



Super Ordinary Lab

2020

## Still waiting for disruption: Final report

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### Suggested citation:

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

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# 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**

<b>Justice Development Goal 1: Address Everyday Legal Problems</b>	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
<b>Justice Development Goal 2: Meet Legal Needs</b>	2.1 Focus on addressing service gaps for basic, essential legal services including family law, wills, employment, housing and consumer issues
<b>StatsCan Serious Legal Problems Survey</b>	Understanding the Scope of the Problem: How well did you understand the legal implications of your issue?
<b>StatsCan Serious Legal Problems Survey</b>	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?
<b>World Justice Project: A2J Indicators</b>	Do you think that the process followed to solve the problem was? Fair (Y/N); Slow (Y/N); Expensive (Y/N)
<b>World Justice Project: A2J Indicators</b>	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**

<b>Justice Development Goal 1: Address Everyday Legal Problems</b>	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
<b>StatsCan Serious Legal Problems Survey</b>	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?
<b>StatsCan Serious Legal Problems Survey</b>	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




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 <b>StatsCan Serious Legal Problems Survey</b>	Assistance with Problems: How helpful did you find the internet in helping you resolve the problem?
 <b>World Justice Project: A2J Indicators</b>	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?
 <b>OECD Legal Needs Surveys and Access to Justice: Indicators</b>	<p><b>Legal capability</b></p> <ul style="list-style-type: none"> <li>Legal awareness / understanding</li> <li>Understanding of legal rights</li> <li>Assistance required if legal rights not understood</li> </ul> <p><b>Legal confidence</b></p> <ul style="list-style-type: none"> <li>Confidence in ability to achieve fair outcome</li> <li>Assistance required if no confidence</li> </ul>
Increase avenues for digital advocacy and activism	
 <b>StatsCan Serious Legal Problems Survey</b>	Understanding the Scope of the Problem: Did you know how to find good information and advice about resolving the problem?
 <b>World Justice Project: A2J Indicators</b>	To what degree do you agree or disagree with each statement: <ul style="list-style-type: none"> <li>I understood my legal rights and responsibilities.</li> <li>I knew where to get good information and advice to resolve the problem.</li> <li>I was able to get all the expert help I wanted.</li> </ul>
Improve portability and mobility • Modernize infrastructure	
 <b>Justice Development Goal 3: Make Courts Work Better</b>	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
 <b>OECD Legal Needs Surveys and Access to Justice: Indicators</b>	<p><b>Incidence</b></p> <ul style="list-style-type: none"> <li>Volume of issues / problems</li> <li>Problem identification / category</li> <li>Whether problem is concluded</li> <li>Seriousness of issues / problems</li> </ul> <p><b>Process fairness</b></p> <ul style="list-style-type: none"> <li>Process fairness to everyone</li> <li>Outcome</li> <li>Timeliness</li> </ul>
Support for a more open legal profession • Increase tech capacity & comfort	
 <b>Justice Development Goal 6: Build Capability</b>	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

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 <b>Justice Development Goal 2: Meet Legal Needs</b>	2.4 Emphasize the responsibility of lawyers and paralegals to fill access to justice gaps
 <b>OECD Legal Needs Surveys and Access to Justice: Indicators</b>	<b>Legal assistance</b> 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
<b>Increase digital equity • Decrease the IT poverty loop</b>	
 <b>Justice Development Goal 2: Meet Legal Needs</b>	2.2 Develop and expand alternative ways to get legal help including different kinds of professionals, partnerships or ways of doing business
 <b>World Justice Project: A2J Indicators</b>	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
<b>Increase access to data</b>	
 <b>Justice Development Goal 8: Analyze&amp; Learn</b>	8.1 Establish benchmarks and standardized metrics to build a shared understanding of legal services, models and needs
 <b>Justice Development Goal 7: Innovate</b>	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](https://www.oecd-ilibrary.org/governance/legal-needs-surveys-and-access-to-justice_g2g9a36c-en) Legal Needs Surveys and Access to Justice