### Frequently asked questions – LawWorks Clinic Network data monitoring

***When does the new collection period start?***

The new collection period starts on 1st April 2018.

***When will I have to send clinic data next?***

Your clinic will have received an email for the last reporting period under the old collection system for the period October 2017 – March 2018.

The next reporting period runs April 2018 – December 2018, this data will be reported in January 2019. Clinic data will then be requested annually, each January for the previous calendar year.

***What are the dates for the current and new reporting and collection periods?***

**Collection period Reporting period**

April 2018 October 2017 – March 2018\*

January 2019 April 2018 – December 2018

January 2020 January 2019 – December 2019

***How do I know what data I need to collect?***

You can download a copy of the [new monitoring questions on our website](https://www.lawworks.org.uk/sites/default/files/files/LW-Clinic-MonitoringQuestions-April2018.pdf).

***Do I need to continue sending you clinic data?***

Yes, one of the requirements to be part of the LawWorks clinics network is for you to send us monitoring data about your clinic. If you have any questions about this requirement please contact the [clinics team](mailto:clinics@lawworks.org.uk).

***What do you do with the data that we send you?***

LawWorks collects information from clinics for four reasons:

* to develop resources and support services for clinics
* to publicise the work of pro bono clinics and to influence policy and decision-making
* to share information with the clinics network in support of their development, influencing and fundraising
* to enable their own fundraising for further support to clinics

***What is the difference between the old and the new questions?***

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| --- | --- |
| Current/old monitoring system | New monitoring system |
| About you  * Name of the clinic * Contact name * Email | About you  * Name of the clinic * Contact Name * Email Address |
| Enquiries  1. Number of enquiries for clinic   Of these service users, to how many did you:   1. Provide legal advice 2. Provide general information, signposting or referral 3. Could not help at all 4. If known, please tell us approximately how many of the total enquires are from returning clients. 5. Of the clients you were unable to help at all, what are the main reasons for this? | Enquiries  1. Total number of enquiries received 2. Number of enquiries made directly to the clinic 3. Number of enquiries that were referrals from other agencies (not a self- referral) 4. Total number of people helped received 5. Number of people who received legal advice 6. Number of people who were signposted or referred to another agency 7. Do you have any comments about these figures? |
| Areas of law  1. Please record the number of cases according to area of law.  * Asylum / immigration Asylum / immigration * Business / charity services (including IP, insurance etc.) * Civil litigation * Consumer / contract * Crime * Debt and insolvency * Employment * Family / child law * Housing / property (including wills and probate) * Human rights * Welfare benefits * Cases in 'other' areas * Please provide further detail on any 'other' areas of law advice was provided in: | Areas of law  1. Please record the number of cases according to area of law.  * Asylum / immigration * Family / child law * Employment * Business / charity services (including IP, insurance etc.) * Civil litigation * Civil liberties * Community care * Consumer / contract * Crime Debt and insolvency * Education * Housing * Property (including wills and probate) * Welfare benefits * Cases in other areas * What were the other areas of law?  1. Do you have any comments about these figures? |
| 1. On average, how many hours per month does your advice clinic operate? 2. Approximately how many months per year does your advice clinic operate? 3. In total, how many individuals volunteer at the clinic?  * Volunteer solicitors * Volunteer trainees * Volunteer students * Volunteer barristers/pupils * Volunteer legal executives * Volunteer paralegals, secretaries etc * Volunteer administrators * Other volunteers  1. If applicable please give details of other volunteers: 2. Looking at the total hours volunteers gave at the clinic over the last year, approximately how many hours were delivered by each group?  * Volunteer solicitors * Volunteer trainees * Volunteer students * Volunteer barristers/pupils * Volunteer legal executives * Volunteer paralegals, secretaries etc * Volunteer administrators * Other volunteers | About your clients For the reporting period, please provide an estimate of clients that fall within the following categories:   1. What is the gender profile of your clients?  * % Female * % Male * % Non-binary * % Other / prefer not to say  1. What is the age profile of your clients?  * % under 18 * % 18 - 65 * % 65+  1. If known, what percentage of your clients has a disability, long-term illness or health condition? 2. What percent of your clients are:  * White * Black or ethnic minority * Prefer not to say |
| Diversity and Monitoring: Ethnicity  1. Please indicated the number of clients assisted by the clinic in each ethnic origin category:  * White * Asian * Black * Mixed Race * Other * Would prefer not to indicate  1. If 'other', please give details: 2. Please indicate the number of clients assisted by the clinic in each gender category:  * Male * Female * Non-binary gender * Would prefer not to indicate  1. Please indicate the number of clients assisted by the clinic in each category of sexual orientation:  * Heterosexual * Homosexual * Bisexual * Other sexual orientation * Would prefer not to indicate  1. Please indicate the number of clients assisted by the clinic earning above or below the Joseph Rowntree 'minimum income standard' (£17,900 per year before tax):  * Earning BELOW Joseph Rowntree minimum income standard * Earning ABOVE Joseph Rowntree minimum income standard * Would prefer not to indicate  1. Please indicate the number of clients assisted by the clinic that consider themselves to have a one or more disabilities:  * Consider themselves to have a disability * Do not consider themselves to have a disability * Would prefer not to indicate  1. Please indicate the number of clients assisted by the clinic in each age category:  * Under 18 * 18 - 24 * 25 – 34 * 35 – 44 * 45 - 54 * 55 – 64 * Over 65 * Would prefer not to indicate  1. If you collect further information on client diversity or the impact your clinic has on clients please feel free to uploaded this here. | Volunteers For the reporting period, please tell us the number of volunteers who supported your clinic. Please include students, paralegals, CILEx, solicitors and barristers.   1. Number of volunteers 2. Do you have any comments about these figures? |