was conducted beginning in winter 2011, 18 months after the first stage. The second stage was similar to the first, with ongoing legal problems identified in stage one re-visited. This research project includes in-person interviews with 3,806 informants (in stage one) and 3,911 informants (stage two).

Pascoe Pleasence, Nigel Balmer, Ash Patel and Catrina Denvir, *Civil Justice in England and Wales 2009: Report of the 2006-9 English and Welsh Civil and Social Justice Survey* (London: Legal Services Commission, 2010), online: The National Archives <<https://webarchive.nationalarchives.gov.uk/ukgwa/20110215121414/http://lsrc.org.uk/publications/2010CSJSAAnnualReport.pdf>>.

The data in this report is derived from the English and Welsh Civil and Social Justice Survey conducted between 2006 and 2009. The survey includes a sample of 10,537 people. The methodology was based on previous surveys conducted in 2001 and 2004 and Genn's *Path's to Justice* (1999). Respondents completed a general interview that sought to identify problems in 18 distinct areas.

England & Wales

Pascoe Pleasence, Nigel Balmer, Tania Tam, Alexy Buck, Marisol Smith and Ashish Patel, *Civil Justice in England and Wales: Report of the 2007 English and Welsh Civil and Social Justice Survey* (London: Legal Services Commission, 2008), online: National Web Archives <<https://webarchive.nationalarchives.gov.uk/ukgwa/20091016082203/http://www.lsrc.org.uk/publications/2007CSJS.pdf>>.

This report includes the results of a national legal needs survey of 3,658 people. The 2007 report takes the same survey format as the 2001, 2004 and 2006 surveys. The methodology is based upon Genn's *Path's to Justice* (1999).

Pascoe Pleasence, Nigel Balmer and Tania Tam, *Civil Justice in England and Wales: Report of the 2006 English and Welsh Social Justice Survey*, LSRC Research Paper No. 19 (London: Legal Services Commission, 2007), online: National Web Archives <<https://webarchive.nationalarchives.gov.uk/ukgwa/20091016082150/http://www.lsrc.org.uk/publications/csjs2006.pdf>>.

This report includes the results of a national survey of 3,087 people. The 2006 report utilizes the same format as the 2001 and 2004 surveys. The methodology is based on Genn's *Path's to Justice* (1999).

Pascoe Pleasence, Alexy Buck, Nigel Balmer, Aoife O'Grady, Hazel Genn and Marisol Smith, *Causes of Action: Civil Law and Social Justice: The Final Report of the First LSRC Survey of Justiciable Problems* (UK: Legal Services Commission, 2004, pp.213), online: National Web Archives <<https://www.nationalarchives.gov.uk/webarchive/>>.

This report includes data collected through the first Legal Services Research Centre (LSRC). The first national periodic survey of justiciable problems was conducted between July and October 2001. The methodology of this survey was based on Genn's *Path's to Justice* (1999). There are two distinct surveys utilized in this initial study: a standard national random household survey and an additional survey of people living in temporary accommodation. A total of 5,611 adults were surveyed from 3,348 households. This paper includes the major findings from the 2001 survey.

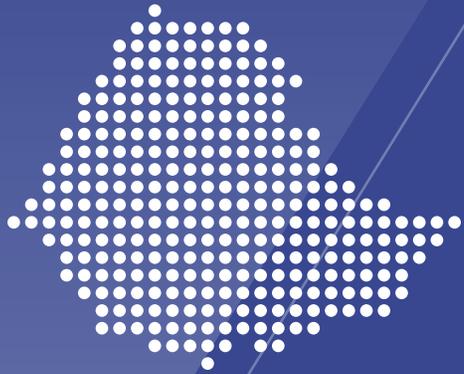


England & Wales

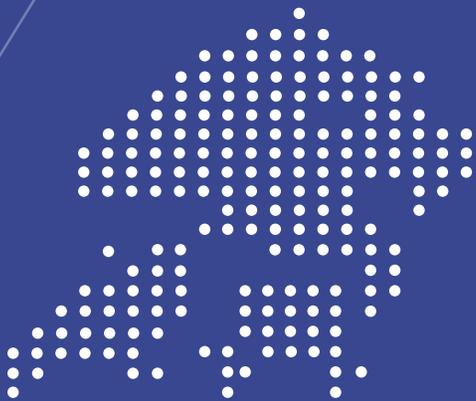
Hazel Genn, *Paths to Justice: What People Do and Think About Going to Law: The Results of a National Survey in England and Wales* (Oxford: Hart Publishing, 1999).

This is a seminal study of legal needs that began at the end of 1996. This study and subsequent publications sought to fill an informational gap around access to justice and legal needs. The study includes a random sample of 4,125 individuals along with follow up face-to-face interviews with 1,134 individuals who had been identified as having experienced a non-trivial justiciable problem. An additional 40 in-depth, face-to-face qualitative interviews were conducted with individuals who experienced a justiciable problem. The objective of the survey is to provide information and analysis regarding the following: incidences of legal issues within the population, the responses of the public to legal problems including the use of legal and other advice sources, alternative dispute resolution methods, self-help strategies and simply doing nothing, perceived barriers to accessing justice, the motivation for taking action to resolving legal problems, the outcome of different strategies for resolution as well as the cost, and finally, the public's experiences and perceptions of legal proceedings, the courts and the judiciary.

Ethiopia



Hong Kong



Martin Gramatikov, Rodrigo Núñez, Kavita Ziemann, Jelmer Brouwer, Armi Korhonen, Rupinder Kaur, *Justice Needs and Satisfaction in Ethiopia* (Netherlands: Hague Institute for Innovation of Law, 1 December 2020), online: <<https://www.hiil.org/projects/justice-needs-and-satisfaction-survey-in-ethiopia/>>.

In order to understand the extent of justice needs in Ethiopia, a representative sample of 5,400 adults across 6 regions in Ethiopia was asked about their legal problem experiences within the four years prior to the study. Survey respondents were also asked about the actions taken to resolve any legal problems they experienced and their views on whether any outcome they achieved was fair. Legal problem experiences in this study were further explored through interviews and workshops with institutional experts. Annually, there are an estimated 7.4 million separate legal problem experiences in Ethiopia and less than half of the population – 40 per cent of people – experience at least one difficult-to-resolve legal problem in a given 4-year period.

Asia Consulting Group and Policy, *Consultancy Study on the Demand for and Supply of Legal and Related Services* (Hong Kong: Department of Justice, 2008), online: The Government of the Hong Kong Special Administrative Region: Department of Justice <<https://www.doj.gov.hk/>>.

This report includes findings from the 2006 Hong Kong household survey. The study has three major components: a review of the current status of legal and related services in Hong Kong, a demand for legal and related services from individuals and small enterprises and an assessment of the gap in service availability and the potential for unmet legal needs.

India



Northern Ireland



Daksh, *Access to Justice Survey 2015-16* (India: Daksh, May 2016), online: <<https://dakshindia.org/wp-content/uploads/2016/05/Daksh-access-to-justice-survey.pdf>>.

For this study, researchers visited 305 sites in 24 states in India between November 2015 and February 2016 to carry out in-person surveys, administered via an Android-based app. Surveys were administered to 9,329 litigants at 170 district courts, with different surveys carried out for civil matters versus criminal matters. The goal of the study was to examine access to the judicial system among litigants with existing legal problems as well as the socio-demographic profile of litigants accessing the courts as part of the legal resolution process. Research findings indicate that most civil legal matters being addressed through the district courts relate to: land/property, family law, money owed/money recovery; labour/employment; service-related matters, permanent injunctions, intellectual property, education, and other types of matters. The study also provides insights into spending by litigants, broken down by case and problem type and demographics.

Tony Dignan, *Northern Ireland Legal Needs Survey* (Belfast: Northern Ireland Legal Services Commission, 2006), online: Department of Justice Northern Ireland <<https://www.justice-ni.gov.uk/publications/northern-ireland-legal-needs-survey-2006>>.

This is a summary of the 2005 Northern Ireland survey. The report includes information on the incidence of legal problems, frequency and types of problems. Research questions guiding this survey include: incidence of civil legal needs in Northern Ireland, legal need differentiation between segments of the population with particular emphasis on the needs of disadvantaged populations and/or those receiving state benefits, responses of the public to justiciable problems, use of services such as self-help services and comparison of the incidence of legal needs with England and Wales and Scotland. This research project uses the same methodology as the 2004 English and Welsh Civil and Social Justice Survey.

Japan



Masayuki Murayama, *Experiences of Problems and Disrupting Behaviour in Japan*, *Meiji Law Journal* 14, 1-59.

This paper provides an overview of the results of the 2005 Japanese legal needs survey. The paper includes rates of legal problems, contact between parties, use and helpfulness of lawyers and legal costs.

Kenya



Martin Gramatikov, Sam Muller, Rodrigo Núñez, Martijn Kind and Nadja Kernchen, *Justice Needs and Satisfaction in Kenya 2017: Legal Problems in Daily Life* (Netherlands: The Hague Institute for Innovation of Law, 14 March, 2018), online: <<https://www.hiil.org/projects/justice-needs-and-satisfaction-in-kenya/>>.

This 2017 citizen-centric study asked 6,005 randomly-selected individuals across 28 counties in Kenya about their legal problem experiences - if any - within a four-year reference period, the steps taken to address these legal problems, spending to address legal problems, and the quality of their dispute resolution pathway, including the outcome of the dispute. The study also includes insights from 30 interviews with leaders from the Kenyan Judiciary. Based on the study's findings, the most common legal problem types experienced by people in Kenya are: criminal law problems, land problems, family-related problems, employment problems, and money-related problems. The final report provides a range of insights, broken down according to the socio-economic profile of respondents, and other demographic markers.

Mali



Moldova



Kavita Heijstek Ziemann, Sam Muller, Rodrigo Núñez, Martin Gramatikov, Martijn Kind, Adriana Thomson and Nadja Kernchen, *Justice Needs and Satisfaction in Mali 2018: Legal Problems in Daily Life* (The Netherlands: The Hague Institute for Innovation of Law, 11 March 2018), online: <<https://www.hiil.org/projects/second-justice-needs-and-satisfaction-in-mali/>>.

This report includes findings from the second, bottom-up *Justice Needs and Satisfaction Survey* carried out in Mali. In spring 2018, 8,307 adults across all 10 regions in Mali and the Bamako district participated in a survey aimed at learning more about the types of legal problems that people in Mali regularly experience, how people access legal information and advice, and where people access help. As in the inaugural Justice Needs and Satisfaction Survey in 2014, the 2018 report identifies the most common problem types experienced by respondents as land (land grabbing, land usage, disputes with neighbours and family over land borders), crime (predominantly related to theft) and family problems (divorce, separation, inheritance).

Martin Gramatikov, *Met and Unmet Legal Needs in Moldova* (Moldova: National Council of State Legal Aid, n.d.), online: National Council of State Legal Aid <https://cnaigs.md/uploads/asset/file/en/349/Legal_Needs_Moldova_en.pdf>.

This report was developed following a study that was undertaken to determine how often people in Moldova experience problems that may be resolvable in the civil or administrative justice system. The study was conducted in 2011 and includes 2,489 face-to-face interviews with people over the age of 18 residing in Moldova.

Morocco



Netherlands



Martijn Kind, Martin Gramatikov, Rodrigo Núñez, Adriana Thomson, Roger El Khoury and Kavita Heijstek Ziemann, *Justice Needs and Satisfaction in Morocco 2019: Legal Problems in Daily Life* (The Netherlands: The Hague Institute for Innovation of Law, 12 January 2019), online: <<https://www.hiil.org/projects/justice-needs-and-satisfaction-in-morocco/>>.

The Justice Needs and Satisfaction in Morocco survey was carried to shed light on the justice needs of people in Morocco, and to gain insights into people's views about available dispute resolution pathways. Research findings are based on interviews conducted with 6,000 adults across Morocco's 12 regions from July to September 2018. Respondents were asked how and where they accessed legal advice and the steps taken to resolve any legal problems experienced within the four-year reference period of the survey. Through the survey, researchers also gained insight into the quality of dispute resolution pathways, intangible and tangible costs associated with resolving disputes, and the quality of the outcomes. The four most common legal problems categories identified through this research are crime, family, employment, and domestic violence.

Ben Van Velthoven and Marijke Ter Voert, *Paths to Justice in the Netherlands: Looking for Signs of Social Exclusion* (Netherlands: Leiden University, Department of Economics, 2004), online: Munich Personal RePec Archive <https://mpra.ub.uni-muenchen.de/21296/1/MPRA_paper_21296.pdf>.

This is a research report of the Dutch 2004 *Paths to Justice in the Netherlands* survey. The survey was a replication of Genn's *Paths to Justice* (1999). This report includes the results of a survey of 3,500 citizens in The Netherlands, and examines the extent of problems, problem resolution strategies and the public perception of the legal system.

New Zealand

Colmar Brunton, *Legal Needs among Low Income New Zealanders* (New Zealand: Ministry of Justice, 5 March 2018), online: <<https://www.justice.govt.nz/assets/Colmar-Brunton-Survey-2018-Low-income-survey-CLC-TK-355081.pdf>>.

A 2017 survey commissioned by the Ministry of Justice of New Zealand explores the extent and level of legal need among low-income New Zealanders. Randomly selected New Zealanders aged 15 and older were contacted by landline and mobile phone, of whom 1,000 people who qualified as part of the 'low-income population' were invited to take part in the survey. The survey ran from October to November 2017 and respondents were asked about problems experienced in the past two years. Survey questions were aimed at identifying whether and where people sought help for their legal problems; outcomes for people who received help; the legal problem types that were often not resolved; and the demographic characteristics commonly associated with unmet legal needs.

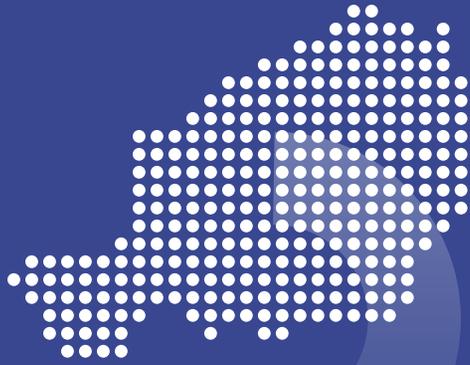
Nicholas Robyn, *New Zealand's 2006 National Survey of Unmet Legal Needs and Access to Services: Implications for Information and Education* (Wellington: 2007), online: Legal Aid Reformers' Network <www.legalaidreform.org>.

This report is based on the findings from the 2006 National Survey of Unmet Legal Needs and Access to Services. The survey covered the usage and need for legal information, advice, assistance and representation. The methodology used for this study is based on the English and Welsh Civil Law and Social Justice surveys and was done in consultation with Ab Currie and peer reviewed by Pascoe Pleasence. The data is from telephone surveys with 7,200 New Zealanders and is stratified by region.

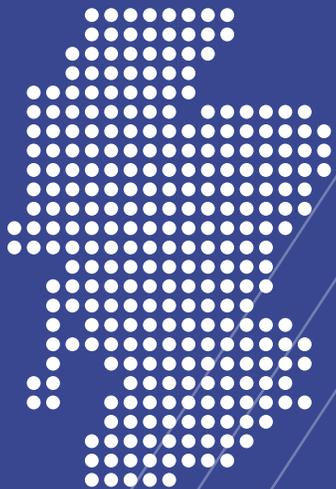
G. M. Maxwell, C. Smith, P. J. Shepherd, & A. Morris, *Meeting Legal Services Needs* (Wellington: Victoria University of Wellington, 1999).

This is the final report of a 1997 legal needs survey. The report outlines the full range of survey findings.

Niger



Scotland



Manon Huchet-Bodet, Jelmer Brouwer, Patrick Kimararungu, Martin Gramatikov and Rodrigo Nunez Donoso, *Besoins et satisfaction en matière de justice au Niger 2022 : Problèmes juridiques dans la vie quotidienne* (The Netherlands: The Hague Institute for Innovation of Law, 2022), online: <<https://www.hiil.org/projects/justice-needs-and-satisfaction-in-niger/>>.

This research by the Hague Institute for Innovation of Law (HiIL) was carried out in partnership with the Ministry of Justice of Niger and the Dutch Ministry of Foreign Affairs. Six thousand and two people across all regions in Niger were asked about their legal problem experiences within the four-year reference period of the study. Surveys were carried out in person. Survey participants were asked about the type of problem(s) experienced and actions taken to address the problem. For the survey, respondents were asked to indicate up to 10 problems that they had experienced from a list of 100 legal problems. Respondents were also asked to indicate on a scale of 1 to 10 how serious they considered the impacts of each problem.

Hazel Genn & Alan Paterson, *Paths to Justice in Scotland: What People in Scotland do and Think About Going to Law* (Oxford: Hart Publishing, 2001).

Genn's *Paths to Justice* (1999) is used to guide the methodological framework for this research project. This report seeks to identify how people experience justiciable problems, solution seeking behaviour and the approach taken for resolution depending on the type of justiciable problem being faced. This study is unique as it also includes public perspectives on access to civil justice and examines public experience, expectations and needs when attempting to resolve a justiciable problem. Comparisons are drawn between Scotland and England and Wales in terms of the prevalence of legal problems and how citizens attempt to solve their legal issues.

Sierra Leone



Open Society Initiative for West Africa, *Baseline and Needs Assessment for the Provision of Non-Criminal Primary Justice Services in Sierra Leone* (Sierra Leone: OSIWA, 17 November 2020), online: <<https://www.osiwa.org/wp-content/themes/osiwa/pdf/OSIWA-Full-Report-1.pdf>>.

In a 2017 legal needs study, 1,058 randomly-selected people across 14 geopolitical districts in Sierra Leone were asked about their experiences with the following 13 legal problem categories: family, housing, land, welfare benefits, consumer, employment, business, debt, (non-violent) crime, injury, public services, obtaining an ID, and digital/information and communications technologies problems. Survey participants were also asked about the actions they took to resolve their legal problems and sources of help within and outside of the formal justice system, the impacts of their legal problems, barriers to justice, their views on justice and justice institutions in Sierra Leone, and their views on judicial and non-judicial dispute resolution.

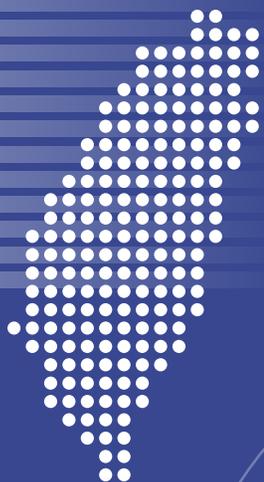
Slovakia



GfK Slovakia, *Legal Needs in Slovakia II* (Bratislava: GfK Slovakia, 2004).

This is a final report outlining the 2004 Slovakian survey, which had a sample size of just over 1,085 people. The report includes insights on incidence and response to problems and reveals that men in Slovakia are more likely to have experienced employment or personal injury problems but less likely to have experienced family problems, highlighting the role of gender in the types of legal problems experienced.

Taiwan



Tunisia



K.P. Chen, K.C. Huang, Y.L. Huang, H.P. Lai, and C.C. Lin, *The Legal Problems of Everyday Life: The Nature, Extent and Consequences of Justiciable Problems Experienced by Taiwanese* (Taiwan: Center for Survey Research of Academia), online: Research Center for Humanities and Social Sciences <www.rchss.sinica.edu.tw>.

This paper discusses the patterns of advice-seeking behavior of Taiwanese citizens with legal problems. The findings are from a 2012 survey using the methodological framework from Genn's Paths to Justice (1999) and the 2005 Japanese survey. This research project explored the types of advice required, the typical problems that arise and the demographic characteristics of Taiwanese citizens who seek professional legal advice.

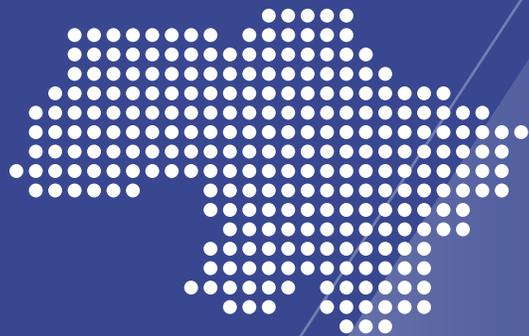
Kavita Heijstek-Ziemann, Martin Gramatikov, Sam Muller, Johanna Piest, Nicoleta Balau, Jamila Sallal, and Roger El Khoury, *Justice Needs in Tunisia 2017: Legal problems in daily life* (The Netherlands: The Hague Institute for Innovation of Law, 4 July 2017), online: <<https://www.hiil.org/wp-content/uploads/2018/07/HiiL-Tunisia-JNST-English-web.pdf>>.

The 2017 report presents findings from a nationwide survey of 6,770 randomly-selected people in Tunisia and 32 in-depth interviews. The survey, which was carried out in October and November 2016, examines the justice needs and justice journeys of people in Tunisia during a four-year period. The report discusses the type and prevalence of legal problem experiences, actions taken to address legal problems, and provides insights on legal problems based on demographic factors such as gender, age, and location.

Uganda



Ukraine



Rodrigo Núñez, Armi Korhonen, Martin Gramatikov, Kavita Ziemann, Rupinder Kaur, Gijs Verbossen and Rachael Ampaire Mishamb, *Justice Needs and Satisfaction in Uganda 2020: Legal problems in daily life* (The Netherlands: The Hague Institute for Innovation of Law, September 22, 2020), online: <<https://www.hiil.org/projects/justice-needs-and-satisfaction-in-uganda/>>.

The second, people-centred Justice Needs and Satisfaction Survey (JNS) in Uganda sought to identify justice needs and gather data that might be used to drive more and better justice outcomes in Uganda. This second JNS in Uganda also includes insights on interventions that show promise in providing more access to justice. More than 6,000 randomly selected people from Uganda's four regions participated in the 2019 JNS; a similar number of people participated in the 2016 JNS. In-depth interviews further inform research findings and recommendations. Study participants were asked several types of questions, including questions on legal problem types, costs of justice (monetary, temporal and health), quality of justice processes and quality of outcomes. The JNS also included demographic questions, including questions on gender, income, age, and location.

Kobzin Denys, *Level of Legal Capacity of the Ukrainian Population: Accessibility and Effectiveness of Legal Services* (Kharkov: Kharkov Institute of Social Research, 2011).

This final report examines the barriers faced by Ukrainians in obtaining legal services. The study included survey research conducted in 2010 with a sample of 2,500 people and included face-to-face interviews and focus groups.

United States

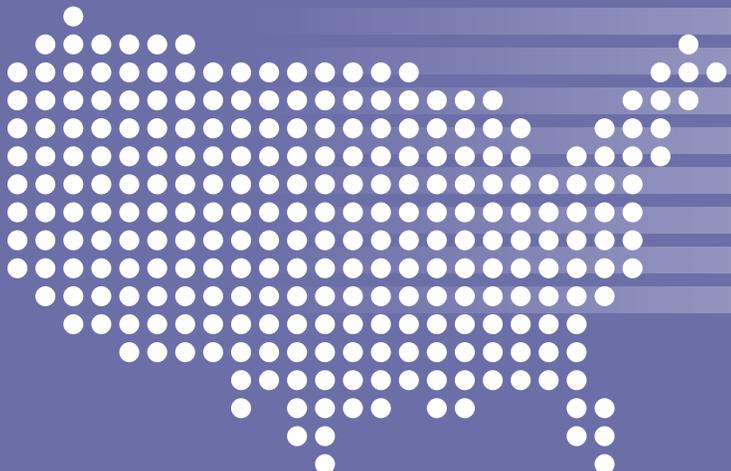
Mary C. Slosar, *The Justice Gap: The Unmet Civil Legal Needs of Low-income Americans* (Washington DC: Legal Services Corporation, April 2022), online: <<https://justicegap.lsc.gov/the-report/>>.

The Legal Service Corporation's (LSC) 2022 Justice Gap study presents data on the civil legal needs of low-income Americans, the prevalence of civil legal problems, legal awareness, actions taken to resolve legal problems, and gaps in access to civil justice. This study also presents findings on the impacts of the COVID-19 pandemic on the civil legal needs of low-income Americans. The final report includes comparative data based on demographic factors. There are additional insights on the ability for LSC-funded organizations to address the demand for legal assistance. This study also applies data from two previous studies: the *2021 Justice Gap and Measurement Survey* and the *2021 LSC Intake Census*.

Hiil and IAALS, *Justice Needs and Satisfaction in the United States of America 2021: Legal problems in daily life* (US: Institute for the Advancement of the American Legal System, 1 September 2021), online: <<https://iaals.du.edu/publications/justice-needs-and-satisfaction-united-states-america>>.

The US Justice Needs Survey (JNS) was carried out as a web, panel-based survey. Ten thousand and fifty-eight people responded to questions about their legal problem experiences within the study's 4-year reference period, actions taken to address their problems, perceptions of the outcome of their problems, impacts of the problem and the quality of formal and informal paths to justice, measured based on process, outcomes and costs. Data was collected from August to September 2020 from randomly-selected adults ages 18 and older. In designing the research and analyzing data, the US JNS and final report considers the roles of race and ethnicity, social, economic and cultural factors in the U.S., and potential impacts of the COVID-19 pandemic. The report presents data on problem prevalence, resolution rates and problem seriousness. Insights on problem experiences and actions are also presented based on gender, race/ethnicity, household income, age, and living environment. At the time of its publication, this research represents the largest ever legal needs study carried out in the U.S.

United States



National Opinion Research Center, *The Justice Gap: Measuring the Unmet Civil Legal Needs of Low-income Americans* (Washington DC: Legal Services Corporation, June 2017), online: <<https://www.lsc.gov/sites/default/files/images/TheJusticeGap-FullReport.pdf>>.

For the Legal Services Corporation's 2017 Justice Gap report, the National Opinion Research Centre (NORC) surveyed a nationally representative sample of approximately 2,000 adults in the U.S. living at or below 125% of the federal poverty level. Survey respondents were asked about their civil legal problem experiences with a view to gathering insights on the prevalence of civil legal problems among low-income households within the previous 12 months; paths taken when facing a civil legal problem, including sources and types of help, if any, and views about the fairness and efficacy of the civil legal system. The final report also presents data on legal problem experiences, perceptions, and justice journeys for the following groups within the surveyed population: seniors, rural residents, veterans, persons with disabilities, parents of children under 18 and survivors of domestic violence or sexual assault.

Legal Services Corporation, *Documenting the Justice Gap in America* (Washington: Legal Services Corporation, 2007), online: Legal Services Corporation <www.lsc.gov>.

The first edition of this report was released in 2005 and the second edition was released in June 2007. This report seeks to examine the civil legal needs of low-income individuals and families and to quantify necessary access to civil legal assistance. This report incorporates the experiences of those who are turned away from legal services, continued documentation of unmet legal needs and a national count of legal aid attorneys per capita providing legal assistance to low-income populations.

American Bar Association, *Agenda for Access: The American People and Civil Justice: Final Report on the Implications of the Comprehensive Legal Needs Study* (Chicago: ABA, 1996), online: American Bar Association <www.americanbar.org>.

This is the final report on the implications of the Comprehensive Legal Needs Study. The study included 3,000 interviews with low- and moderate-income Americans during the spring and summer of 1993.

Vietnam

VLA & UNDP, *2015 Justice Index: Towards a Justice System for the People* (Viet Nam: UNDP, May 2016), online: <<https://www.undp.org/sites/g/files/zskgke326/files/migration/vn/EN---Chi-so-cong-ly.pdf>>.

The 2015 Justice Index builds on findings from the inaugural 2012 Justice Index. The 2015 Index includes primary data from 13,841 people across Viet Nam with experiences dealing with civil disputes (a civil legal matter between individuals) and/or administrative complaints (legal matters brought by individuals before a local authority or state agency). The indexes take a bottom-up approach to measuring citizens' experiences and views on access to justice, equality, and protection of basic rights. They also provide a framework to consider performance on justice at the provincial and national levels in Viet Nam. Key questions centre on accessibility (access to legal services, legal information, affordability), equity (across social groups, equality before the law, etc.), implementation of the law (effectiveness of dispute resolution, confidence in justice institutions, etc.), and fundamental rights (awareness of rights, ways to protect rights, etc.). Types of civil disputes and administrative complaints in this research are organized as land issues, business issues, civil issues, policy entitlement issues, labour issues, and environmental issues.



Section II

Selected Regional
(State/Provincial),
Demographic and Legal
Aid Legal Needs Surveys

Organized by Country

Australia

N.J. Balmer, P. Pleasence, H.M. McDonald, & R.L. Sandefur, *The Public Understanding of Law Survey (PULS) Volume 1: Everyday Problems and Legal Need* (Melbourne: Victoria Law Foundation, 2023), online: <<https://puls.victorialawfoundation.org.au/publications/everyday-problems-and-legal-need>>.

The Public Understanding of Law Survey (PULS) explores everyday legal problem experiences among Victoria's population. More than 6,000 surveys were administered across Victoria between February 2022 and March 2023, with interviews lasting on average 41 minutes (for the 5,271 in-person surveys) and on average 47 minutes (for the 737 telephone interviews). Adults ages 18 and older were asked questions aimed at gathering basic demographic information, information on their legal knowledge and legal confidence, and insights on their attitudes to justice. Volume I of the PULS reveals a greater likelihood of having multiple civil legal problem experiences (rather than one problem only), of problems lasting several years, and reveals there is a stubborn connection between social disadvantage and legal problem experiences. The PULS questionnaire was designed based on global guidance from the Organisation for Economic Cooperation and Development/Open Society Foundation (OECD/OSF).

Allison Fiona, Chris Cunneen, Melanie Schwartz, Larissa Behrendt "Indigenous Legal Needs Project: Northern Territory Report" (5 November 2012), online: SSRN, <www.papers.ssrn.com>.

This paper outlines key findings and recommendations from research conducted in 2011 by the Indigenous Legal Needs Project. This project sought to identify and analyze the legal needs of Indigenous communities in Australia in non-criminal areas of law and to provide subsequent policy recommendations based on the findings.

Australia

Christine Coumarelos, Deborah Macourt, Julie People, Hugh M. McDonald, Zhigang Wei, Reiny Iriana and Stephanie Ramsey, "Legal Australia-Wide Survey: Legal Need in Victoria" (Sydney: Law and Justice Foundation of New South Wales, 2012), Law and Justice Foundation of New South Wales, online: Law and Justice Foundation of New South Wales <[http://www.lawfoundation.net.au/ljf/site/templates/LAW_Vic/\\$file/LAW_Survey_Vic.pdf](http://www.lawfoundation.net.au/ljf/site/templates/LAW_Vic/$file/LAW_Survey_Vic.pdf)>.

This regional report is derived from the larger Australia-wide survey. The research examines the nature of legal problems, the pathways to their resolution, and the demographic groups that struggle with legal problems. The focus of this report is on Victoria but provides comparison to other regions of Australia.

Inner City Legal Centre, *Outing Injustice: Understanding the Legal Needs of the Lesbian, Gay, Bisexual, Transgender and Intersex Communities in New South Wales* (Sydney: Inner City Legal Centre, 2011), online: Inner City Legal Centre <www.iclc.org.au>.

This report examines the unique legal needs of the LGBTI (Lesbian, Bisexual, Transgender and Intersex) community in New South Wales. It includes an online survey and face-to-face interviews utilizing both quantitative and qualitative research methods. The research includes a sample size of 591. Inner City Legal Centre identifies that the LGBTI community often requires specialized legal services regarding adoption laws, same sex couple relationship registry, the right to have both mothers on the birth certificate for children conceived through assisted conception procedures and other same sex relationship federal law reforms implemented in 2009.

Chris Cunneen & Melanie Schwartz, *The Family and Civil Law Needs of Aboriginal People in New South Wales: Final Report* (2009) online: Legal Aid New South Wales <<https://www.legalaid.nsw.gov.au/>>.

This report is from a study examining the civil and family law needs of Aboriginal people in New South Wales. The report also includes recommendations for Legal Aid NSW to improve the services they provide to Aboriginal clients in the areas of civil and family law.

Australia

Christine Coumarelos & Zhigang Wei, “The Legal Needs of People with Different Types of Chronic Illness or Disability” (2009), Justice Issues 11, online: Law and Justice Foundation of New South Wales <[http://www.lawfoundation.net.au/ljf/site/articleIDs/8F7E30A44DA0D60ECA2575BB00083A10/\\$file/JI11_Chronic_illness_web.pdf](http://www.lawfoundation.net.au/ljf/site/articleIDs/8F7E30A44DA0D60ECA2575BB00083A10/$file/JI11_Chronic_illness_web.pdf)>.

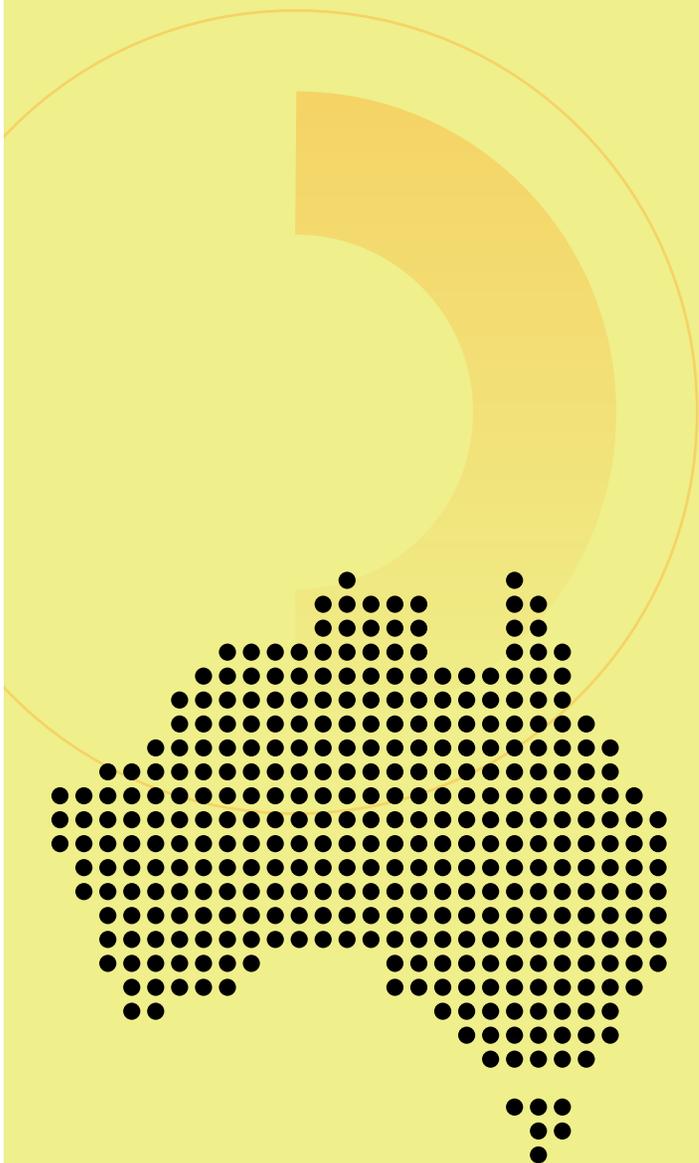
This report examines the extent to which people with disabilities and/or chronic illness are vulnerable to experiencing legal problems and accessing justice. This report uses data from the New South Wales Legal Needs Survey comparing people with different types of chronic illness/disability and their incidence of legal problems, rates of taking action and resolution rates.

Susan Edwards and Antonia Fontana, *Legal Information Needs of Older People* (Sydney: Law and Justice Foundation of NSW, 2004), online: Law and Justice Foundation of NSW Sydney, <[http://www.lawfoundation.net.au/ljf/site/articleIDs/9D9D131462B745E0CA257060007D1408/\\$file/legal_info_needs_report.pdf](http://www.lawfoundation.net.au/ljf/site/articleIDs/9D9D131462B745E0CA257060007D1408/$file/legal_info_needs_report.pdf)>.

This literature review examines the legal information needs of older people in Australia. This review includes numerous reports and articles looking at the information needs and the sources used in other areas particularly health needs.

Elaine Fishwick, *Back to Basics: Legal Needs in the 90's* (Sydney: Legal Aid Commission New South Wales, 1992).

This is a report of a legal needs survey in New South Wales Australia conducted in the early 1990's.



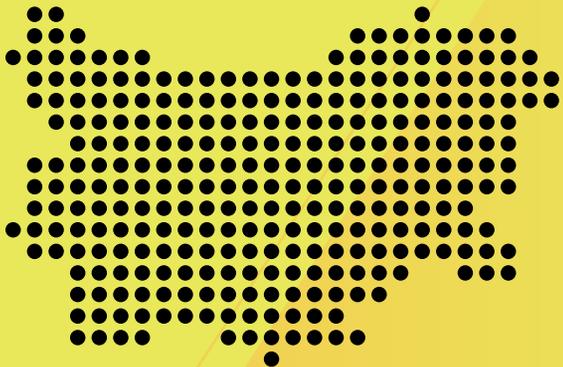
Bangladesh



Faustina Pereira, Jessica Olney, and Azizul Hoque, “Community Perspectives on Access to Civil Justice After Cross-Border Displacement: The Needs of Rohingya Refugees in Bangladesh” (Centre for Peace and Justice and The Asia Foundation, 2021), online: The Asia Foundation: <<https://asiafoundation.org/wp-content/uploads/2021/02/X-Border-Community-Perspectives-on-Access-to-Civil-Justice-after-Cross-Border-Displacement-The-needs-of-Rohingya-Refugees-in-Bangladesh.pdf>>.

This brief looks specifically at questions of access to civil justice (and other development support) for Rohingya refugees in community-based camps in the Cox’s Bazar District. Research findings and recommendations are informed by a literature review, focus group discussions with Rohingya refugees, community consultations and key informant interviews. Camp residents’ views were canvassed on: the nature of legal problems experienced by camp residents; the ability to access information and/or support to address legal problems; and, satisfaction with any support received. The brief provides various insights on the justice problem experiences of camp residents within a two-year reference period, and includes demographic breakdowns of the data by age and gender.

Canada



Alina Sutter and Victoria Esses, *A Qualitative Look at Serious Legal Problems Facing Immigrants in London and Toronto, Ontario* (Ottawa: Statistics Canada, 24 March 2021), online: <https://www.justice.gc.ca/eng/rp-pr/jr/ilto/docs/rsd_rr2021_immigrants-london-and-toronto-en.pdf>.

This research report is informed by in-depth online interviews with 21 adults who were recent immigrants to Canada at the time of the interviews in mid to late 2020. Research participants were asked about types of legal problems experienced in Canada, steps taken to address their legal problems, barriers to legal problem resolution, status of their problems, and the impacts of their problems.

Canada



Community-Based Research Centre, *Serious Legal Problems faced by Lesbian, Gay, Bisexual, and Other Sexual-Minority People in Western Canada: A Qualitative Study* (Ottawa: Department of Justice, 2021), online: <https://www.justice.gc.ca/eng/rp-pr/jr/lgbtq/docs/rsd_rr2021_lgb-people-in-western-canada-eng.pdf>.

This study examines the experiences of sexual minority people in British Columbia, Alberta and Manitoba. Semi-structured interviews were conducted with lesbian, gay, bisexual, and other sexual-minority people who had experienced one or more serious legal problems within the three-year reference period of the study.

Florentien Verhage, *A Qualitative Look at Serious Legal Problems Faced by Immigrants in Greater Victoria and Vancouver, British Columbia*, (Ottawa: Department of Justice, 2021), online: <https://www.justice.gc.ca/eng/rp-pr/jr/ivvbc/docs/rsd_rr2021_immigrants-victoria-and-vancouver-eng.pdf>.

This research report presents findings from in-depth interviews with newcomers and established immigrants in the Greater Victoria and Vancouver areas of British Columbia. Interviews took place from July to November 2020 with adults who experienced at least one serious legal problem since living in Canada.

Jihan Abbas and Sonia Alimi, *A Qualitative Look at Serious Legal Problems for People with Disabilities in Central Canada* (Ottawa: Department of Justice, 2021), online: <https://www.justice.gc.ca/eng/rp-pr/jr/pwdcc-phcc/docs/RSD_RR2021_Persons-with-Disability-Central-Canada-EN.pdf>.

This research gathered insights from adults with physical and mental disabilities from Ontario and Quebec who had experienced a serious legal problem. The data collection methods included an online qualitative survey, an online focus group, and interviews, that included questions focusing on the types of legal problems experienced by participants, how participants navigated the legal resolution process, and the impacts of the legal process.

Canada

The Saint John Human Development Council, *Serious Problems Experienced by People with Disabilities Living in Atlantic Canada* (Ottawa: Department of Justice, January 2021), online: <https://www.justice.gc.ca/eng/rp-pr/jr/pwdac-phca/docs/RSD_RR2021_Persons_with_Disabilities_Atlantic_Canada_EN.pdf>.

In-depth interviews were carried out with people with disabilities living in Atlantic Canada, with a focus on individuals in New Brunswick who had experienced legal problems. Participants were asked about the type of legal problems they experienced within the previous three years, the steps they took to address their problem(s), and the outcomes.

Mary Bacica and Alana Kendrick, *Everyday Legal Needs 2020 Survey* (British Columbia: Legal Aid BC, 24 August, 2020), online: <https://legalaid.bc.ca/sites/default/files/2020-09/Everyday%20Legal%20Needs%20Survey_1.pdf>.

From June 29 to July 15, 2020, 1,207 low-income individuals living in British Columbia participated in an online survey aimed at investigating the types of legal problems experienced by low-income adults in BC, actions taken to address those legal problems, obstacles to resolving legal problems and the impacts of legal problems. It further explored the views participants had about British Columbia's justice system, and the impacts of the COVID-19 pandemic on experiences and/or outcomes of their legal problems.

J. James, G. Bauer, R. Peck, D. Brennan, N. Nussbaum, *Legal Problems Facing Trans People in Ontario: TRANSforming JUSTICE Summary Report 1* (Toronto: HIV & AIDS Legal Clinic Ontario, 6 September 2018) , online: <<https://www.halco.org/our-services/trans-legal-needs-assessment-ontario>>.

This research sought to assess the legal needs of trans community members in Ontario and understand the needs of lawyers and legal service providers in serving trans clients. This mixed-methods research includes data collected from 232 online surveys and 125 focus group participants across Ontario from May 2016 to February 2017. One aspect of this research includes in-depth interviews with 19 people from the trans community who are living with or affected by HIV and, separately, focus groups with 82 legal service providers. For this research, 'trans' was defined as "an umbrella term to refer to a diverse array of experiences and identities, including Two-Spirit, non-binary, agender, gender queer, cross dresser, transgender, and transsexual, as well as those who identify as men or women but have a history that involves a gender transition."

Canada



Brooke Knowlton, *Everyday Legal Problems* (Vancouver: Legal Services Society, 19 July 2018), online: <https://legalaidsbc.ca/sites/default/files/2019-03/IssEverydayLegalProblems07_2018.pdf>.

The third Legal Services Society* Everyday Legal Problems Survey – following earlier surveys in 2008 and 2013 – was carried out in 2018. Low-income British Columbians who experienced one or more legal problems were asked via online survey about the type of legal problems they experienced, steps they took to resolve the problems, obstacles to resolving their legal problems, impacts of their legal problem experience, and their perceptions about the justice system in British Columbia.

**The Legal Services Society officially changed its name to Legal Aid BC in 2020.*

Alexandra Rodgers, *Envisioning Justice for Migrant Workers: A Legal Needs Assessment* (Vancouver: Migrant Workers Centre, March 2018) online: <https://mwcbbc.ca/downloads/MWC_Envisioning_Justice_for_Migrant_Workers_Report.pdf>.

This research examines the legal needs of migrant workers in British Columbia and obstacles migrant workers face in accessing legal services and information in the province. Data was collected in three ways. Three focus groups were carried out with migrant worker participants in Vancouver, Fraser Valley and Okanagan Valley; formal, semi-structured interviews were carried out with legal and non-legal stakeholders with expertise/and or experience related to migrant work matters in British Columbia; and, online surveys were completed by persons working in research or advocating for migrant workers in British Columbia. The final report from this research includes recommendations to improve access to legal information and services for migrant workers.

Lucie Brunet, Julie Lassonde, et al, *Portrait of the Legal Needs of Francophone Women in Ontario* (Toronto: Centre Francophone de Toronto, 2012), online: Legal Aid Ontario <<https://www.legalaidsbc.ca/wp-content/uploads/Portrait-of-the-Legal-Needs-of-Francophone-Women-in-Ontario-EN.pdf>>.

This study examines the legal needs of French speaking women in Ontario with a focus on legal aid services. Francophone women represent 2-3% of the Ontario population. The report includes the results from focus groups held in 14 communities including a total of 109 women, 148 survey respondents and phone/email interviews with 10 women and individual interviews with 20 people from the justice sector.

Canada



Jamie Baxter, Michael Trebilcock & Albert Yoon, "The Ontario Civil Legal Needs Project: A Comparative Analysis of the 2009 Survey Data", *In Middle Income Access to Justice*, Eds. Michael Trebilcock, Anthony Duggan & Lorne Sossin, (Toronto: University of Toronto Press, 2012), 55.

This is a comparative study exploring the various legal need surveys focusing on the Ontario Civil Legal Needs Project. This paper provides a further analysis of the survey's quantitative results and situates the results in the context of the broader international research that has been done.

Melina Buckley, *Moving Forward on Legal Aid: Research on Needs and Innovative Approaches* (Ottawa: Canadian Bar Association, 2010), online: Canadian Bar Association <http://www.cba.org/CBAMediaLibrary/cba_na/images/Equal%20Justice%20-%20Microsite/PDFs/Moving-Forward-on-Legal-Aid.pdf>.

This report is offered in both English and French and provides a research summary of legal aid research conducted by the Canadian Bar Association. This study contains empirical research and a literature review of previously conducted legal aid research to make policy recommendations for legal aid provisioning in Canada. This report also includes current policy initiatives in Britain providing policy and programming recommendations to increase access to justice amongst marginalized populations in Canada.

Canadian Forum on Civil Justice, *Alberta Legal Services Mapping Project (ALSMP)* (Alberta: Canadian Forum on Civil Justice, 2010), online: Canadian Forum on Civil Justice <<https://cfcj-fcjc.org/our-projects/alberta-legal-services-mapping-project/>>.

This research project by the Canadian Forum on Civil Justice examines the legal needs of Albertans, the extent to which these needs are met and how access to legal services can be improved. The ALSMP created a province-wide "map" of legal services showing resources for information, education, legal advice, legal representation and other support related to legal problems. The research team for this project included senior representatives from governmental, non-profit and legal professional organizations.

Canada



Jamie Baxter & Albert Yoon, *The Geography of Civil Legal Services in Ontario — Report of the Mapping Phase of Civil Legal Needs Project* (Toronto: Ontario Civil Needs Project, May 2010).

This report is part of the Ontario Civil Legal Needs Project. It is the first project of its kind exploring access to civil justice among low- and middle-income Ontarians on a province wide basis.

Michael Trebilcock, *Report of the Legal Aid Review 2008* (Ontario: Ministry of the Attorney General), online: Ministry of the Attorney General of Ontario <<http://www.attorneygeneral.jus.gov.on.ca>>.

This report represents a review of Ontario's legal aid system. It examines the *Legal Services Act 1998* with a focus on the efficacy of the Legal Services Act's administrative and operational models, alternatives to the tariff process and best practices in other provinces.

Michele Leering, *Community Legal Needs Assessment: Examining the Need for Access to Justice for Low-Income Residents of Lennox & Addington County* (Hastings and Prince Edward Legal Services, 2001), online: Queen's University <www.library.queensu.ca>.

This research project examined the legal needs of low-income residents in Lennox and Addington County, Ontario. The study was conducted to support expansion of Legal Aid Ontario's legal clinic system. Key research questions include: what legal services or service enhancements are needed? And how should legal services be delivered? Research utilized both qualitative and quantitative methods.

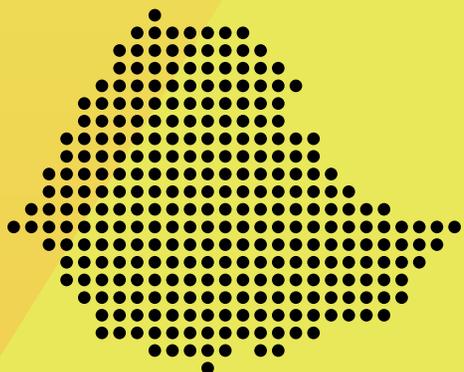
England & Wales



Pleasence Pascoe & Nigel Balmer, *In Need of Advice? Findings of a Small Business Legal Needs Benchmarking Survey* (Cambridge: Legal Services Board, April 2013), online: Legal Services Board <<https://www.legalservicesboard.org.uk/wp-content/media/In-Need-of-Advice-report.pdf>>.

This research report examines the legal needs of small businesses, the use of legal services and the response of small businesses to legal problems. It includes an analysis of survey data of 9,703 respondents. This is the first legal needs survey examining the legal needs of small businesses in the UK. However, the methodology draws upon the framework of individual legal needs surveys within the region.

Ethiopia



Rodrigo Núñez, Jelmer Brouwer, Gijs Verbossen, Martin Gramatikov, Rupinder Kaur, *Justice Needs and Satisfaction of Refugees and Host Communities Somali and Tigray Regions of Ethiopia* (The Netherlands: The Hague Institute for Innovation of Law, 2021), online: <<https://www.hiil.org/projects/justice-needs-and-satisfaction-of-refugees-in-ethiopia/>>.

This report examines legal problem experiences among refugees in the Somali and Tigray regions of Ethiopia and actions taken to address legal problems. Data was gathered over two months in early 2020 from more than 2,000 refugees and people living near refugee camps.

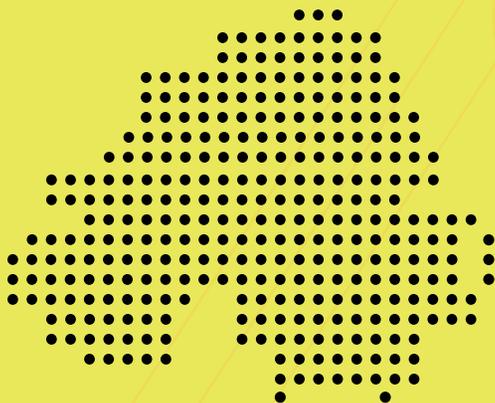
Indonesia



Choky Risda Ramadhan, Dio Ashar Wicaksana, Muhammad Rizaldi, Siska Trisia, Nanda Oktaviani and Arsa Ilmi, *Legal Needs Survey in Indonesia 2019: In Lampung and South Sulawesi Provinces* (Jakarta: Indonesia Judicial Research Society, December 2020), online: <https://ijrs.or.id/wp-content/uploads/2021/01/Legal-Need-Survey-ENG_R4.pdf>.

This legal needs study examines legal problems that people living in Indonesia's Lampung and South Sulawesi provinces face, the actions they take to resolve their legal problems, and levels of legal empowerment among the public.

Northern Ireland



Emerson Lesley, Katrina Lloyd, Laura Lundy, Karen Orr & Ellen Weaver, *The Legal Needs of Children and Young People in Northern Ireland: The Views of Young People and Adult Stakeholders* (Ireland: Department of Justice Northern Ireland, 2014), online: <https://pureadmin.qub.ac.uk/ws/portalfiles/portal/33279301/LEGAL_NEEDS.pdf>.

The objective of this research project is to examine the legal needs for children and young people in Northern Ireland. Data was collected through a literature review of relevant sources and semi-structured interviews with adult stakeholders, relevant organizations, focus groups with children and young people and an online survey. The report examines the following issues: the nature and extent of the legal needs of children and young people, the extent to which these legal needs are being met, barriers to children and young people accessing legal advice, information and representation, policy recommendations to address barriers to accessing justice.

Lebanon & Jordan



United States



Sam Muller, Martin Gramatikov, Nadja Kernchen, Eirin Sundby and Giedrius Astafjevas , *Justice Needs of Syrian Refugees: Legal Problems in Daily life 2018* (The Netherlands: The Hague Institute for Innovation of Law, 30 April 2018), online: <<https://www.hiil.org/wp-content/uploads/2018/09/Justice-Needs-of-Syrian-refugees.pdf>>.

This research examines the types of legal problems experienced by Syrian refugees living in Lebanon and Jordan, the pervasiveness of their legal problems, impacts of legal problems, and actions taken to address legal problems. Some questions focused specifically on the costs of justice, the quality of legal assistance and the quality of outcomes. For this research, 1,800 randomly selected Syrian refugees in Lebanon and Jordan completed surveys in person. Six hundred of the survey participants were living in one of four regions across Jordan; 1,200 were living in Lebanon. Qualitative interviews were conducted with 31 Syrian refugees. The types of serious legal problems reported by survey respondents pertain to: employment matters, housing, neighbours, crime, obtaining ID documents, family, money, police-related problems, children, accidents/personal injury, social welfare, consumption, public services and land.

Stephen Sills, Bruce Rich, Haiyang Su, Meredith DiMattina, *North Carolina Legal Needs Assessment 2021 V2* (North Carolina: Center for Housing and Community Studies, University of North Carolina at Greensboro, 2022), online: <<https://chcs.uncg.edu/wp-content/uploads/2022/03/NC-Legal-Needs-Assessment-Final-Report-REVISED-FINAL-3-29-22.pdf>>.

This legal needs assessment aims to measure the legal needs of the low-income population of North Carolina relative to the resources available to address those needs. Data and insights were gathered from nonprofit advocates, community activities, civil legal providers, magistrates and judges, researchers, pro bono lawyers, and clients of these groups. Findings from this research are further supported by contextual data from secondary data sources. This research represents the first legal needs assessment in North Carolina in almost 20 years. Under the umbrella of the legal needs gap assessment, this research considers specific questions around the demographics (race, gender, age, disability, etc.) of populations experiencing civil legal problems, barriers to accessing legal services relative to demographic characteristics, durability of solutions, the accomplishments of service providers since the previous legal needs assessment, among other questions.

United States

Marilyn Harp, *Kansas Legal Services 2020 Legal Needs Assessment* (Topeka: Kansas Legal Services, April 2021), online: <<https://www.kansaslegalservices.org/sites/kansaslegalservices.org/files/Kansas%20Legal%20Needs%20Assessment%202020%20of%20Low%20Income%20Kansans%20April%202021.pdf>>.

This needs assessment examines the legal needs of low-income Kansans, with a focus on perceived legal needs during the COVID-19 pandemic. From September through October 2020, online surveys were administered to three independent groups: Kansas Legal Services website users, social service personnel/community advocates, and court and legal personnel. Survey findings are assessed in conjunction with case descriptions, demographics, and case types of people seeking legal assistance from Kansas Legal Services between October 1, 2019 and September 30, 2020.

New Hampshire Access to Justice Commission, *Equal Access to Justice: An Assessment of Civil Legal Needs in New Hampshire* (New Hampshire, Disability Rights Center - New Hampshire, January 2021), online: <<https://drcnh.org/wp-content/uploads/2021/02/NHAJ-needs-assessmt-jan25-interactive.pdf>>.

Data collection for this study took place in spring and summer 2020 through telephone and online surveys and online focus groups. Low-income adults (age 18 and older) participated in the telephone survey; representatives from New Hampshire's four civil legal aid programs participated in two of the focus groups. Health and human services providers working with New Hampshire's legal aid groups participated in a third focus group. Legal and non-legal service providers and staff from New Hampshire's legal aid services participated in the online surveys. The impacts of the COVID-19 pandemic for low-income groups is a prominent, recurring theme in this study.

United States

Utah Foundation, *The Justice Gap: Addressing the Unmet Legal Needs of Lower-Income Utahns* (Salt Lake City: Utah Bar Foundation, April 2020), online: <<https://www.utahbarfoundation.org/static/media/UBFJusticeGapFullReport.e99d8e0b776f9580a13f.pdf>>.

This research examines civil legal need among lower-income Utahns living at or below 200% of the federal poverty line. Data for this research was collected from November 2019 to February 2020, with the final report noting the potential for the COVID-19 pandemic to have caused an increase in some problem types. The final report is informed by U.S. Census Bureau data, legal aid data from providers across Utah, survey data gathered by phone and email from a random sample of 900 lower-income Utahns, short stories from legal services organizations, an online survey available in English and Spanish administered to 832 Utahns, and other legal data.

Victor D. Quintanilla and Rachel Thelin, "Indiana Civil Legal Needs Study and Legal Aid System Scan" Books & Book Chapters by Maurer Faculty (206) (Indiana, Maurer Law, 2019), online: <<https://www.repository.law.indiana.edu/cgi/viewcontent.cgi?article=1206&context=facbooks>>.

The three main goals of this 2017 civil legal needs study are: to determine the level of unmet legal need among Indiana's low-income population; assess legal aid delivery in the state to gauge where there might be gaps in access to legal aid; and, assess current legal services programs for possible ways to improve resource allocation. Data analyzed for the final report was gathered from primary and secondary data sources, including a six-week intake census, surveys of legal aid providers, judicial officers and court clerks.

United States



National Opinion Research Center (NORC), *The California Justice Gap: Measuring the Unmet Civil Legal Needs of Californians* (San Francisco: The State Bar of California, November 2019), online: <<https://www.calbar.ca.gov/Portals/0/documents/accessJustice/California-Justice-Gap-Report.pdf>>.

This report is informed by a 2019 survey examining California's justice gap. The final report includes data from 3,885 interviews with Californians on a range of questions, including the number and types of civil legal problems experienced by Californians living at or below 125% of the federal poverty level relative to problems experienced by Californians in households above 125% of the federal poverty level. The report examines the number of civil legal problems for which people are able to access legal assistance, the number of civil problems for which the help received is insufficient, and how often people receive assistance for non-legal aspects of their civil legal problems.

Legal Aid Services of Oregon, *Barriers to Justice: A 2018 Study Measuring the Civil Legal Needs of Low-Income Oregonians* (Tigard: Oregon Law Foundation, February 2019), online: <<https://olf.osbar.org/files/2019/02/Barriers-to-Justice-2018-OR-Civil-Legal-Needs-Study.pdf>>.

More than 1,000 people living in high-poverty census blocks across Oregon participated in a survey aimed at assessing the civil legal needs of low-income Oregonians. Surveys were completed online, by phone or by mail, with online and phone surveys available in English or Spanish. A separate component of this legal needs assessment included in-person surveys with 111 migrant farmworkers in Oregon.

United States

Arizona Bar Foundation, *Tried: 2017 Arizona Legal Needs Study* (Phoenix: Arizona Foundation for Legal Services & Education, 2018), online: <<https://azbf.org/all-documents/publications/32-tried-2017-arizona-legal-needs-study/file>>.

This legal needs study was carried out in 2017 and evaluates responses from almost 6,000 survey participants, reports from justice sector experts, and legal aid client data during 2017. The focus of the study is on the legal problem experiences of families, obstacles to legal problem resolution, and the costs of legal problems to communities. The study also compares impacts for people who received legal assistance and people who did not receive legal help during the same period. Surveys were conducted in English and Spanish and were accessible online and on paper at legal aid agencies throughout Arizona.

Nevada Supreme Court Access to Justice Commission, *Nevada Legal Needs and Economic Impact Study* (Nevada: State Bar of Nevada, 2018), online: <https://www.nvbar.org/wp-content/uploads/SBN-AM-ENTIRE-PPT-NV-ATJ-Legal-Needs-Study-Slides_UPDATE-6-23-2018.pdf>.

The Nevada Legal Needs and Economic Impact Study aims to measure access to civil legal aid in Nevada and weigh options to address the civil legal justice gap. From October to November 2017, more than 1,000 people in Nevada completed surveys aimed at gathering insights on legal problems experienced within a three-year reference period. Additional research insights were gathered through face-to-face interviews. This study provides detailed information about groups experiencing poverty in Nevada, including increasing poverty among different populations, and the legal needs of these groups. This study estimates that there is about one lawyer for every 6,000 low-income Nevadans with one or more legal problems who cannot afford to pay for legal assistance, and approximately one lawyer for every 400 Nevadans who can afford to pay some money to access legal assistance.

United States

Anne Debevoise Ostby, *An Assessment of the Legal Needs of Elders in Montana and the Capacity of Montana's Resources to Meet Those Needs* (Montana: Montana AAA Legal Services, August 2014), online: Montana Government <<https://courts.mt.gov/external/supreme/boards/a2j/docs/na8-2014.pdf>>.

This study is reported to largely mirror other legal needs surveys within the region. However, there were several unique findings including, the increased need for estate planning services, particularly for Native American elders who require assistance addressing trust land issues. Other underlying issues include legal needs arising from the impact of declining cognitive abilities, exploitation of seniors, government benefits and consumer protection. The study includes three surveys distributed to 81 legal professionals, and 66, not for profit organizations and seniors.

Rebecca L. Sandefur, *Accessing Justice in The Contemporary USA: Findings from the Community Needs and Services Study* (American Bar Foundation, 8 August 2014), online: American Bar Foundation <www.americanbarfoundation.org>.

This study examines the legal needs of residents in a mid-size city in the US Midwest. Respondents are asked about the civil justice situations encountered within the previous 18 months.

Stephanie Kane et al, *Legal Needs Assessment* (Moscow, ID: University of Idaho College of Law, 2013), online: University of Idaho Social Science Research Unit <www.agls.uidaho.edu/ssru>.

This is a statewide assessment of unmet legal needs in Idaho. The research report includes the data from a statewide telephone survey of 879 respondents, an internet survey of 157 judges, attorneys, court clerks and victims' advocates and eight semi-structured interviews with key stakeholders. The survey includes questions about households' civil legal needs over the past year.

United States

Rebecca L Sandefur, "Money Isn't Everything: Understanding Moderate Income Households' Use of Lawyers' Services" in *Middle Income Access to Justice*, edited by Michael Trebilcock, Anthony Duggan and Lorne Sossin (Toronto: University of Toronto Press, 2012), p.23.

This paper examines the responses from a small sample of respondents who participated in a focus group in the US Midwest. The objective of the research project is to explore the experiences of accessing legal services amongst middle and lower income Americans. Similar to other studies, participants did not seek legal advice for their justiciable problems due to the high cost of legal services.

Colorado Legal Services, *Report on the Legal Needs Assessment* (Colorado: Colorado Legal Services, 2011), online: Colorado Legal Services <www.coloradolegalservices.org>.

This report was commissioned to ensure that the civil legal needs of Colorado Legal Services' target population was being met. The report's methodology includes an online survey, in-person participation and 20 focus group meetings with members of the client communities. Key findings include: focus resources on family law issues, disability benefits, senior issues and landlord/tenant issues. In addition, low-income survey respondents specifically identified pressing legal issues in the areas of family law and housing.

Dale D Michael, *Civil Legal Needs of Low and Moderate Income Households in Georgia: A Report Drawn from the 2007/2008 Georgia Legal Needs Study* (Atlanta Georgia: Committee on Civil Justice, Supreme Court of Georgia Equal Justice Commission, 2009), online: Georgia Courts <<http://www.georgiacourts.org>>.

The Supreme Court of Georgia Equal Justice Commission on Civil Justice was created by court order in 2005. This report is the result of a comprehensive assessment of the civil legal needs of Georgia's low and moderate-income population.

Legal Services Corporation, *Documenting the Justice Gap in America: The Current Unmet Civil Legal Needs of Low-Income Americans* (September 2009), online: Legal Services Corporation <www.lsc.gov>.

This report builds on an earlier report released in 2005. The Legal Services Corporation collected data in the spring of 2009. This report demonstrates a significant gap for low income Americans access to civil justice.

United States

Supreme Court of Nevada *Access to Justice Commission, Assessment of Civil Legal Needs and Access to Justice in Nevada* (Nevada: Access to Justice Commission, 2008), online: Social Entrepreneurs Inc. <www.socialent.com>.

The Nevada State Bar commissioned this legal needs assessment and access to civil justice study in 2007. Methodology includes a telephone survey of 1,000 respondents for a needs assessment and subsequent strategic planning. Findings from this study conclude that there are unique legal needs amongst rural populations and the shifts in demographics statewide including a high number of seniors, a growing immigrant population and a growing number of homeless individuals and families has placed new demands on the legal system.

Dale D Michael, *The Justice Gap: The Unmet Legal Needs of Low Income Utahns*, (Salt Lake City: Utah Legal Services, 2007), online: National Defender and Legal Aid Association <www.nlada100years.org>.

This survey examines access to justice amongst low-income people in Utah. In-depth interviews were conducted across Utah between 2005 and 2006. Key findings include: low income households face over 92,000 civil legal problems each year, the areas of civil legal need are family law, employment, housing and consumer law and only 13% of low income households report receiving civil legal help.

Legal Aid Safety Net Steering Committee, *The Legal Aid Safety Net: A Report on the Legal Needs of Low Income Illinoisians* (Chicago: LASNSC, 2005), online: Chicago Bar Foundation, <www.chicagobarfoundation.org>.

This report concluded that low-income Illinoisians faced over 1.3 million civil legal problems in 2003. The findings mirror the results of the 1989 *Illinois Legal Needs Study*. The report is based on three primary sources: a telephone survey of 1,645 residents, a survey of legal aid attorneys and data provided by legal aid programs on their caseloads, funding sources and other issues. The study found that respondents with legal needs had the assistance of an attorney for only one out of every six legal problems encountered.

United States

Mohamad Alkadry, *Legal Aid Needs Assessment*, (Charleston: Legal Aid of West Virginia, 2003), online: National Legal Aid and Defender Association <www.nlada.org>.

This survey data was collected by a mail survey of 7,500 low-income individuals in West Virginia; responses were collected from 1,100 respondents. The survey includes a number of questions regarding the types of legal advice required but does not measure the extent of unmet legal needs.

Dale D Michael, *The State of Access to Justice in Oregon Part I: Assessment of Legal Needs*, (Tigard Oregon: Oregon State Bar, 2000), online: Oregon State Bar <www.osbar.org>.

This report was commissioned by the Oregon State Bar to examine the civil legal needs of low and moderate-income citizens. Data was collected by surveying 1,011 low and moderate-income persons during the fall and winter of 1999-2000. In addition, interviews, surveys and focus groups were conducted with judges, lawyers, social service workers, community leaders and legal service providers. Key findings include: more services are needed in the area of family law, particularly for child custody and domestic violence, there is a high level of unmet civil legal needs amongst low- and moderate-income people in Oregon, and other areas of significant need are housing advocacy and employment law.



Selected Legal
Needs Surveys
Bibliographies

Selected Legal Needs Surveys Bibliographies

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Nuffield Foundation, *Annotated Bibliography of Post-1990 Legal Need Survey Research Papers* (London: Nuffield Foundation, n.d.), online: Nuffield Foundation <www.nuffieldfoundation.org>.

Public Legal Education Canada, *Synthesis of Public Legal Information Needs Assessment Studies: Since 1975* (Canada: PLE, 2001).