

## Background to the survey

Each year coordinators of clinics that are part of the LawWorks Clinics Network provide information on their work, trends they are experiencing and the challenges they face. LawWorks collates this information and reports on it to celebrate the work being done by clinic volunteers, identify trends and the challenges faced, and identify how best LawWorks can support the network in the year ahead.

Since June 2016 LawWorks has been focusing on improving its monitoring practice and finding new and better ways to support clinics to report and share information, particularly on client outcomes. As part of the groundwork for this project, some questions about monitoring were added into the annual survey.

Several respondents commented that they would value LawWorks sharing this data. This brief summary is intended to enable clinic coordinators to share practice, start conversations, and build their capacity to monitor and report effectively. Please let us know your thoughts and if you have any further questions or suggestions.

## Proportion of network doing client outcome monitoring

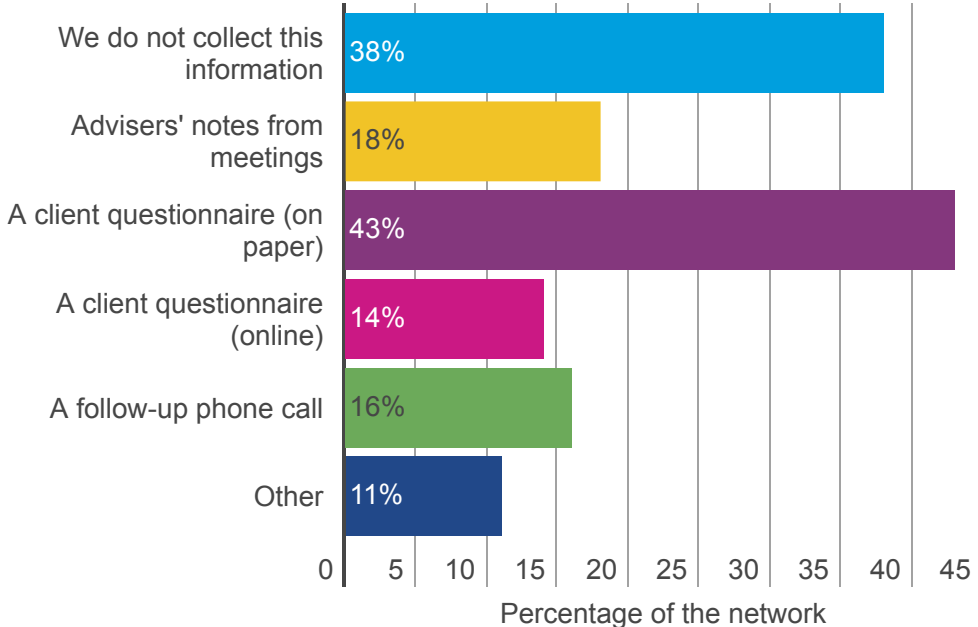


62% of the network

62% of clinics in the network are currently collecting some form of client outcome information.

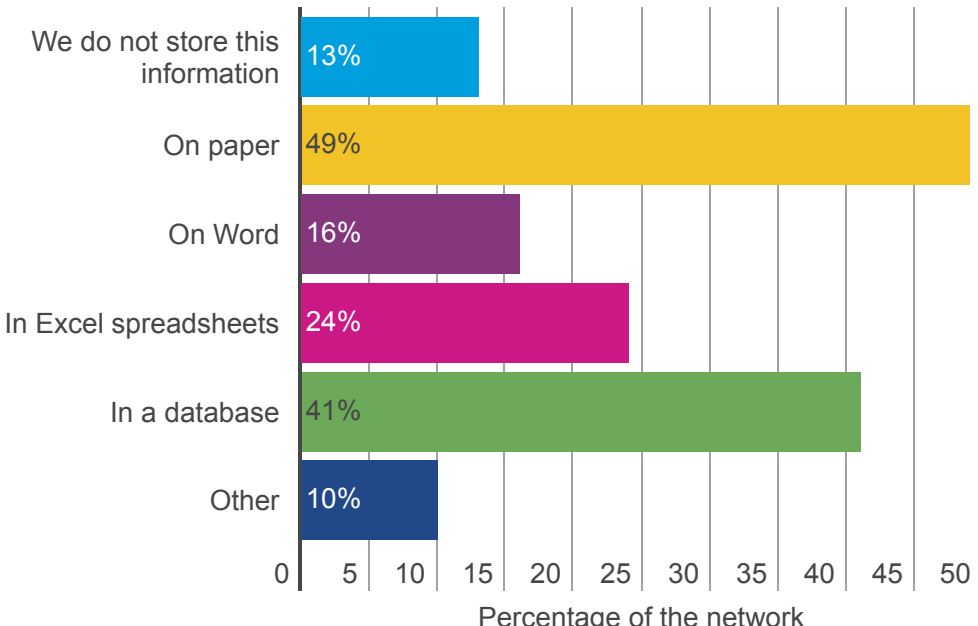
## Collecting client outcome information

How do you currently collect information on positive changes, or outcomes for clients (such as 'reduced stress' or 'bailiff actions stopped')? (More than one option could be selected)



## How clinics store information

How do you currently store information about your work, including client outcomes, if relevant? (More than one option could be selected)



## Use of databases

Where clinics indicated that they were using a database they were asked to indicate which one they used. Examples given included the following.



## Interested ?

If you are involved in a pro bono clinic and would be interested to develop your client outcome monitoring please get in touch with LawWorks at [clinics@lawworks.org.uk](mailto:clinics@lawworks.org.uk)