



2015 LSS Client Satisfaction Survey

BACKGROUND:

The Legal Service Society (LSS) has commissioned a Client Satisfaction Survey approximately every four years since 2007. The most recent was conducted in 2015.

LSS uses the survey results to track its performance and help it improve services. The specific objective of the research is to assess the society's progress on achieving three of the goals in its service plan (which sets the society's strategic direction). Namely, that people in BC with low incomes who have legal issues:

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

A research firm surveyed 1,100 LSS clients who received services from:

- lawyers (who represented them),
- intake workers, and
- family duty counsel/family advice lawyers (FDC/FAL).

A small group of clients also participated in interviews to provide a more in-depth understanding of clients' experiences with LSS.

[Here's the full report.](#)

HIGHLIGHTS:

- The results of the 2015 LSS Client Satisfaction Survey indicate that the society continues to receive favourable evaluations from its clients. LSS met or exceeded all its performance targets relative to 2011, when the last survey was conducted.
 - Overall satisfaction with LSS services is up: 66% of clients were very satisfied or satisfied with LSS compared to 62% in 2011.
 - There is a large increase in the percentage of clients who are very satisfied or satisfied with the helpfulness of LSS services (68% up from 62%).
 - 69% of clients were very satisfied or satisfied with the accessibility of LSS services, the same percentage as 2011.
- In two key areas, results show significant improvements:
 - Compared to the last survey, more clients strongly agreed or agreed that LSS supported them so they could be more involved in resolving their legal issues (66% up from 59%).
 - Clients strongly agreed or agreed that LSS supported them to address their related legal issues (59% up from 48%).

Briefing

- Not surprisingly, receiving a lawyer strongly influences with how satisfied clients are.
 - Clients who had a lawyer to represent them in court (“representation clients”) remain the most satisfied with LSS overall: 75% are very satisfied or satisfied. This is an improvement over 2011, when the percentage had dropped to 68%. (63% of Intake clients and 64% of FDC/FAL clients are very satisfied or satisfied, which remains stable over the previous survey.)