

Welcome to ZOOM

LawWorks Clinics Network Conference

Clinic trends: Find out what's happening across the network

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LawWorks

A new frontier

Better data, better information, better clinics



*To boldly
go where
no network
has gone
before...*

Why we 'do data'and what we do with it

Develop an evidence base for clinics / access to justice

- Understanding what works and who clinics reach
- Demonstrating effectiveness
- Monitor and measure impact
- Match outputs to outcomes
- Use in policy and advocacy
- Leverage funding
- Embracing 'Big Data'



LawWorks Clinics – key data (England and Wales)

294 Registered Clinics

**97 operational
remote clinics**

**73% of clinics returned
data for 2019 reporting
period
(compared to 83% over
previous year)**



**9,545
Volunteers**

Clinic services



90% Offer initial advice



50% Offer written advice



30% Offer form filling

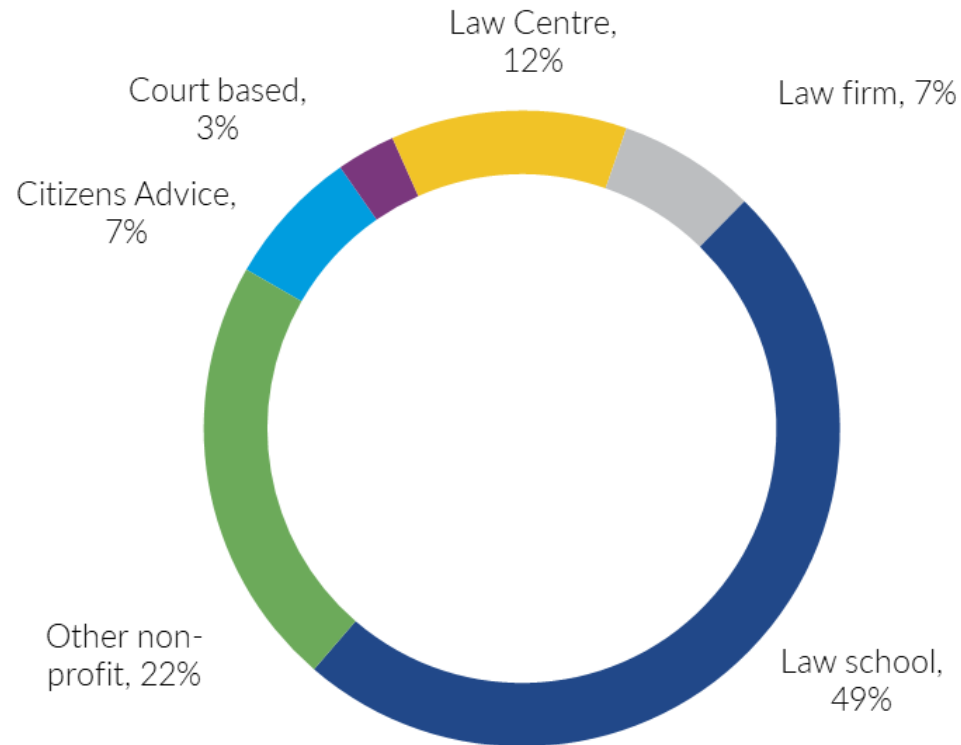


21% Offer casework



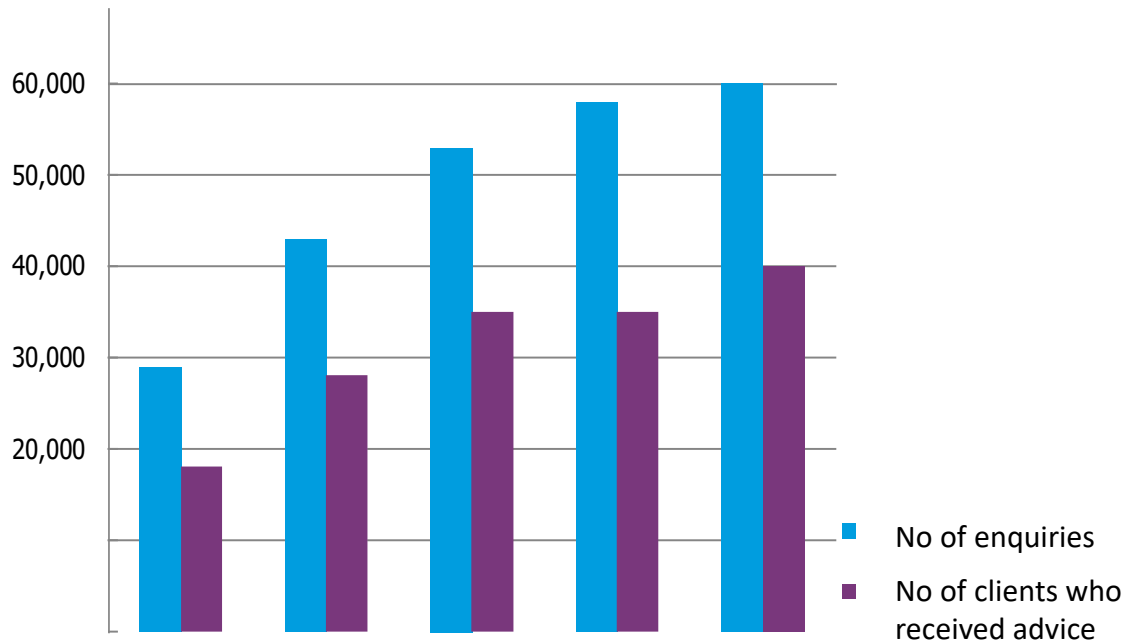
15% Offer representation

Clinic settings and host organisations

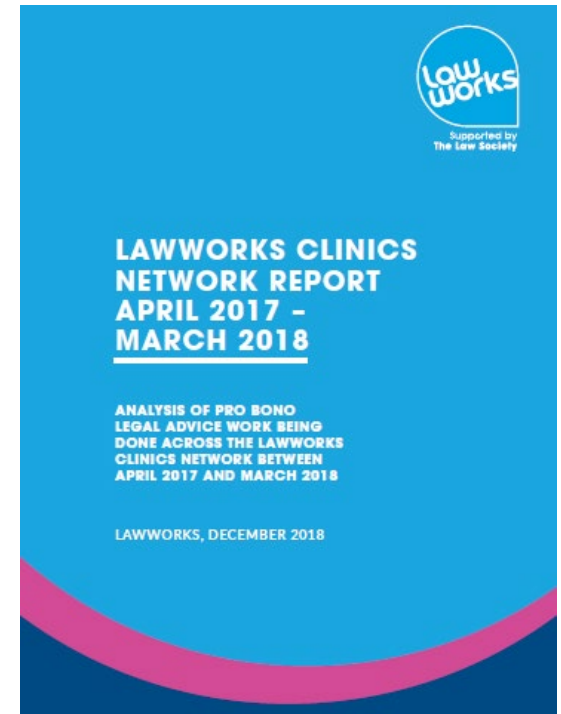


Trends over time

Trends over time 2013-18 (April – April reporting periods)



Rounded to nearest 1,000



156,000
people advised (2013-18)

New data collection system (introduced in 2019)

Old 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

LawWorks team here to help
clinics@lawworks.org.uk

For more information see
www.lawworks.org.uk/impact

New data collection system:

Key clinic data for 2018 and 2019

Over 2018 (Jan-December) clinics *recorded* the following:-

- 75,907 enquiries
 - 35,912 provided with advice

Over 2019 (Jan-December) clinics *recorded* the following:-

- 77,550 enquiries
 - 37,551 provided with advice

Summary of clinic inquiries for 2019

77,550



Total
number of
enquiries

70,261



Number of
people
helped

32,710



Number of
people given
information
or referred to
other services

37,551

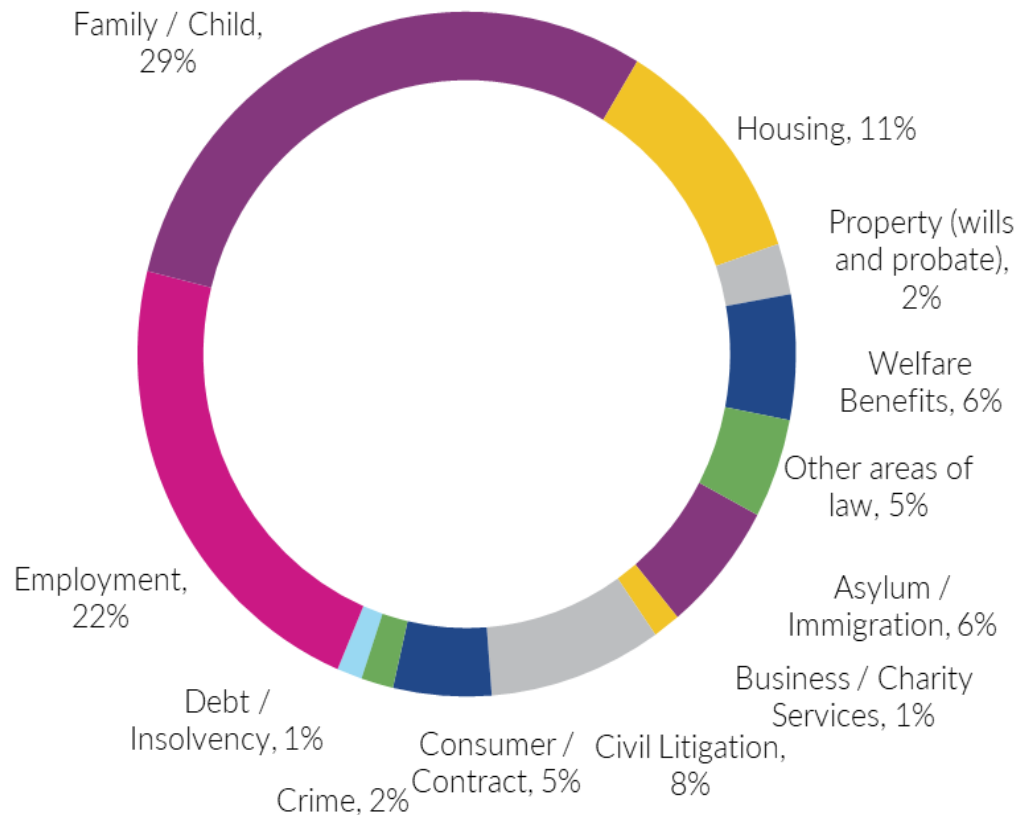


Number of
people
receiving
legal advice

Regional breakdown

	Provided advice	Given information or referred to other services	Not helped
National	7475	21258	559
East	4033	2079	622
East Midlands	575	693	25
Greater London	17530	2859	2466
North East	409	352	1011
North West	2187	1090	504
South East	883	1651	514
South West	462	210	490
West Midlands	1998	644	513
Yorkshire & Humber	570	898	131
Wales	1429	976	326
Total	37551	32710	7161

Categories of law



Client demographics (Data under supply warning!)



Why is demographic data important



Equality Act 2010



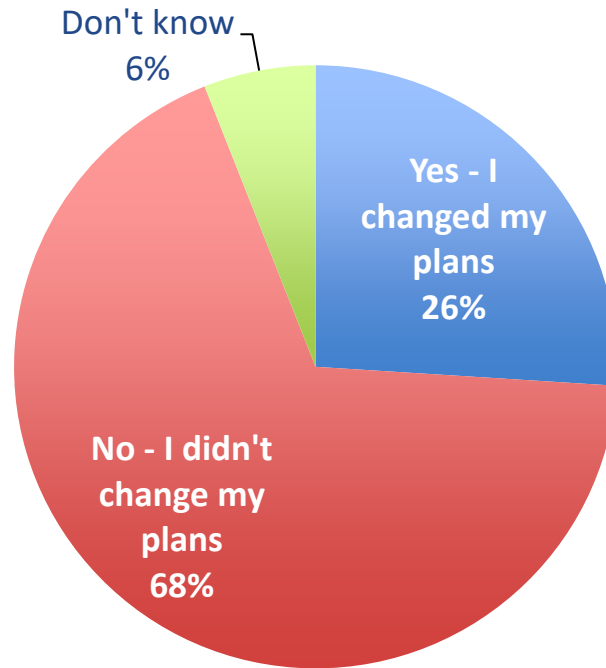
Outcomes (note – this is old data)

Key findings recap from our **Better Information project** outcomes monitoring from a representative sample of clinic clients:-

- Over 90% of clients said they had been listened to well in clinics
- 25% said their problem was fully or partially settled, and a further 17% said it was possible to take further action
- 68% said that advice has helped their level of stress, and 52% said they felt physically better as a result of the advice
- 87% said they had an increased understanding of next steps

Outcome example

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



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

Clinic Covid-19 response

We will be collecting data on all the fantastic work you are doing now, but let's do this together!



**Birmingham Peoples
Centre**

Putting People First

**The
University of
Law**



#ClinicsConference #PowerOfProBono

**LawWorks Clinics
Network Conference 2020**



Questions and follow up