



# Better Information Project

Hearing clinic clients' feedback on their experiences  
and outcomes

## Findings presentation





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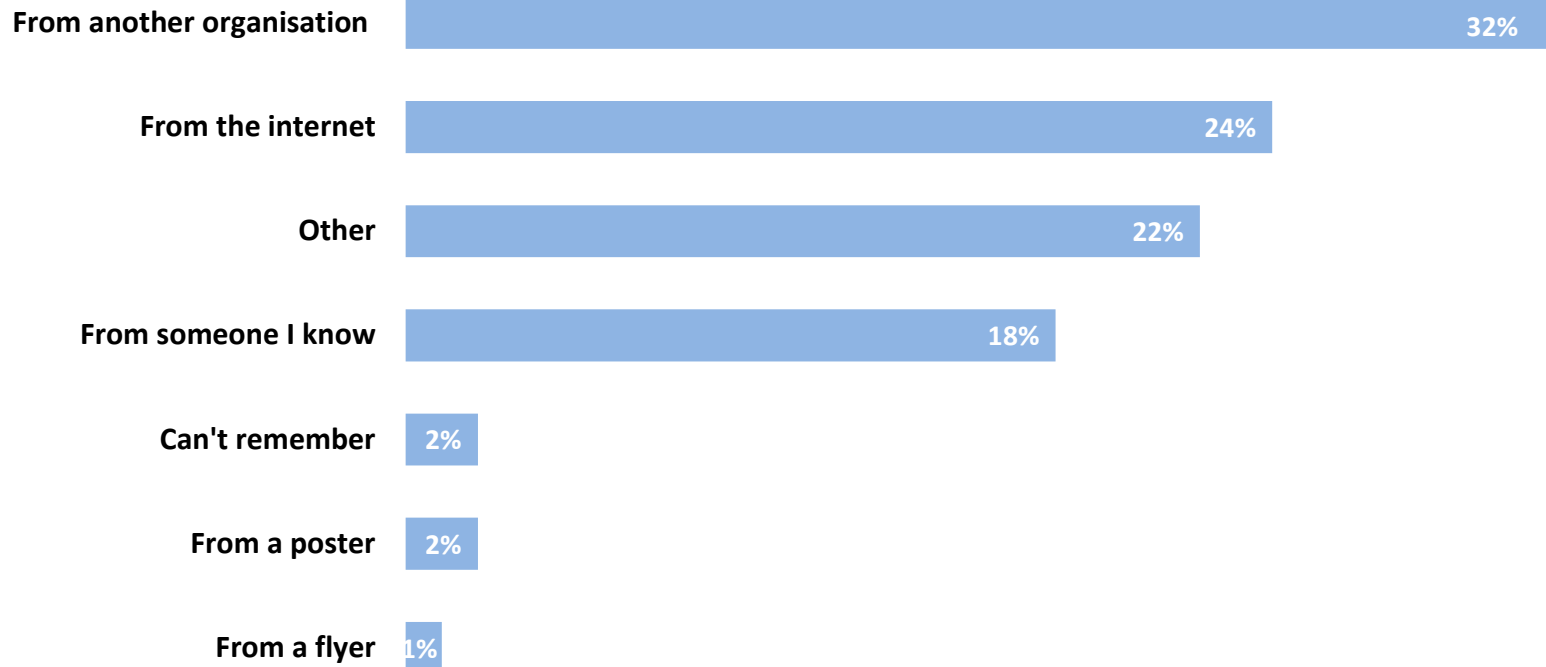
# Findings

Base = **209**, unless otherwise stated

# Getting to the clinic



# Most people heard about the clinic from another organisation, or the internet



Q1. How did you hear about the 'Clinic Name' legal advice clinic?





# The most common organisation to hear about clinics from was the CAB. Others...

Afro Asian Community Group

Age UK

Advice centre or drop-in

Care Centre

Contact Centre

Crisis

Council

Family Solutions

Health Centre

Housing Advice Centre

Law Centre

LawWorks

Library

Macmillan

Mental Health Clinic

MIND

NHS Service

Police Domestic Violence Unit

Salvation Army

Tribunal

University (magazine)

Victim Support





# The most common website to hear about the clinic through was Google

## **Google searches used**

Advice from a solicitor

Free help north west Manchester

Free law clinic

Free legal clinic

Legal advice

Legal advice in my area

Recovery clinic

## **Other websites used**

Citizens Advice

Enews

Facebook

Family Lives

Government websites

Housing Advice

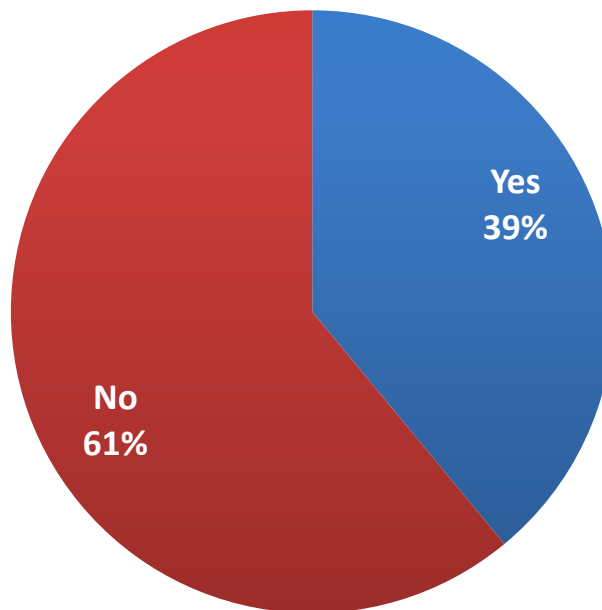
Law Centre Battersea

Legal Aid

University website



# Three fifths of people did not seek advice elsewhere first

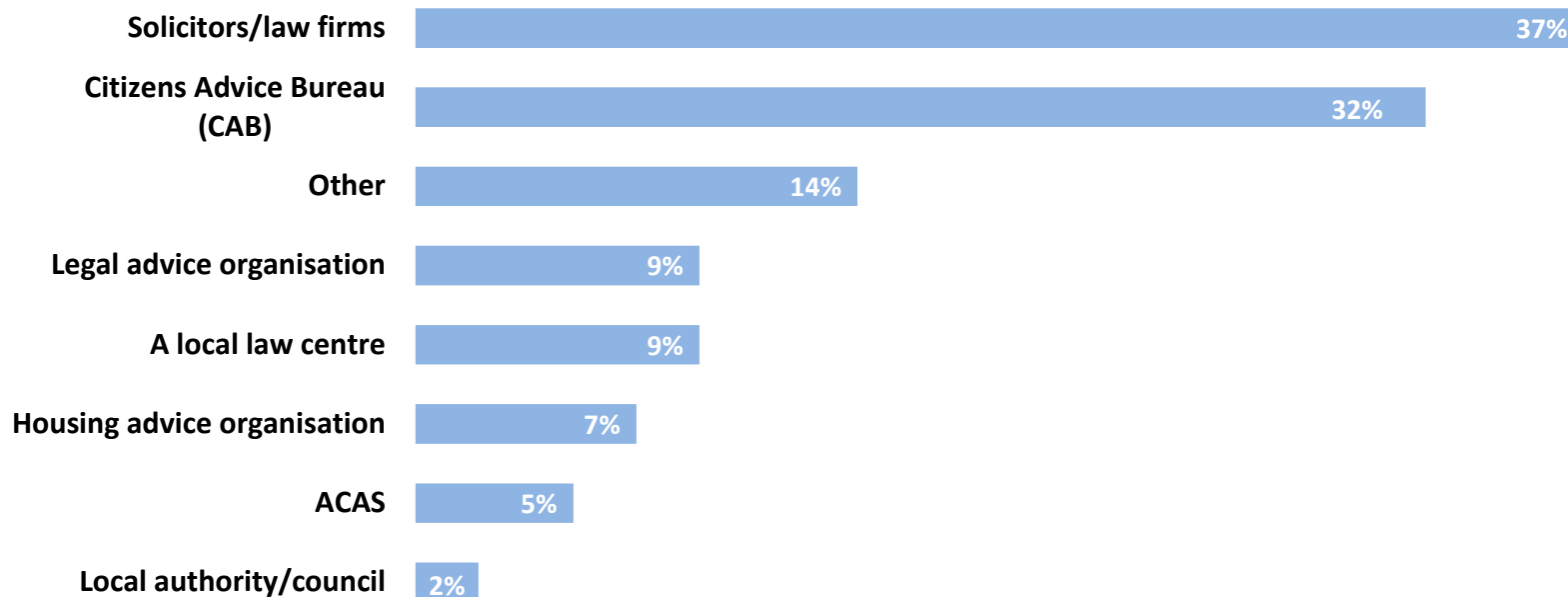


Q2. Did you seek advice about this issue from any other advice services first before using 'Clinic Name'? Please note this in only in relation to getting advice about the same subject.





# For those who did go elsewhere first, law firms and CABx were the most common ports of call



Q3. Which advice services did you use?

Unweighted base = 79





# Other places included...

A councillor and another advice centre

A disabled association and the British Legion

A family member who is a solicitor

Domestic Violence Organisation

Family Law

Family solutions

Parkinson's nurse

I tried to use an advocate, but he wasn't interested in taking the case on. I also got pro-bono advice from a disability service in London.

ICA

Law Works

National Debt Helpline

Runi Marsh Debt Clinic

Social Services

Various local advice groups

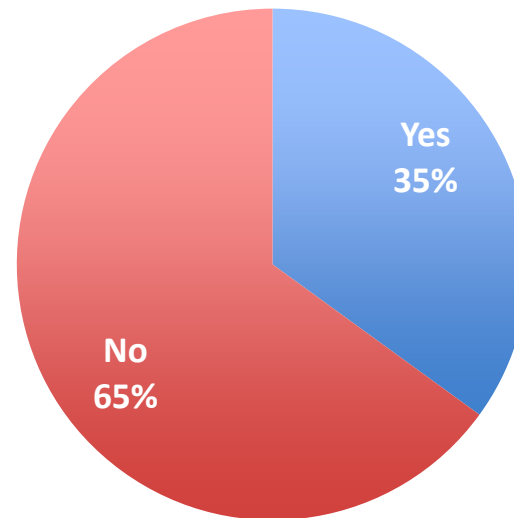
Which Law advice

Women's aid Mankind





# A third of people went on to seek further advice elsewhere

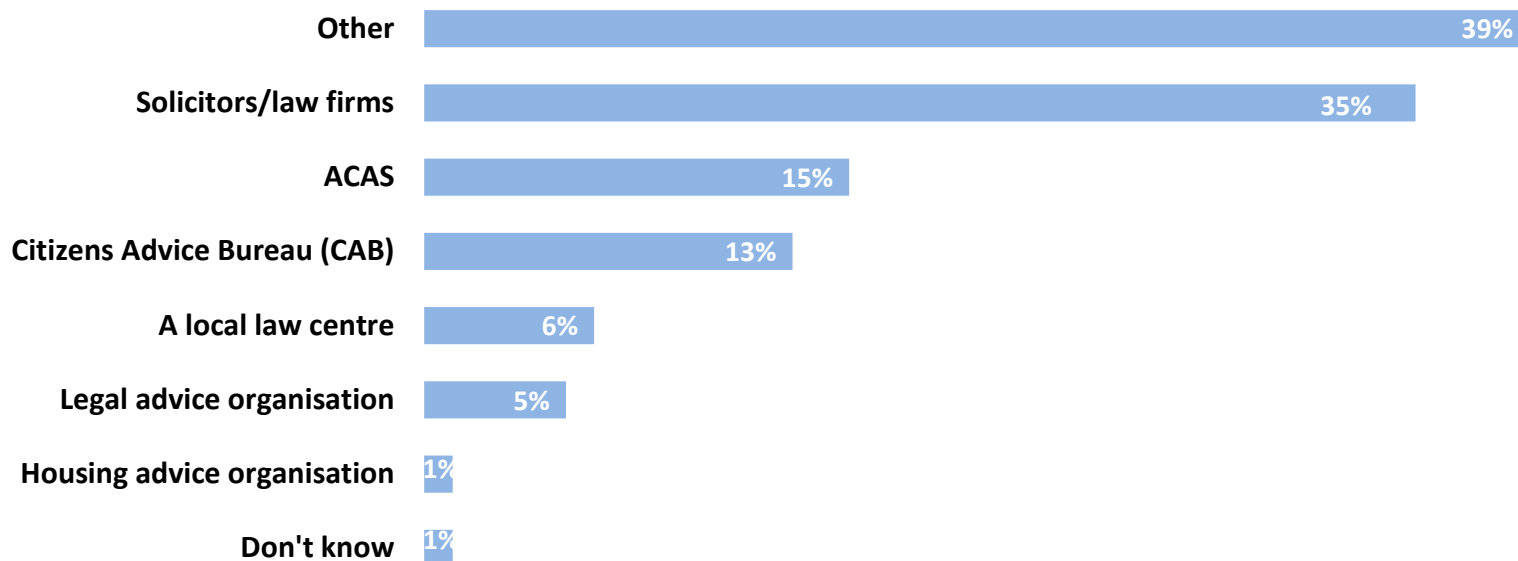


Q4. Have you sought advice from any other advice services since using 'Clinic Name' to get advice about the same subject?





# For these people, 'other' and law firms were the most common *next* ports of call



Q3. Which advice services did you use?

Unweighted base: 59





# Other places included...

An online search

Any local advice services as my situation was complex

Equal Opportunities

Fathers for Justice

Health insurance, Home Office application

I think I sought advice from my union lawyers

I think it was called the Equality Support Service

I used The Union

Justice for tenants

Macmillan's peoples department

Mediation services

MPs, Police

Par bro bono unit

Police in Essex

private housing

Safe Replacement

Somali Centre

South West Hospital

The board who governs Hereford Academy

The Ombudsman

TSU

Waterloo Action Centre

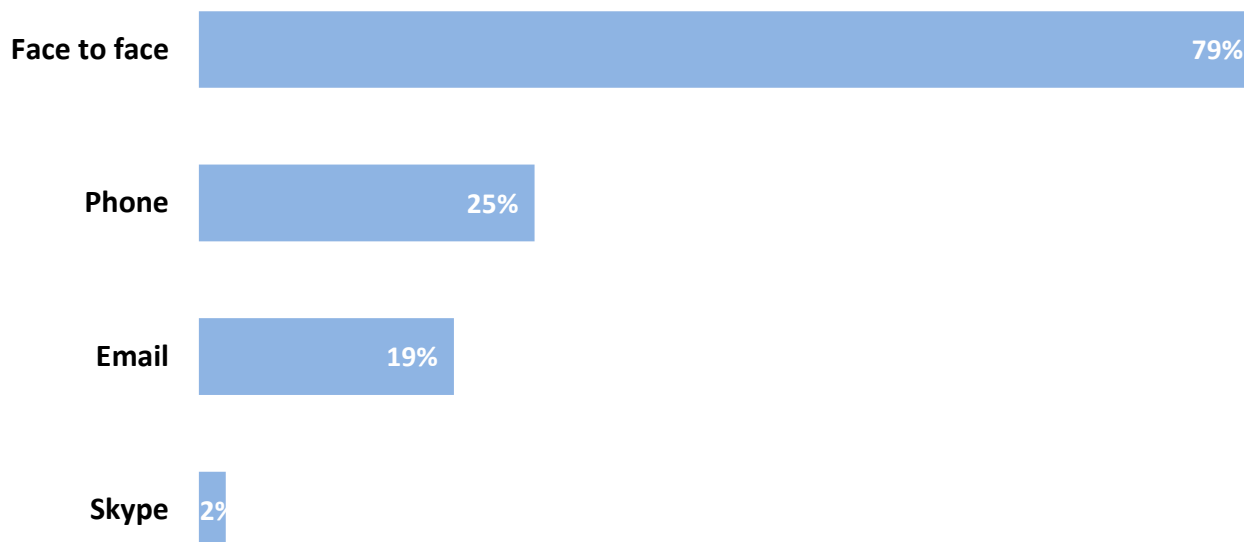
Which



# Service received



# Most people received advice face to face



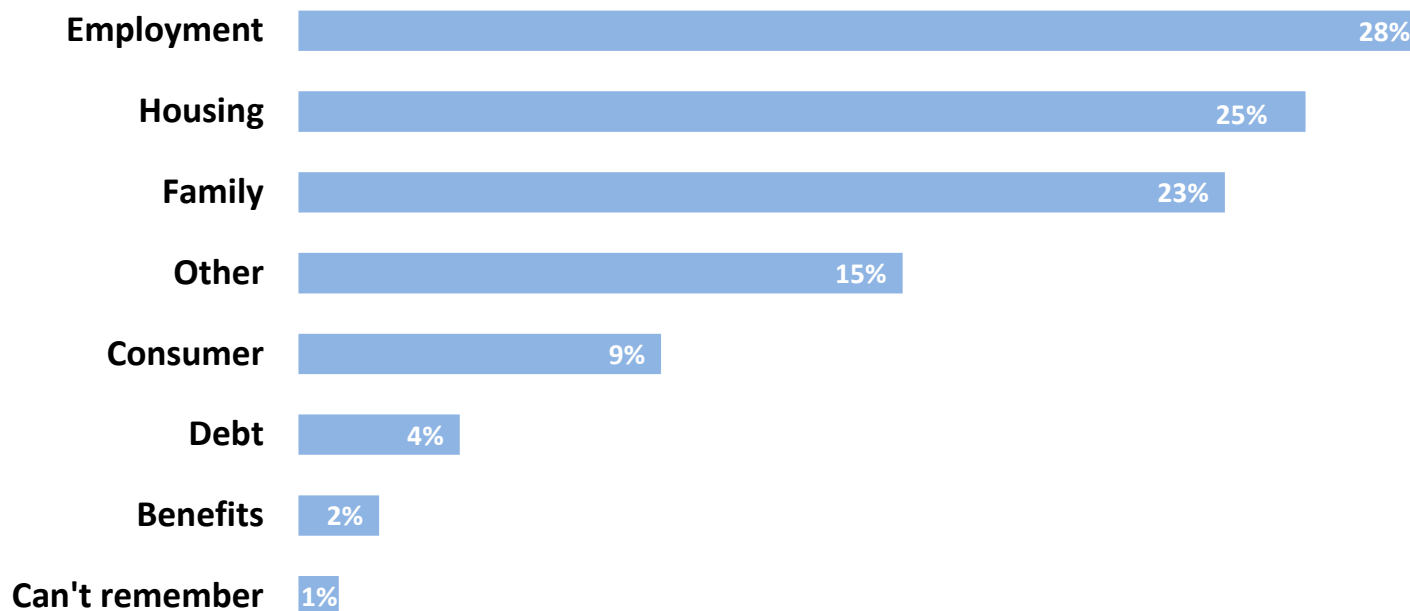
Q6. What type(s) of contact did you have with the 'Clinic Name'?

Please note multiple options could be chosen. 'Letter' has been excluded as nearly all clients receive letters as part of the service in addition to their main contact mode.





# Employment, housing and family were the most common areas of law



Q7. Generally what was the support you received about?







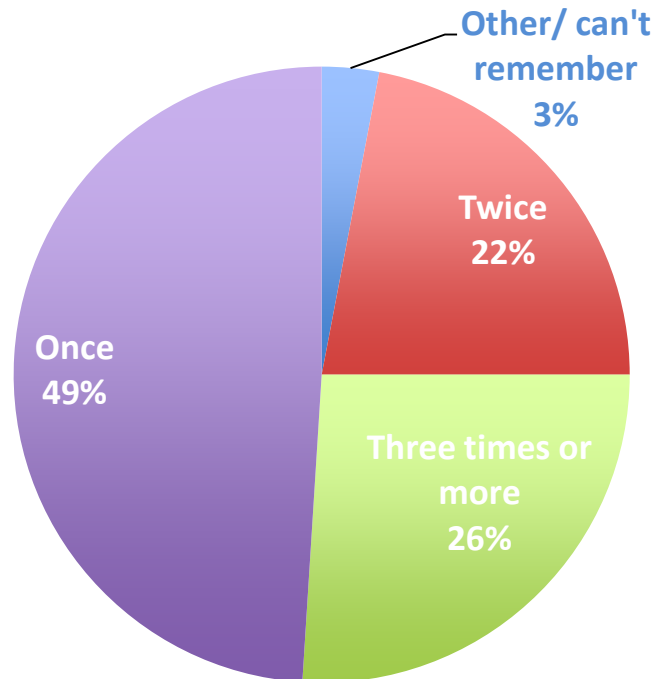
# Other topics included...

- A will
- Business
- Compensation issue
- Criminals Convictions put against me
- Dispute with a children's nursery
- Driving Speeding Ticket
- Financial claim
- Fraud
- General Litigation
- Harassment
- Immigration
- Injuries
- Land ownership
- Litigation issue
- Service Charges
- Student Finance
- To resolve an unpaid invoice





Half of clients had one contact with the clinic, while a fifth had two, and a quarter had three or more contacts



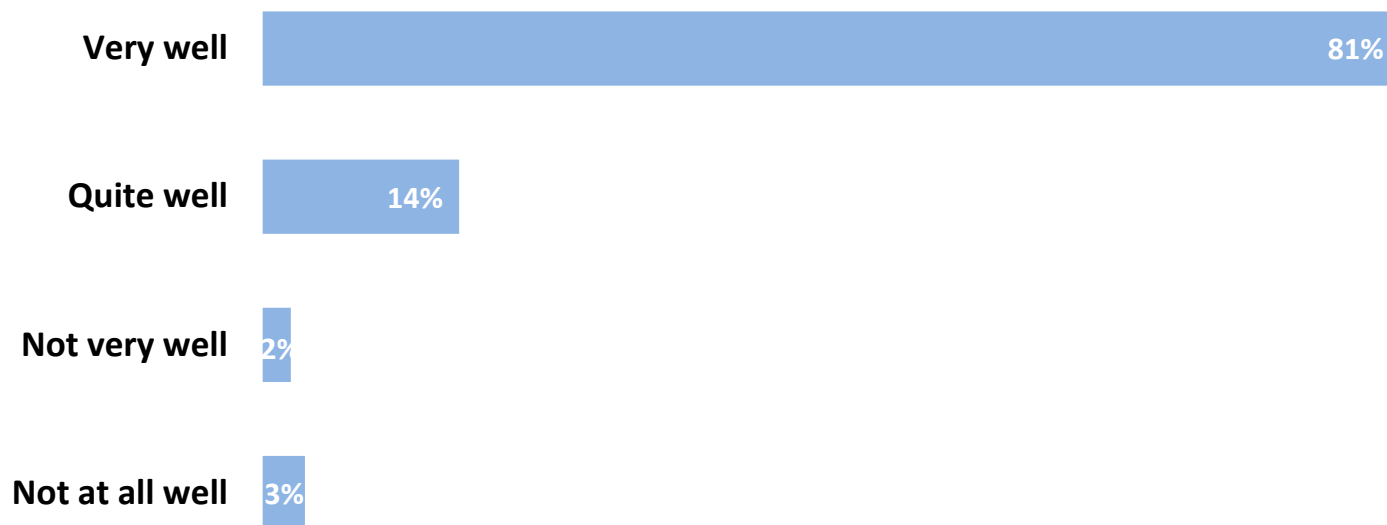
Q9. Was the support you received over one contact or more than one contact?



# Expectations and feedback on service quality



95% of clients felt the person they had contact with listened to them very well, or quite well

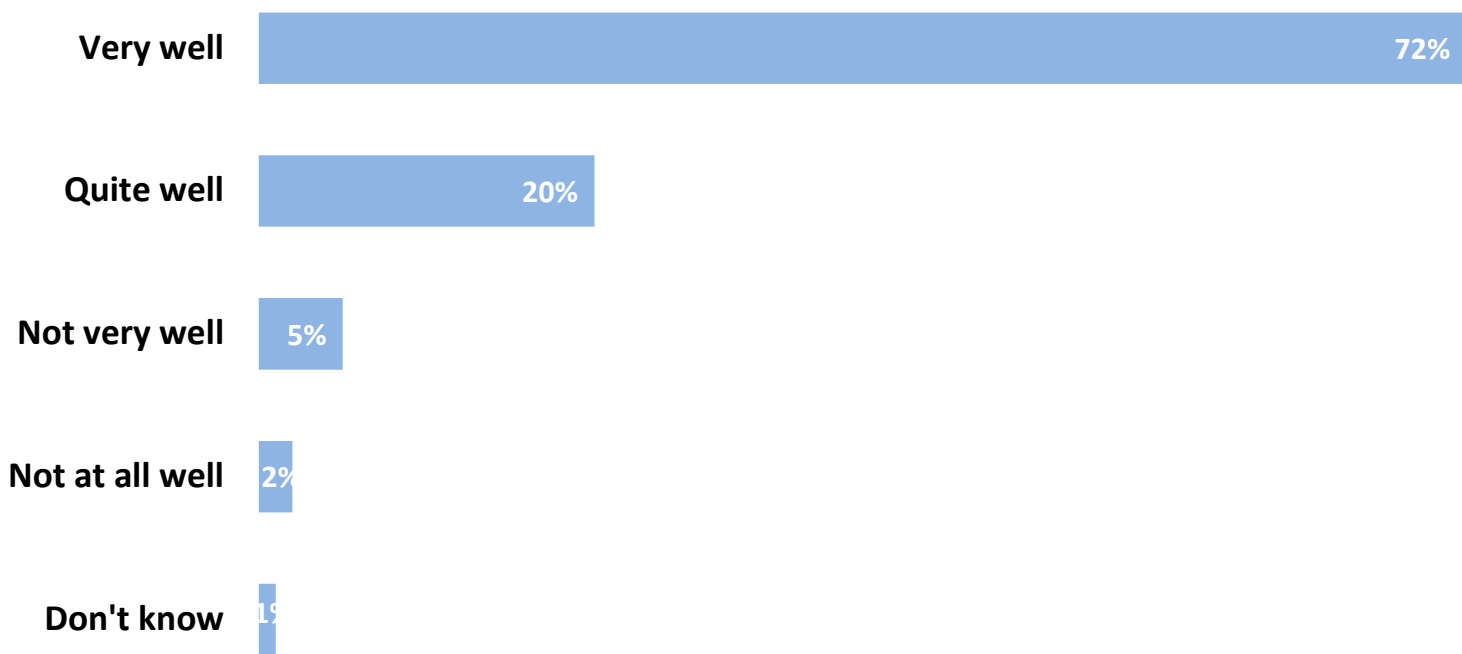


Q10. How well do you feel that the person (or people) you had contact with listened to you?





92% of clients felt the person they had contact with understood their legal problem very well, or quite well



Q11. How well do you feel that the person (or people) you had contact with understood your legal problem?





# Most people hoped for help to understand the legal issues, then practical support

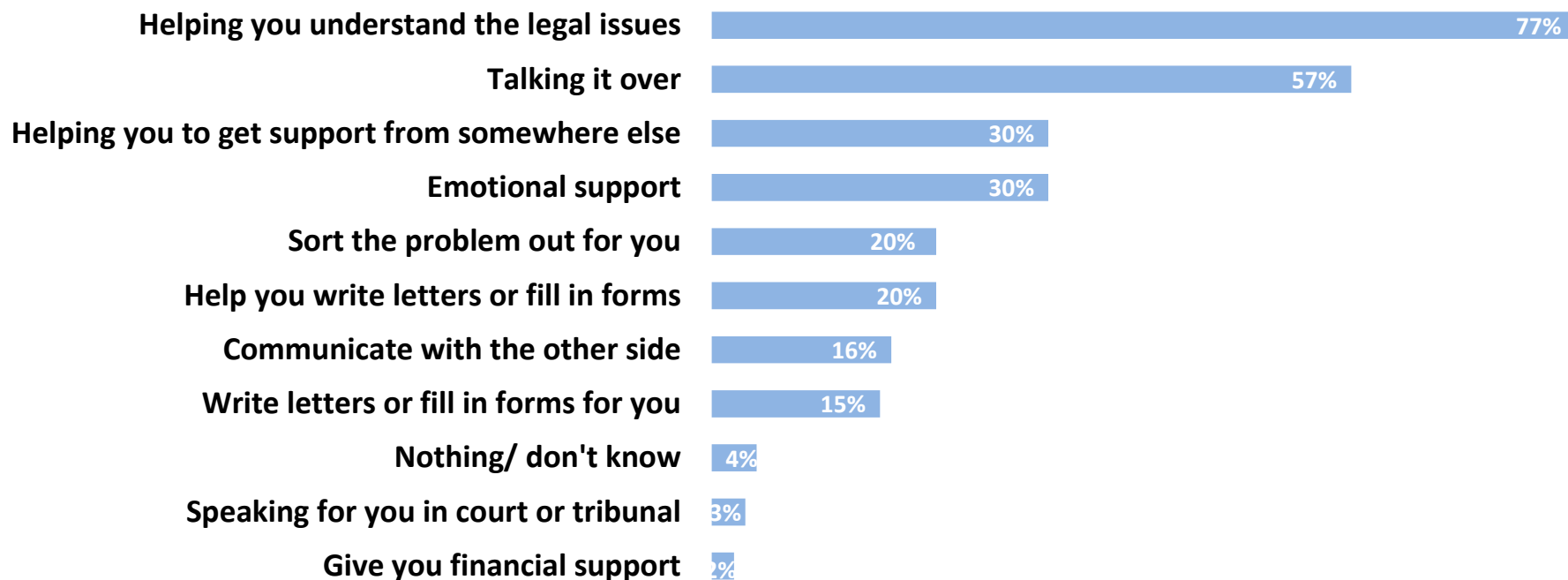


Q8a. Firstly, what were you hoping to get from the support?  
Please note multiple options could be chosen





# Most people *actually received* help to understand the legal issues, then emotional support and referral



Q8b. And then what did you actually receive?  
Please note multiple options could be chosen





# The biggest changes in expectation were around ‘financial support’ and ‘speaking for you in court or tribunal’

## Fewer people actually received what they hoped for

Give you financial support

-41%

Speaking for you in court or tribunal

-40%

Sort the problem out for you

-26%

Communicate with the other side

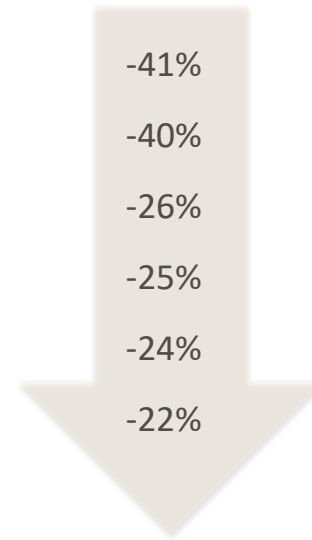
-25%

Write letters or fill in forms for you

-24%

Help you write letters or fill in forms

-22%





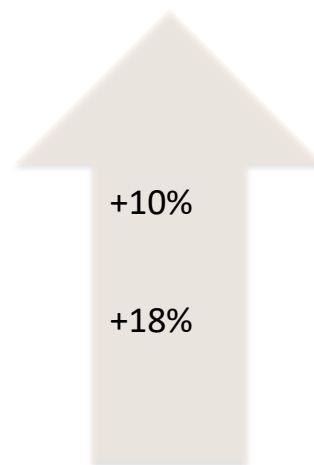


But for the most important expectation, even more people received what they hoped for

**More people actually received what they hoped for**

Helping you understand the legal issues

Talking it over



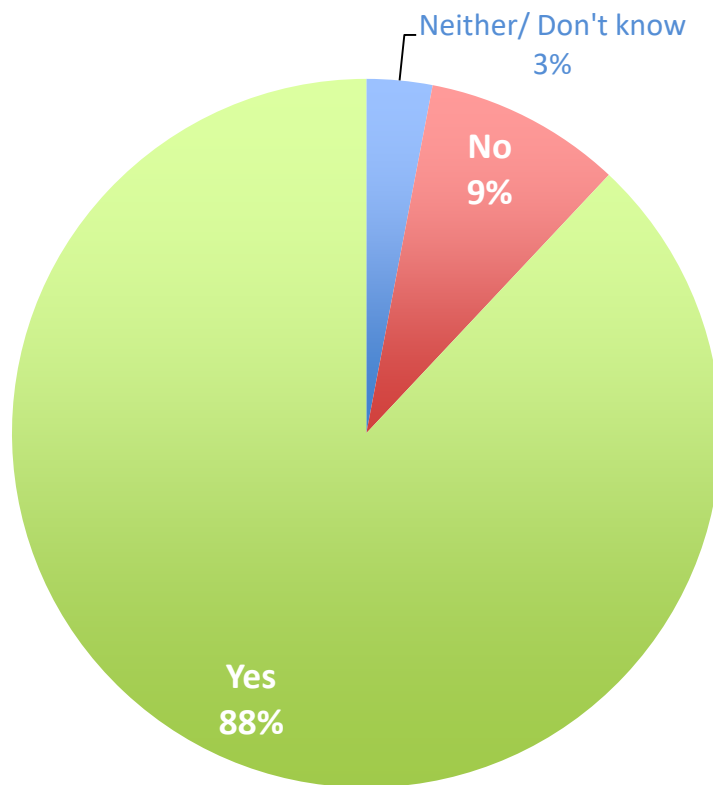
+10%

+18%





# 88% of clinic clients would recommend the clinic to someone else



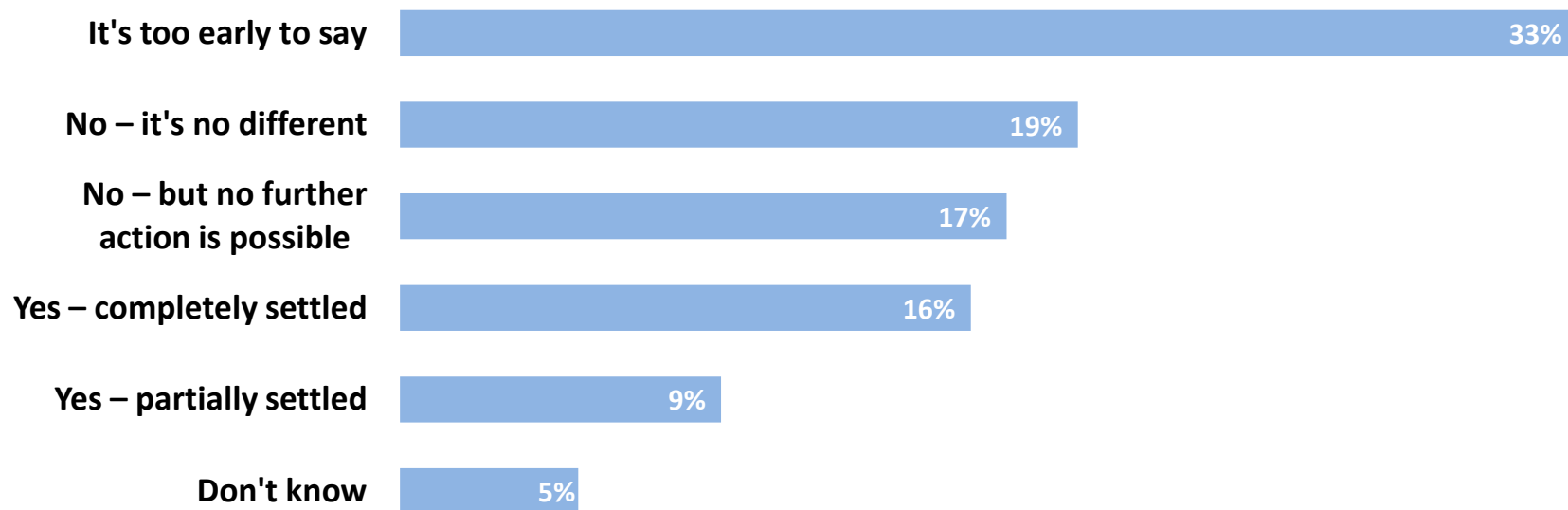
Q32. Would you recommend 'Clinic Name' to someone else?



# Legal outcomes



21% of clients say that their legal problem is now settled or partially settled, while for 50% it's too early to say, or no further action is possible.

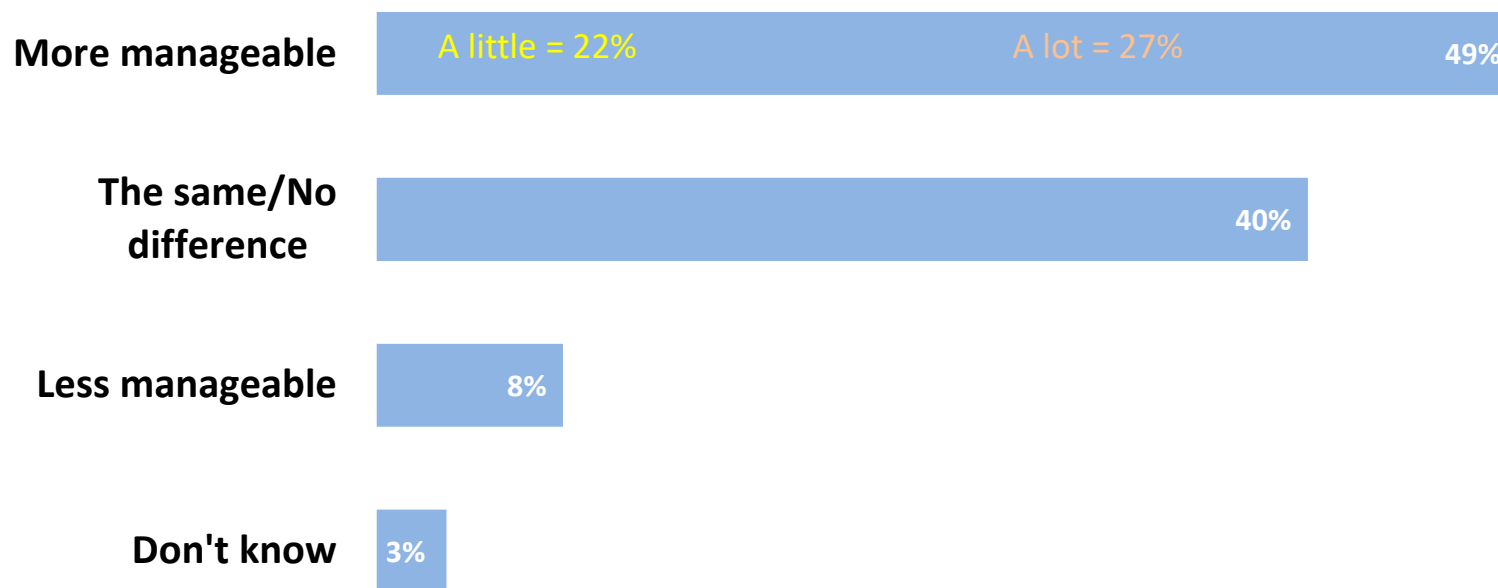


Qu17. Is the legal problem now settled?





# Where their legal problem is still on-going, half of clients say that it now feels more manageable

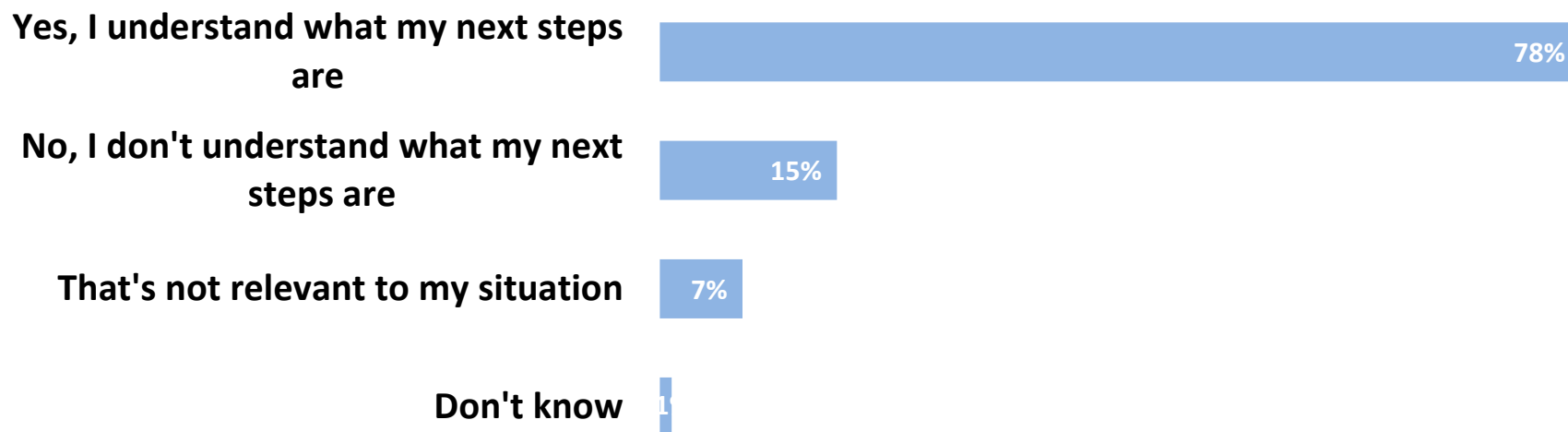


Qu18. How manageable does your legal problem feel now?  
Unweighted base = 158





# Most clients understand what their next steps are



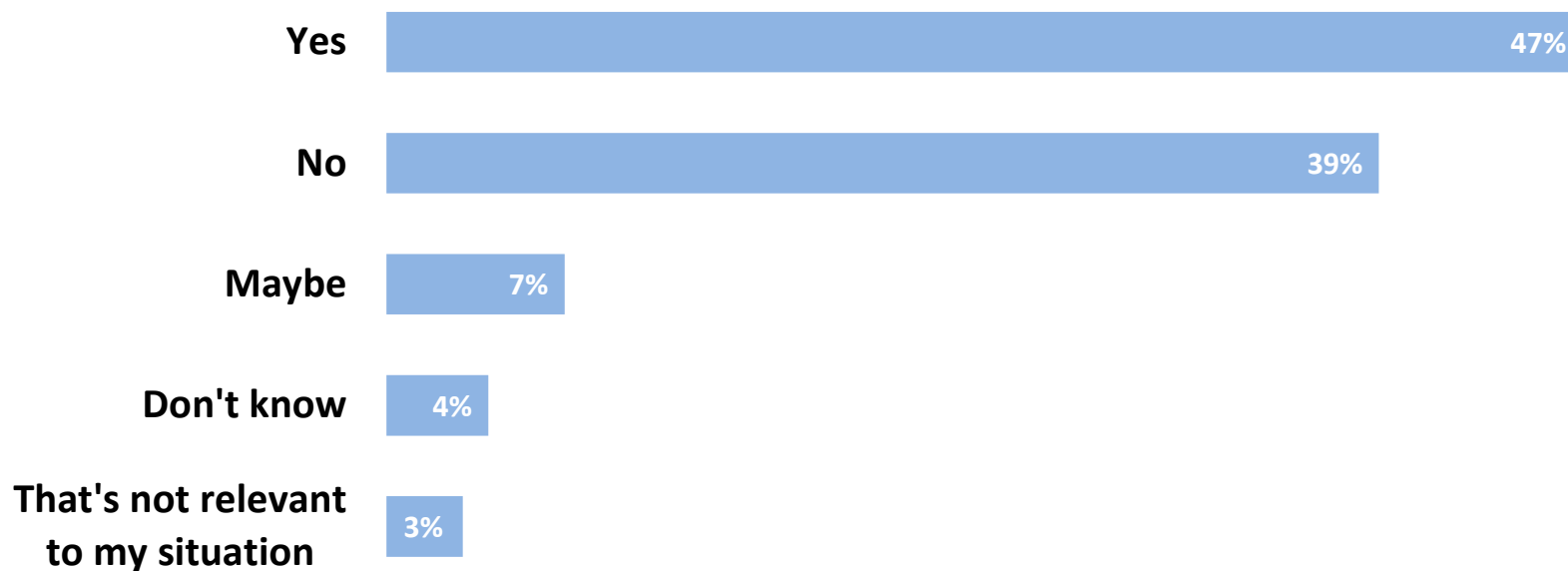
Q19. Do you understand what your next steps are?



# Going to court or tribunal



# Before getting support from the clinic, nearly half of clients were thinking of going to court or tribunal

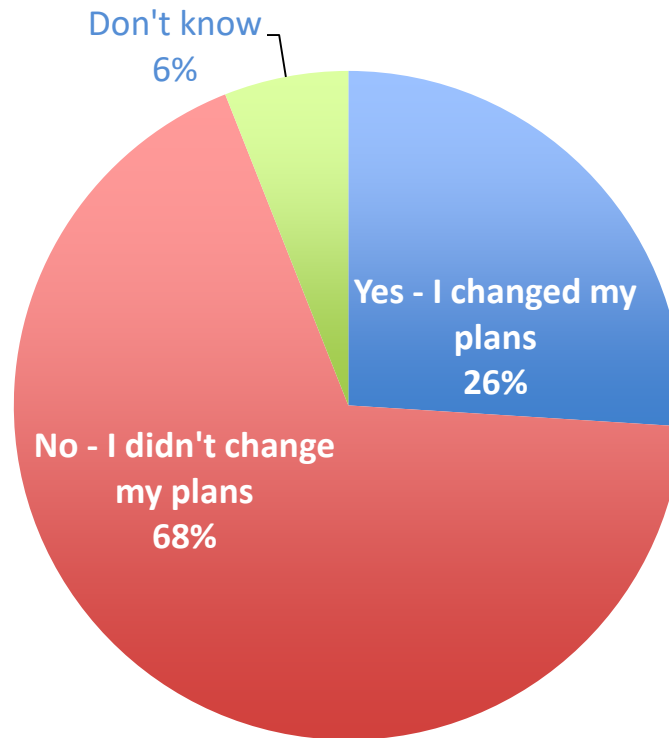


Q13. Before getting support from 'Clinic Name', were you thinking of going to court or tribunal?





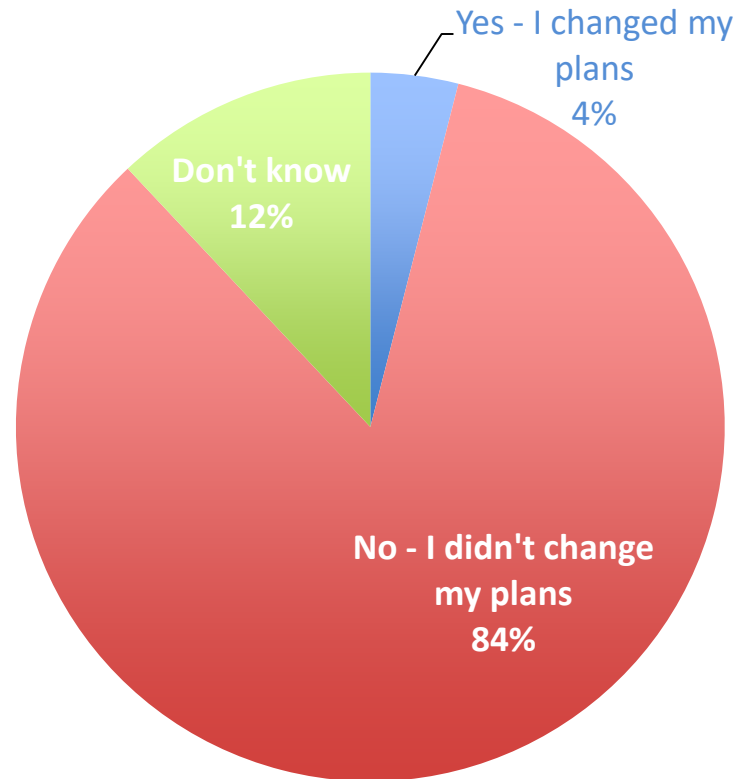
# Of those who said they were thinking of going to court or tribunal, a quarter changed their plans following advice



Q14. Did the support received mean you changed your plans to go to court or tribunal?

Unweighted base: 98

# Of those who were *not* thinking of going to court or tribunal, very few changed their plans



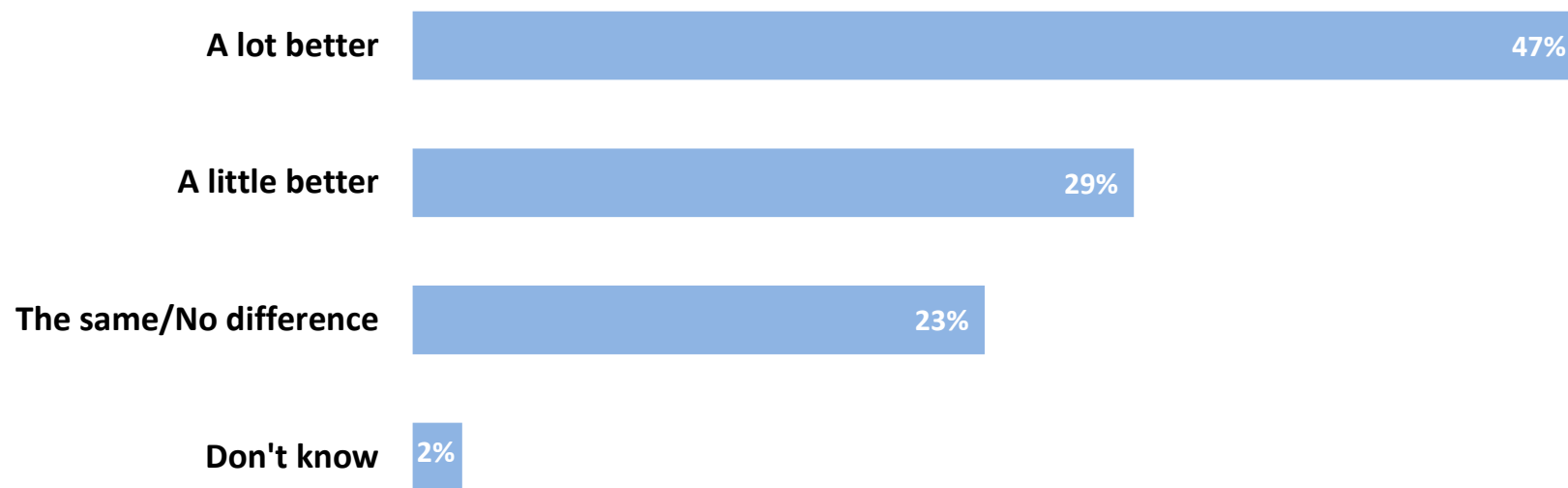
Q14. Did the support received mean you changed your plans to go to court or tribunal?

Unweighted base: 82

# Legal capability outcomes



# 76% of clients report that their understanding of their legal problem is now better

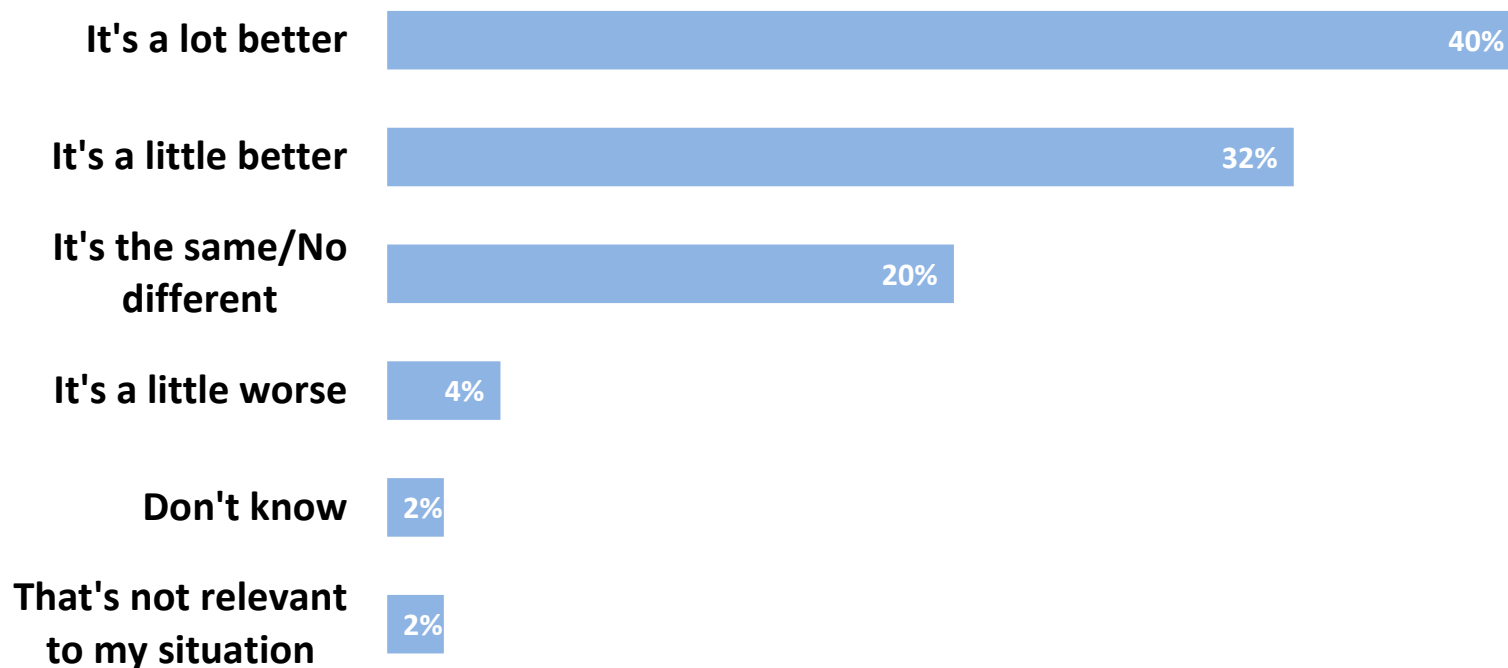


Q16. As a result of the support you received, how well do you understand your legal problem?





# 72% of clients report that their understanding of the law around their legal problem is now better

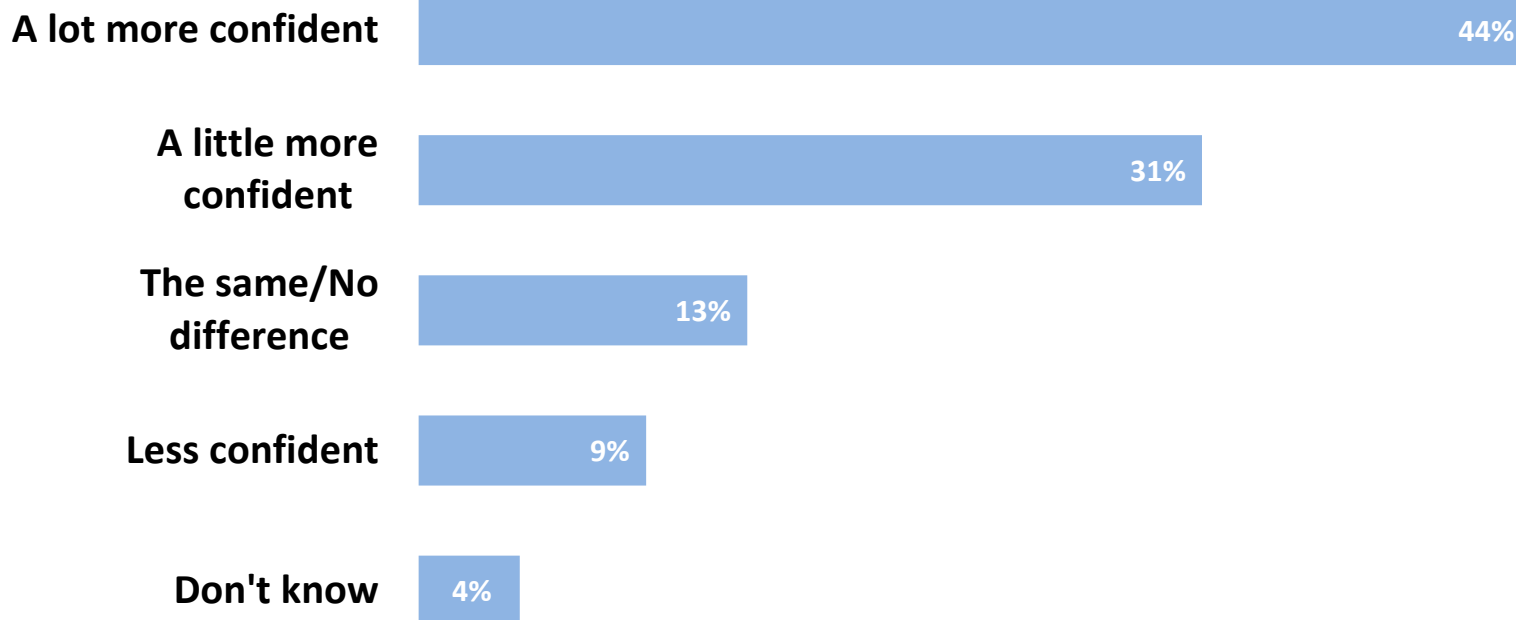


Q23. As a result of the support you received, how has your understanding of the law around your legal problem changed?





75% of clients report that they would feel more confident to deal with their problem, or a similar one, in the future, as a result of the support

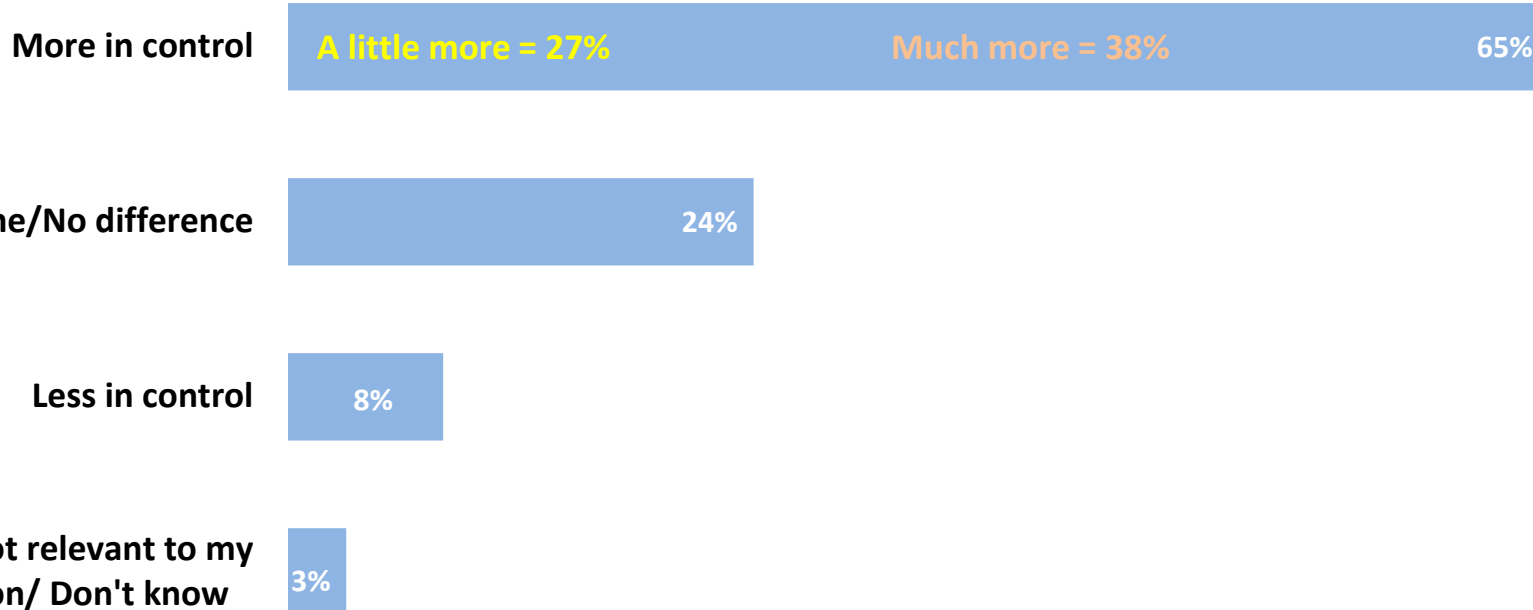


Q24. How confident would you feel to deal with this problem (or a similar one in the future), as a result of the support?





# 65% of clients feel more in control of their situation

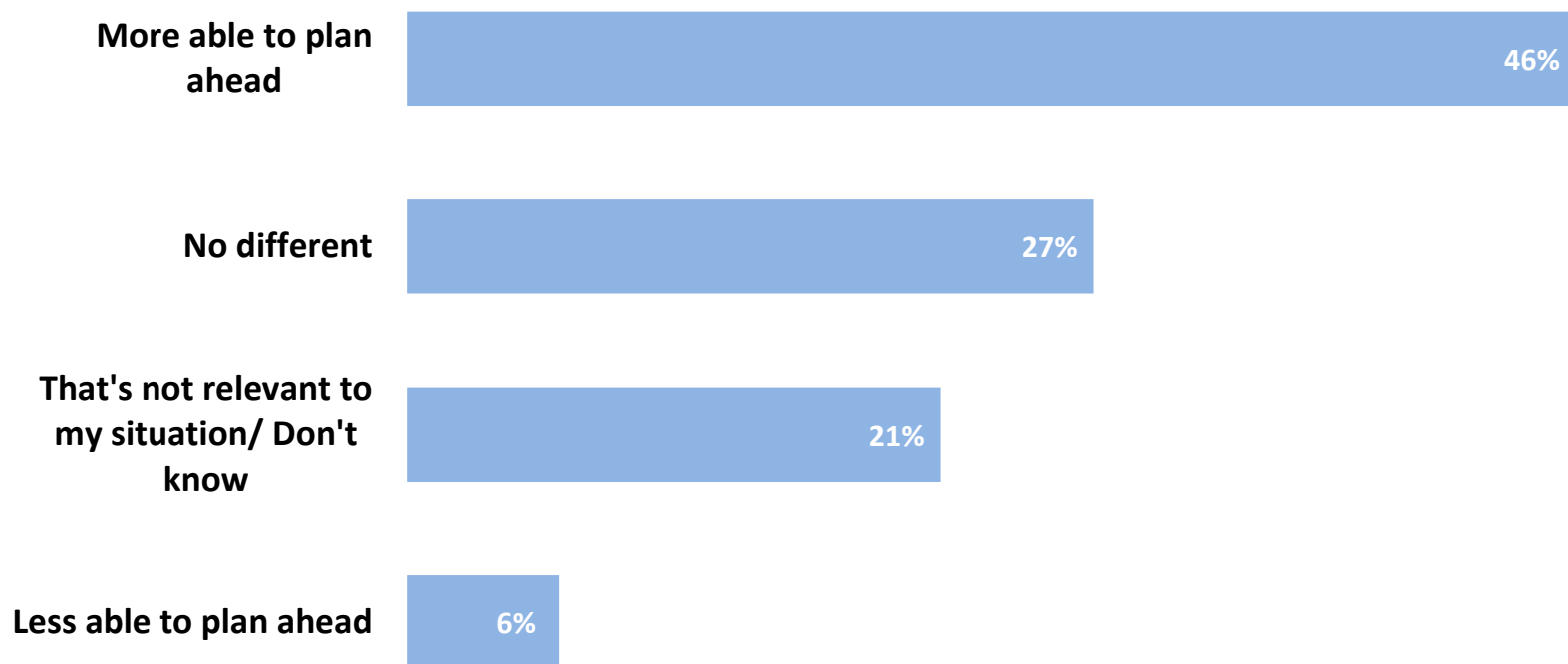


Qu25. As a result of the advice and help, how in control of your situation do you feel?





## 46% feel more able to plan ahead



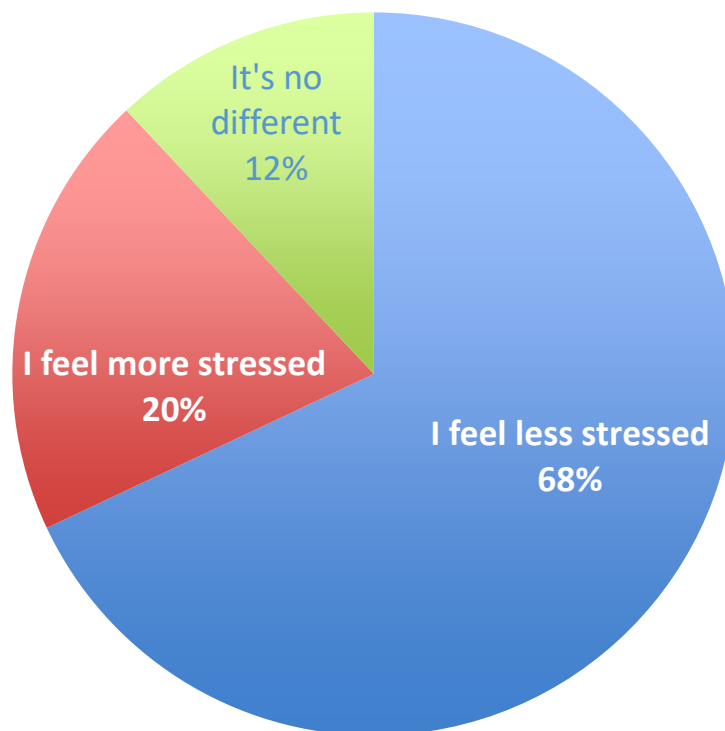
Q26. As a result of the advice or help, how do you feel about planning for the future?







For 68% of clients, the help or support has reduced their stress level



Q27. How has the advice or help affected your level of stress?





# More than half of clients feel physically better as a result of the advice or help

I feel better

A little better = 20%

Much better = 32%

52%

It's no different

32%

Worse

12%

That's not relevant to my situation/ Don't know

3%

Qu28. How has the advice or help affected your physical well-being?





# Next steps

- Data analysis
- Sharing findings
- Discussing the findings with LawWorks colleagues, clinic coordinators and volunteers, clients and others
- Coproducing the interpretations and recommendations with stakeholders

