Figures

1.1	Steps in solving justice problems	page 11
1.2	How sustainable is your funding situation for the coming year?	24
3.1	Incidence of paralegals by type of organization	109
3.2	Annex A: Anatomy of a typical paralegal training	135
3.3	Annex B: List of organizations participating in the study	136
4.1	Case handling by paralegals	151
4.2	Type of case	152
4.3	Cases reported by paralegals by date	155
6.1	Satisfaction with Timap, reporting versus non-reporting parties	214
6.2	Scaling up grassroots justice: Chiefdoms served by paralegals as of 2011	. 215
6.3	Common case types (2013)	216
6.4	Primary action taken by paralegals to resolve cases (2013)	217
6.5	Distribution of cases tracked	218
6.6	Who brought complaints?	219
6.7	Why did they choose the institution or organization they approached?	219
6.8	What kinds of cases?	220
6.9	What methods were used in addressing the case?	221
6.10	How did parties perceive the outcomes? (all interviewees)	221
6.11	Were participants aware of relevant law?	221
7.1	Successfully resolved cases: 2007–September 2012	252
7.2	Percentage of case type categories: 2007–September 2012	253