



Better Information Project Initial Quantitative Findings Summary

5th October 2018

1. Introduction

This document provides an initial tour of the main quantitative findings from the Better Information Project client feedback calls. The intention is to understand the overall shape of the data, and to seek feedback from LawWorks colleagues on priorities for the next stage of the analysis.

Next steps:

1. Review this report
2. Discuss with the LawWorks clinics and policy teams – what further analyses would be useful?
3. Carry out analyses and share
4. Create the individual clinic summaries and share with individual clinics
5. Carry out the qualitative analysis and share
6. Discuss all the findings with the LawWorks clinics teams – and other stakeholders (tbc)?
7. Create data visualisations, case studies and summaries for the clinics report, fundraising and other external communications
8. Start the process of sharing findings and reflecting more widely with clinic coordinators, volunteers, clients and other stakeholders, in order to generate interpretations and suggested actions

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research • evaluation • project management • facilitation

2. About the data

- Initially a sample of clinic stakeholders was invited to take part.
- This was then extended to invite all (approx.) 250 clinics to take part.
- 75 clinics agreed to take part and collect informed consent and contact details from clients.
- Approx 38 clinics submitted forms (more if you count the SWLLC clinics separately – tbc).
- 993 forms were submitted and shared with the research agency, BMG.
- 209 calls were completed, giving a completion rate of 21%.
- Based on a ‘universe’ of 35,000 clinic clients, this gives us a representative national sample with a margin of error of 6.6% and a confidence level of 94%. This is acceptable (common choices are 5% and 90%, 95% or 99%, respectively).
- Following the completion of the calls, the group of participating clinics were compared with the whole clinic group in order to check if there were any areas of over- or under-representation.
- There were some imbalances based on geography and clinic type. We weighted the data to account for this, and reduce the risk of giving skewed results.
- The following results are from the weighted data.
- For each question, the number of total respondents is 209, unless otherwise stated.
- The following results can all be sub-divided further, for instance by:
 - Client demographics (gender, age, disability, ethnicity)
 - Clinic type
 - Clinic region
 - Clinic size
 - Advice topic
 - Level of support received (number of sessions)
 - Form collection phase
 - Time between initial advice and interview
 - The answers to any other quantitative question asked

The data are presented question by question here, as an initial ‘tour’. Future summaries can be presented by theme or are of interest, as required.

3. Quantitative findings

SECTION A: About the advice you received

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

From another organisation (if so, please give the name)	31%
From the internet (please specify website)	30%
From someone I know	21%
Other	16%
From a poster	1%
From a flyer	1%

Referrals and online searches dominate. Personal recommendations only third highest. Additional detail to follow.

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.

No	57%
Yes	43%

Clinics the first port of call for only 57%.

Q3. Which advice services did you use?

Weighted base = 90

Solicitors/law firms	39%
Citizens Advice Bureau (CAB)	31%
Legal advice organisation	14%
A council/LA law centre	11%
Other	11%
Housing advice organisation	9%
ACAS	3%
Local authority/council	3%
None	2%
Not answered	0%

Additional detail to follow.

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

No	66%
Yes	34%

Q5. Which advice services did you use?

Weighted base = 70

Solicitors/law firms	39%
Other	31%
Citizens Advice Bureau (CAB)	15%
ACAS	13%
A local law centre	6%
Housing advice organisation	3%
Legal advice organisation	2%
Local authority/council	2%
Don't know	2%
None	1%
Not answered	0%

Additional detail to follow. It will be interesting to know what resources fall into the 'other' category, here.

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

Face to face	84%
Phone	29%
Email	17%
Letter	6%
Skype	1%
Other	1%
Can't remember	0%

Most people are seen face to face. Nearly a third have phone contact. It could be interesting to look at these patterns in more depth (responses were not exclusive).

Q7. Generally what was the support you received about?

Employment	32%
Family	28%
Housing	23%
Other	11%
Consumer	5%
Debt	2%
Benefits	1%
Can't remember	1%

Employment, family and housing dominate. It will be interesting to compare this with the overall clinics picture. Additional detail to follow.

Q8a. Firstly, what were you hoping to get from the support?		Q8b. And then what did you actually receive?	
Helping you understand the legal issues	71%	Helping you understand the legal issues	77%
Give you financial support	48%	Talking it over	58%
Speaking for you in court or tribunal	47%	Emotional support	29%
Sort the problem out for you	46%	Helping you to get support from somewhere else	27%
Help you write letters or fill in forms	45%	Sort the problem out for you	20%
Communicate with the other side	44%	Help you write letters or fill in forms	17%
Write letters or fill in forms for you	43%	Write letters or fill in forms for you	12%
Emotional support	41%	Communicate with the other side	10%
Helping you to get support from somewhere else	41%	Speaking for you in court or tribunal	4%
Talking it over	38%	Give you financial support	3%
Other	2%	Nothing	3%
Don't know	2%	Other	2%
Nothing	0%	Don't know	1%

The main expectation of understanding the legal issues matches with the support received. After that, both practicalities and emotional support are commonly (41% – 48%) expected, while emotional support and onward referral are higher than practical support in terms of what was actually received.

A third received emotional support, while 27% say the clinic helped them to get support from somewhere else. 20% say the clinic sorted the problem out for them, while 4% received representation. 3% had financial support, and 1% didn't know what they received (it could be interesting to explore these cases further!).

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

Once	48%
Twice	20%
Three times or more	30%
Can't remember	2%

About half are seen once. As many as a third are seen three times or more.

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

Very well	81%
Quite well	10%
Not very well	5%
Not at all well	5%

Very positive. It will be interesting to look at the other (especially qualitative) responses of those who seem unhappy with the support.

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

Very well	69%
Quite well	19%
Not very well	8%
Not at all well	4%

Also positive. Could be interesting to look at by clinic size or type. It will be interesting to look at the other (especially qualitative) responses of those who seem unhappy with the support.

12. Do you have any other comments about the quality of the support you got?

Qualitative question – analysis to follow (please see the introduction)

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

Yes	53%
No	34%

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

Weighted base = 199

No - I didn't change my plans	69%
Yes - I changed my plans	22%
Don't know	9%

Just over a fifth changed their plans. It will be interesting to split this data by 'yes' and 'no' from Q13, to see whether overall clinics divert people from tribunal.

Q15. What was it that specifically led you to change your plans?

Qualitative question – analysis to follow (please see the introduction)

SECTION B: About any progress that's been made with the issue

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

A lot better	52%
A little better	27%
The same/No difference	19%
Worse	1%
Don't know	1%

Q17. Is the legal problem now settled?

It's too early to say	38%
No – it's no different	18%
Yes – completely settled	17%
No – but no further action is possible	12%
Yes – partially settled	10%
Don't know	5%

It could be interesting to look at this by length of time between initial advice and the call-back. There may be something worth exploring about the length of time people spend dealing with their legal problems.

Q18. How manageable does your legal problem feel now?

Weighted base = 164

The same/No difference	41%
A lot more manageable	31%
A little more manageable	19%
Less manageable	7%
Don't know	2%

Interesting that so many feel it's the same. This could be linked to the limited direct practical support clinics are able to give.

Q19. Do you understand what your next steps are?

Yes, I understand what my next steps are	77%
No, I don't understand what my next steps are	14%
That's not relevant to my situation	8%
Don't know	1%

Very positive. Worth exploring the more negative responses further.

Q20. What has been the biggest impact of the support, for you?

Q21. What's been the biggest barrier to sorting out your legal problem?

Q22. What's been most helpful in trying to sort the problem out?

Qualitative questions – analysis to follow (please see the introduction)

SECTION C: About your understanding of the law

Q23. As a result of the support, how has your understanding of THE LAW around your legal problem changed?

It's a lot better	41%
It's a little better	37%
It's the same/No different	16%
It's a little worse	4%
Don't know	2%
That's not relevant to my situation	1%

Overall very positive. It will be interesting to look at the other (especially qualitative) responses of those who seem unhappy with 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?

A lot more confident	44%
A little more confident	32%
The same/No difference	13%
Less confident	8%
Don't know	3%

Again, positive. It will be interesting to look at the other (especially qualitative) responses of those who seem unhappy with the support.

SECTION D: About your physical and mental health

Q25. As a result of the advice and help, how in control of your situation do you feel?

Much more in control	36%
A little more in control	26%
The same/No difference	25%
Less in control	10%
That's not relevant to my situation	1%
Don't know	1%

Very positive. It will be interesting to look at the other (especially qualitative) responses of those who report feeling worse.

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

More able to plan ahead	47%
No different	29%
That's not relevant to my situation	14%
Less able to plan ahead	8%
Don't know	2%

Overall positive. It will be interesting to look at the other (especially qualitative) responses of those who report feeling worse after support.

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

I feel a little less stressed	33%
I feel much less stressed	32%
It's no different	14%
I feel a lot more stressed	12%
I feel a little more stressed	8%

Overall positive. It will be interesting to look at the other (especially qualitative) responses of those who report feeling worse after receiving support.

Q28. How has the advice or help affected your physical well-being?

It's no different	34%
I feel much better	30%
I feel a little better	22%
Worse	12%
That's not relevant to my situation	2%
Don't know	1%

Again, positive overall. It will be interesting to look at the other (especially qualitative) responses of those who report feeling worse after support.

Q29. Do you have any other comments about the effect of the advice or help on your mental or physical health?

Qualitative question – analysis to follow (please see the introduction)

SECTION E: Finishing up

Q30. What could have made it easier for you to get support from [INSERT CLINIC NAME]?

Q31. What could have made the support from [INSERT CLINIC NAME] more useful to you?

Qualitative questions – analysis to follow (please see the introduction)

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

Yes	87%
No	11%

Q33. Why would you not recommend the [INSERT CLINIC NAME]?

Q34. Is there anything else you'd like to say?

Qualitative questions – analysis to follow (please see the introduction)