



LawWorks Client Outcomes Framework

August 2016

LawWorks is the Solicitors Pro Bono Group, a charity working in England and Wales to connect volunteer lawyers with people in need of legal advice, who are not eligible for legal aid and cannot afford to pay, and with the not-for-profit organisations that support them. LawWorks develops and supports a number of pro bono programmes, including:

- the [LawWorks Clinic Network](#) provides free initial advice to individuals, predominantly in the area of social welfare law
- the [Not-For-Profits Programme](#) connects small not-for-profit organisations in need of legal support with the skills and expertise of volunteer lawyers, strengthening the capacity of those organisations to deliver their services
- the [Secondary Specialisation](#) project is a pilot programme which trains and supports lawyers to provide in-depth advice and representation in under resourced areas of social welfare law.
- [legal and skills training](#) to give volunteers confidence to advise at clinics.

Under the Clinics Programme, LawWorks supports a growing network of over 220 independent pro bono clinics where volunteer legal professionals give free legal advice to members of the public. The majority are located in England, with roughly half in London and the South East, and around 35 clinics in Wales.

LawWorks work with stakeholders to develop new clinics across England and Wales in areas of unmet legal need, giving advice on set-up process and practicalities, and making contacts with existing peer organisations. They also provide services to those who are up and running, including provision of an online presence, regular roundtable events, a training programme and access to resources that support the advice-giving process such as factsheets and up-to-date legal information.

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This project

LawWorks gathers monitoring information regularly from the network, focusing on information about the clinics and volunteers, and the work delivered. In addition, LawWorks has trialled an impact assessment process in Wales.

LawWorks is currently developing its monitoring process and practice across the network, focusing initially on gathering information on client outcomes. The aim is to make the process smoother (less onerous) and more effective (more useful data, and better use made of it). The first part of this work involved a review of LawWorks' current practice as well as that of similarly structured networks and organisations in the UK. These reviews and associated recommendations were shared and discussed with the LawWorks clinics team and monitoring advisory group in June 2016.

One of several recommendations was to develop and consult on an outcomes framework before redesigning information collection tools and processes. This consultation will involve LawWorks staff, clinic coordinators and clients, over July and August 2016.

Outcomes Framework Structure

An outcomes framework functions as a recipe for information collection, as well as summarising the overall information being gathered for a monitoring or evaluation project. A full example is given below for one outcome.

Outcome domain	Outcome	Indicator/s	Information collection tool	Information collection process	Analysis and use
Progress on a client's problem	Their problem now feels more manageable	How much more manageable the problem feels	Client follow-up questionnaire	Clients to be called back 6 – 8 weeks following the end of their support	Data will be summarised and shared with the network and used to reflect on and redraft the questionnaire

Outcomes Framework

This framework has been developed drawing on similar frameworks from other parts of the advice sector, as well as insights from the review interviews carried out in May and June 2016 (six LawWorks staff, six LawWorks member clinic coordinators and fourteen external interviewees took part). For details of interviewees please see the external and internal review reports. Consultation with the advisory group and LawWorks staff took place in July 2016.

For all outcomes the information collection and analysis details are as follows:

- Information collection tool: client telephone feedback questionnaire (mix of qualitative and quantitative questions)
- Information collection process: clients will give consent and contact details at their initial (in some cases, only) advice session. These details will be passed to LawWorks and used to call them back 3 – 6 weeks following the advice.
- Information analysis and presentation: data will be summarised and shared with the advisory group (overall data) and individual clinics (clinic data), and used to reflect on and redraft the information collection tools and processes
- Information use strategy: data will be used to:
 - Communicate the benefits of clinics' work
 - Reflect on clinic performance (with individual clinics)
 - Identify potential clinic development needs
 - Apply for funding (both individual clinics and LawWorks)
 - Respond to policy issues reactively
 - (over time) engage in policy proactively

Outcome domain	Outcome	Indicator/s
Access to support	They feel they have been listened to	How much they feel...
	They feel that their problem has been understood	How much they feel...
	They feel their voice has been heard more in their negotiations	How much they feel...
Progress on their problem	They have greater clarity about their problem	How much they feel...
	They know what their next steps are	How much they feel...
	Progress has been made on their problem	How much they feel...
	They have avoided court/ tribunal	Whether or not they have avoided court/ tribunal
	They have or are planning to represented themselves at court/ tribunal	Whether or not they have or are planning to represent themselves
Ability to understand and work with the legal or other system/s	Their problem feels more manageable	How much they feel...
	They know about more sources of support	How much they feel...
	They are better able to work with the system (e.g. fill out forms, make decisions)	How much they feel...
	They feel more able to sort out a similar problem in the future	How much they feel...
Well-being	They feel more in control of their own situation	How much they feel...
	They feel more able to plan for the future	How much they feel...
	They feel less stressed	How much they feel...
	They feel more physically well	How much they feel...

Note on question styles

Information collection tools have yet to be developed – the first step is to agree a prioritised list of outcomes. However for illustration, it is expected that within each domain a set of closed, quantitative questions will be asked, e.g.:

How much progress has been made on the problem? (there's been no progress/ it's a little bit sorted/ it's nearly sorted/ it's totally sorted/ n/a)

How much do you agree/ disagree with the following statement(s) 'My situation now feels more manageable' (Strongly agree, agree, not sure, disagree, strongly disagree, n/a)

... as well as having one or more open questions for each domain e.g.

Please could you give an example?

Is there anything else you'd like to say about the support you've received?