

2020

Still waiting for disruption: Final report

Asraf, Amreen and Brown, Meredith and Martin, Christine and McCoubrey, Sarah and Stein, Suzanne

Suggested citation:

Asraf, Amreen and Brown, Meredith and Martin, Christine and McCoubrey, Sarah and Stein, Suzanne (2020) Still waiting for disruption: Final report. Other. OCAD University. Available at <http://openresearch.ocadu.ca/id/eprint/3098/>

Open Research is a publicly accessible, curated repository for the preservation and dissemination of scholarly and creative output of the OCAD University community. Material in Open Research is open access and made available via the consent of the author and/or rights holder on a non-exclusive basis.

STILL WAITING FOR DISRUPTION

A2J Metrics



MEASURING ACCESS TO JUSTICE IMPACT

Integrate emerging A2J metrics into new innovation to align tech or project data with national and international A2J measurement.









(a future where) people are equitably supported (able) to prevent, avert and resolve conflicts equitably/fairly

Justice Development Goal 1: Address Everyday Legal Problems	1.3 Develop and expand legal services to include the full continuum of information, advice, help lines, online services, in-person services, and partial or full representation
Justice Development Goal 2: Meet Legal Needs	2.1 Focus on addressing service gaps for basic, essential legal services including family law, wills, employment, housing and consumer issues
StatsCan Serious Legal Problems Survey	Understanding the Scope of the Problem: How well did you understand the legal implications of your issue?
StatsCan Serious Legal Problems Survey	Current Status of the Problem: Has your problem or dispute now been resolved? Is it better, worse or the same? Do you feel that the outcome was fair? Did you achieve (all, most, some, very little or none) of what you hoped to gain?
World Justice Project: A2J Indicators	Do you think that the process followed to solve the problem was? Fair (Y/N); Slow (Y/N); Expensive (Y/N)
World Justice Project: A2J Indicators	How satisfied or dissatisfied are you with the outcome of the problem? Very satisfied; Satisfied; Dissatisfied; Very dissatisfied





Better integration with an increasingly digital life

Justice Development Goal 1: Address Everyday Legal Problems	1.2 Foster legal capability so that people can spot legal issues early, get preventative or proactive help and anticipate, avoid or manage frequent legal issues
StatsCan Serious Legal Problems Survey	Assistance with Problems: To resolve your problem, did you... Search the internet for information or for a place to go for assistance?; Talk the problem over with the other party involved in the dispute?; Talk with friends or relatives who might be able to help?; Contact a lawyer, at any time, to help with the problem?; Contact an organization, such as a legal clinic, court, tribunal or a community centre?; Did you do anything else?
StatsCan Serious Legal Problems Survey	Assistance with Problems: What did you find online? no information that was useful; information about the problem; organizations that might be able to help; useful problem-solving tools




STILL WAITING FOR DISRUPTION

 StatsCan Serious Legal Problems Survey	Assistance with Problems: How helpful did you find the internet in helping you resolve the problem?
 World Justice Project: A2J Indicators	Did you obtain any information from the Internet, a software app, a video, printed material or the media to help you better understand or resolve the problem?
 OECD Legal Needs Surveys and Access to Justice: Indicators	<p>Legal capability</p> <ul style="list-style-type: none"> Legal awareness / understanding Understanding of legal rights Assistance required if legal rights not understood <p>Legal confidence</p> <ul style="list-style-type: none"> Confidence in ability to achieve fair outcome Assistance required if no confidence
Increase avenues for digital advocacy and activism	
 StatsCan Serious Legal Problems Survey	Understanding the Scope of the Problem: Did you know how to find good information and advice about resolving the problem?
 World Justice Project: A2J Indicators	To what degree do you agree or disagree with each statement: I understood my legal rights and responsibilities. I knew where to get good information and advice to resolve the problem. I was able to get all the expert help I wanted.
Improve portability and mobility • Modernize infrastructure	
 Justice Development Goal 3: Make Courts Work Better	3.2 Courthouses should offer mediation, dispute resolution, and informal or non-legal services to make it easy for people to access cheaper and simpler options at any stage of the process 3.5 Courts and procedures need to be modernized to reflect people's needs, including better use of technology where it can make the process faster or easier without ignoring the needs of vulnerable people
 OECD Legal Needs Surveys and Access to Justice: Indicators	<p>Incidence</p> <ul style="list-style-type: none"> Volume of issues / problems Problem identification / category Whether problem is concluded Seriousness of issues / problems <p>Process fairness</p> <ul style="list-style-type: none"> Process fairness to everyone Outcome Timeliness
Support for a more open legal profession • Increase tech capacity & comfort	
 Justice Development Goal 6: Build Capability	6.1 Offer training on access to justice, emerging approaches, changing social situations and the skills to meet people's needs, both at the start of and throughout legal careers

STILL WAITING FOR DISRUPTION

 Justice Development Goal 2: Meet Legal Needs	2.4 Emphasize the responsibility of lawyers and paralegals to fill access to justice gaps
 OECD Legal Needs Surveys and Access to Justice: Indicators	Legal assistance Actual use of legal assistance services Sources of information, advice or representation Assistance obtained if help obtained from specified sources Adequacy of legal assistance services (overall) Adequacy of help
Increase digital equity • Decrease the IT poverty loop	
 Justice Development Goal 2: Meet Legal Needs	2.2 Develop and expand alternative ways to get legal help including different kinds of professionals, partnerships or ways of doing business
 World Justice Project: A2J Indicators	Which advisors did you contact about your legal problem? A relative, friend, or acquaintance; A lawyer, professional advisor or advice service; A government legal aid office; A court, government body, or the police; A health or welfare professional; A trade union or employer; A religious or community leader or organization; A civil society organization or charity; Other
Increase access to data	
 Justice Development Goal 8: Analyze& Learn	8.1 Establish benchmarks and standardized metrics to build a shared understanding of legal services, models and needs
 Justice Development Goal 7: Innovate	7.1 Create a culture of innovation in the justice system by focusing on new ideas and learning about successes and failures

LINKS TO A2J METRICS INITIATIVES

-  [Justice Development Goals](#), Action Committee on Access to Justice in Civil and Family Matters – annual report on national progress on each goal
-  Statistics Canada – [Serious Legal Problem survey](#) (Fall 2020)
-  World Justice Project’s [A2J Index](#) and biannual [Rule of Law Index country reports](#).
-  Organizations for Economic Cooperation and Development (OECD) https://www.oecd-ilibrary.org/governance/legal-needs-surveys-and-access-to-justice_g2g9a36c-en Legal Needs Surveys and Access to Justice