



**BUILDING A CULTURE OF  
PRO BONO IN NIGERIA**

**A NEEDS ASSESSMENT STUDY COVERING  
OSUN STATE, KADUNA STATE AND THE  
FEDERAL CAPITAL TERRITORY OF NIGERIA**

**November, 2018.**

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## EXECUTIVE SUMMARY

The Justice Research Institute (JRI) with the support from the Open Society Institute West Africa (OSIWA) is implementing the project - **BUILDING A CULTURE OF PRO-BONO IN NIGERIA.**

The purpose of the project is primarily, to promote the pro-bono culture in Nigeria and facilitate an intentional system that organises relevant resources and stakeholders to support socially vulnerable, poor, indigent, and disadvantaged members of Nigerian society to access legal aid and services.

A key component of the project is a needs assessment study to understand and document the justice gap related to the provision of pro-bono legal services to indigent citizens of the focal states - Abuja, Kaduna and Osun State.

The findings from the study are as follows:

- i. Requests made to Government agencies for pro-bono services were more than those made to NGO's and Law firms. Survey showed that 66.67% (figure 83) receive an average of 20-50 requests on a monthly bases, 84% (figure 100) of NGOs receive an average of 1-20 requests on a monthly basis, while only 6% (figure 44) of law firm respondents receive more than 10 requests on a monthly basis. The perception of law firms as mainly profit oriented and Government agencies and NGOs as non-profit oriented is responsible for this scenario. This therefore throws up the need for awareness creation for the public to understand that law firms can also venture into some non-profit oriented ventures such as pro-bono services.
- ii. It was comforting to note that most law firm respondents (26 of 33) have embraced the culture of contributing to public good through provision of free legal services. 26 of the 33 respondent law firms indicated that they provide pro-bono services as Corporate Social Responsibility. (Figure 39).

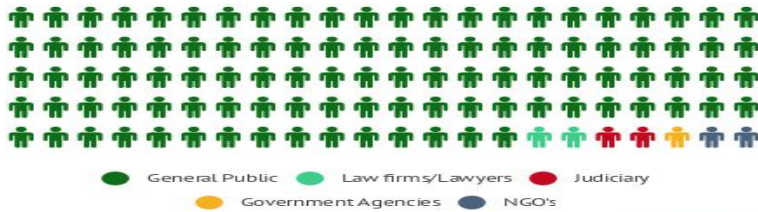
- iii. A good pro-bono culture, with lawyers and NGOs taking up criminal cases for people who are unable to afford legal representation, will no doubt, further entrench the protection of basic human right and access to justice as a whole. For example, over 50% of the respondents who are judicial officers attested to unnecessary delay in criminal trials involving awaiting trial prison inmates, owing mainly to the various levels of frequency in incidences of adjournment of trials (with the attendant continued incarceration of the defendant in the prison and the continued over-population of the prisons) because of lack of legal representation in court on the day of trial. Figure 70 is very instructive in this regard.
- iv. It was not encouraging to find that as much as 87% of respondents are yet to benefit from pro-bono services (figure 17). However, a very positive revelation from the survey, is that 65% of respondent who made the move to request for free legal services, benefited from the pro-bono service, and their needs were met (figure 15). This however does not erode the fact that there are still a lot of unmet needs, which borders largely on accessing the pro-bono service (where available) and knowing what to do to have access.
- v. With respect to challenges faced by Lawyers and NGOs in their quest to provide free legal services, inadequate financial and human resources rank highest. See figure 49 & 107.
- vi. The ad-hoc arrangement for pro-bono service offered by law firms and the attendant lack of proper structure and proper record keeping are issues requiring attention so as to facilitate monitoring and proper implementation of pro-bono services.
- vii. In determining whether a person is indigent as to be eligible for receipt of free legal services, the level of income and employment status are the most prevalent considerations by Law firms, NGOs and even Government Agencies (see figures 51,93 & 98). This may not be far-fetched, in that Section 9 of the primary piece of legislation for Legal Aid (the Legal Aid Act), in its narrow application, contemplates that only persons whose income do not exceed the national minimum wage of N18,000 are eligible to receive free legal services.

- viii. Compared to NGOs and Law firms, government agencies appear to have handled the most cases. See Fig. 79, 101 and 36. However, some of the possible clients still fall through the crack and do not get to the point of service as reported by the respondents from the government agencies in Fig. 87. There is also a huge gap in provision of pro bono services to indigents on commercial cases unlike the case of the law firms that have provided most pro bono services on tenancy matters. See Fig. 91, 92 and 53.
- ix. What is by far the most important finding from this survey is that the level of public awareness of Law firms, NGOs and Government Agencies providing pro-bono service is still low. 64% of respondents are not aware of pro-bono services at all. Figure 19 & 21 are instructive.

Having documented the challenges impeding the effectiveness of pro-bono services as a means to ensuring access to justice, the research demonstrates that dealing with the access to justice problem, through the instrumentality of an efficient pro-bono mechanism will therefore require a multifaceted approach, which will require strong and effective partnerships with private attorneys, law firms, NGOs providing free legal services, the organised bar, the judiciary, academic institutions (universities/law school), private funders, business entities, donors and development agencies and other critical stakeholders.

# Building a Culture of Pro-Bono in Nigeria

## Number of Respondents



“...only persons whose income do not exceed the National Minimum wage of ₦18,000 are eligible to receive free legal services

Section 9 of the Legal Aid Act

## Awareness of Pro-Bono Services



## Access to Pro-Bono Services



## Requests for Pro-Bono Services



The highest number of requests for Pro-Bono services from Government agencies every month; requests received by 66.67% of Government agencies

★★★★★



The highest number of requests for Pro-Bono services made to NGO's every month; requests received by 84% of NGO's

★★★★★



The highest number of requests for Pro-Bono services to Law firms, requests by only 6% of Law firms.

## Comparing the Number of Pro-Bono Cases Handled



## CONTEXTUAL BACKGROUND

*‘Human progress is neither automatic nor inevitable... Every step toward the goal of justice requires sacrifice, suffering, and struggle; the tireless exertions and passionate concern of dedicated individuals.’*

***Martin Luther King, Jr.***

This quotation of Martin Luther King Jr. exemplifies reinforces the fact that human progress, a major part of which is equality of access to justice, is often the result of concern, passion, sacrifice and effort of a group of people who are dedicated to human progress, as it relates to the subject matter of their endeavour, in this case, access to justice.

Over the years there has been a growing concern over the availability of legal services to indigent persons in societies all over the world and the implications it has on their access to justice. The significance of this need is increasingly being recognized and upheld in various instruments like the Dakar Declaration<sup>1</sup> which recognizes the significance of access to justice to indigent persons and recommends the urgent examination of ways in which legal assistance is extended to persons accused of crimes in ensuring their fair trials; or the Lilongwe or Kyiv Declarations which both stipulate responsibility on the legal profession in ensuring that the poor and vulnerable have access to pro bono legal services<sup>2</sup>, and more recently in the Nigerian Bar Association Pro Bono Declaration of 2009. Yet, the reality is that most people’s legal needs will be unmet as a consequence of a variety of factors which include poverty, high costs of legal fees etc.

Nigeria ranks 153 of 186 countries listed on the United Nations Human Development Index for 2012. Of a population of 170 million, 70% live on less than \$2 per day. Although

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<sup>1</sup> Under the African Commission on Human and People’s Rights’ Resolution in 1999 on the Right to Fair Trial and Legal Aid in Africa available at [http://www.achpr.org/english/resolutions/resolution46\\_en.html](http://www.achpr.org/english/resolutions/resolution46_en.html).

<sup>2</sup> Access to Justice and Legal Aid in East Africa- A comparative Report of the legal aid schemes used in the region and the level of cooperation and coordination between the various actors, Danish Institute for Human Rights with the East Africa Law Society, 2011, p 26

Nigeria has approximately 100,000 lawyers, the lawyer to citizen ratio is abysmal (1:1,700). The provision of legal service is expensive and many Nigerians cannot afford the services of a lawyer even when in very dire need of it, especially as it affects their enjoyment of basic human rights. For example, by the end of April 2013, Nigeria's 227 prisons held 53,816 detainees, of which only 31% had been convicted. (Many other detainees are held in police lockups where data is especially hard to get.) In other words, Nigeria's criminal justice system was jailing over 37,000 people who should properly be considered innocent until proven guilty and released pending trial.<sup>3</sup> Instead, many pre-trial detainees—especially those detained under the holding charge—spent months and even years in jail, waiting for their day in court. The reason for this scenario is simple- they are unable to afford legal service, while in some cases, they have a very poor understanding of their rights, to start with.

The geographical focus of this research are the three Nigerian States of Osun, Kaduna and the Federal Capital Territory, which are basically a microcosm and reflection of the state of the nation with regards to citizens' access to justice.

Osun State, with its geographical size<sup>4</sup> of 9,251 km<sup>2</sup> and a 2016 projected population of about 4.8 million<sup>5</sup>, is one of the South-Western States of Nigeria and one of the smallest States. The State is mainly an Agrarian with a moderate level of Commercial activities.

Kaduna, located in the North-western part of Nigeria. The State has a land mass<sup>6</sup> of 46,053 km<sup>2</sup> and a population of about 8.3 million<sup>7</sup>. Kaduna is moderately vibrant in commercial activities.

The Federal Capital Territory is the seat of the Federal Government of Nigeria with vibrant commercial activities. Located in the North Central part of the Country, the FCT has a size<sup>8</sup> of 7,315 km<sup>2</sup> and a population of about 3.6 million.<sup>9</sup>

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<sup>3</sup> OSIWA, "Lawyers at the Police Station doors: How REPLACE provides Legal Aids in Nigeria available at [https://www.opensocietyfoundations.org/sites/default/files/pretrial-justice-brochure-nigeria-20150316\\_0.pdf](https://www.opensocietyfoundations.org/sites/default/files/pretrial-justice-brochure-nigeria-20150316_0.pdf)

<sup>4</sup> [https://en.wikipedia.org/wiki/Osun\\_State](https://en.wikipedia.org/wiki/Osun_State) accessed 16th November, 2018.

<sup>5</sup> <https://www.citypopulation.de/php/nigeria-admin.php?adm1id=NGA030> accessed November, 2018.

<sup>6</sup> [https://en.wikipedia.org/wiki/Kaduna\\_State](https://en.wikipedia.org/wiki/Kaduna_State) accessed 16th November, 2018.

<sup>7</sup> <https://www.citypopulation.de/php/nigeria-admin.php?adm1id=NGA019> accessed 16<sup>th</sup> November, 2018.

<sup>8</sup> [https://en.wikipedia.org/wiki/Federal\\_Capital\\_Territory,\\_Nigeria](https://en.wikipedia.org/wiki/Federal_Capital_Territory,_Nigeria) accessed 16<sup>th</sup> November, 2018.

<sup>9</sup> <https://www.citypopulation.de/php/nigeria-admin.php?adm1id=NGA015> accessed 16<sup>th</sup> November, 2018

Residents of these states have business and other forms of relationships which often result in the need to approach the Courts for justice. It is however a very well-known fact that residents of these states, as is the case with other parts of the country, do not have access to justice even when they are in dire need of access.

Other factors that are equally responsible for the lack of access to justice have been identified to include poverty of many of residents, the low literacy rate, and a culture which condones among other things, violence against women.

Against the foregoing background, Pro-bono services in the large context of providing legal aid to those in need, has been unanimously agreed by stakeholders as a way to bridge existing gap in citizens' access to justice.

The United Nations Principles and Guidelines defines legal aid as *"legal advice, assistance and representation for persons detained, arrested or imprisoned, suspected or accused of, or charged with a criminal offence and for victims and witnesses in the criminal justice process that is provided at no cost for those without sufficient means or when the interests of justice so require."* Furthermore, legal aid is intended to include concepts of "legal education, access to legal information and other services provided for persons through alternative dispute resolution mechanisms and restorative justice processes"<sup>10</sup>

Pro bono is short for "*Pro bono Publico*" a Latin phrase which means "for the public good". It is a term often used in the description of the provision of free legal services by lawyers to the people in need of such services, who are unable to afford it.

The difference between legal aid funded services and pro bono services is that whilst legal aid is funded or sponsored by the Government, pro bono services are provided by lawyers in their professional capacities without the anticipation or receipt of payment for such services. The two concepts for the purpose of this research and its context means the same thing i.e. provision of free legal services to those in need whether by state or non-state actors.

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<sup>10</sup> United Nations (2014), Early access to Legal Aid in Criminal Justice Processes: A Handbook for Policymakers and Practitioners, New York, at p. 9.

## 1.0 INTRODUCTION

Against the background of the identification of pro-bono legal services as a veritable tool in bridging existing gap in citizens' access to justice, the Justice Research Institute (JRI) with the support from the Open Society Institute West Africa (OSIWA) is implementing the project - **BUILDING A CULTURE OF PRO-BONO IN NIGERIA**, with specific attention to three focal states- Osun, Oyo & FCT.

The purpose of the project is primarily, to promote the pro-bono culture in Nigeria and facilitate an intentional system that organises relevant resources and stakeholders to support socially vulnerable, poor, indigent, and disadvantaged members of Nigerian society to access legal aid and services.

A key and by far the most important component of the project is a needs assessment study to understand and document the justice gap related to the provision of pro-bono legal services to indigent citizens of the focal states - Abuja, Kaduna and Osun State.

### 1.1 OBJECTIVE OF THE NEEDS ASSESSMENT:

2. To provide information on the effectiveness of pro-bono legal service delivery to those in need in the focal states.
3. To provide information for assessing the effectiveness of pro-bono legal services offered by formal structures of government, NGOs, law firms and individual practitioners in the focal states of Osun state, Kaduna state and FCT.
4. To have an insight into the understanding of the public about pro-bono of services.
5. To benchmark parameters for classification of indigent persons.
6. To determine the level of awareness of the public on where and how to access pro bono legal services.
7. To provide broad, quantifiable information about indigent persons who need legal services.
8. To provide broad, quantifiable information about individual lawyers, law firms, NGOs and Governmental organizations who are involved in pro bono legal services.

9. To develop an understanding of the motivations for providing or not providing pro bono legal services and the challenges faced in providing services.
10. To assess the quality (in terms of competence and effectiveness) of pro bono legal services rendered by lawyers, law firms, NGO and Governmental organizations who are involved in pro bono legal services.

## 1.2 METHODOLOGY

Questionnaires were administered to members of the public, NGOs, Formal structures of government, judiciary and law firms/lawyers.

- Research assistants used a software tool/mobile app on their smart phones to administer the questionnaires to member of the public
- Links to online questionnaires, soft copies of the questionnaires and hard copies of the questionnaires was administered to NGOs and Law firms/lawyers
- Hard copies of questionnaires were administered on the Judiciary and Formal structures

1458 members of the public (including 150 awaiting trial inmates at Ilesha and Kaduna prisons) responded to the questionnaires in the 3 focal states.

25 questionnaires were distributed to NGOs via online links, soft copies and hard copies in the 3 focal states.

33 questionnaires were distributed to Law firms/Lawyers via online links, soft copies and hard copies in the 3 focal states.

31 hard copies questionnaires were distributed to the judiciary (Judges and Magistrates) in the 3 focal states

6 hard copies questionnaires were distributed to government agencies involved in providing pro-bono legal service.

Focus group discussion was held with Lawyers & Law enforcement, NGOs and Abused women in the 3 focal states.

The discussions with lawyers & law enforcement and NGOs focused on challenges they face while providing pro-bono service and recommendations on how work around the challenges and improve the service delivery. The discussion with the women focussed on the challenges the women face, while trying to access pro-bono legal service/justice

and recommendations on how to improve the system to make access to pro-bono legal service/justice.

## DEMOGRAPHICS OF SURVEY RESPONDENTS

The highest number of respondents was drawn from Osun State with 501 respondents. This is followed by FCT and then Kaduna state with 482 and 475 respectively (See Figure 1). The respondents in Osun state were drawn from large urban cities of Ilesha, Ede and the state capital- Osogbo. However, the respondents in both FCT and Kaduna were drawn from densely populated satellite towns that would usually have families or individuals from the lower middle class to the lower-class wealth quintile.

Majority of the respondents (1,185 (81.1%) are below the age of 45 while the other respondents (273 (18.73%) are between 46years and above. There are no respondents below 18years because of the requirement for the legal age that a Nigerian can sue or be sued and to capture those that would be engaged in economic or livelihood activities.

There were more male respondents (865(59.33%) than female respondents (593(40.67%). The survey respondents were mostly Christians (59.81%) and married (47.8%). In terms of education, almost half (41.6%) of the respondents had post-secondary qualification with 48.29% of them being self-employed. Not surprising, 21.9% of the respondents are unemployed.

Even though a significant number of the respondents (*39.44% (575) prefers not to say and 8.02% (117)*) preferred not to share their economic status by identifying their income bracket, 13.44% (196) earns above N250,000 per annum; 9.33% (136) earns between N150,000-N250,000 per annum; 15.57% (227) earns between N50,000-N150,000 per annum; 14.2% (207) earns less than N50,000 per annum.

## 2. KEY FINDINGS FROM THE SURVEY OF GENERAL PUBLIC

Nigerians perception of the need for legal services is quite low. In a country where more than of the population rent accommodation and are self-employed, there is no doubt that the need for legal services will be greater than the 67.83% stated by respondents. Juxtaposed with the number of lawyers per 1000,000 coupled with a situation where most of the lawyers are based in Lagos, Rivers and Enugu, the data is revealing a low understanding and perception of legal service.

The most dampening data from the survey is that only 15.16% of the people who wanted and sought pro bono services got it. Unfortunately, the number of respondents that are not aware of organisations/ persons that provide pro bono services is fundamental (64.06%). Of the 35.46 (511) that are aware, majority (16.8%/246) got the information from friends. This aligns with the data from the other 3 categories (government agencies, NGOs and Law firms).

More appalling is the statistics that only 11.59% of the 1458 people surveyed have ever benefitted from a pro bono legal services in the 3 states. This is because only 197 (13.5%) have ever searched for a government agency, NGO or law firm to provide them with services. Only 49 (of the 169 people) described the quality of service as exceptional while 5.56% described it as good. Unfortunately, 54 people described the quality of service as average in comparison to quality of services provided to fee-paying clients. This was confirmed by the judiciary.

Of the 1458 sampled, 184 (12.62%) has been turned away before though it is unclear whether these 184 are included in the 169 that ever sought pro bono service. It is important to note that though categorised as free, 113 of the respondents were asked to pay money. When put side by side, the reason provided by the law firms and the NGOs for turning people down (Fig. 49) is finances. Therefore, financial factors remain a major obstacle to accessing justice in Nigeria.

One key observation is that besides from knowing where to get pro bono services, it is equally important to know what to do to access such. Only 567 (38.9%) of the sampled public know where and what to do to access pro bono services. Lack of knowledge of how to is a fundamental factor limiting people from seeking pro bono services.

There is a discordance between areas in which people require pro bono service and the area in which both government and NGOs have provided the most service. It appears that the needs of indigent persons are largely been met by law firms. The public reported requiring pro bono services for majorly tenancy matters (240). Meanwhile, NGOs and government agencies have provided services on cases of domestic violence and sexual gender-based violence. See Fig 22, 103 and 92.

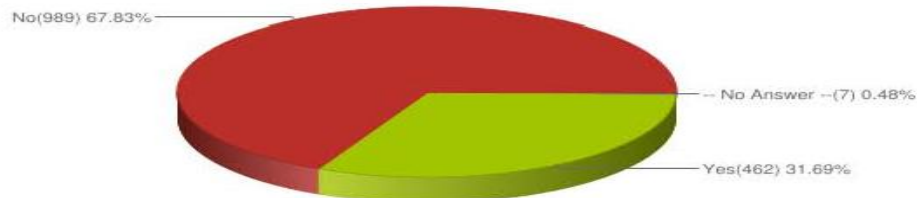
There is no correlation between the services reported by the public and that reported by NGOs and law firms. See Fig. 23, 103 and 53. Despite the gloomy picture, the appetite for seeking for pro bono services is still high especially as the economic situation in the country worsens. 51.30% (748) people reported high and average comfort in seeking for

pro bono services from a law firm and NGOs and 45.61% (665) responding same for government agencies. See Fig. 26 and 27.

## INTERPRETATION OF CHARTS ON GENERAL PUBLIC

### Did you or anyone close to you need a lawyer or legal services recently?

Results based on 1458 responses to this question.

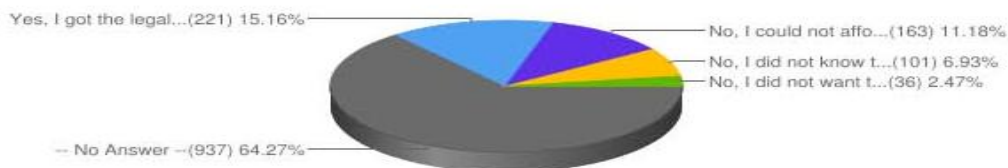


**Figure 11**

Of the 1,458 respondents, 31.69% (462) responded Yes; 67.83% (989) responded No and 0.48% (7) gave no response.

### If your answer to question 11 is Yes, did you get the services

Results based on 1458 responses to this question.



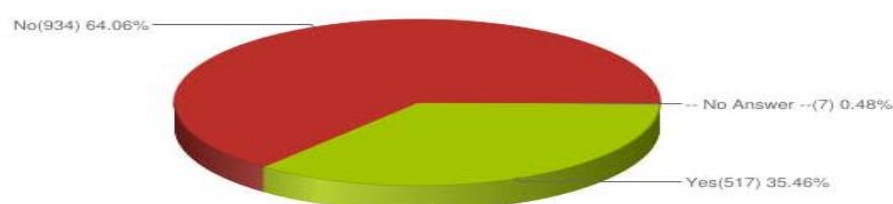
**Figure 12**

Of the 462 who indicated that they recently needed legal services or know someone who did, 15.16% (221) responded that they got the required legal service; 64.27% (937) could not get desired legal service and they did not adduce any reasons; 11.18% (163) could not get legal services needed, because they could not afford the service; 6.93% (101) were unable to get the required legal service because they did not know how to get the service; 2.47% though in need of legal services, chose not to get same.

### 2.1 13 Awareness of Free Legal Services (Pro-Bono Services)

**Are you aware of any organisation or persons (government/NGO/private law firm) providing free legal services?**

*Results based on 1458 responses to this question.*



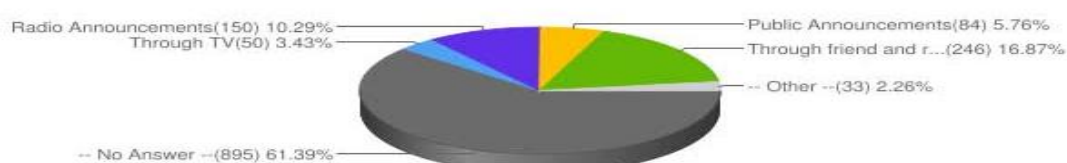
**Figure 13**

Of the 1,458 respondents, 64.06% responded that they were not aware of organizations or persons providing pro-bono legal services; only 35.46% (517) indicated that they were aware of organizations or persons providing free legal services, while 0.48% (7) gave no answer.

**Source of information as to Awareness of pro-bono services**

**If you answered 'YES' to question 13, how did you get information about the service of this organisation**

*Results based on 1458 responses to this question.*



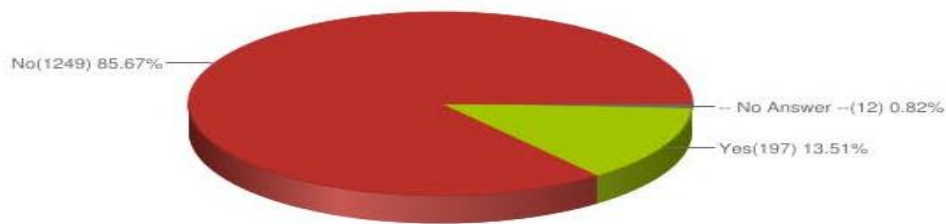
**Figure 14**

Of the 1,458 respondents, 16.87% (246) got the information through friends and relations; 10.29% (150) got the information via Radio Announcements; 5.76% (84) got the information through Public Announcement; 3.43% (50) got the information via the Television (TV) and 61.39% (895) gave no answer.

### 2.1.14 Inability to get pro bono service

**Have you ever searched for a government body, NGO, Law Firm or Legal practitioner to provide you with free legal service and didn't get the service?**

*Results based on 1458 responses to this question.*



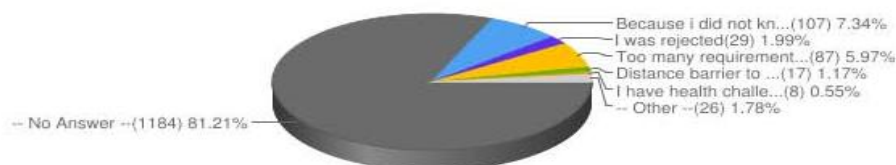
**Figure 15**

Of the 1,458 respondents, 85.67% has never searched for a government body, NGO, Law Firm or Legal practitioner to provide free legal services; 13.51% (197) responded Yes and 0.82% (12) gave no answer.

### 2.1.16 Reason for not getting required pro bono legal service

**If you answered 'YES' to question 15, then please indicate which of the following options best describes why you were not able to get the free legal service which you sought for?**

*Results based on 1458 responses to this question.*



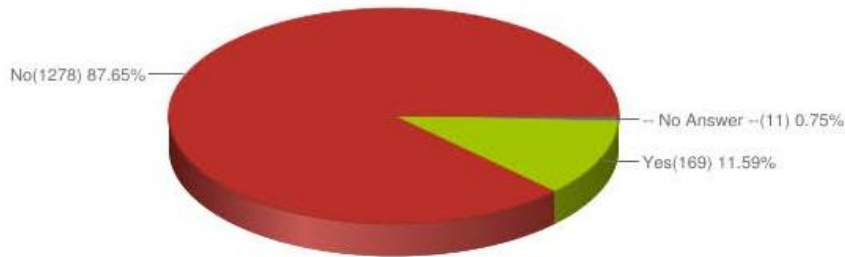
**Figure 16**

Of the 1,458 respondents, 81.21% (1184) gave no answer; 7.34% (107) were not able to get the free legal service because they did not know where to go; 1.99% (29) were not able to get the free legal service because they were rejected; 5.97% (87) were not able to get the free legal service because there were too many requirements; 1.17% (17) were not able to get the free legal service because of distance barriers to access the service; 0.55% (8) were not able to get the free legal service because they have health challenge that kept them from going to the offices where the service will be provided; 1.78% (26) gave other reasons.

### 2.1.17 Beneficiaries of pro-bono legal services

### Have you ever benefited from free legal service in the state?

Results based on 1458 responses to this question.



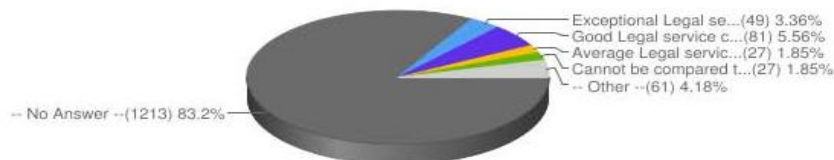
**Figure 17**

Of the 1,458 respondents, 87.65% (1278) have not benefited from any free legal service in the state; 11.59% (169) have benefitted from free legal service in the state; 0.75% (11) gave no answer.

### 2.1.18 Perception of beneficiaries as to the quality of pro-bono service received

#### If you answered 'YES' to question 17, which of the following options describes the quality of free legal service(s) which you received?

Results based on 1458 responses to this question.



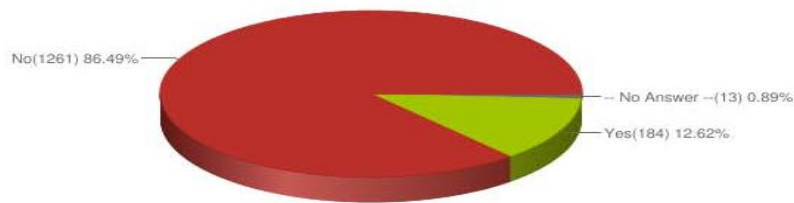
**Figure 18**

Of the 1,458 respondents, 83.2% (1213) gave no answer; 3.36% (49) qualifies the Legal service as "Exceptional" compared to that offered by a fee-paying client in a private firm; 5.56% (81) qualifies the Legal service as "Good" compared to that offered by a fee paying client in a private firm; 1.85% (27) qualifies the Legal service as "Average" compared to that offered by a fee paying client in a private firm; 1.85% believes it cannot be compared to services offered to a fee paying client in a private firm; 4.18% (61) gave other qualifications.

## 2.1.19 Denial of legal service

Have you ever sought free legal services before and was turned down?

Results based on 1458 responses to this question.



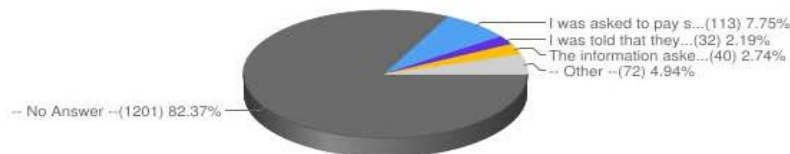
**Figure 19**

Of the 1,458 respondents, 86.49% (1261) responded “No” they have never sought free legal services before and was turned down; 12.62% (184) responded “Yes” and 0.89% (13) gave no answer.

## 2.2.20 Reason for the Denial of Legal Service

If you answered 'YES' to question 19, then please indicate which of the following options best describes why you were denied free legal services?

Results based on 1458 responses to this question.



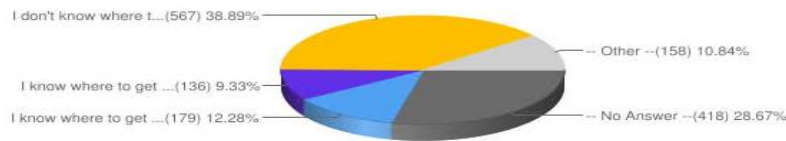
**Figure 20**

Of the 1,458 respondents, 82.3% gave no answer; 7.75% (113) responded that they were asked to pay some charges which they could not afford; 2.19% (32) responded they were told they could not handle their type of case; 2.74% (40) responded that the information asked of them was too many; 4.94% (72) responded with other reasons.

## 2.2.21 Knowledge of Free Legal Services

### Which of the following best describes your situation?

Results based on 1458 responses to this question.



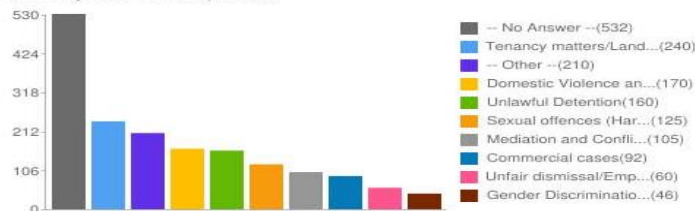
**Figure 21**

Of the 1,458 respondents, 38.9% responded that they don't know where to get free legal services and what to do to get it; 12.28% (179) indicated knowing where to get free legal services but do not know what to do to get it; 9.33% (136) responded that they know where to get free legal as well as what to do to get it; 28.67% (418) gave no answer; 10.84% (158) gave other answer.

## 2.2.22 Area of need for pro bono services

### In respect of which areas do you need free legal services?

Results based on 1458 responses to this question.



**Figure 22**

Of the 1,458 respondents, 240 requires free Legal Services in Tenancy matters/Land displacement; 170 requires free Legal Services in Domestic Violence and Child Abuse; 160 requires free Legal Services in Unlawful Detention; 125 respondents in Sexual Offences (Harassment, Assault and Rape); 105 respondents in Mediation and Conflict Resolution; 92 respondents in Commercial Cases; 60 respondents in Unfair dismissal/Employment cases; 46 respondents in Gender Discrimination (Disinheritance matters); 210 respondents in Other cases; 532 respondents gave no answer.

## 2.2.23 Successful access to Free Legal Services (Areas)

In which of the following areas are you able to access free legal services?

Results based on 1458 responses to this question.



Figure 23

Of the 1,458 respondents, 843 respondents gave no answer; 122 responded they were able to access free legal services in Tenancy matters/Land displacement; 77 in Domestic Violence and Child Abuse cases; 61 in Sexual offence (Harassment, Assault and Rape) cases; 50 in Mediation and Conflict Resolution Cases; 43 in Unlawful Detention Cases; 32 in Unfair dismissal/Employment cases; 20 in Commercial Cases; 11 in Gender Discrimination (Disinheritance matters) cases; 289 in Other cases.

## 2.2.24 Fees for legal service

Were you charged any fee?

Results based on 1437 responses to this question.

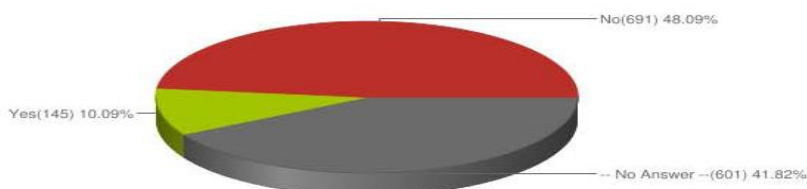


Figure 24

Of the 1,458 respondents, 48% (691) responded that they were not charged any fee for the Legal Services received; 10.09% indicated that they were charged a fee for the Legal Services received; 41.82% gave no answer.

## 2.2.25 Purpose of nominal fees charged

If yes, what were the charges for?

Results based on 1432 responses to this question.

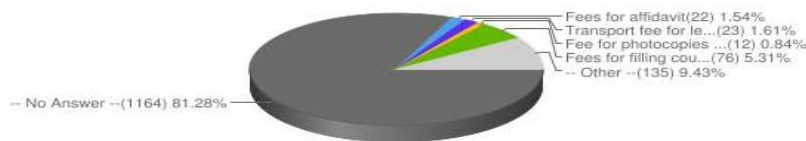


Figure 25

Of the 1,458 respondents, 1.54% (22) responded they were charged for Affidavits; 1.64% (23) responded they were charged Transport fee for legal counsel; 0.84% (12) responded they were charged a fee for Photocopies of Documents; 5.31% (76) responded they were charged a fee for Filling court processes; 9.43% (135) responded they were charged other fees; 81.28 (1164) gave no answer.

## 2.2.26. Level of Comfort in requesting pro-bono services from law firms

How comfortable do you feel to approach a law firm for free legal services?

Results based on 1458 responses to this question.

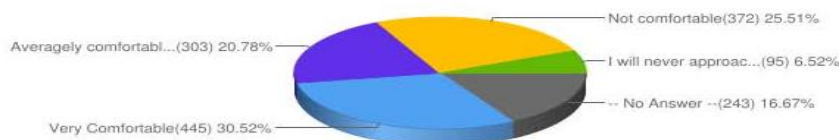


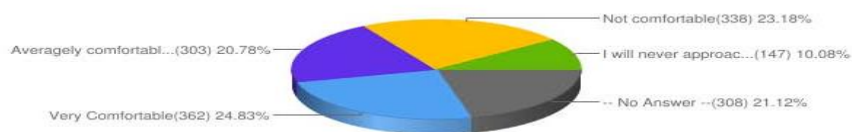
Figure 26

Of the 1,458 respondents, 30.52% (445) responded they feel Very Comfortable approaching a Law Firm for Free Legal Services; 20.78% (303) responded they feel Averagely Comfortable; 25.51% (372) responded they Do not feel Comfortable; 6.52% (95) responded they will never approach a Law Firm for such a service; 16.67% (243) gave no answer.

## 2.2.27 Level of Comfort in requesting pro-bono services from Government Agencies

### How comfortable do you feel to approach a government agency for free legal services?

Results based on 1458 responses to this question.



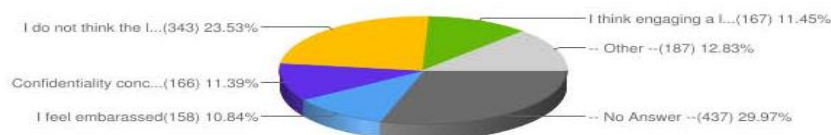
**Figure 27**

Of the 1,458 respondents, 24.83% (362) responded they feel Very Comfortable approaching a Government Agency for Free Legal Services; 20.78% (303) responded they feel averagely Comfortable; 23.18% (338) responded they do not feel Comfortable; 10.08% (147) responded they will never approach a Government Agency for any free Legal Advice; 21.12% (308) gave no answer.

## 2.2.28. Obstacles faced in assessing pro bono services

### What are your biggest impediments in assessing free legal services?

Results based on 1458 responses to this question.



**Figure 28**

Of the 1,458 respondents, 23.53% (343) responded they do not think Lawyers will take their cases seriously; 11.39% (166) responded they have Confidentiality concerns/they worry their complaints are not kept private until disclosure is necessary; 11.45% (167) responded they think engaging a Lawyer/Legal Services might make cases worse; 10.84% (158) responded they feel embarrassed; 12.83% responded with other reasons; 29.97% (437) gave no answer.

## 2.2.29 Willingness or otherwise to provide useful information on future need for legal services.

Will you be willing to provide more information on the cases needing legal services that are unique to your circumstances?

Results based on 1458 responses to this question.

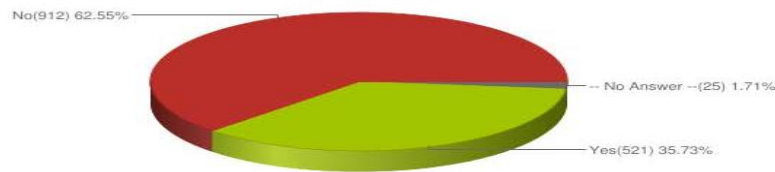


Figure 29

Of the 1,458 respondents, 62.55% (912) indicated their unwillingness to provide more information on the cases needing Legal Services that are unique to their circumstances; 35.73% (521) showed willingness to provide more information on the cases needing Legal Services that are unique their circumstances; 1.71% (25) gave no answer.

If your answer is yes, please fill in the contact details, which we can use to reach you

Results based on 1434 responses to this question.

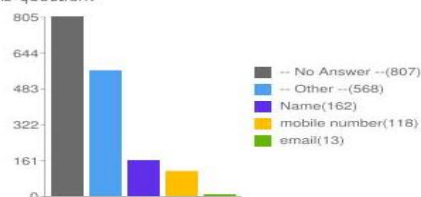


Figure 30

## 2.2 KEY FINDINGS FROM LAW FIRMS/ LAWYERS

Confirming the information from the general public, no law firm despite having more than 10 lawyers gets cases of up to 16 and above. The highest average per firm per month is 0-5. See Fig. 36.

There is a high level (See Fig. 37) of conceptual understanding of pro bono as a service devoid of any charge of either professional or charging/filling fee. Despite this high knowledge, about 20 (60.61%) do not have a dedicated team/department for providing pro bono services. The most important reason adduced for providing pro bono services by law firm is that it forms part of their social corporate responsibility.

Unfortunately, even though 78.79% (33) of the law firms believe that there is awareness of their pro bono services, only 35.46% of the public sampled reported awareness.

These opposing statistics was confirmed by the data showing that law firms 42.42% (44) believe that there is low level of public awareness of how to access services. See Fig. 42.

The attitude of the law firm to provision of pro bono services is quite high with 48.46% (16) self-reporting regular provision of pro bono services and by senior lawyers. See Fig. 46. Despite this, there is low level of commitment because there are no institutional structures or mechanisms in more than half (54.55% (18) of the law firms. The lack of institutional structure can be contributory to why there is a low level of awareness of how clients can access the pro bono service. See Fig. 42.

Using a scientific means to determine eligibility, 28 of the law firms out of 33 use level of income and employment status. This is to ensure that the beneficiaries are really indigenous and vulnerable citizens who cannot pay for legal services.

Unlike what the NGOs and government agencies reported, requests for pro bono services has largely been for unlawful detention cases.

Despite the high level of conceptual understanding of pro bono cases, the responses of the law firms point to a need to set up mechanisms such as a clearing house and conduct targeted training for lawyers on pro bono. See Fig.57. this is buttressed by the law firms demonstrated high interest, willingness and inclination for more pro bono cases.

## INTERPRETATION OF DATA ON LAW FIRMS

### 2.2.1 State



**Figure 31**

Of the 33 respondents, 39.39% (13) resides in FCT; 36.36% (12) in Osun; 24.24% (8) in Kaduna.

## 2.2.2 Staff Strength

### What is your staff strength?

Results based on 33 responses to this question.

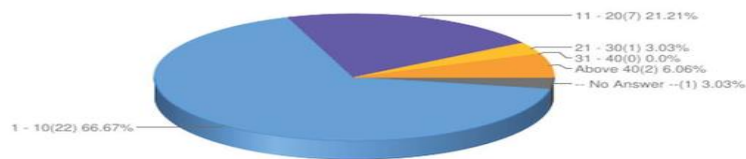


Figure 32

Of the 33 respondents, 66.67% (22) responded they have a staff strength of 1-10; 21.21% (7) responded they have a staff strength of 11-20; 3.03% (1) responded they have a staff strength of 21-30; 6.06% (2) responded they have a staff strength of above 40; 3.03% (1) gave no answer.

## Number of lawyers

### How many lawyers do you have in your firm?

Results based on 33 responses to this question.

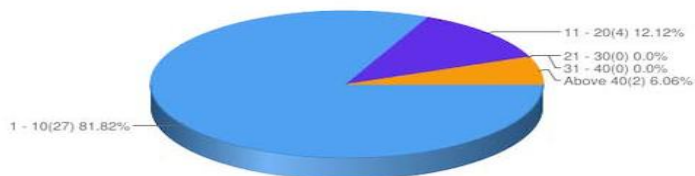


Figure 33

Of the 33 respondents, 81.82% (27) have between 1-10 lawyers in their firm; 12.12% (4) have between 11-20 lawyers in their firm; 6.06% (2) have above 40 lawyers in their firm.

## 2.2.3 Practice specialty coverage

### What are your firm's areas of practice?

Results based on 33 responses to this question.

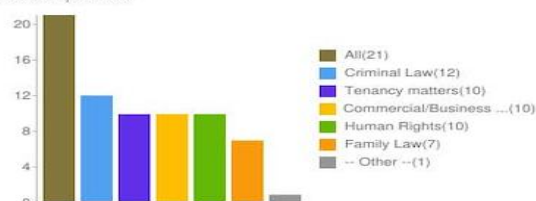


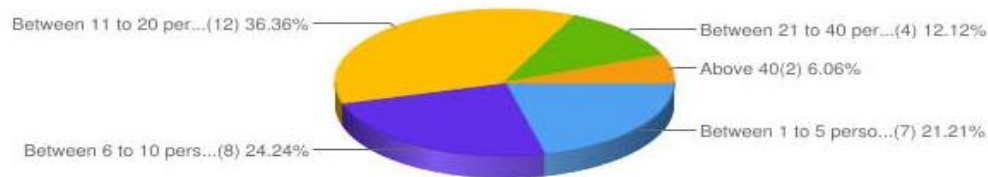
Figure 34

Of the 33 respondents, 21 practices in All areas listed; 12 focuses on Criminal Law; 10 on Tenancy Matters; 10 on Commercial Business, 10 on Human Rights; 7 on Family Law; 1 on other areas not listed.

## 2.2.4 Number of cases on a monthly basis

### About how many cases does your firm normally handle in a month?

Results based on 33 responses to this question.



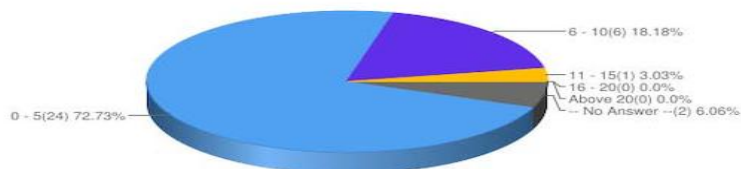
**Figure 35**

Of the 33 respondents, 21.21 (7) responded that they handle between 1 to 5 persons per month; 24.24% (8) between 6 to 10 persons per month; 36.36% (12) handles between 11 to 20 persons per month; 12.12% (4) handles 21 to 40 cases per month;

## 2.2.5 Number of pro-bono matters on a monthly basis

### Out of the total number of cases handled in a month, about how many are pro-bono cases

Results based on 33 responses to this question.



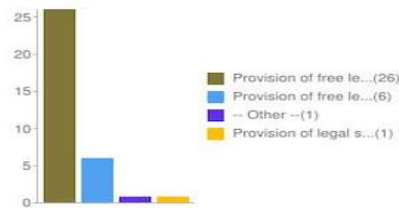
**Figure 36**

Of the 33 respondents, 72.73% (24) responded that they handle between 0-5 pro-bono cases in a month; 18.18 (6) handles between 6-10 pro-bono cases per month; 3.03% (1) handles between 11-15 pro-bono cases per month; 6.06% gave no answer.

## 2.2.6 Conceptual understanding of “Pro bono” services by lawyers and law firms

### What do you understand by the concept of Pro-Bono?

Results based on 33 responses to this question.



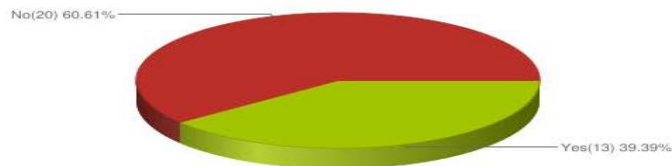
**Figure 37**

Of the 33 respondents, 26 understands the concept of pro-bono as provision of free legal services without charging a fee; 6 understands the concept as provision of free legal services with minor charges for miscellaneous expenses; 1 understands the concept as provision of legal services with minimum charges; 1 have other understanding of the concept.

## 2.2.7 Availability or otherwise of dedicated pro-bono department/ lawyers in law firms

### Does your law firm have staff members or department dedicated to the provision of pro-bono service?

Results based on 33 responses to this question.



**Figure 38**

Of the 33 respondents, 60.61% (20) answered No; 39.99% (13) answered Yes.

## 2.2.8 Motivation for providing pro-bono services by law firms/lawyers

### Why do you provide pro-bono services?

Results based on 33 responses to this question.

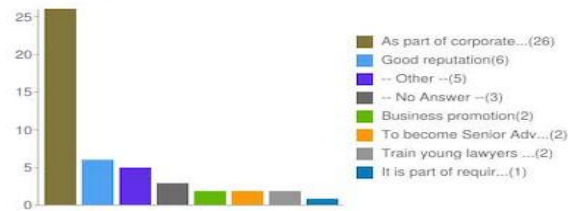


Figure 39

Of the 33 respondents, 26 responded that it is part of their Corporate social responsibilities; 6 for Good reputation; 2 for Business promotion; 2 to become a Senior Advocate of Nigeria; 2 answered that they provide pro-bono services to train young lawyers and interns; 1 responded that it is part of requirements from some their clients; 5 gave other reasons; 3 gave no answer.

## 2.2.9 Perception of lawyers on people's level of awareness about pro-bono services offered by law firm.

### Do you think people are aware of the Pro-Bono legal services offered by your Firm?

Results based on 33 responses to this question.



Figure 40

Of the 33 respondents, 78.79% answered Yes; 21.21 answered No.

## 2.2.10 Medium for creating public awareness about pro-bono services offered

### How does your firm create public awareness on the Pro-Bono services it offers?

Results based on 33 responses to this question.

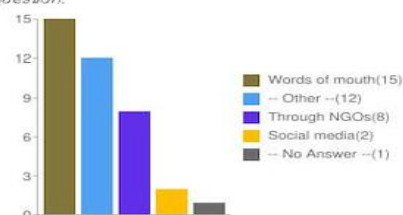


Figure 41

Of the 33 respondents, 15 responded that they create awareness by Words of mouth; 8 responded that it is through NGO's; 2 answered that they do it via social media; 12 responded that it is through other means; 1 gave no answer.

### 2.2.11 Perception as to level of public awareness about accessing pro-bono services offered.

what is the level of public awareness about how to access the pro-bono legal services offered by your firm?

Results based on 33 responses to this question.

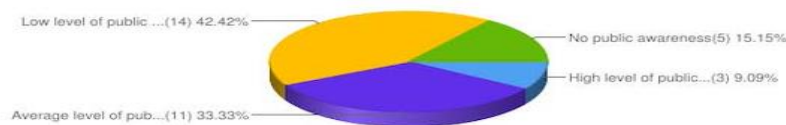


Figure 42

Of the 33 respondents, 42.42% (14), Low level of public awareness; 33.33% (11), Average level of public awareness; 15.15% (5), No public awareness; 9.09% (3), High level of public awareness.

### 2.2.12 Seniority of staff handling pro-bono requests

What is the level of staff members who handle pro-bono matters?

Results based on 33 responses to this question.

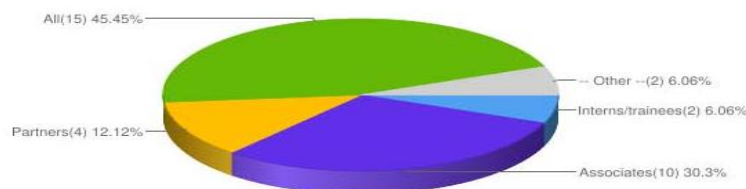


Figure 43

Of the 33 respondents, 45.45% (15) responded that all their staff members handle pro-bono matters; 12.12% (4), Partners handle pro-bono matters; 30.3% (10), Associates handles pro-bono matters; 6.06% (2), trainees/interns handle pro-bono matters; 6.06% (2), others not listed.

## 2.2.13 Number of pro-bono service requests on a monthly basis

How many request does your firm get for pro-bono services in a month?

Results based on 33 responses to this question.

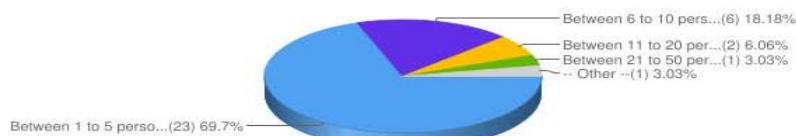


Figure 44

Of the 33 respondents, 69.7% (23) responded that their firms get between 1-5 persons for pro-bono service; 18.18% (6), the firms get between 6-10 persons; 6.06% (2), 11-20 persons; 3.03 (1), between 21-50 persons; 3.03% (1), others.

## 2.2.14 Attitude of law firms/lawyers to keeping record of pro-bono matters

Do you keep record of these record?

Results based on 33 responses to this question.

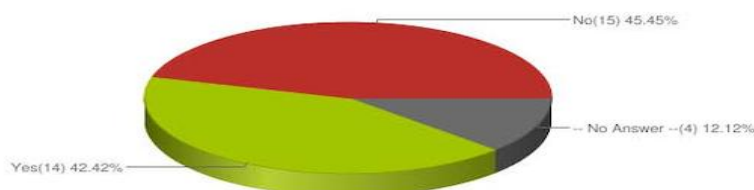


Figure 45

Of the 33 respondents, 42.42% (14) are in the habit of keeping records of pro-bono services; 45.45% (15) do not keep records; 12.12% (4) gave no answer.

## 2.2.15 Lawyer/Firm's attitude to pro-bono legal service delivery

Which of the following best describes the attitude of your law firm towards pro-bono legal service delivery in the state?

Results based on 33 responses to this question.

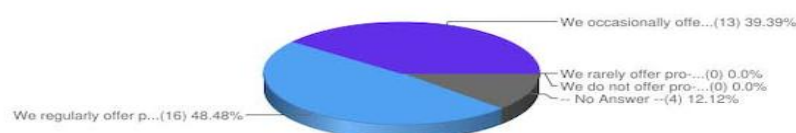


Figure 46

Of the 33 respondents, 48.48% (16) regularly offer pro-bono services to indigent persons on a regular basis; while 39.39% (13) occasionally offer pro-bono services to indigent persons; 12.12% (4) gave no answer

## 2.2.16 Assessment of pro-bono hours

### How are your pro-bono hours assessed?

Results based on 33 responses to this question.

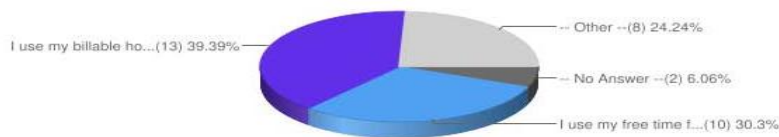


Figure 47

Of the 33 respondents, 39.39% (12) responded that they use their billable hours and gets points that are acknowledged by the firm; 30.3% (10) responded that they use their free time for pro-bono legal service; 6.06% gave no answer.

## 2.2.17 Pro-bono requests attended to on a monthly basis

### How many of the requests for pro-bono services are you/your firm able to meet?

Results based on 33 responses to this question.

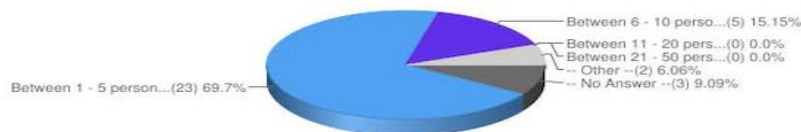


Figure 48

Of the 33 respondents, 69.7% (23) responded that they are able to meet request for 1-5 persons monthly; 15.15% (5), between 6-10 persons monthly; 6.06% (2), others not listed; 9.09% (3) gave no answer.

## 2.2.18 Reason for not delivering pro-bono service

### Which of the following reasons best describes why they do not get to the point of service?

Results based on 33 responses to this question.

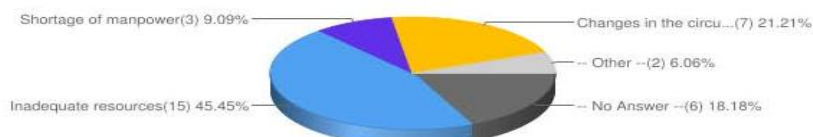


Figure 49

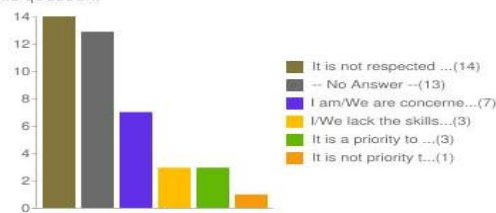
Of the 33 respondents, 45.45% (15) responded that Inadequate resources is the reason why they do not get to the point of service; 21.21% (7) responded that changes in the

circumstance of the indigent person is the reason why they do not get to the point of service; 9.09% (3) responded that Shortage of Manpower is the reason why they do not get to the point of service; 6.06% (2) responded with other reasons; 18.18% (6) gave no answer.

### 2.2.19 Obstacles faced in rendering pro-bono services

**What are some of the biggest impediments to conducting pro-bono? (select the three most applicable)**

*Results based on 33 responses to this question.*



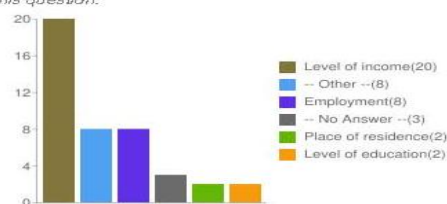
**Figure 50**

Of the 33 respondents, 14 people feels Pro-bono is not respected or valued generally in the legal community (Bar Associations, Law Firms, Prospective Employers); 7 feels concerned it undermines the legal aid system; 3 responded that they lacked the skills or experience in the practice areas needed by pro-bono client; 3 responded that pro-bono services is a priority to them but not to their law firm; 1 responded that Pro-bono is not a priority; 13 gave no answer.

### 2.2.20 Law firm/Lawyers' parameters for determining eligibility for pro-bono

**What criteria does your law firm use in ascertaining that a person is eligible to receive pro-bono service?**

*Results based on 33 responses to this question.*



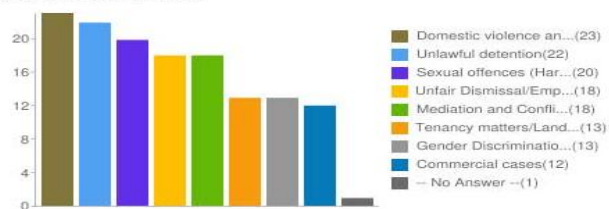
**Figure 51**

20 of 33 lawyers/law firms confirms levels of income as their criteria in ascertaining a person's eligibility to receive pro-bono services; 8 people responded that they/their firm use employment as the criteria in ascertaining eligibility to receive pro-bono services; for 2 respondents, the place of residence is the determining factor; for another 2, it is the level of education; 8 lawyers said they determine eligibility using other criteria.

## 2.2.21 Possible areas of practice collaboration with NGOs

If your law firm is to work with an NGO, what kinds of work/areas would it be interested in?

Results based on 33 responses to this question.



**Figure 52**

Of the 33 respondents, 23 responded that they will be interested in Domestic Violence and Child Abuse; 22 indicated preference in Unlawful detention, 20 in Sexual offences (Harassment, Assault and Rape); 18 in Unfair Dismissal/Employment Cases; 18 in Mediation and Conflict Resolution; 13 in Tenancy matters/Land Displacement; 12 in Commercial Cases; 1 gave no answer.

## 2.2.22 Legal issue with the highest prevalence of pro-bono requests to law firms

In what areas does your firm get the most request for pro-bono services?

Results based on 33 responses to this question.



**Figure 53**

Of the 33 respondents, 22 responded that their firm gets the most request for pro-bono services from Unlawful Detention cases, 13 from Unfair Dismissal cases, 10 from Tenancy Matters/Land Displacement cases; 9, from Domestic Violence and Child Abuse; 8 from Commercial cases; 7 from Sexual offences (Harassment, Assault and Rape); 6 for Mediation and Conflict Resolution; 2 from Gender discrimination (disinheritance matters); 1 from others; 3 gave no answer.

## 2.2.23 Reception of firms handling pro-bono cases by the Courts

How is your firm received by courts when handling pro-bono matters?

Results based on 33 responses to this question.

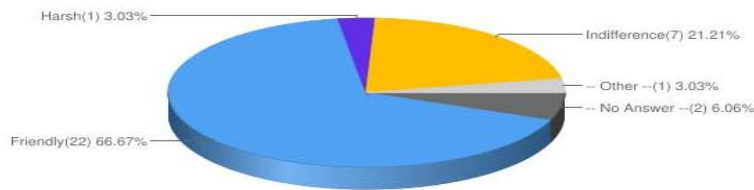


Figure 54

Of the 33 respondents, 66.67% (22) responded that the Courts are Friendly; 21.21% responded that the Courts are Indifferent; 3.03% (1) reported the Courts are harsh; another 3.03% gave other opinions; 6.06% (2) gave no answer.

How often do partners and other senior counsel engage in pro-bono services or provide supervision of pro-bono services?

Results based on 33 responses to this question.

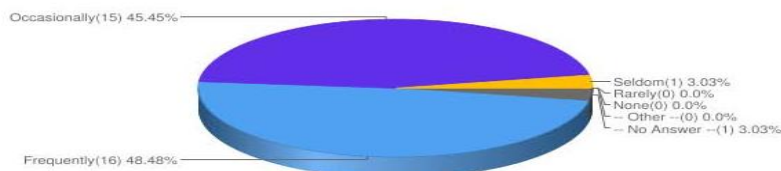


Figure 55

Of the 33 respondents, 48.48% (16) responded as “Frequently”; 45.45% (15) responded as “Occasionally”; 3.03% (1) responded as “Seldom”; another 3.03% gave no answer.

## 2.2.24 Structure for providing pro-bono services

Which of the following options best describes the kind of structure available in your law firm for the provision of pro-bono legal services to indigent persons in the state?

Results based on 33 responses to this question.



Figure 56

Of the 33 respondents, 54.55% (18) responded that they have Ad hoc structures available in their law firm for the provision of pro-bono legal services to indigent persons in their state; 27.27% (9) responded that they have Formal Structures; 9.09% (3) reported there are No Structures available; another 9.09% (3) gave no answer.

## 2.2.25 Additional motivation for pro-bono work

What will make you more inclined to do pro-bono work (select up to three)

Results based on 33 responses to this question.

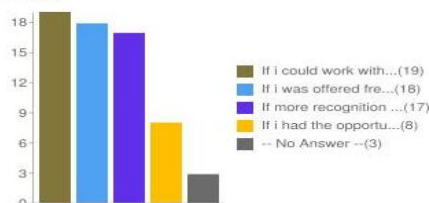


Figure 57

Of the 33 respondents, 19 responded that they will be more inclined to do more pro-bono work if they could work with a pro bono broker/clearing house; 18 responded that they will be more inclined to do more pro-bono work if they were offered free training and/or continuing legal education; 17 responded that they will be more inclined if more recognition was given to pro bono volunteers; 8 responded that they will be more inclined if they had the opportunity to work on a discrete legal task that does not involve full representation of the client; 3 gave no answer.

## 2.2.26 Future commitment to diligent pro-bono work as an individual or in a group

Would you be willing to be an ambassador/lead a team including your peers and young lawyers in promoting periodic/frequent pro-bono matters that are taken seriously and handled diligently?

Results based on 33 responses to this question.

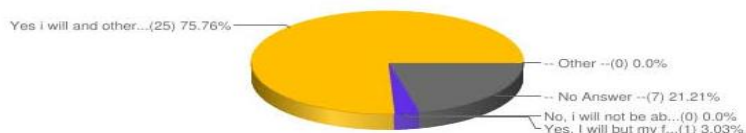


Figure 58

Of the 33 respondents, 75.76% (25) are willing but they will be more inclined if other Senior Associates/Partners will be interested in it too; 3.03% (1) answered No, they will not be able to help; 21.21% (7) gave no answer.

## 2.3 KEY FINDINGS FROM THE JUDICIARY

31 judicial officers were surveyed from the three states in focus. Majority serve in the criminal division (21) while others served in cross-disciplinary divisions such as general civil division, land, commercial, probate as well as the family division. It is important to note that over 38% of the judicial respondents have served for over 10 years while

approximately 26% have served for over 5years. This means that they have sound institutional memory of cases and the processes.

Of these 31, majority has handled pro bono cases lending to their familiarity with such cases though conversely, 54.8% stated that pro bono cases rarely came before them when compared to other cases with fee-paid lawyers. This affirms the earlier statistics where less than 30% of the public surveyed has every sought and got pro bono services.

The judicial officers affirmed that most of the cases had been diligently prosecuted by the lawyers. This suggests a positive disposition of lawyers to pro bono services. However, the rating given to such representation though high still falls below the perceived rating given to the quality of the same lawyer's representation of their fee-paying clients. This observation and conclusion are drawn by the judicial officers using the rubric of counsel's overall quality of representation of cases. See Fig. 66-68.

Recommending ways in which the judiciary can impact a culture of pro bono in Nigeria, most of the judicial officers suggested filling fee waiver (21 of the respondents); giving accelerated hearing (18 of the respondents); and designating specific judicial officers (3 of the respondents). However, the third recommendation will need to be re-examined critically as it may impact negatively on litigants who will be marked out as vulnerable by the court system in general if a specific court is sequestered for their cases.

Very few judicial officers give recognition to pro bono lawyers. 'Recognition' is a practice in Nigeria where courts accord special rights to lawyers based on seniority or their existing goodwill. This can be an incentive for lawyers to take a pro bono case if such practice is imbibed by the judicial system for lawyers that take on pro bono cases and provide high quality representation comparable to that given to fee-paying clients.

## INTERPRETATION OF CHARTS:

### 2.3.1 Location

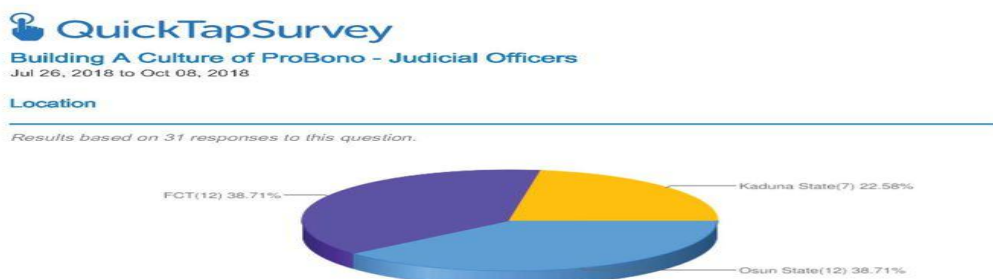
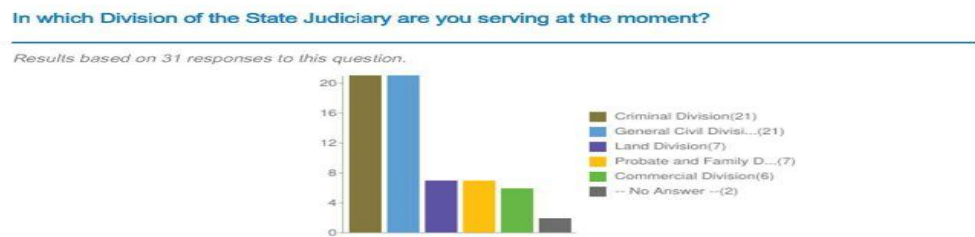


Figure 59

Of the 31 respondents, 38.71% (12) were from the FCT; 38.71 (12) from Osun State; 22.58% (7) from Kaduna State.

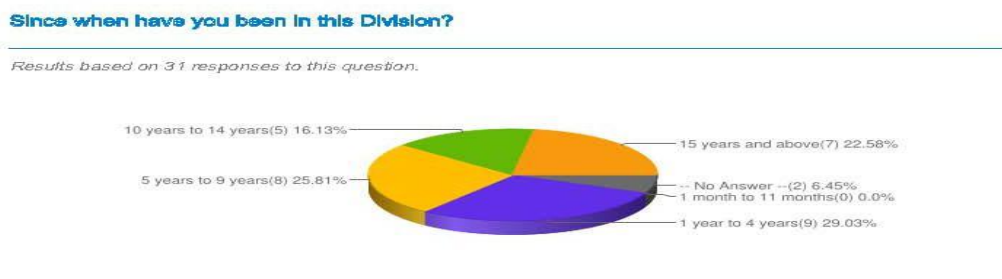
### 2.3.2 Current Division of Service in State Judiciary



**Figure 60**

Of the 31 respondents, 21 respondents serve in the Criminal Division; 21 serves in the General Civil Division; 7 serves in the Land Division; 7 serves in the Probate and Family Division; 6 serves in the Commercial Division; 2 gave no answer.

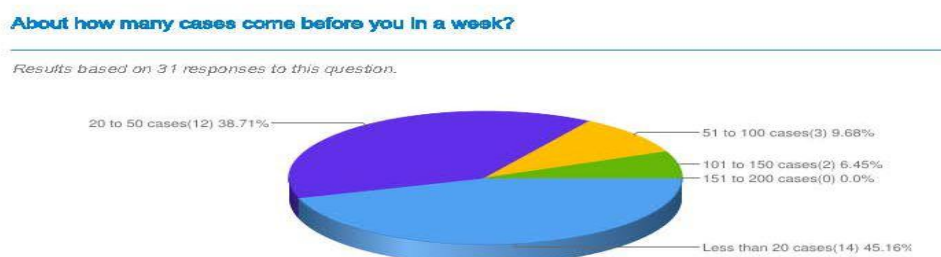
### 2.3.3 Length of Service in current division of State Judiciary



**Figure 61**

Of the 31 respondents, 29.03% (9) has been in their current division for 1-4 years; 25.81% (8) for 5-9 years; 16.13% (5) for 10-14 years; 22.58% for 15 years and above; 6.45% (2) gave no answer.

### 2.3.4 Number of cases on a weekly basis



**Figure 62**

Of the 31 respondents, 45.16% (14) responded that Less than 20 cases come before them in a week; 38.71 (12), 20-50 cases in a week; 9.68% (3) 51-100 cases; 6.45% (2), 101-150 cases.

**In your career as a judicial officer, have you at any time had pro bono cases come before you?**

Results based on 31 responses to this question.

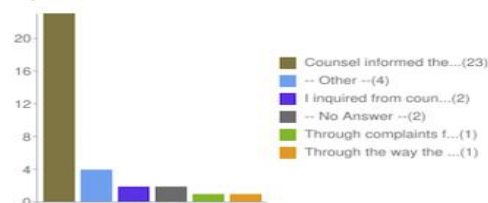


**Figure 63**

93.55% (29) handled pro-bono, while 6.45% (2) are yet to handle pro-bono.

**If you answer 'Yes' to question 6, how did you know?**

Results based on 31 responses to this question.



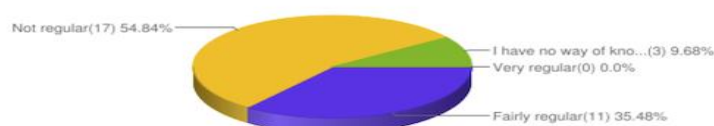
**Figure 64**

Of the 31 respondents, 23 responded that Counsel informed the court; 2 responded that they inquired from counsel in the course of proceedings; 1, through complaints from Litigants; 1, through the way the process was filed; 4 gave other reasons; 2 gave no answer.

### 2.3.5 Frequency of pro-bono cases before the Judiciary

**How regularly do pro bono cases come before you?**

Results based on 31 responses to this question.



**Figure 65**

Of the 31 respondents, 54.84% (17) responded that pro-bono cases are not regular before them; 35.48% (11) responded that they are fairly regular; 9.68% (3) said they have no way of knowing if they come or not.

### 2.3.6 Judicial officer's rating of quality of service of counsel and professional competence in handling pro-bono cases.

How will you rate the professional performance, experience, ability and personal qualities of the Counsel who handled pro bono cases before you?

Results based on 31 responses to this question.



Figure 66

Of the 31 respondents, 61.29% (19) responded that more than 50% were good; 25.81% (8), 26-50% were good; 3.23% (1), less than 10% were good;

Overall impression, how will you rate Law Firms in their disposition to pro bono cases handled by them?

Results based on 31 responses to this question.

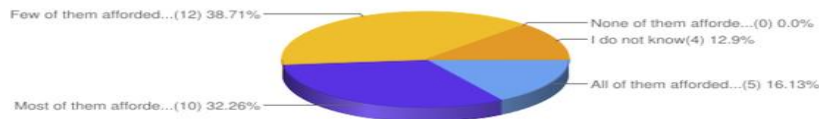


Figure 67

Of the 31 respondents, 38.71% (12) believes **few** of the Law firms afforded same treatment as given to cases handled by them on fee paying basis; 32.26% (10) believes **Most** of the Law Firms afforded same treatment as given to cases handled by them on fee paying basis; 16.13% (5) believes **All** of the Law Firms afforded same treatment as given to cases handled by them on fee paying basis; 12.9% (5) said they don't know.

What percentage of pro bono cases that came before you have hearings or trials had to be re-scheduled because counsel handling the pro bono case was not ready?

Results based on 31 responses to this question.

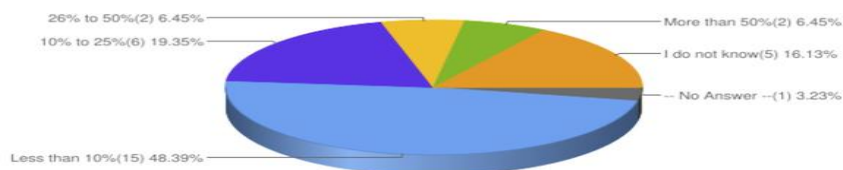
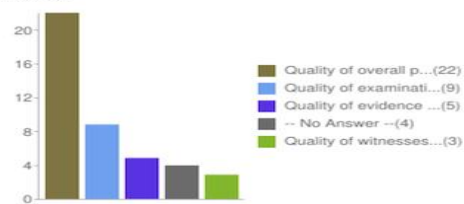


Figure 68

Of the 31 respondents, 48.39% (15) responded that less than 10% of hearings or trials of pro-bono cases had to be re-scheduled because counsel handling the pro bono case was not ready; 19.35% (6) responded that 10%-25% of hearings or trials of pro-bono cases had to be re-scheduled because counsel handling the pro bono case was not ready; 16.13% (5) responded they do not know; 6.45% (2) reported it's 26%-50% of hearings or trials; 6.45% (2) responded that it over 50% of hearings or trials; 3.23% (1) gave no answer.

Which option best reflects the way in which professionalism of counsel affects cases involving free legal services? (You may tick more than one option).

Results based on 31 responses to this question.



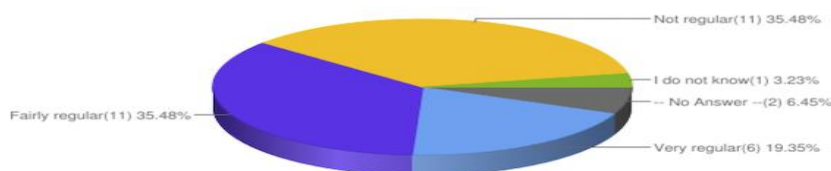
**Figure 69**

Of the 31 respondents, 22 respondents agree that the Quality of overall presentation of cases before the court best reflects the way in which professionalism of counsel affects cases involving free legal services. 9 respondents agree that it's the Quality of examination and cross examination before the court; 5 respondents agree it's the Quality of examination and cross examination before the court 3 respondents reported it's the Quality of witnesses introduced before the court; 4 gave no answer.

### 2.3.7 Effect of Lack of legal representation on speed of trials for awaiting trial inmates

How regularly do awaiting trial inmates appear in court and cases have to be adjourned for reason of lack of legal representation?

Results based on 31 responses to this question.



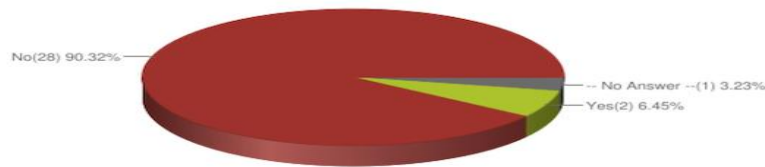
**Figure 70**

Of the 31 respondents, 35.48% (11) respondents reported fairly regular; for 35.48% (11) such incidences are not regular; incidences are very regular for 19.35% (6); 3.23% (1) reported they do not know; 6.45% (2) gave no answer.

### 2.3.8 Awareness of the availability of policy directive or guide aimed at fast-tracking pro-bono cases

Are you aware of any existing policy directives or guide pursuant to which judicial officers in the State can give preference or priority to fast-track pro bono cases?

Results based on 31 responses to this question.



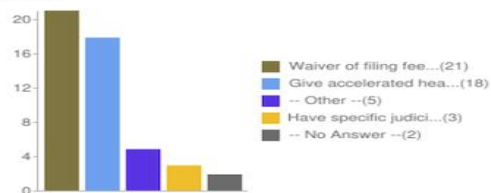
**Figure 71**

Of the 31 respondents, 90.32% (28) are not aware; 6.45% (2) are aware; while 3.23% (1) gave no answer.

### 2.3.9 Ways through which the Courts can contribute to effectiveness of pro-bono services.

How can the court assist in giving effectiveness to pro bono services in the State? (You may tick more than one option).

Results based on 31 responses to this question.



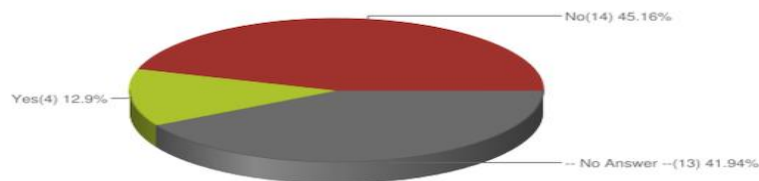
**Figure 72**

On how the court can assist in giving effectiveness to pro-bono services in the State; Of the 31 respondents, 21 respondents answered that the court can assist by a waiver of filling fees; 18 respondents agrees that the court should give accelerated hearing to pro-bono cases; 3 respondents agrees that the courts should designate specific judicial officers assigned solely to handle pro bono cases; 5 respondents suggested other ways; 2 gave no answer.

### 2.3.10 Judicial officers' special recognition to Pro-bono lawyers

Do you give any special recognition to Pro-Bono lawyers?

Results based on 31 responses to this question.



**Figure 73**

On whether they give any special recognition to pro-bono lawyers; 45.16% (14) answered No; 12.9% (4) answered Yes; 41.94% (13) gave no answer.

### 2.3.11 Awareness of State Public interest partnership like the Lagos LPILP

If applicable, how much awareness does the court have about a state public interest partnership similar to the Lagos Public Interest Law Partnership (LPILP) Pro Bono Project?

Results based on 31 responses to this question.



**Figure 74**

Of the 31 respondents, 35.48% (11) respondents answered "No Awareness"; 16.13% (5) agrees there is Low level of awareness; 9.68% (3) agrees that there is Average level of awareness; 6.45% (2) agrees there is High level of awareness; 19.35% (6) responded that it is "Not Applicable"; 12.9% (4) gave no answer.

## 2.4 KEY FINDINGS FROM GOVERNMENT AGENCIES

Government agencies mandated to provide services are poorly staffed and considering the nature of litigation in Nigeria which is often long drawn, the lack of capacity of the agency staff to counsel is a huge gap. See Fig. 77 & 78.

Compared to NGOs and Law firms, government agencies appear to have handled the most cases. See Fig. 79, 101 and 36. However, some of the possible clients still fall through the crack and do not get to the point of service as reported by the respondents from the government agencies in Fig. 87. There is also a huge gap in provision of pro

bono services to indigents on commercial cases unlike the case of the law firms that have provided most pro bono services on tenancy matters. See Fig. 91, 92 and 53.

All government agencies reported 100% of awareness by the public of their services (See Fig. 80. However, this is dampened by the data that there is still 16.67% probability that the public may not know how to access such services. See Fig. 81.

Similar to the law firms and NGOs, word of mouth and social media are the 2 main ways government agencies have created awareness about their services. See Fig. 82. Additionally, government agencies also use level of income, education and employment status to determine eligibility for pro bono services. See Fig. 93.

## INTERPRETATION OF CHARTS ON GOVERNMENT AGENCIES

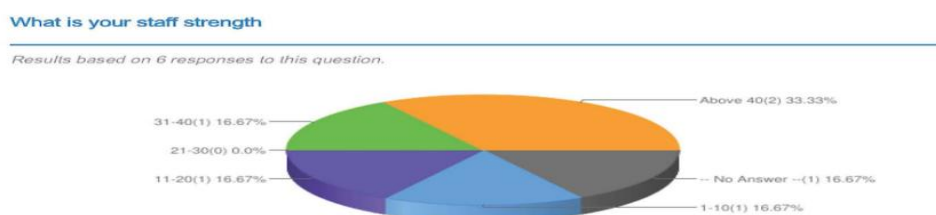
### 2.4.1 State/Location



**Figure 75**

Of the 6 respondents, 50% (3) are from the FCT; 33.33% (2) from Kaduna State; 16.67% (1) from Osun State.

### 2.4.2 Staff Strength



**Figure 76**

Of the 6 respondents, 16.67% (1) responded that the staff strength is between 1-10; 16.67% (1) responded that their staff strength is between 11-20; 16.67% (1) responded

that their staff strength is between 31-40; 33.33% (2) said their staff strength is above 40; 16.67% (1) gave no answer.

### 2.4.3 Number of lawyers in the workforce of Government Agency

#### How many lawyers do you have in your agency

Results based on 6 responses to this question.

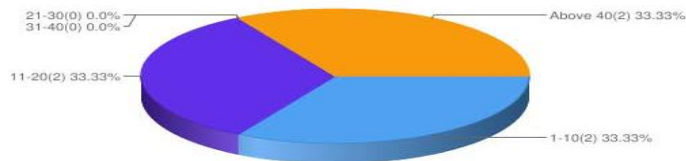


Figure 77

Of the 6 respondents, 33.33% (2) responded that they have between 1-10 lawyers in their agency; another 33.33% (2) responded that they have between 11-20 lawyers in their agency; 33.33% (2) said they have above 40 lawyers in their agency.

### 2.4.4 Lawyers' areas of experience

#### What is/are their area(s) of experience? You can select more than one option

Results based on 6 responses to this question.

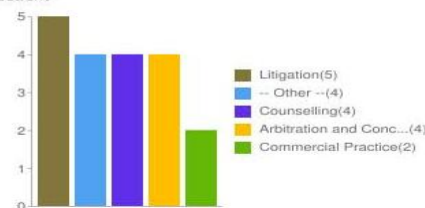


Figure 76

Of the 6 respondents, 5 responded that the lawyers have experience in Litigation; 4 said Counselling; 4 said Arbitration and Conciliation; 2 said Commercial Practice; 4 responded that the lawyers have experience in other areas.

### 2.4.5 Agency's areas of practice

#### What are your agency's areas of practice?

Results based on 6 responses to this question.

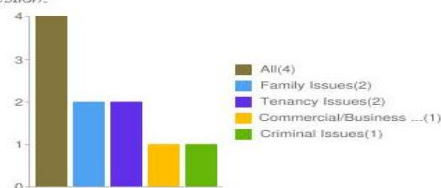


Figure 78

Of the 6 respondents, 4 responded that their agency covers all the listed areas of practice; 2 responded that they cover Family Issues; 2 said their area of practice is Commercial/Business Issues; 1 responded that their area of practice is Criminal Issues.

#### 2.4.6 Number of cases per month

How many cases does your agency handle in a month?

Results based on 6 responses to this question.



Figure 79

Of the 6 respondents, 33.33% (2) responded that they handle 11-20 cases in a month; 1 responded that they handle 21-30 cases in a month; 33.33% (2) responded that they handle 33-40 cases in a month; 1 responded that they handle above 40 cases in a month.

#### 2.4.7 Public awareness of Agency's service

Is the public aware of free legal service provided by your agency?

Results based on 6 responses to this question.



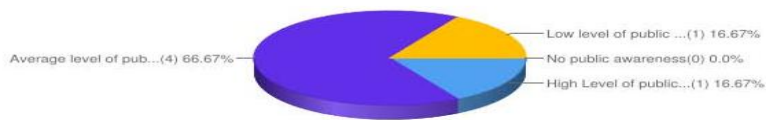
Figure 80

Of the 6 respondents, all 6 answered that the public is aware of the free legal service provided by their agency.

## 2.4.8 Public awareness on accessing Agency's free legal Service

What is the level of public awareness about how to access the free legal service offered by your agency

Results based on 6 responses to this question.



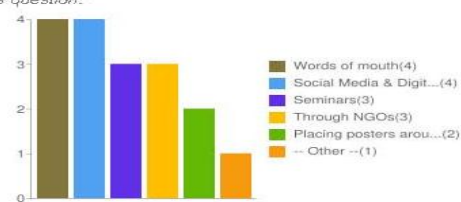
**Figure 81**

Of the 6 respondents, 16.67% (1) responded that there is a High level of public awareness about how to access the free legal service offered by their agency; 66.67% (4) responded that there is Average level of public awareness about how to access the free legal service offered by their agency; 16.67% (1) responded that there is a Low level of public awareness about how to access free legal service offered by their agency.

## 2.4.9 Agency's medium of creating public Awareness

How does your agency create public awareness on the services it offers?

Results based on 6 responses to this question.



**Figure 82**

Of the 6 respondents, 4 responded that they create public awareness on the services they offer by Word of mouth; 4 responded that they make use of Social Media and Digital Marketing; 3 responded that they use create awareness by Seminars; another 3 respondents said they create awareness through NGO's; 2 respondents said they create awareness by placing posters around court premises.

## 2.4.10 Number of free legal service request per month

How many request does your agency gets for free services in a month?

Results based on 6 responses to this question.

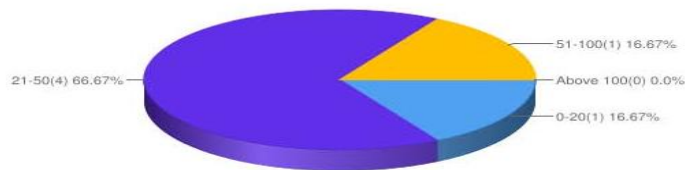


Figure 83

Of the 6 respondents, 16.67% (1) responded that they get between 1-20 requests for free services in a month; 66.67% (4) responded that they get between 21-50 requests in a month; another 16.67% (1) responded that they get between 51-100 requests in a month.

## 2.4.11 Agency's attitude towards free legal services

Which of the following best describes the attitude of your agency towards free legal service delivery?

Results based on 6 responses to this question.



Figure 84

Of the 6 respondents, 100%, all 6 respondents regularly offer free legal services to indigent persons.

## 2.4.12 Agency's Record keeping attitude

Do you keep register of your services?

Results based on 6 responses to this question.



Figure 85

Of the 6 respondents, 83.33% (5) keeps a register of their services; 16.67% (1) does not keep a register of services rendered.

## 2.4.13 Number, nature and quality of services provided

**If your agency is involved in the delivery of free legal services in the state, what number of indigent person(s) needing free legal services do you provide such services to monthly?**

*Results based on 6 responses to this question.*

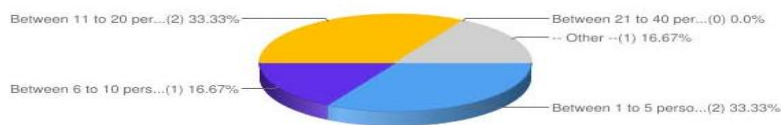


**Figure 86**

Of the 6 respondents, 33.33% (2) responded that they provide free legal services to 11-20 persons monthly; another 33.33% (2) said they provide free legal services to 21-50 persons monthly; 33.33% (2) said they provide free legal services to other numbers of persons monthly.

**Can you provide estimate of the number of those seeking free legal assistance from your agency, who do not get to the point of service?**

*Results based on 6 responses to this question.*

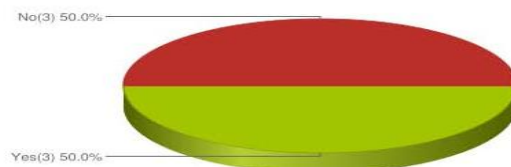


**Figure 87**

Of the 6 respondents, 33.33% (2) responded that between 1-5 persons of those seeking free legal assistance from their agency monthly do not get to the point of service; 16.67% (1) responded that it is 6-10 persons; 33.33% (2) said between 11-20 persons; 16.67% (1) said other number of persons.

**Do you have assessment forms by which beneficiaries are able to give an assessment of the quality of free legal services rendered by your agency?**

*Results based on 6 responses to this question.*

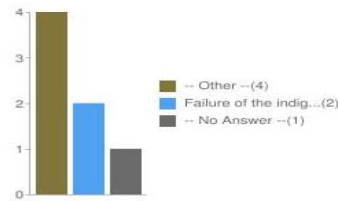


**Figure 88**

Of the 6 respondents, 50% (3) have assessment forms by which beneficiaries are able to give an assessment of the quality of free legal service by their agency; 50% (3) does not have such forms.

Which of the following options best describes why a person seeking free legal service from your agency might be turned away?

Results based on 6 responses to this question.



**Figure 89**

Of the 6 respondents, 4 respondents gave other unlisted reasons to why a person seeking legal service from their agency might be turned away; 2 responded that it's failure of the indigent person to provide necessary information; 1 gave no answer.

If your agency was to work with an NGO, what kind of work/areas would it be interested in? (Select all that apply)

Results based on 6 responses to this question.

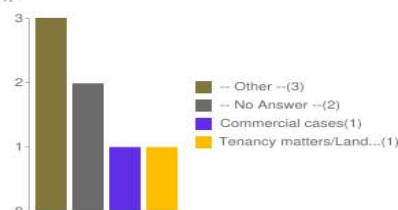


**Figure 90**

Of the 6 respondents, 4 persons indicated that their agency will work in the area of Sexual Offences (Harassment, Assault and Rape) if they are to work with an NGO; 4 respondents chose Domestic Violence and Child Abuse; another 4 chose Gender Discrimination (disinheritance matters); 3 chose Commercial Cases; 3 chose Unlawful Detention; 3 chose Mediation and Conflict Resolution; 2 chose Tenancy Matters/Land Displacement; 2 chose other area.

What kind of request for free legal services does your agency turn down?

Results based on 6 responses to this question.



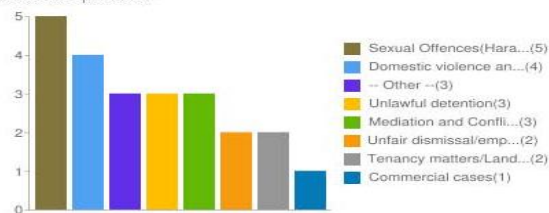
**Figure 91**

Of the 6 respondents, 1 person responded that their agency turns down request for free legal services in Tenancy matters/Land Displacement cases; 1 responded that their

agency turns down request for free legal services in Commercial cases; 3 responded that their agency may turned down request for free legal services in other cases not listed; 2 respondents gave no answer.

#### In what area does your agency get the most request for free legal services?

Results based on 6 responses to this question.



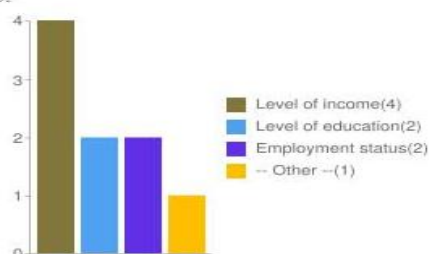
**Figure 92**

Of the 6 respondents, 5 respondents reported they get most request for free legal services for Sexual Offences (Harassment, Assault and Rape) cases; 4 responded that they got most request for Domestic Violence and Child Abuse; 3 for Unlawful Detention; 3 for Mediation and Conflict Resolution; 2 for Unfair Dismissal/Employment cases; 2 for Tenancy Matters/Land Displacement; 1 for Commercial Cases; 3 for Other cases not listed.

#### 2.4.14 Agency's criteria for determining qualification as "indigent"

#### What criteria does your agency employ in classifying a person as indigent?

Results based on 6 responses to this question.



**Figure 93**

Of the 6 respondents, 4 respondents said they employ "Level of Income" in classifying a person as indigent; 2 said they use the "Level of Education"; another 2 respondents reported they use "Employment Status"; 1 employs other criteria.

## 2.4.15 Ratio of competent professionals to persons seeking free legal service

What is the ratio of available competent professionals to indigent persons seeking free legal services from your agency?

Results based on 6 responses to this question.



**Figure 94**

Of the 6 respondents, 66.67% (4) responded that the ratio of available competent professionals to indigent persons seeking free legal in their agency is 1 professional to not more than 5 indigent persons monthly (1:5); 16.67% (1) respondent said that the ratio of available competent professionals to indigent persons seeking free legal in their agency is 1 professional to not more than 10 indigent persons monthly (1:10); another 16.67% (1) responded that the ratio of available competent professionals to indigent persons seeking free legal in their agency is 1 professional to not more than 20 indigent persons monthly (1:20).

## 2.5 KEY FINDINGS FROM NGOS

One unique feature of the survey is its ability to identify the need of NGOs themselves for pro bono services and this is quite high at 40%. This may also be attributed to the data showing that there is a draught of legal personnel available for indigent persons who are seeking pro bono services from NGOs.

For the NGOs that provide pro bono services, more than half are able to get a feedback and they are rated quite high. See Fig. 109. However, on a general note, documentation by the NGO is quite poor (See Fig. 119) and this may have affected the process of referrals of cases for pro bono services when such NGOs are unable to provide the service. 40% of the NGOs sampled stated that there are no referral mechanisms or processes in place.

The data from sampling the NGOs suggest that there is a large unmet need for pro bono service because 64% (16 respondents) have turned down between 1-5 persons who came seeking pro bono services. This correlates with 68% (17) who reported an inability to meet the pro bono needs of indigenous persons.

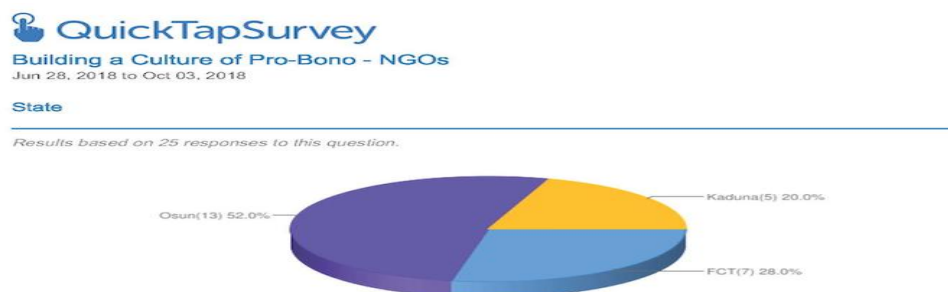
When summed up, there is low level of awareness (Fig.104) on how to access free legal services. 80% reported low, average and lack of public awareness. With gross inability to meet demands as identified in the preceding paragraph, it will make sense for such NGOs to refrain from publicizing the services in order not to become inundated. On the contrary, government agencies reported 100% awareness. Therefore, if the demands are more on the government agencies, a scheme whereby private lawyers are part of a mechanism to support the government agencies.

Social media is a veritable tool for creating awareness in Nigeria. 11 NGOs reported clients becoming aware of their services via social media (See Fig. 105).

Majority of the cases handled by the NGOs have been domestic violence or gender-based violence cases. This is not surprising since 21 out of 25 of the NGOs have their focus as human rights.

## INTERPRETATION OF CHARTS ON NGO DATA

### 2.5.1 Location



**Figure 95**

Of the 25 respondents, 52% (13) are from Osun State; 28% (7) are from FCT; 20% (5) are from Kaduna

## 2.5.2 Staff Strength of Organization

What is the staff strength of your organisation?

Results based on 25 responses to this question.

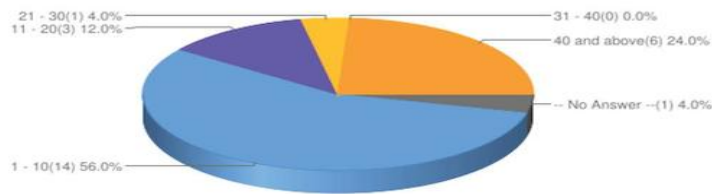


Figure 96

Of the 25 respondents, 56% (14) responded that they have a staff strength of between 1-10; 12% (3) responded that they have a staff strength of between 11-20; 4% (1), staff strength of between 21-30; 24% (6), staff strength of over 40; 1 gave no answer.

## 2.5.3 Focus areas of NGO's intervention

What are your NGO's Focus areas?

Results based on 25 responses to this question. Some answers have been filtered from this chart. Only the top 10 have been included.

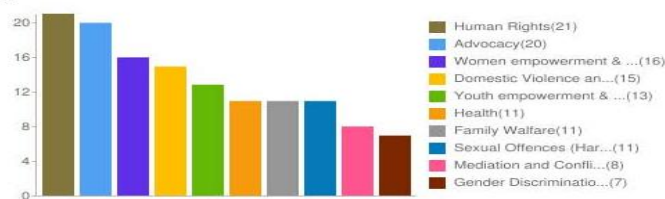


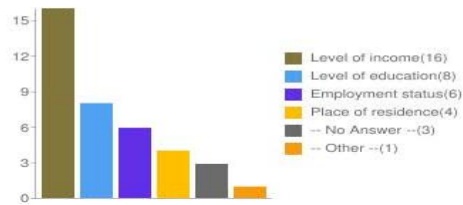
Figure 97

Of the 25 respondents, 21 respondents reported their NGO's focus area is Human Rights; 20 reported it is Advocacy; 15 reported its Domestic Violence and Child Abuse; 13 responded that it is Youth Empowerment and other related issues; 11 respondents reported their focus are is Health; 11 reported it is Family Welfare; another 11 reported it is Sexual Offences ( Harassment, Assault and Rape); 8 people reported their NGO is focused on Mediation and Conflict Resolution; 7 reported it is on Gender Discrimination(disinheritance matters).

## 2.5.4 Criteria for classifying indigent persons

What criteria does your organisation employ in classifying a person as indigent?

Results based on 25 responses to this question.



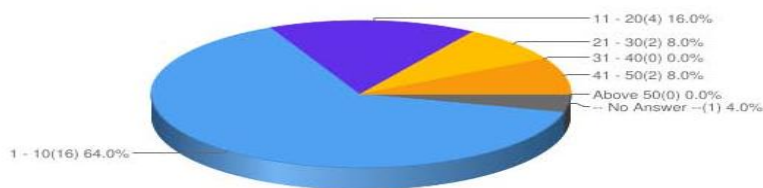
**Figure 98**

Of the 25 respondents, in classifying a person as indigent, 16 respondents reported their organization will consider the Level of Income; 8 respondents reported their organization will consider the Level of education; 6 respondents reported their organization will use the person's employment status; 4 respondents reported their organization will use the Place of residence as a criterion in classifying a person as indigent; 1 gave other criteria not listed; 3 respondents gave no answer.

## 2.5.5 Number of cases handled on a monthly basis

About how many cases do you generally receive in a month?

Results based on 25 responses to this question.



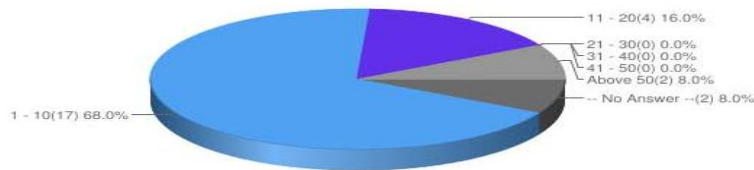
**Figure 99**

Of the 25 respondents, 64% (16) reported that their organization receive 1-10 cases in a month; 16% (4) respondent reported that their organization receive 11-20 cases in a month; 8% (2) reported that their organization receive between 21-30 cases in a month; 8% (2) respondents reported that their organization receives 41-50 cases in a month. 1 respondent gave no answer.

## 2.5.6 Number of requests for free legal assistance

Of the cases you require, how many request for free legal assistance?

Results based on 25 responses to this question.



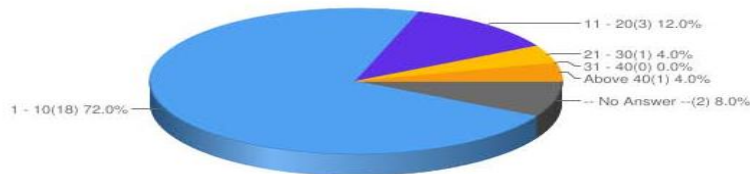
**Figure 100**

Of the 25 respondents, 68% (17) respondents reported that they get 1-10 requests for free legal assistance; 16% (4) respondents reported that they get 11-20 requests for free legal assistance; 8% (2) respondents reported that they get above 50 requests for free legal assistance. 8% (2) did not give any answer.

## 2.5.7 Number of requests attended to

Of the request for free legal assistance, how many are you able to assist?

Results based on 25 responses to this question.



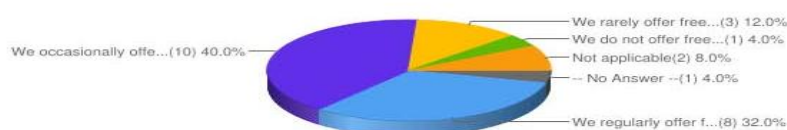
**Figure 101**

Of the 25 respondents, 72% (18) respondents reported that their organization is able to select between 1-10 people for legal assistance from the requests they get; 12% (3) respondents reported that their organization is able to select between 11-20 people for legal assistance; 4% (1) respondent reported that their organization is able to select between 21-30 people for legal assistance; another 4% (1) respondent reported that their organization is able to select over 40 people for legal assistance from the requests they get; 8% (2) respondents gave no answer;

## 2.5.8 Attitude of Organization towards free legal services

Which of the following best describes the attitude of your organisation towards free legal service delivery in the state?

Results based on 25 responses to this question.



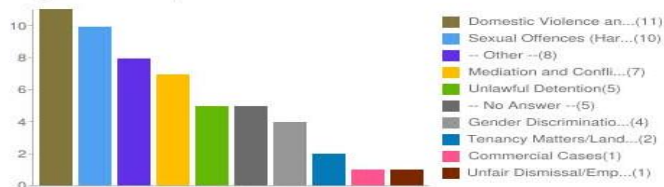
**Figure 102**

Of the 25 respondents, 40% (10) respondents reported that their organization occasionally offer free legal services for indigent persons; 32% (8) respondents reported that their organization regularly offers free legal services for indigent persons; 12% (3) respondents reported that their organization rarely offer free legal services for indigent persons; 4% (1) respondent reported that their organization does not offer free legal services for indigent persons; 8% (2) respondents reported that the question was not applicable to their organization; 4% (1) respondent gave no answer.

## 2.5.9 Areas of provision of free legal service

If your NGO regularly provides free legal services, in what areas of law does your NGO provide these services?

Results based on 25 responses to this question.



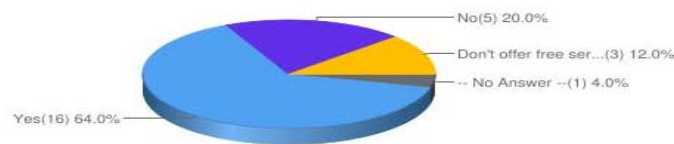
**Figure 103**

Of the 25 respondents, 11 respondents reported that their organization provides free legal services in the area of Domestic Violence and Child Abuse; 10 respondents reported that their organization provides free legal services in the area of Sexual Offences (Harassment, Assault and Rape); 7 respondents report that their organization provides free legal services in the area of Mediation and Conflict Resolution; 5 respondents report that their organization provides free legal services in the area of Unlawful Detention; 4 respondents report that their organization provides free legal services in the area of Gender Discrimination (disinheritance matters); 2 respondents, in the area of Tenancy Matters/Land Displacement; 1 respondent, in the area for Commercial cases; another 1, in the area of Unfair Dismissal/Employment Cases; 8 respondents cited other areas; 5 respondents gave no answer.

## 2.5.10 Provision of free legal service and perception on awareness of services offered by NGO

Do you think people are aware of the free legal services offered by your organisation?

Results based on 25 responses to this question.



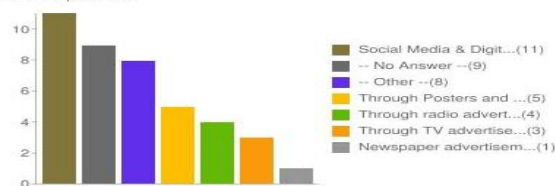
**Figure 104**

Of the 25 respondents, 64% (16) respondents answered Yes; 20% (5) answered No; 12% (3) respondents reported that their organization does not offer free legal services; 4% (1) gave no answer.

## 2.5.11 Method of creating awareness on free legal services offered

If you answered 'YES' to question 14, through which of the following did they become aware of your services?

Results based on 25 responses to this question.



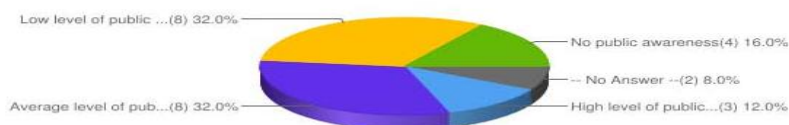
**Figure 105**

Of the 25 respondents, 11 respondents reported that people became aware of their free legal services by Social Media and Digital Marketing; 5 respondents reported that people became aware of their free legal services through Posters and Bulletins; 4 respondents reported that people became aware of the free legal services their organization offers through Radio advertisements; 3 respondents reported that people became aware of the free legal services their organization offers through Television advertisements; 8 respondents gave other channels; 9 respondents gave no answer.

## 2.5.12 Level of public awareness on how to access free legal service offered

what is the level of public awareness about how to access the free legal services offered by your organisation?

Results based on 25 responses to this question.



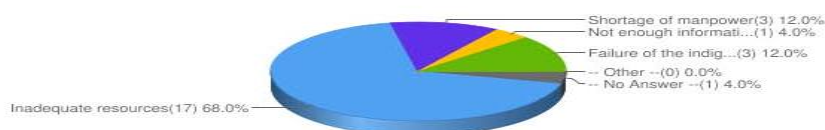
**Figure 106**

Of the 25 respondents, 32% (8) reported that there is Low level of public awareness; another 32% reported that there is an Average level of public awareness; 16% (4) respondents reported that there is No Public awareness; 12% (3) reported that there is High level of public awareness; 8% (2) gave no answer.

## 2.5.13 Reason for inability to meet some requests for free legal service

Which of the following reasons best describes why your organisation might not be able to meet the needs of some indigent persons seeking your services?

Results based on 25 responses to this question.



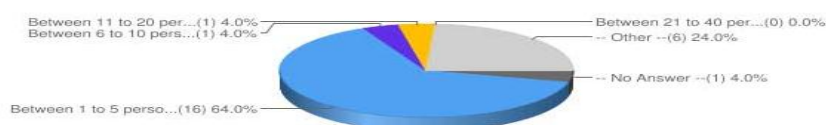
**Figure 107**

Of the 25 respondents, 68% (17) respondents reported that their organization might not be able to meet the needs of some indigenous persons seeking their services due to Inadequate resources; 12% (3) alluded to Shortage of human resources as a reason why their organization might not be able to meet the needs of some indigenous persons seeking their services; 4% (1) respondent reported not enough Information to follow up case as a reason why their organization might not be able to meet the needs of some indigenous persons seeking services in their organization; 12% (3) respondents reported Failure of the indigent person to follow up to the point of service as a reason why their organization might not be able to meet the needs of an indigenous person seeking their services. 4% (1) respondent gave no answer.

## 2.5.14 Number of requests that were turned down

Which option below best reflects the number of those who sought your services and were turned away?

Results based on 25 responses to this question.



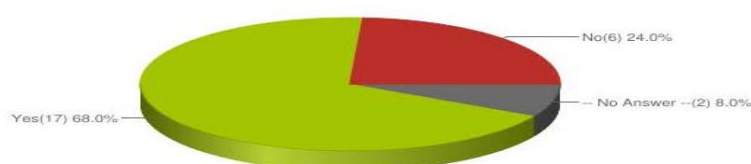
**Figure 108**

Of the 25 respondents, 64% (16) respondents reported that between 1-5 persons are turned away by their organization; 4% (1) respondent reported that between 6-10 persons are turned away by their organization; another 4% (1) responded reported that between 11-20 persons are turned away by their organization; 24% (6) respondents gave other figures not listed; 4% (1) respondents gave no answer.

## 2.5.15 Availability of service quality feedback mechanism

Do you have a mechanism by which you get the views of beneficiaries of your services in terms of quality etc?

Results based on 25 responses to this question.



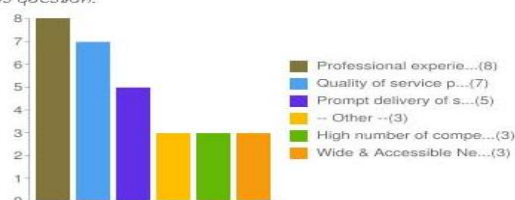
**Figure 109**

Of the 25 respondents, 68% (17) respondents answered Yes, 24% (6) answered No, 8% (2) gave no answer.

## 2.2.16 NGO's professional competence to provide free legal service

Which option best describes the professional competence of your NGO to offer free legal services in the state?

Results based on 25 responses to this question.



**Figure 110**

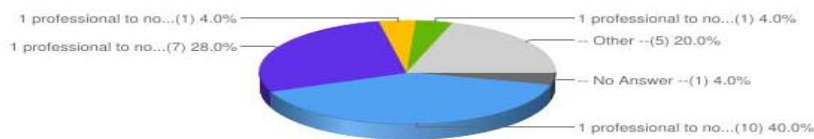
Of the 25 respondents, 8 respondents reported that Professional Experience shows the professional competence of their NGO; 7 respondents reported that their Quality of Service describes the professional competence of their NGO; 5 respondents reported

that their Prompt Delivery of Service to clients describes the professional competence of their NGO; 3 respondents reported that their High Number of competent legal practitioners shows the professional competence of their NGO; 3 respondents reported that their Wide and Accessible Network of Lawyers/Partner Law Firms.

### 2.5.17 Ratio of competent professionals to requests for free legal services

**What is the ratio of available competent professionals in your organisation to the indigent persons seeking free legal services from your organisation?**

*Results based on 25 responses to this question.*



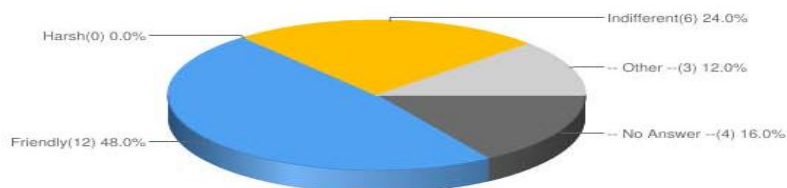
**Figure 111**

Of the 25 respondents, 40% (10) of respondents reported that the ratio of available competent professionals to the indigent persons seeking free legal services is 1 professional to not more than 5 indigent persons monthly (1:5); 28% (7) of respondents reported that the ratio of available competent professionals to the indigent persons seeking free legal services is 1 professional to not more than 10 indigent persons monthly (1:10); 4% (1) of respondents reported that the ratio of available competent professionals to the indigent persons seeking free legal services is 1 professional to not more than 20 indigent persons monthly (1:20); 4% (1) of respondents reported that the ratio of available competent professionals to the indigent persons seeking free legal services is 1 professional to not less than 40 indigent persons monthly (1:40); 20% (5) of respondents reported other ratio not listed; 4% (1) of respondents gave no answer.

### 2.5.18 NGOs' reception by courts when handling pro-bono cases.

**How is your organisation received by the courts when handling pro-bono services?**

*Results based on 25 responses to this question.*



**Figure 112**

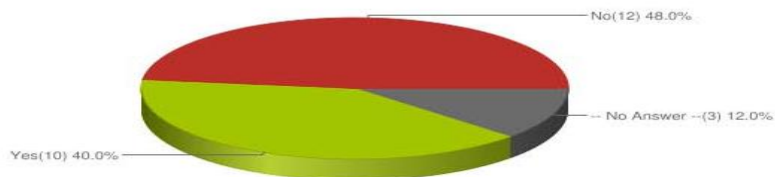
Of the 25 respondents, 48% (12) of respondents reported that their reception by courts when handling pro-bono services is Friendly; 24% (6) of respondents reported that their

reception by courts when handling pro-bono services is Indifferent; 12% (3) of respondents reported other disposition not listed; 16% (4) gave no answer.

### 2.5.19 NGO's need for legal services

**Does your organisation require any legal services like Incorporation, litigation or any form of legal assistance?**

*Results based on 25 responses to this question.*

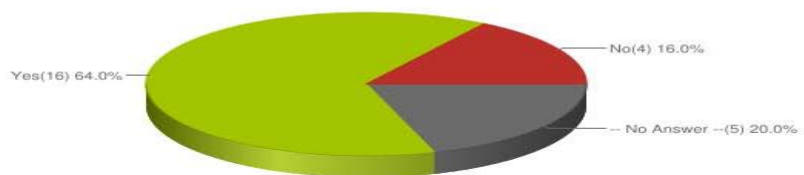


**Figure 113**

Of the 25 respondents, 40% (10) of respondents answered Yes; 48% (12) of respondents answered No; 12% (3) gave no answer.

**If your NGO does not have provision of legal services as a core responsibility, do you have in house lawyers?**

*Results based on 25 responses to this question.*

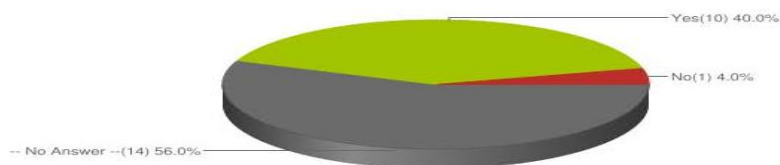


**Figure 114**

Of the 25 respondents, 64% (16) of respondents have in house lawyers; 16% (4) do not have in house lawyers; 20% (5) of respondents gave no answer to the question.

**If you answered 'NO' to question 26, do you have special arrangement with lawyers who provide you services?**

*Results based on 25 responses to this question.*



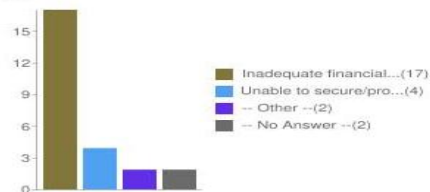
**Figure 115**

Of the 25 respondents, 40% (10) of respondents who don't have in house lawyers have special arrangements external lawyers who provide legal support services. 4% (1) respondent do not have such arrangements; 56% (14) of respondents gave no answer.

## 2.5.20 Challenges faced by NGO in accessing legal Services

What are the challenges faced by your organisation with respect to accessing legal services for your organisation?

Results based on 25 responses to this question.



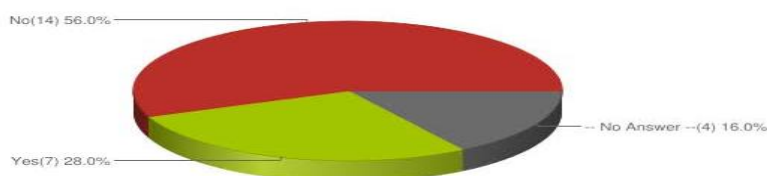
**Figure 116**

Of the 25 respondents, 17 respondents reported their organization faces the challenge of Inadequate Financial Resources with respect to accessing Legal services; 4 respondents reported their organization faces the challenge of Unable to secure pro-bono services with respect to accessing legal services; 2 respondents reported other challenges; 2 respondents gave no answer.

## 2.5.21 Referral and linkage systems between NGO & formal structures for free legal services

are there any referral mechanisms/arrangements in place between your organisation and existing formal structures (federal and state) for the provision of free legal services to your clients?

Results based on 25 responses to this question.



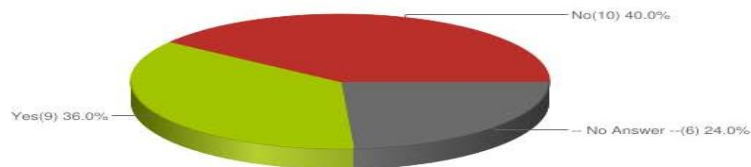
**Figure 117**

Of the 25 respondents, 56% (14) respondents answered “No” there are no referral mechanisms/arrangements in place between their organization and existing formal structures for the provisions of free legal services to their clients; 28% (7) answered “Yes” there are referral mechanisms/arrangements in place between their organization and existing formal structures for the provisions of free legal services to their clients; 16% (4) gave no answer.

## 2.5.22 Referral and linkage systems between NGO & law firms for free legal services.

are there any referral mechanisms/arrangements in place between your organisation and law firms for the provision of free legal services to your clients?

Results based on 25 responses to this question.



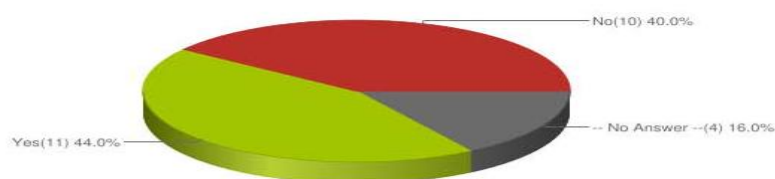
**Figure 118**

Of the 25 respondents, 40% (10) answered “No” there are no referral mechanisms/arrangements in place between their organization and law firms for the provision of free legal services to their clients; 36% (9) answered “Yes” there are referral mechanisms/arrangements in place between their organization and law firms for the provision of free legal services to their clients; 24% (6) gave no answer.

## 2.5.23 NGO’s attitude towards record keeping

Does your organisation keep record of the number of counterpart NGOs involved in the provision of free legal services in the state?

Results based on 25 responses to this question.

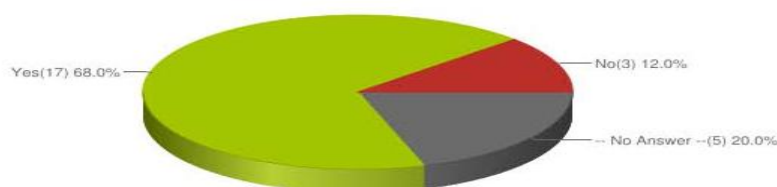


**Figure 119**

Of the 25 respondents, 44% (11) of respondents answered “Yes” their organization keep record of the number of counterpart NGOs involved in the provision of free legal services in the state; 40% (10) of respondents answered “No” their organization does not keep record of the number of counterpart NGOs involved in the provision of free legal services in the state; 16% (4) gave no answer.

Do you keep a register of the free legal cases that you handle?

Results based on 25 responses to this question.



**Figure 120**

Of the 25 respondents, 68% (17) of respondents answered “Yes” their organization keeps a register of the free legal cases they handle; 12% (3) of respondents answered “No” their organization does not keep a register of the free legal cases they handle; 20% (5) respondents gave no answer.

## 2.6 SYNTHESIS OF KEY FINDINGS OF SURVEY

2.6.1 Requests made to NGOs for pro-bono services were more than those made to Law firms. Survey showed that 84% (figure 100) of NGOs receive an average of 1-20 requests on a monthly basis, while only 6% (figure 44) of law firm respondents receive more than 10 requests on a monthly basis. The perception of law firms as mainly profit oriented and NGOs as non-profit oriented is responsible for this scenario. This therefore throws up the need for awareness creation for the public to understand that law firms can also venture into some non-profit oriented ventures such as pro-bono services.

2.6.2 It was comforting to note that most law firm respondent (26 of 33) have embraced the culture of contributing to public good through provision of free legal services. 26 of the 33 respondent law firms indicated that they provide pro-bono services as Corporate Social Responsibility. (Figure 39).

2.6.3 A good pro-bono culture, with lawyers and NGOs taking up criminal cases for people who are unable to afford legal representation, will no doubt, further entrench the protection of basic human right and access to justice as a whole. For example, over 50% respondent judicial officers attested to unnecessary delay in criminal trials involving awaiting trial prison inmates, owing mainly to the various levels of frequency in incidences of adjournment of trials (with the attendant continued incarceration of the defendant in the prison and the continued over-population of the prisons) because of lack of legal representation in court on the day of trial. Figure 70 is very instructive in this regard.

2.6.4 It was not encouraging to find that as much as 87% of respondents are yet to benefit from pro-bono services (figure 17). However, a very positive revelation from the survey, is that 65% of respondent who made the move to request for free legal services, benefited from the pro-bono service, and their needs were met (figure 15). This however does not erode the fact that there are still a lot of unmet needs, which borders largely

on accessing the pro-bono service (where available) and knowing what to do to have access.

2.6.5 With respect to challenges faced by Lawyers and NGOs in their quest to provide free legal services, inadequate financial and human resources rank highest. See figure 49 & 107.

2.6.6 The ad-hoc arrangement for pro-bono service offered by law firms and the attendant lack of proper structure and proper record keeping are issues requiring attention so as to facilitate monitoring and proper implementation of pro-bono services.

2.6.7 In determining whether a person is indigent as to be eligible for receipt of free legal services, the level of income and employment status are the most prevalent considerations by Law firms, NGOs and even Government Agencies (see figures 51,93 & 98). This may not be far-fetched, in that Section 9 of the primary piece of legislation for Legal Aid (the Legal Aid Act), in its narrow application, contemplates that only persons whose income do not exceed the national minimum wage of N18,000 are eligible to receive free legal services.

2.6.8 What is by far the most important finding from this survey is that the level of public awareness of Law firms, NGOs and Government Agencies providing pro-bono service is still low. 64% of respondents are not aware of pro-bono services at all. Figure 19 & 21 are instructive.

### **3.1 KEY FINDINGS FROM FOCUS GROUP DISCUSSIONS.**

The focus group discussions in most cases re-echoed the findings from the survey. In some cases, however, new issues came to the fore, arising from the engagements with stakeholders at the various focus group discussions.

3.1.1 There is still so much to be done to close the gap between the legal needs of indigent people in need of legal services and the available services rendered by lawyers, NGOs and government agencies.

3.1.2 Inadequate financial and human resources remain one of the greatest challenges for a proper pro-bono culture in the three focal states.

3.1.3 The wrong perceptions held by prison inmates who need a lawyer, leads them into rejecting a pro bono service because they feel because the service is free of charge it lacks quality.

3.1.4 There is a consensus that the level of awareness of pro-bono and that a lot still has to be done to close the awareness/knowledge gap.

3.1.5 There is a consensus on the difficulty in being able to determine who is eligible for pro-bono service, in that almost everybody will rather have legal services for free. This led to the consensus on the need for pro-bono clearing house, whose role among others, is to, clear and identify if a person is eligible for pro-bono service before they approach the providers of the service. It is also expected that such a clearing house can be more effective in monitoring and tracking as well as keep record of pro-bono request and services rendered.

3.1.6 There is also the need to sensitize the law enforcement agencies, particularly the police and prison officials, on the need to appreciate the nature of pro-bono services and the imperative of working with lawyers and allowing them access to indigent inmates, without unnecessary bureaucratic bottlenecks.

3.1.7 The discussions also elicited, the possible conflict of interest situations, arising from scenarios where the victim, (for example in sexual offences) as well as the defendant, approaches the same NGO or Government agency for free legal services in their bid to access justice.

## 4. CONCLUSION

Against the background of the fact that access to justice in the focal states as is the case in Nigeria as a whole, is almost still an exclusive preserve of the rich, this research has clearly demonstrated that there is still a long way to go in ensuring equal access to justice for citizens. With finance and level of income being the major bane of the access of indigent citizens to justice, Pro-bono legal services rendered by Government agencies, NGOS and lawyers, remain a veritable tool to close the gap observed in access to justice, particularly for indigent citizens.

This research has shown that whatever exists as a pro-bono culture in the three focal states, is still at infancy and is plagued with several problems ranging from poor public awareness about pro-bono services, lack of record and proper data to drive decision making in addressing the justice gap, to the challenge of inadequate financial and human resources, faced by NGOs and Law firms, in their quest to provided free services.

Dealing with the access to justice problem, through the instrumentality of an efficient pro-bono mechanism will therefore require a multifaceted approach, which will require strong and effective partnerships with private attorneys, law firms, NGOs providing free legal services, the organised bar, the judiciary, academic institutions (universities/law school), private funders, business entities, donors and development agencies and other critical stakeholders.

Having documented the challenges impeding the effectiveness of pro-bono services as a means to ensuring access to justice, the research made appropriate recommendation.

## 5.1 RECOMMENDATIONS.

Some of the recommendation aimed at deepening the culture of pro-bono in the focal states, in the course of this research are as follows:

- 5.1.1 There is a need to create more public awareness on activities of Government agencies, NGOs and Law firms providing pro-bono legal services. In this regard, it is recommended that easy-to-read materials be made available to citizens. Investment in Radio and television jingle and other media production in English and local languages, should be encouraged.
- 5.1.2 In relation to the need for awareness creation, there is need for re-orientation of the public, lawyers and other service providers that pro-bono goes beyond, legal representation and advice, but also includes impartation of persons in need of legal services, with the knowledge of their legal rights within the ambits of the law. The knowledge acquired in this regard will not only be a piece of information, but will empower them, possibly dealing with some situations without necessarily requiring further legal aid or pro-bono service.
- 5.1.3 Designating judges in various divisions of State Judiciary to handle pro-bono cases as well as designation of certain days of the week for pro-bono cases are ways speeding up pro-bono cases, with the ripple effect of encouraging lawyers handling such cases.
- 5.1.4 Closely related to designation of judges is the need to permitting judges to recruit and recognize pro bono attorneys, consistent with their ethical obligations;
- 5.1.5 Development of an effective data base and record keeping mechanism driven by the State government is key. Such mechanism should be able to track pro-bono requests, service, status of awaiting trial detainees and prisoners, and other relevant information as relate to access to justice.
- 5.1.6 Appreciation and recognition of lawyers and NGOs involved in pro-bono services by the respective State Governments is also an effective measure that can help deepen the pro-bono culture.
- 5.1.7 Design and development of appropriate data collection tools with which it is able to routinely track private attorney and NGO pro bono activities. This will on continuing basis guide how to increase support for and diminish obstacles to

participation.

- 5.1.8 The Nigerian Bar Association, in addition to its pro-bono declaration of 2009 and 2015, and as a way of enforcing same, should incentivise pro-bono services by lawyers, by attaching Compulsory Continuing Legal Education (CCLE) points to each pro-bono matter handled by lawyers in a given year. The NBA can further encourage pro-bono by limiting certain privileges similar to those for practitioners who fail to pay the required practicing fees, for instance requiring evidence of fulfilment of pro bono work or payment of fees in default by members when they seek to vie for electoral posts within branches and at national level, limiting voting rights, being conditions for appointments etc
- 5.1.9 Focal State Governments should have State public interest partnerships similar to the Lagos State Public Interest Law Partnership (LPILP). This kind of a partnership can also serve as the much-needed pro-bono clearing house.
- 5.1.10 Specifically, the proposed LPILP kind of clearing house should:
- i. Create a professional association specifically for pro bono managers.
  - ii. In collaboration with organizations like the National Association of Pro Bono Professionals, bring these professionals together for training, relationship building, and support.
  - iii. create a Pro Bono Innovation/Incubation Fund, modelled on the successful Technology Initiative Grant (TIG) program, and aimed at encouraging innovations and best practices in pro bono. It is recommended that this grant be a newly funded program, with mechanisms for evaluation built in.
  - iv. Develop a Pro Bono Toolkit which includes noteworthy practices in pro bono and provides high-level, web-based training to LSC grantees' pro bono managers and program directors. This toolkit should build on existing resources for pro bono programs, be focused on making pro bono a reliable and sustained resource for the community
  - v. develop a plan for evaluating pro bono programs, including guidance on best practices in metrics and evaluation, so as to ensure quality pro-bono service delivery.
  - vi. Develop and implement mechanisms for engaging non-lawyers as pro bono volunteers, including law students, paralegals, administrative personnel, students in other professional schools, and others.

- vii. Use technology to support pro bono programs by encouraging immediate, systemic adoption of up-to date technology in pro-bono services. Critical stakeholders (Judiciary, NBA, Universities, Nigerian Law School, Law firms etc) can help in this process by encouraging:
  - a. Innovation through competition, such as through newly funded competitive challenge grants. The creation and sharing of collaborative environments that can serve as virtual legal networks, or online/tech-based "one-stop-shops," enabling pro bono lawyers to volunteer for and coordinate work on cases, obtain training and access to case management tools, and provide services to clients online, even from a distance;

5.1.11 It is however further recommended, in the absence of or pending the establishment of the LPILP kind of clearing house, that the Legal Aid Council play the role and of the proposed clearing house and drive the implementation of all recommendation assigned to it in paragraph 5.1.9.

5.1.12 There is a need for strategic engagement with the Bar in order to re-orientate lawyers that they have a professional obligation to provide legal service to the under-represented. Appropriate incentives will matter in this regard.

5.1.8 There should be a deliberate funding of pro-bono services rendered by Government and relevant development partners, through the proposed LPILP kind of clearing house.

# APPENDIX A.

## Compendium of Demography Charts

### Demography

**QuickTapSurvey**  
Building Pro-Bono Culture in Nigeria  
Jan 26, 2018 to Oct 03, 2018

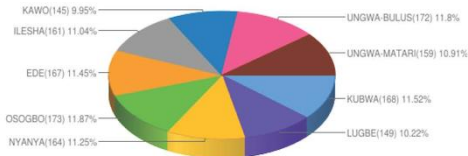
#### Location

Results based on 1458 responses to this question.



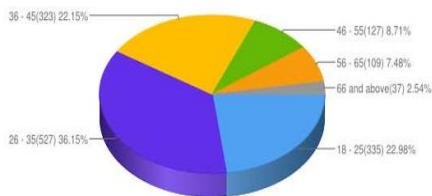
#### Community

Results based on 1458 responses to this question.



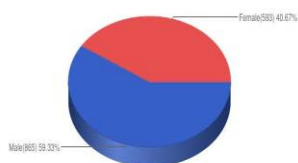
#### Age Bracket

Results based on 1458 responses to this question.



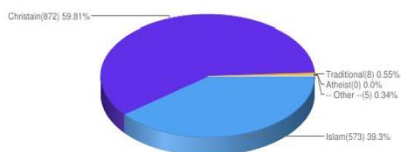
#### Gender

Results based on 1458 responses to this question.



#### Religion

Results based on 1458 responses to this question.



### Interpretation

#### Figure 1

Of the 1,458 respondents; 32.58% (475) of the total respondents resides in Kaduna, 34.36% (501) are based in Osun State, while 33.06% (482) are resident in the Federal Capital Territory (FCT).

#### Figure 2

Of the 1,458 respondents; 11.04% (161) lives in Ilesha (Osun State), 11.45% (167) lives in Ede (Osun State), 11.87% (173) lives in Osogbo (Osun State); 11.87% (173) lives in Nyanya (FCT), 11.52% (168) lives in Kubwa (FCT) and 10.22% (149) resides in Lugbe (FCT); 11.8% (172) lives in Ungwa-Bulus (Kaduna State), 10.91% (159) resides in Ungwa-Matari (Kaduna State) and 9.95% (145) resides in Kawo (Kaduna State).

#### Figure 3

Of the 1,458 respondents, 22.98% (335) are within the age range of 18-25 years; 36.15% (527) are within the age range of 26-35 years; 22.15% (323) are within the age range of 36-45 years; 8.71% (127) are within the age range of 46-55 years; 7.48% (109) are within the age range of 56-65 years and 2.54% (34) are 66 years and above.

#### Figure 4

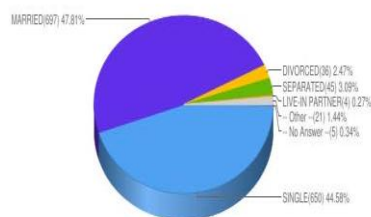
Of the 1,458 respondents, 40.67% (593) are female, while 59.33% (865) are Male.

#### Figure 5

Of the 1,458 respondents, 59.81% (872) are Christians, 39.3% (573) practice Islam, 0.55% (8) are traditional religion practitioners, Atheists are 0% and 0.34% (5) practice other religions.

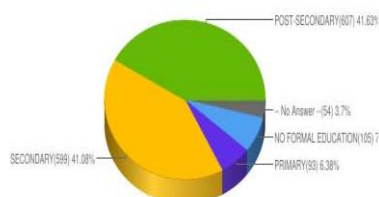
## Marital Status

Results based on 1458 responses to this question.



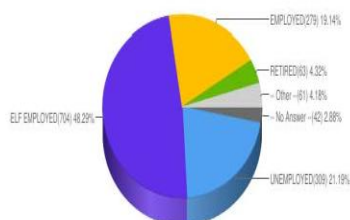
## Level of Education

Results based on 1458 responses to this question.



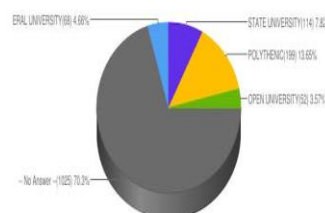
## What is your employment status

Results based on 1458 responses to this question.



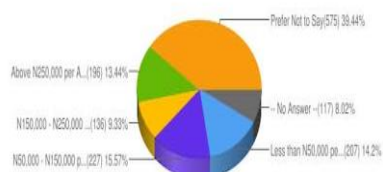
## If Student, please indicate type of institution

Results based on 1458 responses to this question.



## Which of the following best describes your income bracket?

Results based on 1458 responses to this question.



**Figure 6**

Of the 1,458 respondents, 47.81% (697) are Married, 44.58% (650) are Single, 2.47% (36) are divorced, 3.09% (45) are Separated, 0.27% (4) are Live-in-Partners, 1.44% (21) indicated other undisclosed marital status and 0.34% (5) did not give any response.

**Figure 7**

Of the 1,458 respondents, those educated above Secondary level (Post-Secondary) accounts for 41.63% (607), 41.08% (599) of the respondents have only secondary education; 6.38% (93) are educated to Primary level; 7.21% (105) have no formal education and 3.7% (54) gave no answer.

**Figure 8**

Of the 1,458 respondents, 19.14% (279) are employed; 48.29% (704) are self-employed; 21.19% (309) are unemployed; 4.32% (63) are retired, 4.18% (61) indicated other undisclosed employment status and 2.88% gave no answer.

**Figure 9**

Of the 1,458 respondents, 4.66% (68) attend Federal Universities; 7.82% (114) attend State Universities; 13.65% (199) attend Polytechnics; 3.5% (52) attend Open University and 70.3% (1025) gave no answer.

**Figure 10**

Of the 1,458 respondents, 13.44% (196) earns above N250,000 per annum; 9.33% (136) earns between N150,000-N250,000 per annum; 15.57% (227) earns between N50,000-N150,000 per annum; 14.2% (207) earns less than N50,000 per annum; 39.44% (575) prefers not to say and 8.02% (117) gave no answer.

## APPENDIX B

### Enumerators

**Lead survey expert: Pere Enaregha**

**Report writers: Wumi Asubiaro, Fela Dada and Biodun Arijesuyo**

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8. Patience Okhueleigbe
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11. Temidayo Ifeoluwa Akinreni
12. Oluwatobi Ayodele Alamu
13. Busayo Soyebo
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15. Deborah O. Adeyemo
16. Vincent Enike
17. Leonard Opara
18. Tosin Babalola
19. Adenike Adeoye
20. Abba Abdul
21. Jafar Mohammed
22. Abdullahi Yusuf
23. Evelyn Nyalen Andrew
24. Amina Bilhatu Iliya
25. Shakira Alaga
26. Ayuba Mohammed
27. Esther Kayit Sunday
28. Sani Mohammed
29. Destiny Agranya
30. Musa Sarki

## APPENDIX C

### **Locations covered during the research**

Ilesha (Osun State), Ede (Osun State) Osogbo (Osun State); Nyanya (FCT), Kubwa (FCT) Lugbe (FCT); Ungwa-Bulus (Kaduna State), Ungwa-Matari (Kaduna State) and Kawo (Kaduna State).