



Better Information Pilot

A learning review of the process of collecting outcomes monitoring data from legal advice clinic clients

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.

Background

LawWorks supports a growing network of over 220 independent legal advice clinics in England and Wales. LawWorks regularly gathers monitoring information from the network, focusing on information about the clinics' services, client demographics and volunteers. In addition, LawWorks has trialled an impact assessment process in Wales from 2013 to 2016.

In 2016, LawWorks conducted a review of the way it collects and uses monitoring information with the aim of increasing the level of client impact data collected (the "Better Information Pilot"), supported by an independent consultant and an advisory group of clinic coordinators.

Stage 1 – external learning review

This stage involved learning about organisations and networks that collect information in a similar way and have already established their approach and processes. This allowed LawWorks to identify what can be learned from others' models and experiences before making design and implementation decisions for the LawWorks Clinics Network. Interviews were carried out with 14 people from

12 external organisations, with further documentary analysis and online research.

Stage 2 – internal learning review

A learning review of LawWorks' current monitoring practice was carried out to understand the strengths, opportunities and potential areas for development. This stage involved interviews with six LawWorks staff members and six clinic coordinators, documentary analysis, and an online survey on monitoring practice which 64 clinic coordinators completed.

The findings from these internal and external learning reports were then considered by the advisory group to inform the development of the pilot process.

Stage 3 - development & testing

An outcome framework was developed in consultation with LawWorks staff and the advisory group and used as the basis to develop information collection tools for a small-scale pilot. Four clinics took part in the pilot and collected informed consent and contact information from 170 clients that accessed clinic services during the summer of 2016. An external research agency was commissioned



to conduct follow up interviews with these clients with 62 completing the interviews.

Stage 4 – reflection on pilot

A learning review of the piloting process was conducted with eight interviews carried out with LawWorks staff, the four pilot site clinic coordinators and the research agency. In addition, analysis and review of the data from the client outcomes interviews was carried out. A second advisory group meeting was held to discuss the pilot findings and consider adaptation of the outcomes information process.

Conclusions

LawWorks and the advisory group concluded that the pilot process had identified an appropriate method to collect impact data from clinic clients. With minor adaptations to the system identified, it was recommended that the process should be carried out with a statistically significant sample of clients, representative of the LawWorks Clinics Network as a whole.

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