

International Forum on Legal Aid Taiwan 2018

**Research on identifying and targeting people in
need**

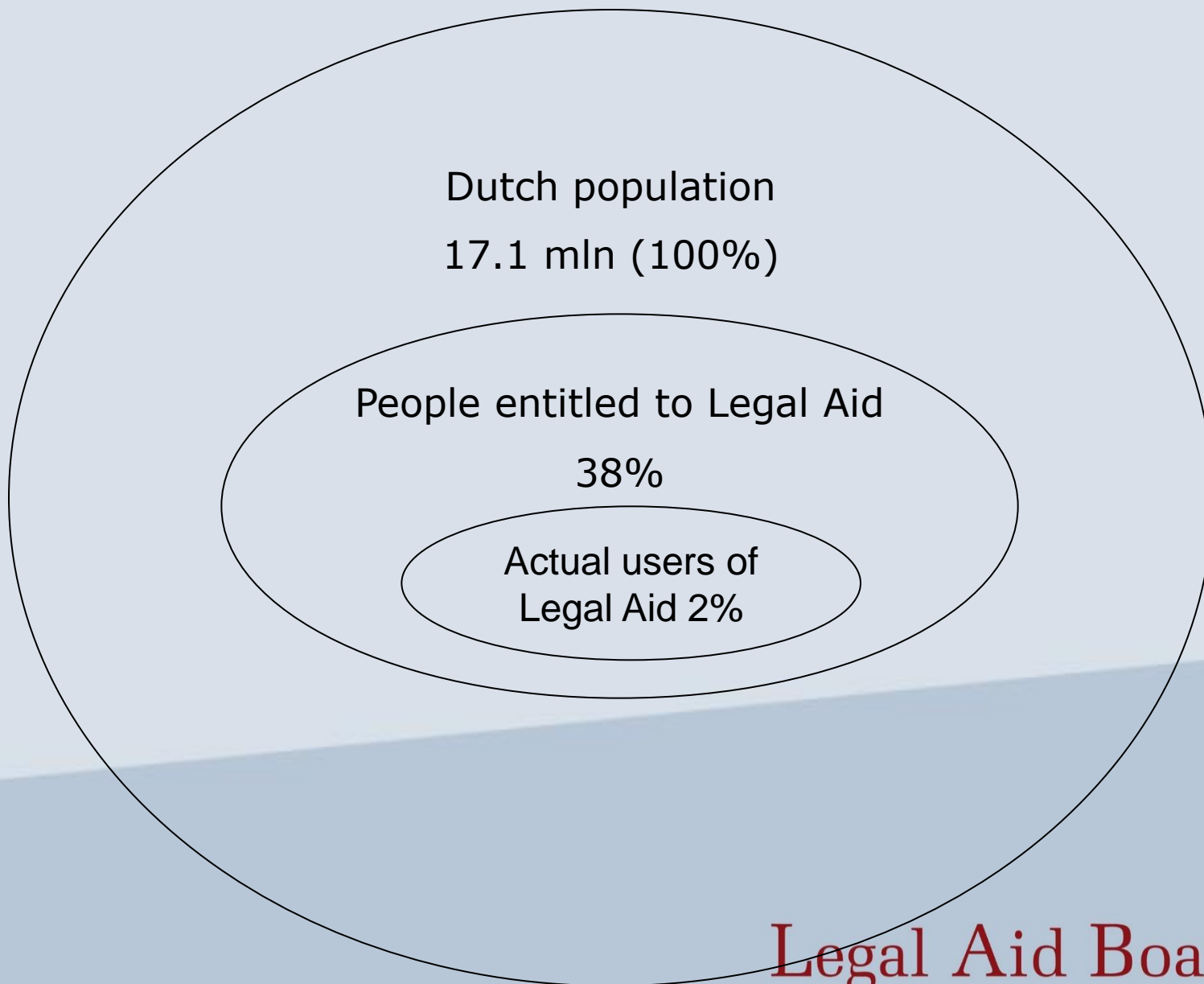
**Herman Schilperoort
Head of Staff Legal Aid Board Netherlands**



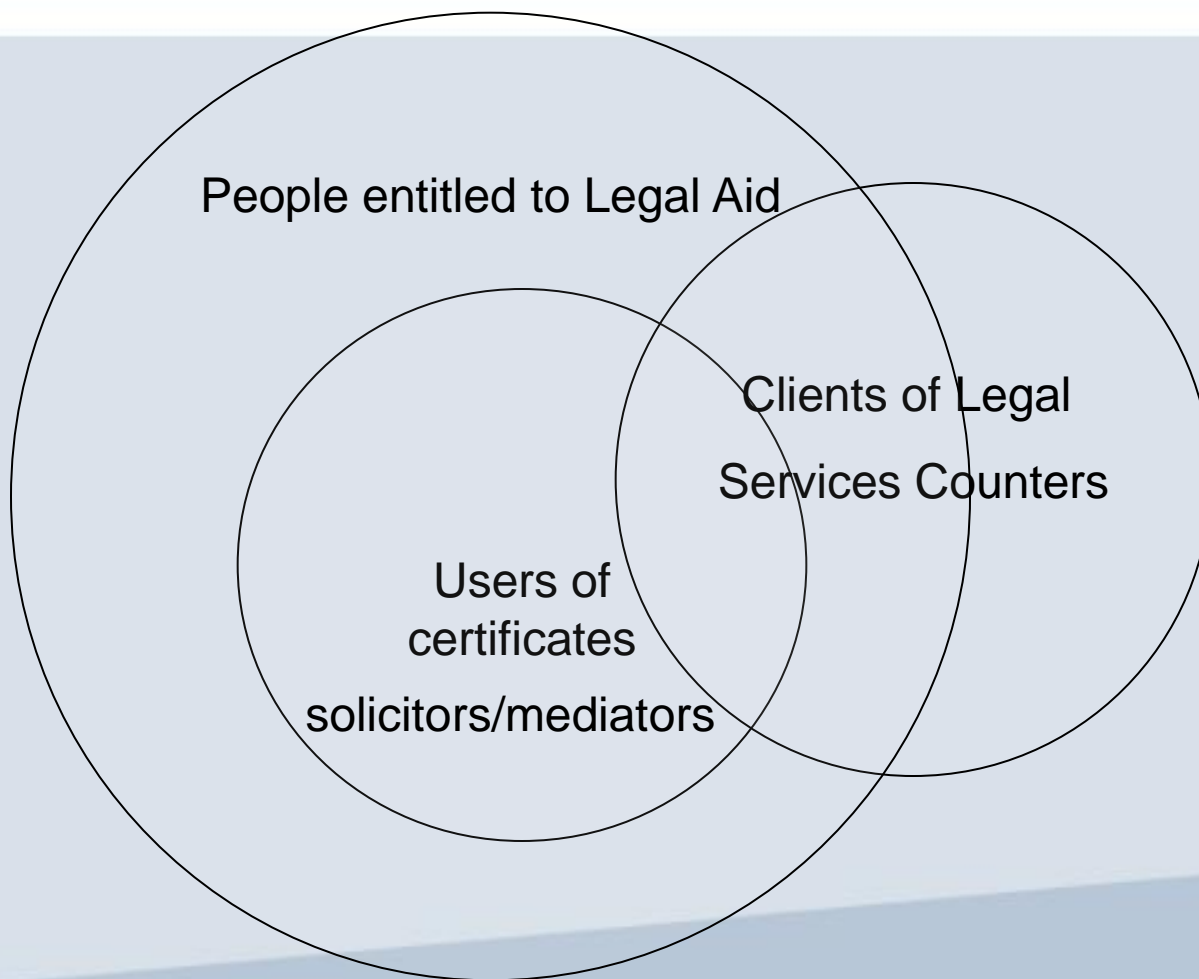
The Dutch Legal Aid System

- **Public first line provider: Legal Services Counters (LSC)**
 - 'front office'
 - information and advice
 - referral to second line help
- **Second line legal aid:**
 - extended consultation and litigation done by private solicitors and mediators
 - Legal Aid Board (LAB): provision of certificates

The Dutch population in Legal Aid



The users of the Legal Aid system



Summarized:

What kind of people contact the Legal Services Counters? CBS-data

1. Women
2. 25 to 55 years
3. Immigrants, first generation
4. People living in very strong urbanized regions
5. Divorced people
6. Singles (with children)
7. Employees of privately-owned companies
8. Recipients of social benefits
9. Disabled persons

Summarized: What kind of people receive certificates?

1. Men
2. 25 to 55 years *
3. Immigrants, first generation *
4. People living in very strong urbanized regions *
5. Divorced people *
6. Singles (with children) *
7. Recipients of social benefits *
8. Disabled persons *

* Means also appearing on the previous list

Risk factors of social exclusion (literature)

1. Low mental wellbeing
2. Poor health
3. Low income
4. Living on social benefits/ labor market position

People who have a combination of these four risk factors are :
people with low incomes, one parent households,
immigrants and disabled persons (living on social benefits)

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Users of Legal Aid

Customer journey survey

Visualize the customer's experience

- 3 Fields of law
- Interviews with clients
- Qualitative
- 'Heartbeat chart'

Problem with welfare benefit



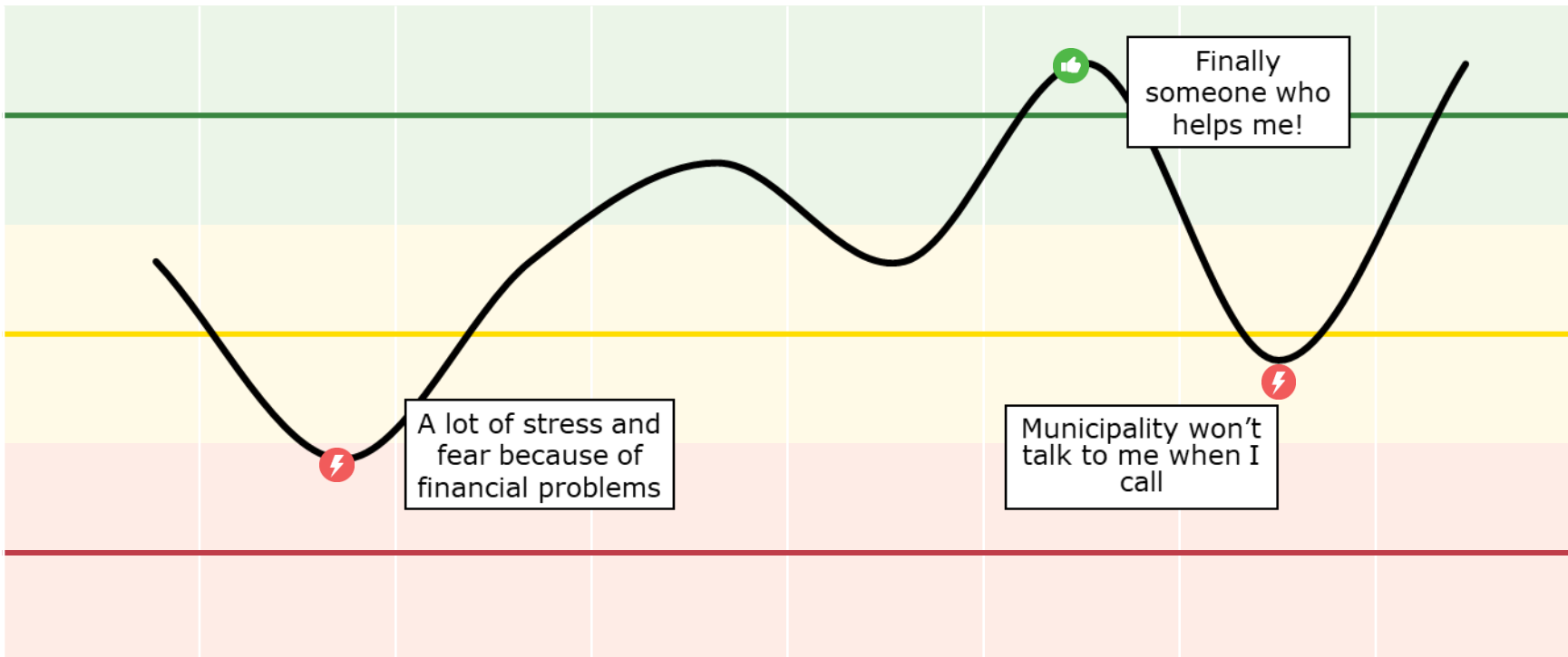
Huidige klantreis



Positief

Neutraal

Negatief



Customer journey survey: results

- Clients of LSC:
 - rate of satisfaction was dependent on their 'in advance' expectations ('what can I expect')
 - feel generally positive/satisfied about meeting their needs
 - the needs of a small group are not met
- Clients of private solicitor/mediator:
 - experienced not many obstacles to get help of a lawyer
 - rate of satisfaction differs and depends to a greater extent on their ability to be self-sufficient
 - feel generally positive/satisfied about meeting their needs

Concluding remarks

Because of surveys, like CBS data research and customer journey survey, we now know better whether the problems and needs of the users of the Dutch legal aid system are met.

In relation to what clients need their expectations and self-sufficiency are important.

The needs of a client may differ from the professional opinion of a service provider and/or his handling of the case.

Every client has specific needs: delivered service should be custom-made to have everyone's needs met.