



Less data collection
Less often
More support
More sharing of results





The Clinics Network



- 34 in Wales
 - 97 in Greater London
 - 108 in the rest of the UK
- = 251 independent UK clinics in the network





Clinic support provided

Client outcome/impact research	Monthly 'Clinic Update'	Clinic search function/ web presence	Resources (e.g. factsheets, handbooks, briefings)	Support to expand
Data collection and national report				
Troubleshooting	IT packages (e.g. IntraLinks, Skype)	Volunteer training	Support with regulatory issues	
Round tables/ networking events				Reference materials (e.g. LexisNexis PSL)





Why collect information on clinic activity?

- To give a picture of clinic activity across the UK
- To support clinics as they set up and grow
- To celebrate clinic work, and share information with others
- To enable LawWorks to support the network better
- To give a stronger policy voice for clinics and LawWorks





What was wrong before?

- Data collection felt burdensome
- Some information was being used regularly, but not all
- Data were inconsistent and incomplete
- Tentative about using the data for policy
- Some data changed little between collection points
- LawWorks' support offer could improve





What did we do?

- Reviewed existing data collection – and use
- Sought out and listened to feedback from clinic coordinators and the LawWorks team
- Designed a new information request form, process and support materials
- Gathered further feedback from clinics





Main changes

- Less data collection ... especially the demographics!
- Less often
- With more support and resources available online
- And more data sharing

See www.lawworks.org.uk/impact





LOG IN

Search



Find us online:

DONATE

WHY PRO BONO?

ABOUT US

GET INVOLVED



LEGAL ADVICE FOR INDIVIDUALS

LEGAL ADVICE FOR NOT-FOR-PROFITS

FOR SOLICITORS AND VOLUNTEERS

Home » For solicitors and volunteers » Resources » Clinic resources » Monitoring and impact

Monitoring and impact

LawWorks is changing the way that information from the LawWorks Clinic Network is collected.

From April 2018 LawWorks will be asking for less information to be collected on clinic activity. We are reducing the number of questions that we ask and data points (information) collected. We are also moving to an annual collection period based upon the calendar year - January to December, decreasing the frequency in which clinic data is requested.

A summary of the changes is shown in the graphic to the right.

There are no changes to the collection process, clinic coordinators will continue to receive an email with a link to a web based survey tool.

You can find out more about the specific changes from the resources below:

- **New:** [Annual clinic client monitoring questions](#)
- **Resource:** [Excel spreadsheet for keeping records for the annual client clinic statistics](#)
- **FAQ:** [Simplifying clinic statistics reporting](#)

Current system

20 Questions

60 Data Points

Twice

yearly collections

Two reporting periods

April - September
October - March

New system

15 Questions

40 Data Points

Single

annual collection

Single reporting period

January - December



New support tools

For solicitors and volunteers

Legal aid and pro bono

Get Involved

Training and events

Resources

Volunteer resources

Clinic resources

Monitoring and impact

What information do we collect?

Impact resources, support and results

Better Information Project

The Knowledge Centre

Previous system

20 Questions

60 Data Points

Twice
yearly
collections

Two reporting periods

April - September
October - March

New system

15 Questions

40 Data Points

Single
annual
collection

Single reporting period

January - December



New support tools

Supported by
The Law Society





We hope that now...

- Data collection will feel less burdensome
- Data will be more complete
- Clinic coordinators will feel better supported
- *All* the information collected will be used for information sharing, clinic support and policy voice





Other data collection

Every two – three years: a snapshot survey to get more detail, for instance on client demographics or volunteer roles

Annual clinic coordinator survey (as before)

Every two - three years: a national client survey via an anonymous telephone questionnaire





National client survey

Good quality data for first time on:

- Client outcomes
- Client experiences
- What clients find most helpful and unhelpful as they resolve their issues
- How clinic services could be improved

➔ To inform future clinic development and support

➔ To provide robust data for influencing policy and practice





Client feedback calls progress



46 clinics have taken part



Over 900 clients have given informed consent



813 usable forms (so far)



171 completed calls (so far)





Next steps

- Finish collecting forms (June)
- Finish the feedback calls (August)
- Data analysis and sharing
- Coproduce recommendations and final report (end 2018)

.... Can you help?





Questions?

Milla Gregor

millagregor@gmail.com

