

# **2011 Overview of Client and Stakeholder Feedback**

**November 15, 2011**

# Background

## **LAO's Annual Common Measurement Tool (CMT) surveys provide:**

- Client feedback on access to justice and intake processes
- Service provider feedback to LAO with suggestions for improvement

## **New Components of the 6<sup>th</sup> Annual CMT include:**

- Lawyer feedback on Block Fees
- Client feedback on different intake systems
- Lawyers, Duty Counsel, and Clinic feedback re preferred communications modes

## **Surveys generate:**

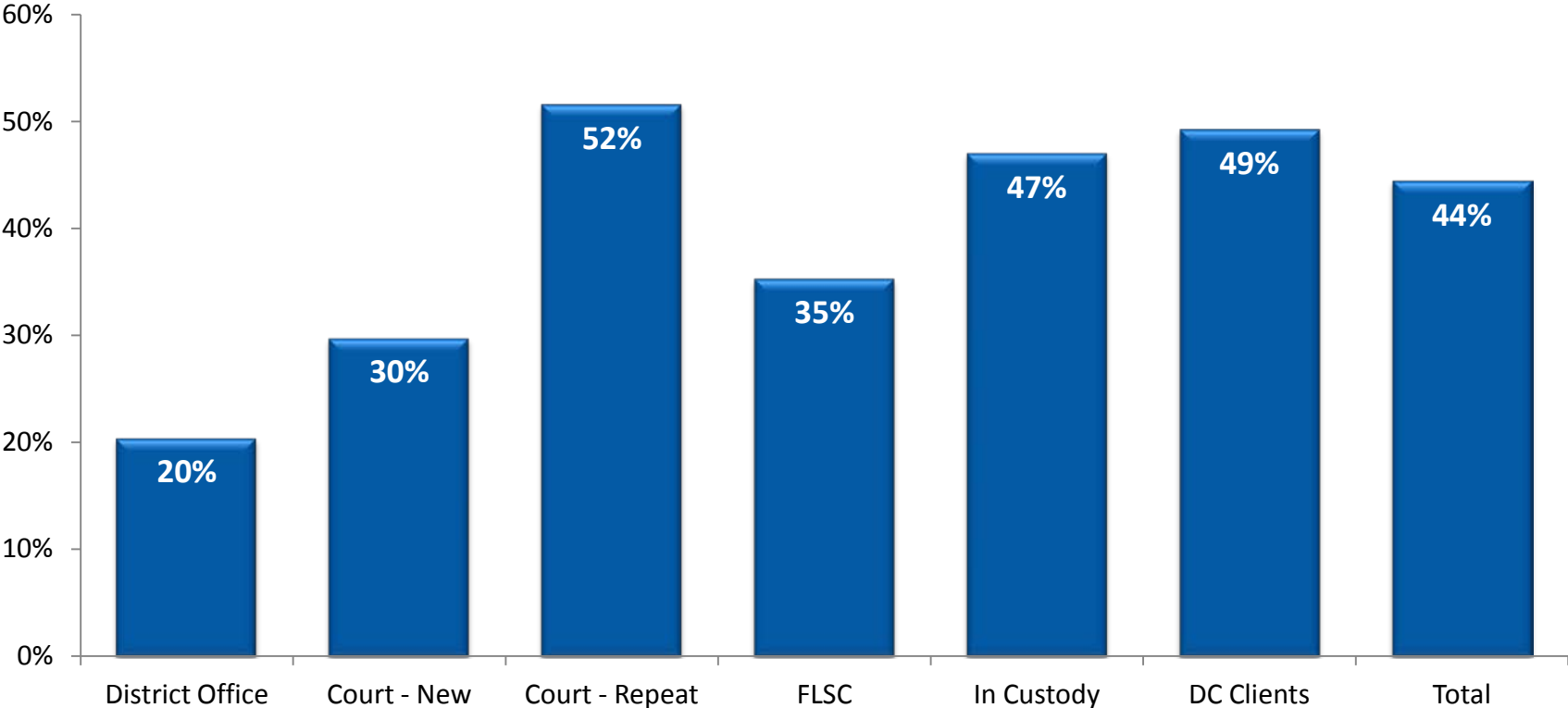
- Granular data for regional and area of law analysis
- Valuable objective data for LAO's performance measurement
- Data on LAO's impact on the court system
- Year to year comparisons for key indicators

## **Methodology and timeframe of surveys:**

- All surveys were conducted between February and April, 2011
- Surveys were distributed to clients at court, district offices, and FLSC offices
- Survey packages were sent to Detention/Correctional Centres for distribution to LAO repeat clients
- Survey packages were sent to SDCs and DADs to distribute to DC clients
- Survey link was distributed by email to certificate lawyers and duty counsel on LAO panels
- Survey link was distributed by email to all LAO Clinic staff
- Total of 11,204 surveys were distributed; 3,287 responses received (29.3% response rate)

# Client Feedback on Access to Justice

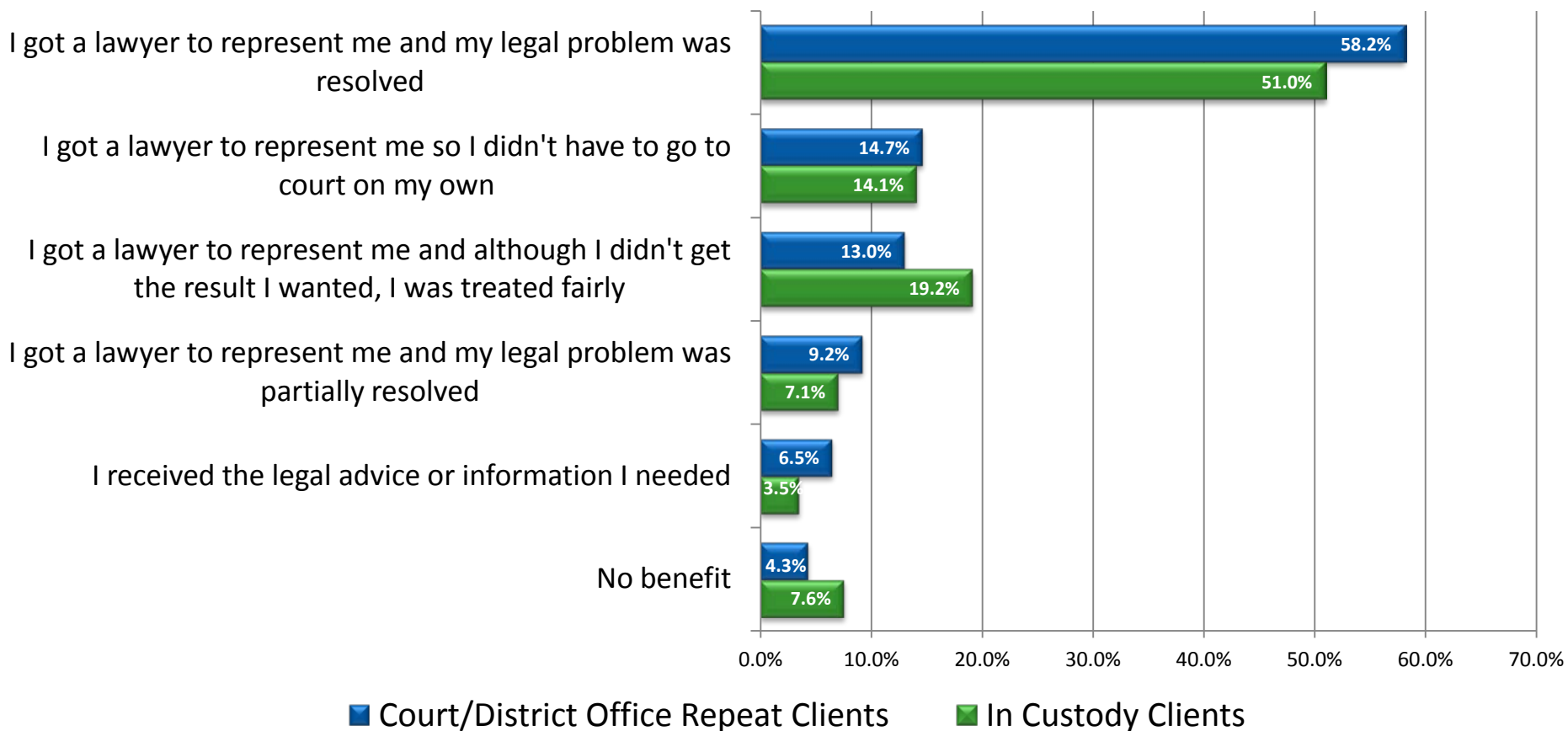
## % Clients Indicating They Would Self Represent if not for LAO Services.



Source: Quality Service Office, LAO

# Client Feedback on Access to Justice

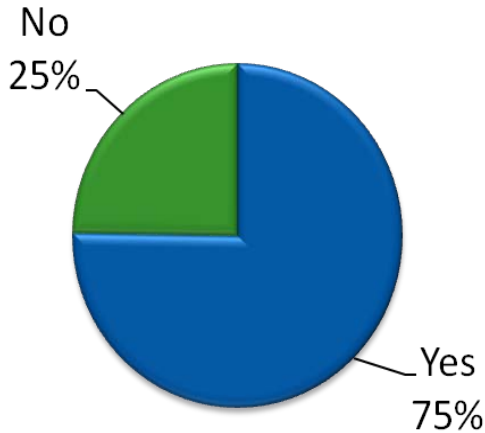
## Feedback re Benefits of Service



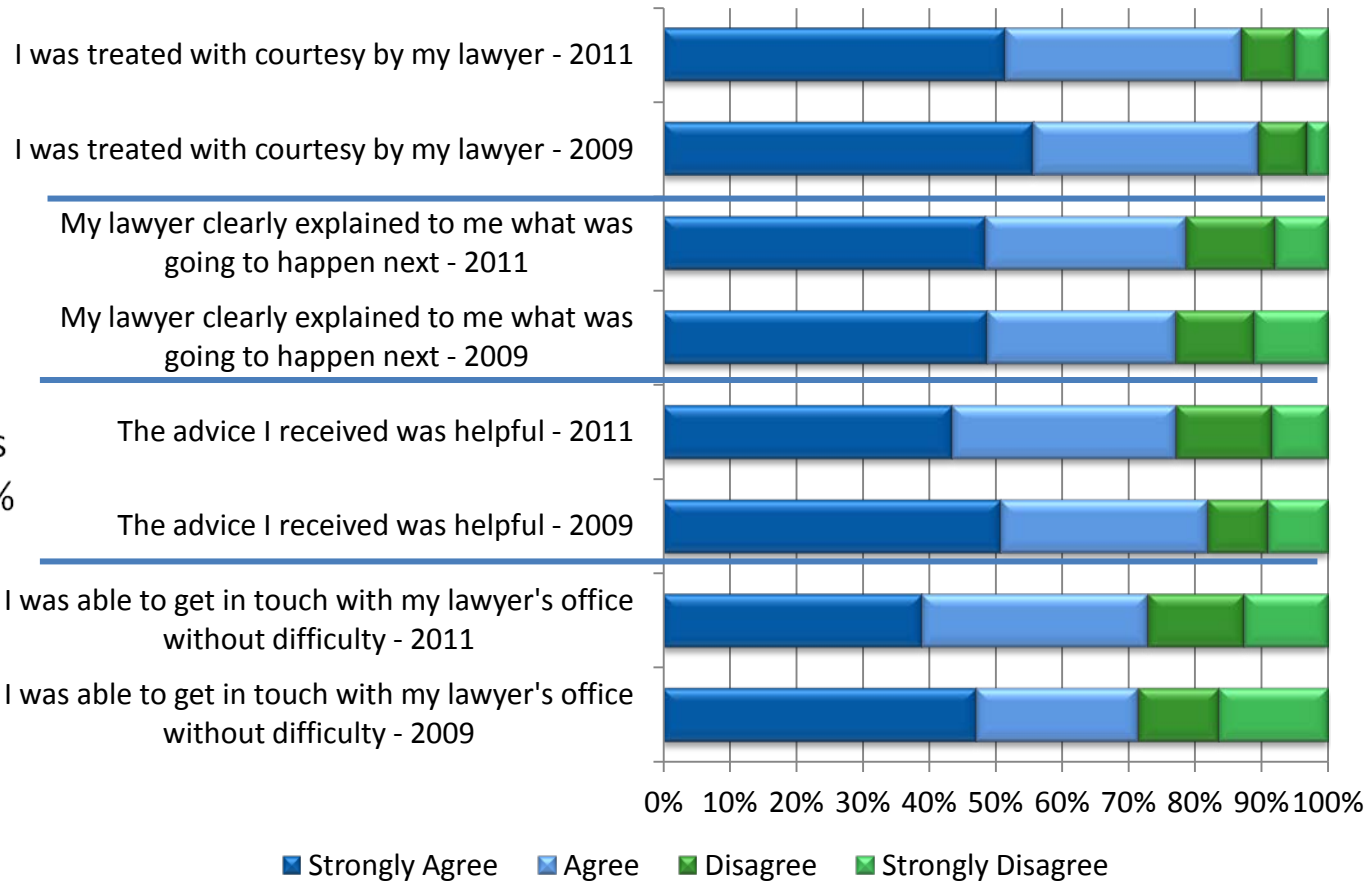
# In Custody Clients' Feedback on Lawyer Services

## Client Feedback re Lawyer Services 2011-2009

Were In-Custody Clients Well Served by their Lawyers?



\*These percentages are unchanged from 2009

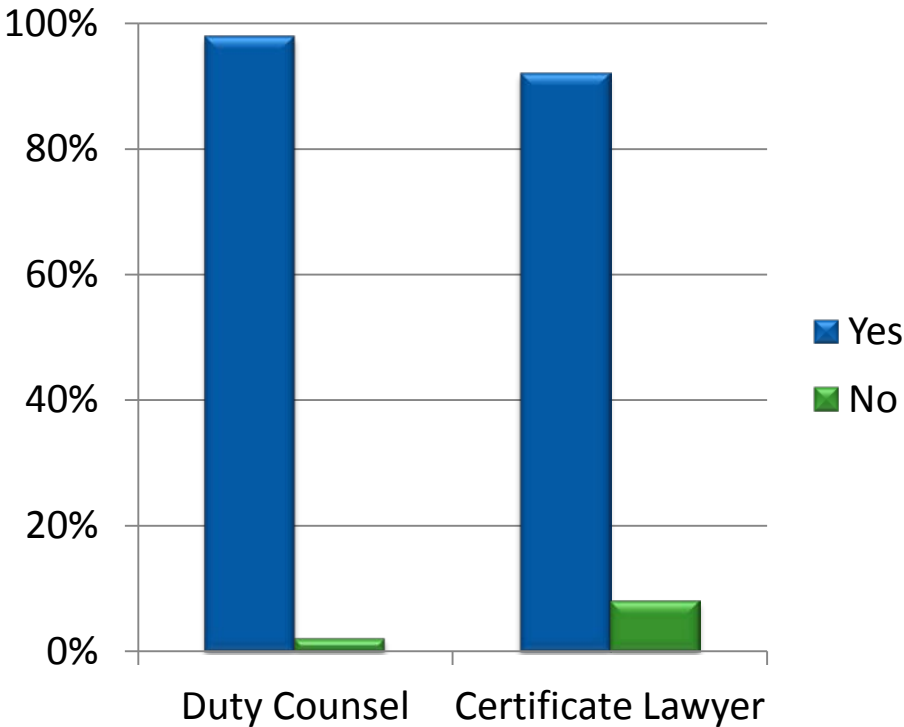


NOTE: The two main reasons clients indicated their lawyer DID NOT serve them well were:

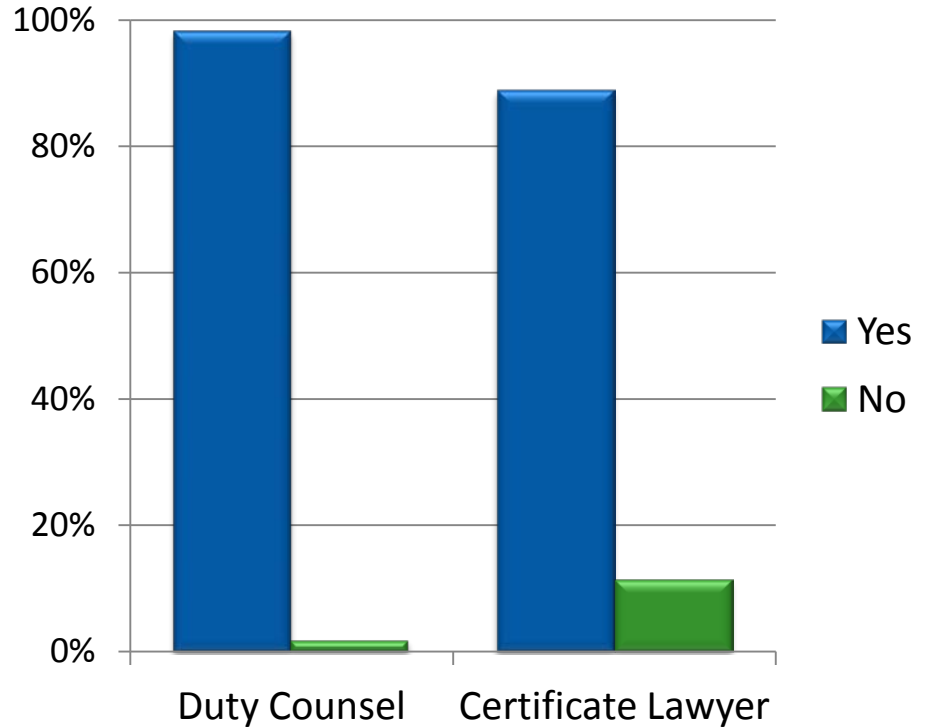
- Lack of communication/difficulty getting in touch and pressured to plead guilty

# Client Feedback on Services from Certificate Lawyer/Duty Counsel

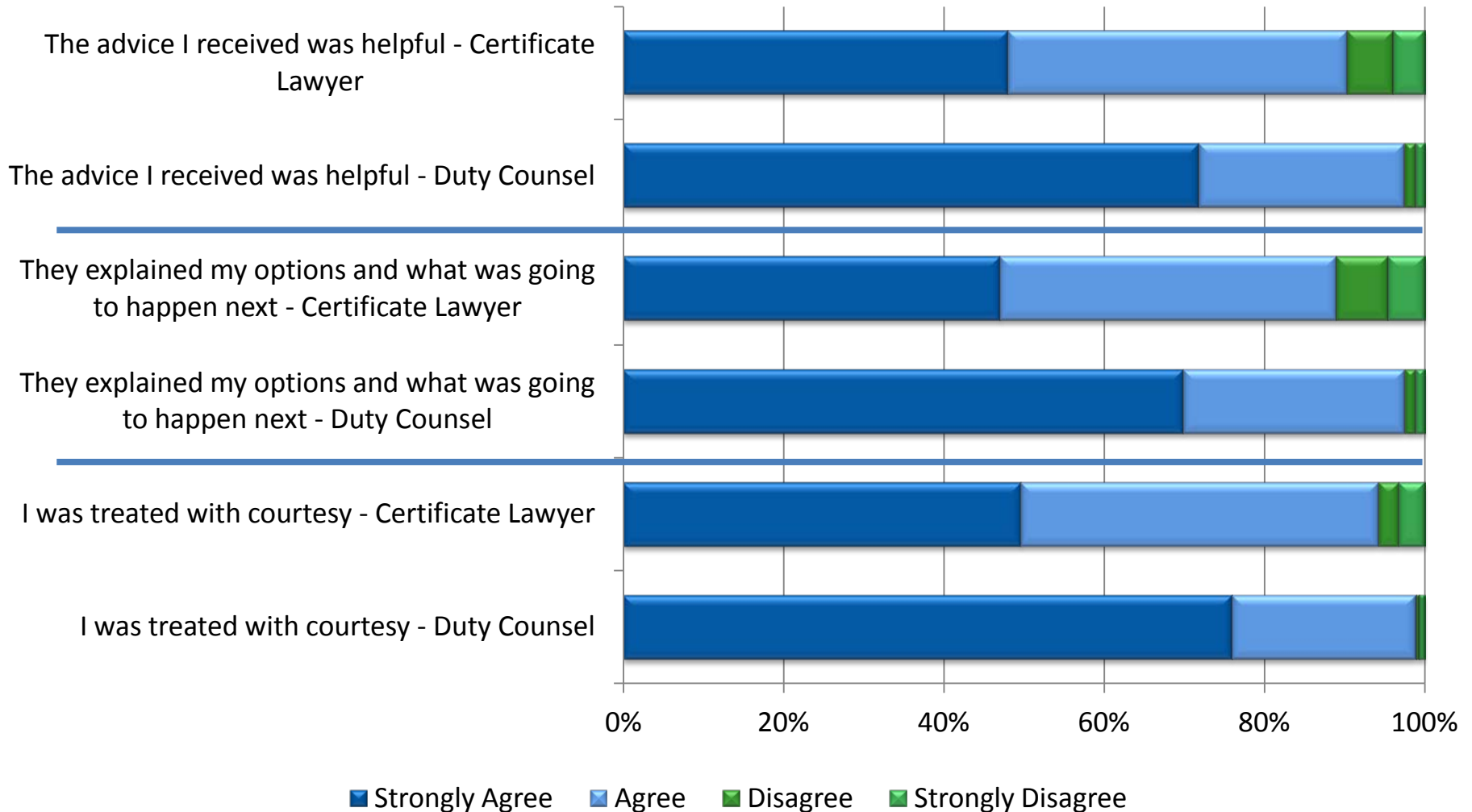
### Were Clients Well Served by Duty Counsel and Certificate Lawyer?



### Could Clients Communicate Clearly With Duty Counsel and Certificate Lawyer?

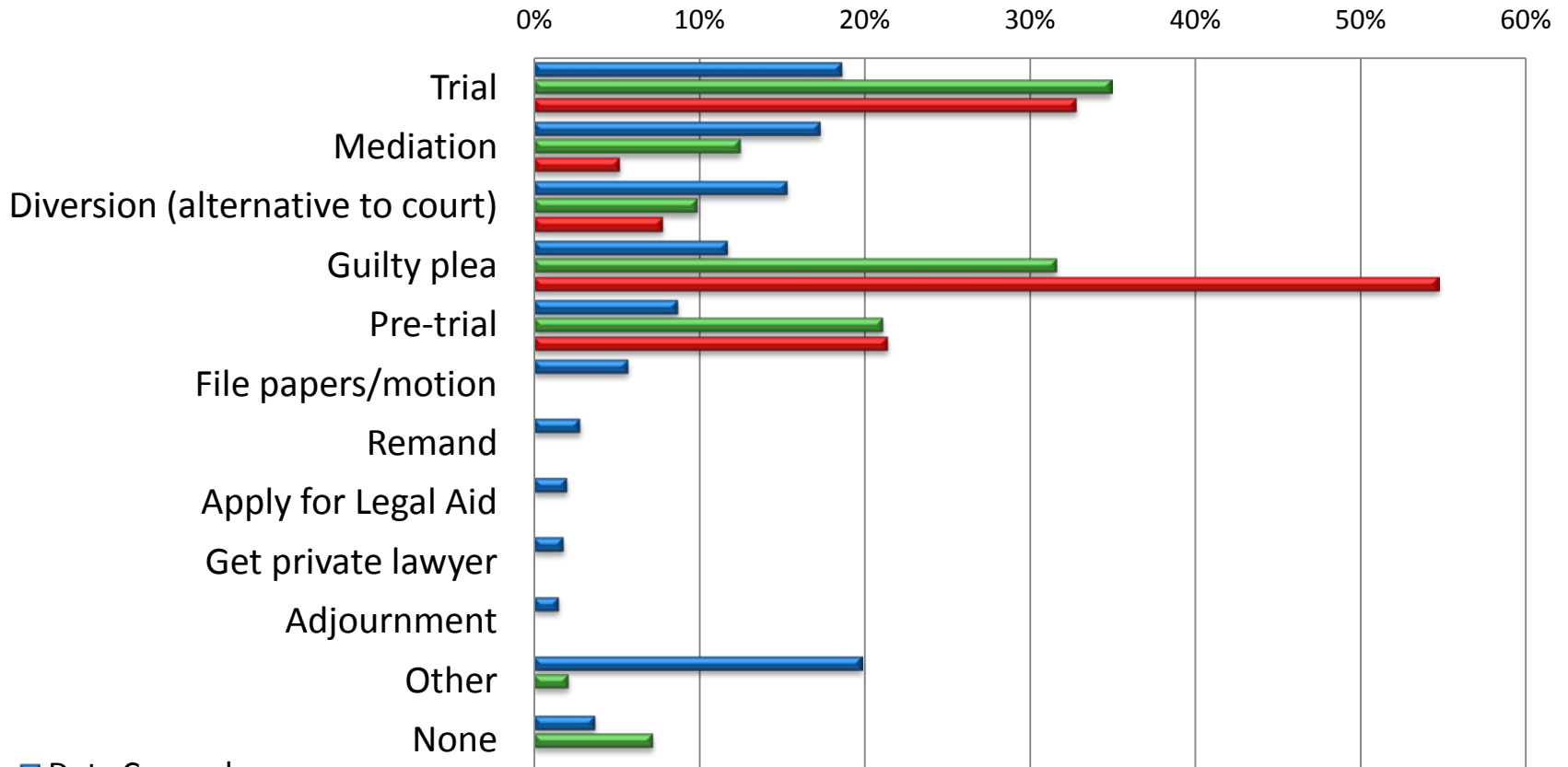


# Client Feedback on Services from Certificate Lawyer/Duty Counsel



# Client Feedback on Services from Certificate Lawyer/Duty Counsel

What Options Did Duty Counsel and Certificate Lawyers Recommend to Clients?



■ Duty Counsel  
■ Certificate Lawyers  
■ In-custody Clients

- 97% of clients followed the Duty Counsel's recommendations
- 96% of clients followed the Certificate Lawyer's recommendations
- 87% of in-custody clients followed their lawyer's recommendations

# Client Feedback on FLSC

## Satisfaction Indicators at FLSCs

0% 20% 40% 60% 80% 100%

1. Overall, how satisfied are you with the service you received from our office?

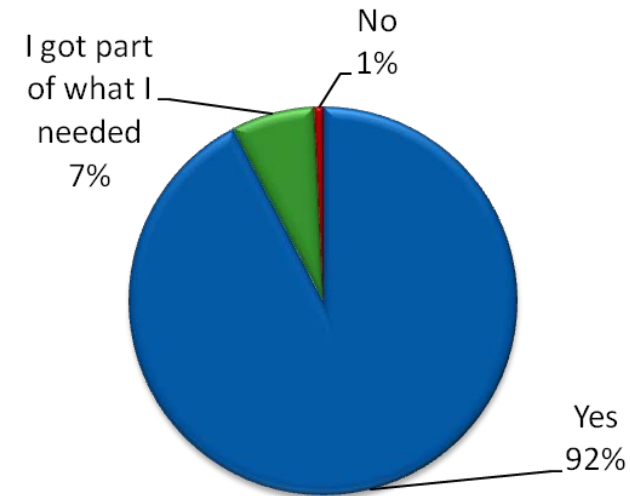
2. Overall, how satisfied are you with the amount of time it took to get service from our office?

3. Were you treated with courtesy and respect by LAO staff?



■ Very Satisfied  
 ■ Satisfied  
 ■ Dissatisfied  
 ■ Very Dissatisfied

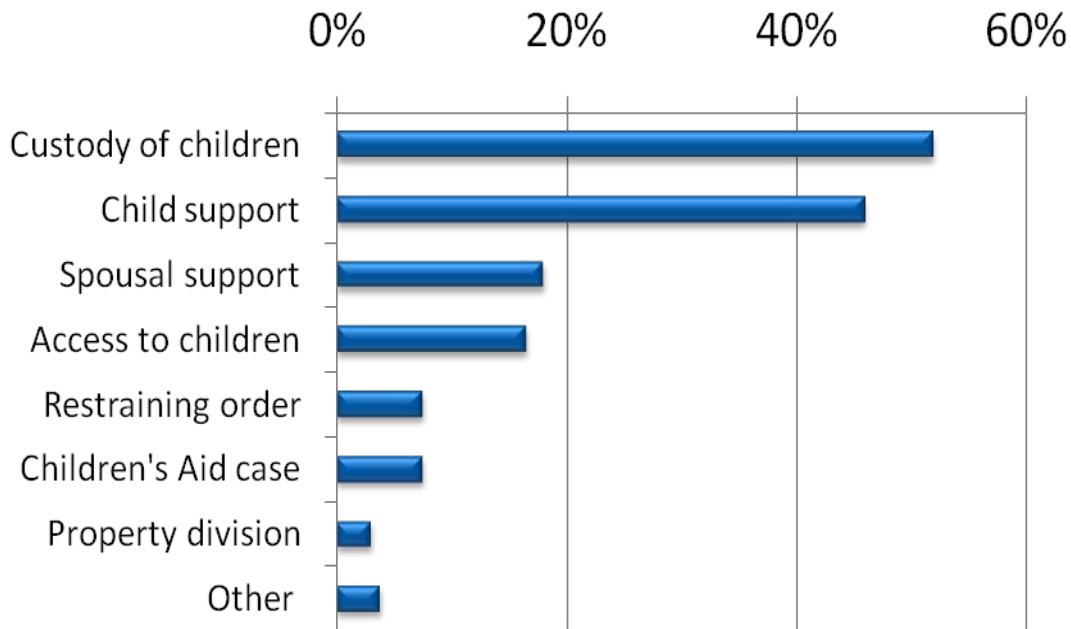
## In the End, Did Clients Get What They Needed?



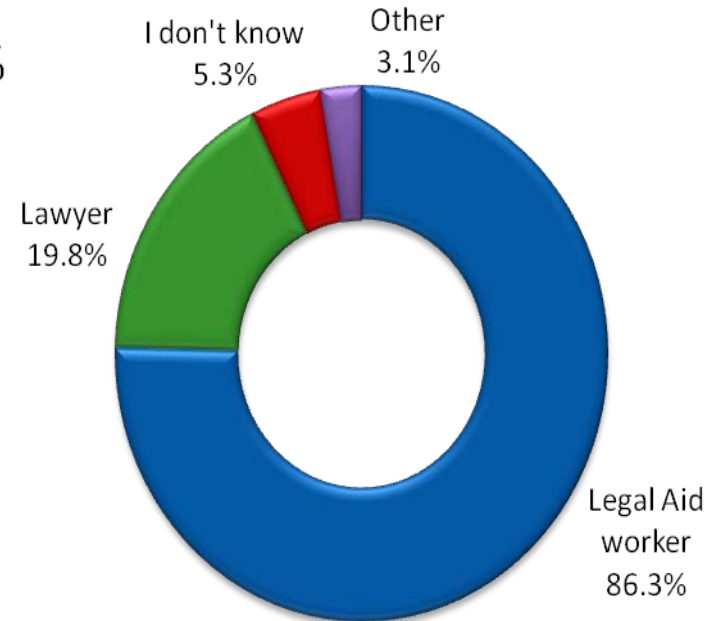
- 100% of respondents were either very satisfied or satisfied by the referral process
- 99% of respondents were either very satisfied or satisfied by the overall FLSC service.

# Client Feedback on FLSC

## What Type of Problem Did FLSC Clients Have?

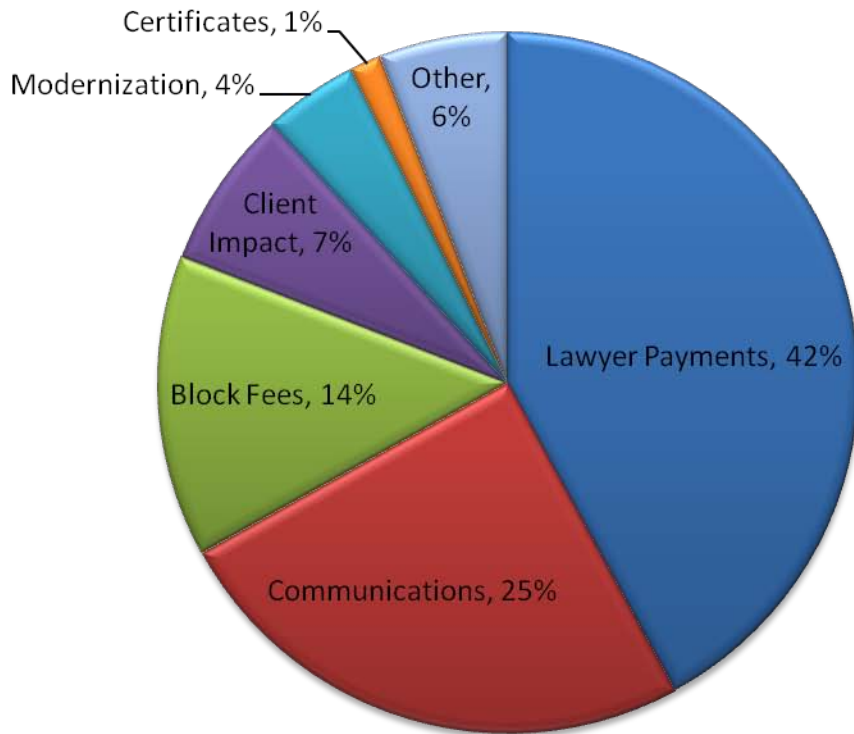


## Who Helped Clients at the FLSC?

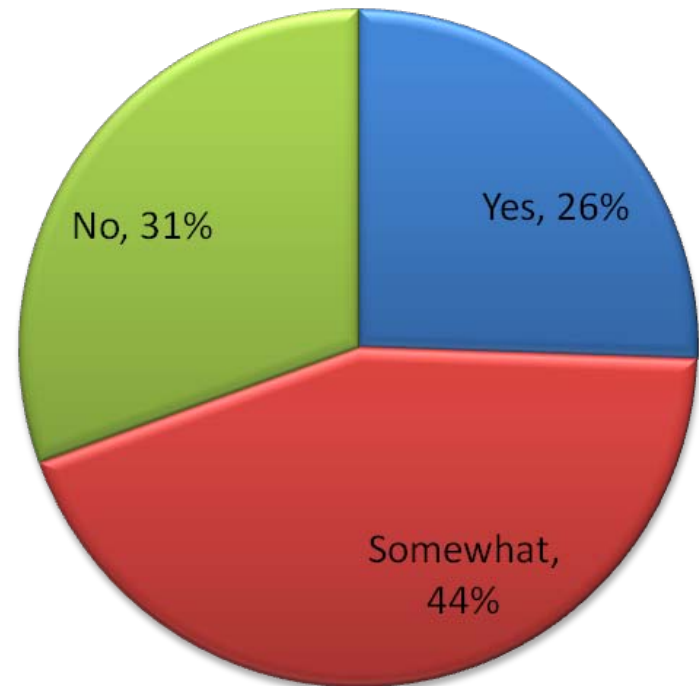


# Certificate Lawyer/Duty Counsel Feedback to LAO

## Categories of Issues

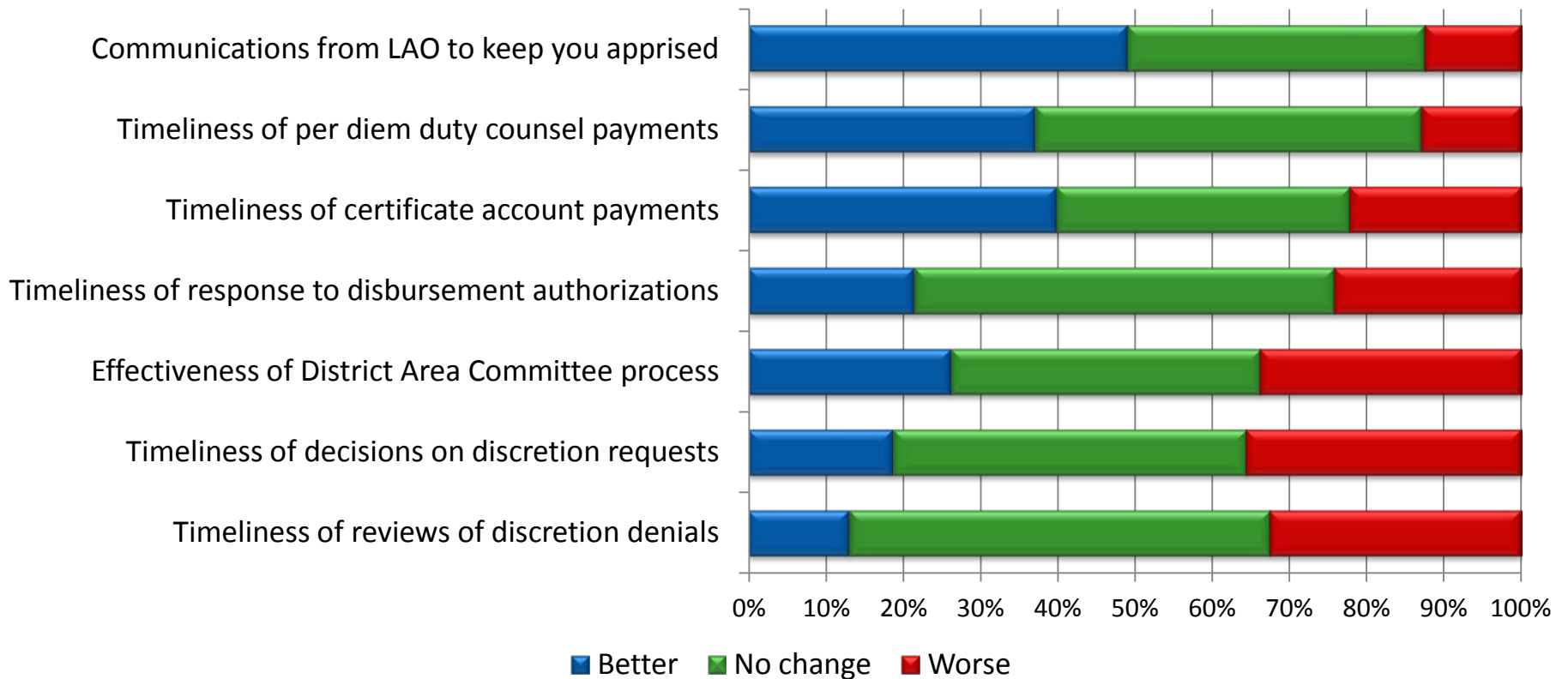


## Do Lawyers Have a Clear Understanding of LAO's Strategic Direction?



# Certificate Lawyer/Duty Counsel Feedback to LAO

## Respondents Perspective on Improvements in the Past Year

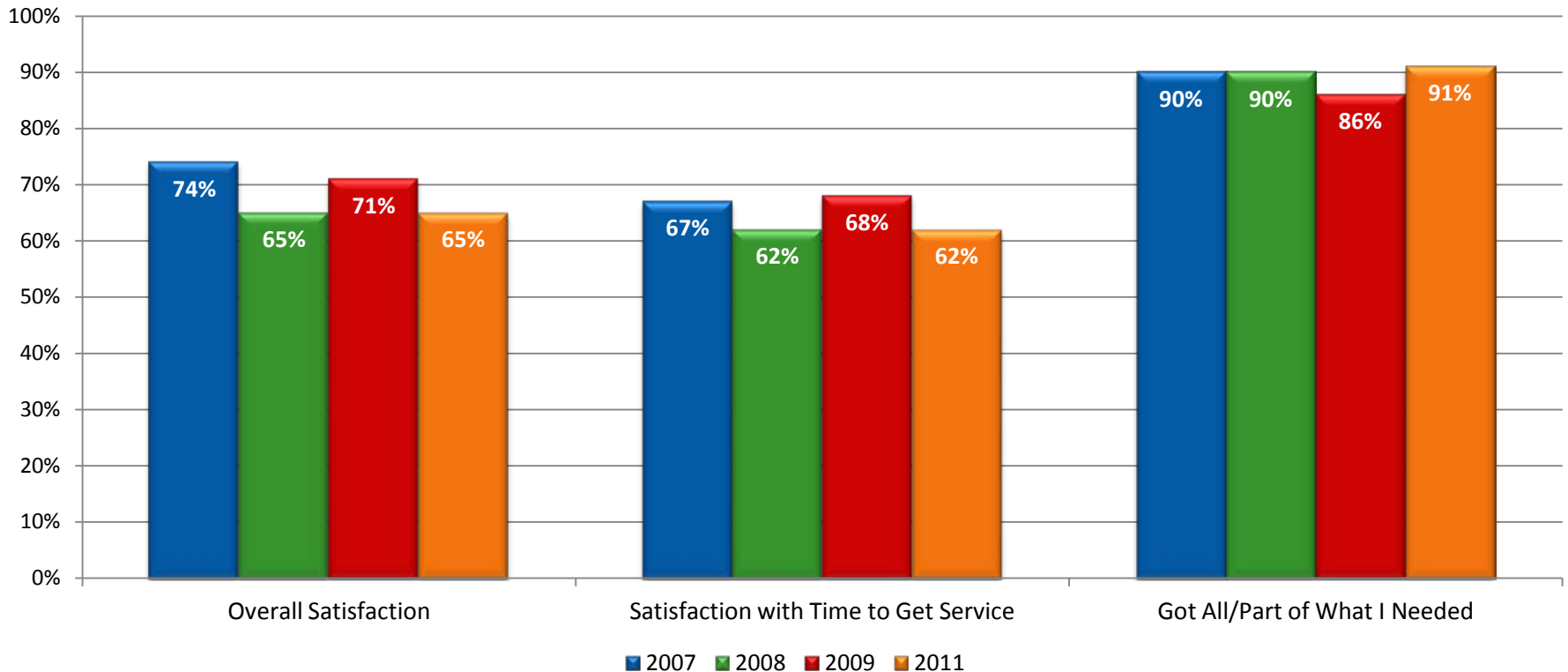


Note: Each year, suggestions for improvement are noted and monitored re action taken by LAO

# Clinic Feedback to LAO

- Trend shows overall decline over the past 4 years.

**Percent of Clinic Respondents Very Satisfied or Satisfied with LAO Services, 2007-2011**



# Benchmarks

## 2011 Overall client satisfaction with LAO services benchmarked against BC (LSS) and the provincial/territorial public sectors (from ICCS)

