



**SELECTED ANNOTATED
BIBLIOGRAPHY
OF NATIONAL AND REGIONAL
LEGAL NEEDS SURVEYS**



Selected Annotated Bibliography of National and Regional Legal Needs Surveys

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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 (2011-2017) 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 is producing empirical data that will inform the future of access to justice in Canada and abroad. The lead research team includes: Trevor C.W. Farrow (Principal Investigator), Nicole Aylwin, Les Jacobs and Diana Lowe.

The Cost of Justice project is 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.

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SELECTED ANNOTATED BIBLIOGRAPHY: NATIONAL AND REGIONAL LEGAL NEEDS SURVEYS, 1990-PRESENT

THE COST OF JUSTICE: WEIGHING THE COSTS OF FAIR AND EFFECTIVE LEGAL PROBLEMS

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Since the mid-1990's there have been at least twenty-six large-scale national surveys on the public's experience of justiciable events¹ conducted within sixteen separate jurisdictions. Twenty-four 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. 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.² Genn's approach does not rely upon respondent's legal knowledge to identify the presence of legal problems. Instead, 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."³ The focus is on the behavior 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 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

¹ Justiciable events refer to any matter experienced by an individual, which raised legal issues regardless of whether or not it was recognized by the respondent as being a "legal" issue and whether or not any action was taken by the respondent to deal with the event. 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 *Supra* note 1 at 6.

³ *Supra* note 1 at 12.

legal needs of citizens.⁴ Data obtained from legal needs surveys are able to 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 utilize different methodological approaches that make comparisons between international studies difficult.

This annotated bibliography includes governmental reports, non-governmental reports and academic studies of the major legal needs surveys. Legal needs and the subsequent examination of unmet legal needs research has been conducted in many countries as a means to inform policy makers and address gaps in the delivery of legal aid services. 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.

SECTION I: SELECTED NATIONWIDE LEGAL NEEDS SURVEYS (ORGANIZED BY COUNTRY)

AUSTRALIA

Coumarelos Christine et al, *Legal Australia-Wide Survey: Legal Need in Australia (Sydney Australia: Law and Justice Foundation of New South Wales 2012)*, online: *Law and Justice Foundation of New South Wales* <www.lawfoundation.net.au>.

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.

BULGARIA

Gramatikov Martin, *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.

⁴ For more information regarding these studies, refer to Pleasence Pascoe, Balmer Nigel J & Sandefur Rebecca L, *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>.

CANADA

Canadian Forum on Civil Justice, *Everyday Legal Problems: Overview Report* (Toronto: Canadian Forum on Civil Justice, 2016), online: Canadian Forum on Civil Justice <www.cfcj-fcjc.org>.

This research report includes the data from the first major Canadian study to examine what legal problems cost in dollars, time, opportunity costs, costs to physical and mental health and to the livelihood of those who experience a civil or family justice problem. The survey included 3,051 interviews, which were conducted by phone between September 2013 and May 2014.

Currie Ab, *National Survey of the Civil Justice Problems of Low and Moderate Income Canadians: Incidence and Patterns* (Ottawa: Department of Justice Canada, 2007), online: Department of Justice Canada <www.justice.gc.ca>.

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.

Currie Ab, *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>.

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.

DEMOCRATIC REPUBLIC OF CONGO

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.

ENGLAND AND WALES

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).

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.

Law Society, Legal Services Board & Ipsos MORI Social Research Institute, *Online Survey of Individuals' Handling of Legal Issues in England and Wales 2015* (Ipsos MORI, May 2016), online: Ipsos MORI < www.ipsos-mori.com >.

This study was jointly commissioned by the Law Society and the Legal Services Board of England and Wales and carried out by the Ipsos MORI Social Research Institute. It examines how individuals respond when experiencing legal issues. Specifically, the study explores the different types of issues encountered, strategies to handle them, factors shaping individual choices, satisfaction with processes chosen and the outcome obtained. The main component of the research was an online survey of 8,192 adults who had experienced 16,694 separate legal issues over a three-year period. The study also included in-depth interviews conducted with adults as well as an online survey of young people aged 11-15.

Pleasence Pascoe et al, *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 <www.webarchive.nationalarchives.gov.uk>.

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.

Pleasence Pascoe et al, *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 <www.webarchive.nationalarchives.gov.uk>.

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).

Pleasence Pascoe et al, *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 <www.webarchive.nationalarchives.gov.uk>

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).

Pleasence Pascoe et al, *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 <www.webarchive.nationalarchives.gov.uk>.

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.

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

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)

HONG KONG

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 <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.

NORTHERN IRELAND

Dignan T, *Northern Ireland Legal Needs Survey* (Belfast: Northern Ireland Legal Services Commission, 2006), online: Department of Justice Northern Ireland <www.dojni.gov.uk>.

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

Murayama M, *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.

MOLDOVA

Gramatikov Martin, *Met and Unmet Legal Needs in Moldova* (Moldova: National Council of State Legal Aid, n.d.), online: National Council of State Legal Aid <www.cnajgs.md>.

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.

NETHERLANDS

Velthoven, B.C.J & Voert, M.J. *Paths to Justice in the Netherlands: Looking for Signs of Social Exclusion* (Netherlands: Leiden University, Department of Economics, 2004), online: Munich Personal RePec Archive <www.mpra.ub.uni-muenchen.de>.

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

Maxwell et al, *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.

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.

TAIWAN

Chen Kong-Pin et al, *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.rcchss.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.

SCOTLAND

Genn Hazel & A Patterson, *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 behavior 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.

Law James et al, *Community Legal Service: Assessing Need for Legal Advice in Scotland Overview Report* (Scottish Executive Social Research, 2004), online: The Scottish Government <www.scotland.gov.uk>.

A working group was established in October 2000 to examine and review the provision of legal advice and information in Scotland and to generate policy recommendations. Survey research was conducted in 2003 with a sample of 400 respondents. The survey examines incidence and prevalence of potential legal problems, action taken to resolve problems, advice seeking behavior and satisfaction with advice provided.

SLOVAKIA

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

This is a final report outlining the 2004 Slovakian survey. The report includes incidence and response to problems.

UKRAINE

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 also included face-to-face interviews and focus groups.

UNITED STATES OF AMERICA

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.

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.

Washington State Supreme Court, 2015 *Civil Legal Needs Study Update—Final Report* (Washington: Office of Civil Legal Aid, 2015), online: Office of Civil Legal Aid <www.ocla.wa.gov>

The 2015 Washington State Civil Legal Needs Study is the first rigorous assessment of the legal problems experienced by low-income Washingtonians since the state's landmark 2003 Civil Legal Needs Study. Commissioned by the Washington State Supreme Court, the survey reported a total of 7,460 separate civil legal problems affecting the most fundamental aspects of respondents' daily lives.

SECTION II: SELECTED REGIONAL (STATE/PROVINCIAL), DEMOGRAPHIC AND LEGAL AID LEGAL NEEDS SURVEYS (ORGANIZED BY COUNTRY)

AUSTRALIA

Allison Fiona, Chris Cunneen, Melanie Schwartz, Larissa Behrendt “Indigenous Legal Needs Project: Northern Territory Report” (November 5 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. The objective of this project is 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.

Coumarelos Christine & Z 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 <www.lawfoundation.net.au>.

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.

Coumarelos Christine et al, “Legal Australia-Wide Survey: Legal Need in Victoria” (Sydney: 2012), Law and Justice Foundation of New South Wales, online: Law and Justice Foundation of New South Wales <www.lawfoundation.net.au>.

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.

Cunneen, Chris & Melanie Schwartz, *The Family and Civil Law Needs of Aboriginal People in New South Wales: Final Report*, online: Legal Aid New South Wales <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.

Edwards S & A Fontana, *Legal Information Needs of Older People*, (Sydney: Law and Justice Foundation of NSW, 2004), online: Law and Justice Foundation of NSW Sydney, <www.lawfoundation.net.au>.

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.

Fishwick Elaine, *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.

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 in regards to 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.

CANADA

Brunet Lucie et al, *Portrait of the Legal Needs of Francophone Women in Ontario* (Toronto: Centre Francophone de Toronto, 2012), online: Legal Aid Ontario <www.legalaid.on.ca>.

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.

Buckley Melina, *Moving Forward on Legal Aid: Research on Needs and Innovative Approaches* (Ottawa: Canadian Bar Association, 2010), online: Canadian Bar Association <www.cba.org>.

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.

Baxter Jamie & 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), online: Law Society of Upper Canada, <www.lsuc.org>.

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.

Baxter Jamie, 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.

Canadian Forum on Civil Justice, *Alberta Legal Services Mapping Project (ALSMP)* (Alberta: Canadian Forum on Civil Justice, 2010), online: Canadian Forum on Civil Justice <www.cfcj-fcjc.org>.

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.

Leering Michele, *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.

Trebilcock Michael, *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.

ENGLAND AND WALES

Pleasence Pascoe & Nigel Balmer, *In Need of Advice? Findings of a Small Business Legal Needs Benchmarking Survey* (Cambridge: Legal Services Board, 2013), online: Legal Services Board <www.research.legalservicesboard.org.uk>.

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.

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: Department of Justice Northern Ireland <www.dojni.gov.uk>.

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.

UNITED STATES OF AMERICA

Alkadry Mohamad, *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.

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 <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.

Dale D Michael, *Legal Needs of Low Income Households in Montana* (Helena Montana: Montana State Bar Association, 2005) Equal Justice Task Force and Access to Justice Committee, online: Montana Justice Foundation <www.mtjustice.org>.

Report of a survey conducted on the civil legal needs of low-income Montanans in the fall of 2010. The data is intended to raise awareness of access to justice issues of those least likely to afford legal assistance. Key findings include: 49% of low income households had at least one civil legal problem within the last year, a substantial portion of civil legal needs of low income Montanans go unmet, 77% of households reported doing nothing in response to at

least one of their civil legal needs, 32% report having two or more legal problems in the last year.

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.

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.

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.

Kane Stephanie 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.

Montana AAA Legal Services, *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, 2014), online: Centre for Elder Rights Advocacy <www.ceraresource.org>.

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.

Sandefur Rebecca L, *Accessing Justice in The Contemporary USA: Findings from the Community Needs and Services Study* (American Bar Foundation, August 8, 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.

Sandefur Rebecca L, “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.

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.

Tennessee Alliance for Legal Services, *Report from the Statewide Comprehensive Legal Needs Survey for 2003*, (Knoxville TN: TALS, 2004), online: Tennessee Alliance for Legal Services <www.tals.org>.

This research was conducted by The Tennessee Alliance for Legal Services, a statewide, not-for-profit organization. The report is based on 824 15-minute telephone surveys about 37 types of common civil legal problems that the respondent or someone in their household may have experienced during the last year. Key findings include: 69.8% had experienced at least one civil legal problem, a statistically significant relationship was identified between the size of the household and the number of problem areas, generally as the size of the household increased the number of legal problems also increased, households identified as “working poor” reported significantly more problems than did the non-working poor.

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