

# 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	Resources (e.g. factsheets, handbooks, briefings)	Support to expand
Data collection and national report		presence		
Troubleshooting	IT packages (e.g. IntraLinks, Skype)		Volunteer training	Support with regulatory issues
Round tables/ networking events	Reference materials (e.g. LexisNexis PSL)			Supregulator





# 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



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

ecure https://www.lawworks.org.uk/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.

Current system

20 Questions

60 Data
60 Points

Twice yearly collections

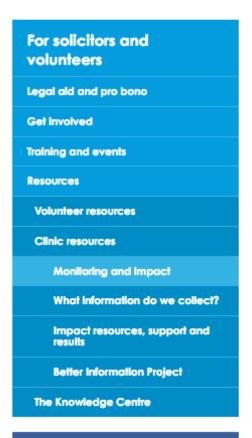
Two reporting periods

April - September October - March

New support tools

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: E Simplifying clinic statistics reporting



## 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





#### 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?

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