

Hearing clinic clients' feedback on their experiences and outcomes

Barriers and enablers to hearing meaningful client feedback - observations from LawWorks' outcomes monitoring journey

Milla Gregor and James Sandbach

Contents

Introduction	2
Background	3
Development and timeline	4
Method	7
Learning from the process.....	9
Early findings and next steps	11
Appendices	14
i) Telephone questionnaire	14
ii) Informed consent and contact information form.....	24
iii) Shared expectations document.....	26

Introduction

Questions and debates around the impact of legal support, and how impact can be best measured, have now become part of the normative discourse within legal services research. The significant and varied literature from attempting to capture randomised outcomes,¹ to studies looking at outcomes quality,² have all presented challenges for practice and evaluation. A key theme that has emerged in recent studies is the importance of capturing the client voice and experience. This is especially challenging in the context of pro bono clinics, given longstanding issues surrounding the quality and consistency of data collection and systems in the pro bono sector.

Since 2016 LawWorks has been developing a client feedback process in collaboration with clinics that are members of its network. Although the project is currently at the data collection stage, this paper shares some early findings and learning so far on the barriers and enablers to hearing meaningful client feedback.

The project is part of a wider investment in monitoring and in finding new ways to bring the voice of clinic clients into service development and policy frameworks. To date, the project has provided some useful data and will hopefully lay the groundwork for a more co-productive approach. In addressing barriers and enablers to gathering information and hearing the client voice across a network, this paper focuses on the particular context of legal advice clinics in the LawWorks network. The work undertaken has included a review of how similar networks and organisations manage the challenge of gathering information across a diverse network, especially where incentives for participation and shared data management tools may be lacking.

This paper tells the story of the LawWorks initiative and shares the project's experience to date, including the framework and questionnaire development, informed consent and sampling. We set out what we've learned, what has helped or been a challenge along the way, and some questions for the next steps.

We review the potential for this approach to provide nationally representative data on the impact of pro bono legal advice clinics for clients in England and Wales, and share some preliminary findings on an early subset of participants on the drivers and barriers for the resolution of clinic clients' problems, their legal capability and wellbeing.

The paper is based on research, consultation and experience from the project over the past couple of years, including

- a review of LawWorks' own monitoring practice
- a consultation on existing practice across the clinic network

¹ See series of articles by J Greiner and others <http://legalaidresearch.org/pub/1653/greiner-studies-randomized-investigation-legal-aid/>

² See series of articles by Barendrecht, Gramatikov and others https://papers.ssrn.com/sol3/papers.cfm?abstract_id=1298917

- consultations with a clinic coordinators' advisory group and expert advisers
- a review of other similarly structured networks' practice
- a feedback questionnaire pilot
- some early data from the national client feedback questionnaire roll-out

Background

LawWorks is the Solicitors Pro Bono Group, a charity working in England and Wales to connect volunteer lawyers with people in need of legal advice who are not eligible for legal aid and cannot afford to pay, and with the not-for-profit organisations that support them. LawWorks develops and supports a number of pro bono programmes, including:

- the [LawWorks Clinic Network](#) provides free initial advice to individuals, predominantly in the area of social welfare law
- the [Not-For-Profits Programme](#) connects small not-for-profit organisations in need of legal support with the skills and expertise of volunteer lawyers, strengthening the capacity of those organisations to deliver their services
- the [Secondary Specialisation](#) project is a pilot programme which trains and supports lawyers to provide in-depth advice and representation in under resourced areas of social welfare law.
- [Legal and skills training](#) to give volunteers confidence to advise at clinics.

Under the Clinics Programme, LawWorks supports a growing network of over 225 independent pro bono clinics where volunteer legal professionals give free legal advice to members of the public. 40% of clinics in the network are law school based clinics and, collectively, they dealt with over 18,000 enquiries last year. The majority are located in England, with roughly half in London and the South East, and around 35 clinics in Wales.³

LawWorks works with stakeholders to develop new clinics across England and Wales in areas of unmet legal need, giving advice on set-up process and practicalities, and enabling contacts with existing peer organisations. They also provide services to clinics that are up and running, including provision of an online presence, regular roundtable events, a training programme and access to resources that support the advice-giving process such as factsheets, toolkits and up-to-date legal information.

Over the past couple of years, LawWorks has been investing in its impact monitoring and in finding new ways to bring the voice of clinic clients into service development and delivery. The aim has been to ensure that the information and feedback is useful, practical to collect, and enables clinics in the LawWorks network to hear back from clients about the outcomes and process of accessing pro bono information and

³ LawWorks Clinic report 2017
www.lawworks.org.uk/sites/default/files/LawWorks%20Clinics%20Report%202016-17.pdf

advice. It will also inform LawWorks' wider work on access to justice, regulatory and legal policy issues affecting clinics and pro bono.

Alongside this outcomes work, LawWorks has been developing its activity monitoring process and ask from clinic coordinators, finding ways to reduce the frequency and volume of data requested. The general approach decided on by LawWorks is to reduce the regular annual data collection load to the bare minimum, to improve the data return rate. In addition, periodic service 'snapshots' will be used to collect more detailed information, for instance about volunteers or full client demographics; this approach appears to be finding favour elsewhere.⁴ This new approach to working with Clinics on their data reporting was rolled out in April 2018. For background on LawWorks approach to data collection, and associated documents, please [visit the LawWorks website](#).

Development and timeline

The development of the client feedback process started with a thorough review of existing practice within LawWorks and the Clinics network, as well as approaches in other similarly structured networks⁵, and through a consultation with a specially convened advisory group of clinic coordinators. The development phase was as follows:

Phase	Activity	Outputs
Practice review and consultation (Summer 2016)		
May - June 2016 LawWorks monitoring practice review	Interviews with six LawWorks staff members and six clinic coordinators, documentary analysis, addition of monitoring practice questions to annual clinic coordinators' survey	LawWorks monitoring practice report with recommendations and actions Note on clinics' current data management practice
June – July 2016 External review	Interviews with 14 people from 12 external organisations, documentary analysis, online research	Monitoring across networks external practice report, with nine case studies
Advisory group meeting 1		Approved phase 2 plan
Tool development and consultation (early Autumn 2016)		
Outcomes framework development	Draft, consultation by email and phone with six LawWorks staff members and nine advisory	Agreed outcomes framework

⁴ Curran and Crockett *Measuring the impact, quality and effectiveness of legal assistance services in a climate of reduced funding and increased government expectations: the Australian experience*
<http://webjcli.org/article/view/468/685>

⁵ "Monitoring across networks" (LawWorks 2016)
www.lawworks.org.uk/sites/default/files/Better%20Information%20-%20Monitoring%20Across%20Networks%20Report.pdf

group members, redraft, second round of comments, final draft

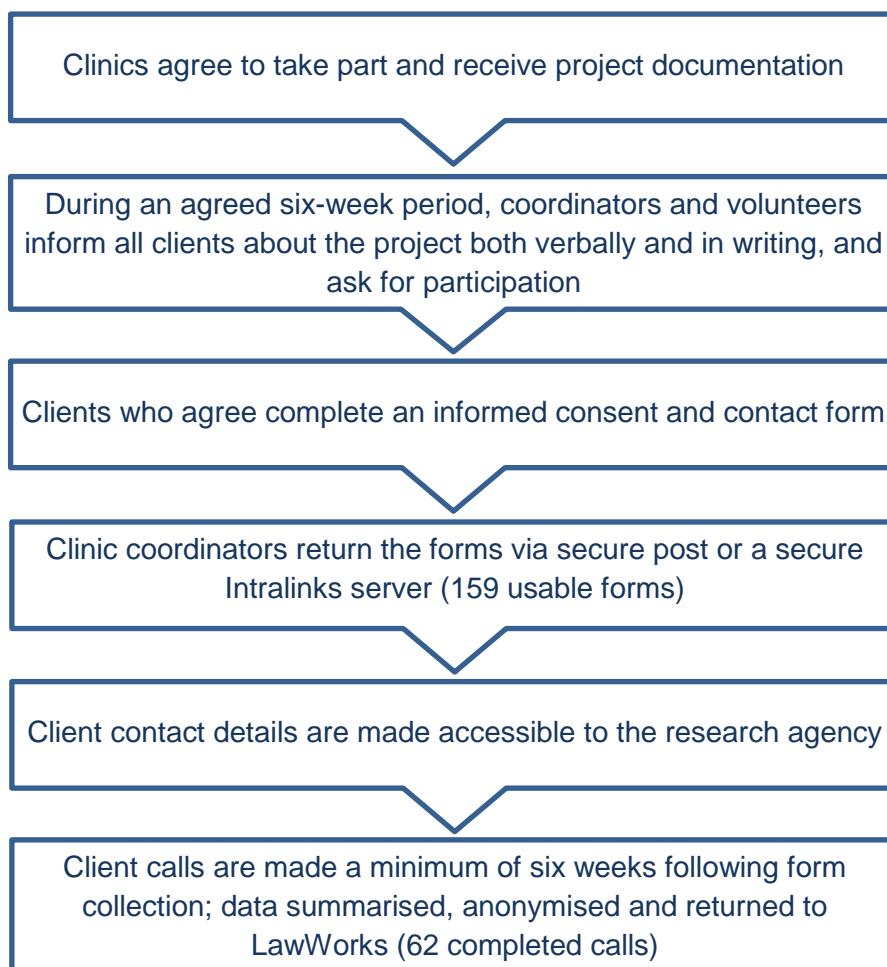
Information collection tools development (client information and informed consent, guidance for coordinators and volunteers, telephone questionnaire)

Draft, consultation by email and phone with three LawWorks staff members and nine advisory group members, redraft

Agreed tools

Project documents can be accessed at www.lawworks.org.uk/impact. The questionnaire, informed consent form and shared expectations document can be found in the Appendix.

With an outcomes framework and tools in place⁶, LawWorks was ready to carry out a pilot with four clinics who were part of the advisory group. This pilot ran in late 2016. An external research agency was commissioned to carry out the calls. The information collection process was as follows:



LawWorks took the approach of collecting data from clients directly as many clinics do not hold electronic records and there is no central store of data for the network as

⁶ www.lawworks.org.uk/sites/default/files/Better%20Information%20-%20Client%20Outcomes%20Framework.pdf

a whole. In addition, clinics are often volunteer-run with limited resources and time, so it felt inappropriate to ask volunteer coordinators or solicitors to collect additional data.

Following the pilot, LawWorks reviewed the process by looking at the data itself, the project documentation and interviewing all concerned⁷. These findings were summarised in a short report and discussed at a second Advisory Group meeting in January 2017, before being used to guide the rollout. Key learning and recommendations included:

Participation

- Approximately half of all clients completed forms, and of those who completed forms, approximately one third took part in a feedback call.
- Therefore to obtain a sample of (for example) 100, it is necessary to approach clinics with a combined expected client group of at least 600 over the information collection period.

Timing

- October/November is the preferred time to collect contact forms from clients as it allows university clinics to take part.
- The main survey could be administered every one or two years - administering it every two years could free up resource to do follow up or more qualitative work on questions suggested by the main survey, or pertinent to immediate policy concerns, in the intervening years.
- Calling some clients back again over a longer period of time, with their consent, is recommended as possible in order to gather longitudinal data.

Managing information

- Scanning to Intralinks can be time-consuming for coordinators but is the preferred method overall. Options to send forms by secure post can be offered on a case-by-case basis.
- Demographic data requests should be harmonised to avoid duplication.

Sampling

- The group were confident that LawWorks could approach the whole network for their participation, rather than creating a sample of clinics, at least as a 'plan A'. It was not known whether all clinics would want to participate, but it was felt that this was an option that could be explored.

⁷ Summary of pilot review. www.lawworks.org.uk/sites/default/files/Better%20Information%20-%20Pilot%20Summary.pdf

- On both the outcomes and the service delivery monitoring sides, it would be helpful to have some advice about sampling options and implications.

The final development phase (March – August 2017) involved re-working the documents for clinics and clients, including the telephone questionnaire, and exploring sampling approach options.

LawWorks decided to take the route of sampling clinics rather than approaching all clinics in the network, hoping to minimise the burden on the network, and to maximise the number of client responses (hence the value of the data) per clinic. There was then a stage of consultation with six experts, including four statisticians, on the different options and their pros and cons. In the end LawWorks opted for a two-stage random sampling approach, as set out below.

Method

Liaising with clinics and collecting client consent and contact forms

LawWorks contacted clinics and through them, clients, following a similar approach to the one set out on p. 5, above. A member of the LawWorks central team was able to give consistent support to clinics, and to provide administrative support. A three-week phase of discussion and negotiation with participating clinics was added at the beginning, and a ‘shared expectations’ document setting out the commitment and returns on each side was introduced to clarify roles.

Sampling approach

LawWorks chose a target sample size of 380, based on a total client group of 35,000, with a confidence interval of 95% and a margin of error of 5%. The two-stage random sampling approach was as follows:

- Selecting clinics randomly, adding to the list until an estimated client group over the eight week information collection period of 2,280 (six times the desired sample size, based on learning from the pilot) was reached
- To create the clinic sample, the full list of clinics was put into excel, and assigned a number using Excel’s random number generator, before being placed in numerical order
- Collecting contact and informed consent forms, collated via Intralinks
- Selecting clients randomly from this list

LawWorks identified clinics in the database by the main stakeholder coordinating the clinic, as some organisations run several clinic sessions per week and do not always differentiate between them in their record keeping. In cases where larger

organisations had clinics in different cities, run by different coordinators, these were treated as individual clinics. The initial phase of forms collection ran from 2nd October – 24th November 2017. As this did not yield the hoped-for number of forms, it was then extended until the end of January 2018.

Once this list had been exhausted by the research agency in an initial phase of feedback calls, they had reached fewer than half the target number of calls. At this point it was decided to open participation out to the rest of the clinic network, and to go to a third phase of forms collection. This phase is due to end in June, after which the project will move to data analysis and reporting.

Contact approach

Clients were called back a minimum of six weeks after they completed their forms. A text was sent in advance to notify clients to expect a call, and numbers were called a maximum of eight times before being abandoned. Every effort was made to protect people's privacy, including not leaving messages and confirming their name before sharing the purpose of the call.

Informed consent and privacy

Clients were given a one-page summary of the project with a clear ask in terms of their time, contact process and topics for the discussion. Coordinators and volunteers also had information to support them to explain the purpose and process of the information collection. If willing, clients filled in a short form (see appendix) and returned it to the clinic coordinator, who then uploaded it to Intralinks. Clients are able to withdraw their consent at any time. Following the forms' uploading to Intralinks, clinic coordinators were asked to shred the original documents.

Only one LawWorks member of staff has access to the folders of scanned forms; they were collated by the research agency. These Intralinks folders and any remaining hard copies will be destroyed following the data analysis stage.

Following the calls' completion, the full and anonymised data tables will be sent to LawWorks, and the research agency will delete their records. Where clients have opted to be available for further contact, their names will be passed to LawWorks via a secure password protected email attachment.

Data analysis and interpretation

Quantitative data will be summarised into tables, including cross-tabs by demographics and type/ duration of advice received, by the research agency. Further quantitative analysis will be carried out following a review of the initial findings.

Qualitative data from the open questions (where responses have been recorded verbatim) will be analysed by the consultant using a grounded theory approach to

see what themes emerge. Both will be combined into a findings summary. This will then be used to create user-friendly summaries and discussion points.

LawWorks intends to hold a series of meetings and interviews with clinic coordinators, volunteers, clients and other interested stakeholder to reflect on the results and their interpretation, and to coproduce recommendations. Once this process is complete, a final report will be written up and widely shared.

Learning from the process

This project is still in the data collection phase, so the full findings are not yet available. The learning from the process so far can still be shared, and may be of particular use to those planning their own client feedback process.

Clinic participation

- The project enjoyed less participation than expected. Expectations may have been high based on discussions with the advisory group, who were self-selecting and already engaged in data collection and monitoring
- While most clinics appreciated the idea and felt it was important, many practical issues arose. Common reasons for not participating included:
 - Paper information collection forms did not work for some online or telephone only clinics, although some were happy to use an online alternative form
 - Due to the extension of the information collection period beyond the initial October – December period, some university clinics (which operate only in term time, and often mainly in the autumn term) were unable to participate fully
 - Volunteer and staff turnover in clinics (especially for administrative responsibilities) with contact details going out of date
 - A lack of buy in from senior staff or decision-makers at clinic host institution/agency (LawWorks spoke to some, but were unable to make direct contact with all of them)
 - Clinic capacity and resources
- In addition, the nature of the network itself may have counted against the project. Membership is free, and there is no ownership or control from the LawWorks side, therefore it is difficult to identify and develop either carrots or sticks to encourage participation! While a clinic coordinator may want to get involved, their workload and available resources can preclude such 'extra' workload.
- The majority of clinics in the network have no central database or management information system. There is no single shared data collection platform across the network as a whole.

- In the future, a longer initial engagement phase should be planned (at least six weeks) to allow clinics to negotiate internally, reflect and decide whether or not to take part, without additional time pressure. In making the initial contact and follow up the LawWorks team can build on relationships that are often pre-existing and warm.

Clinic support

- Direct phone contact between LawWorks and participating clinics made the process smoother, increasing motivation and take-up. Many clinic coordinators who may have been unsure or wary felt reassured at the level of support being offered, once direct contact was made.
- A new 'impact' section on the LawWorks website proved useful to demonstrate the importance of the work to LawWorks as a whole, and to share background information, increasing the credibility of the project as a whole.

Administration

- A large administration resource has been needed to manage and keep a count of the forms being uploaded, their legibility and completeness.
- Some names and numbers have been illegible.

Client participation

- As a rough guide, approximately half of all clients complete forms, and of those who completed forms, approximately one third take part in a feedback call. Therefore, to obtain a sample of (for example) 100, it is necessary to approach clinics with a combined expected client group of at least 600 over the information collection period.
- In the research agency's experience, for telephone research projects, people are becoming increasingly less willing to pick up the phone.
- Sending clients a text in advance was intended to increase participation, however it is possible that it allowed clients to opt out by ignoring the call, once they knew it was coming. For the next phase LawWorks will not send preliminary texts, and compare results.
- The questionnaire works well during the calls, as does the information from the informed consent and contact forms on the type of advice accessed – allowing callers to remind clients of the topic and context of their advice.

Timing

- October/November is the preferred time to collect contact forms from clients as it allows university clinics to opt in should they wish to.

Managing information

- Scanning to Intralinks can be time-consuming for coordinators but is the preferred method overall. Sending forms by secure post is another secure and practical option.

Sampling

- Sampling clinics resulted in a diverse group (by clinic type and geography), but did not yield sufficient client forms, initially.
- In the future, all clinics will be invited right from the start, and the information collection period extended to 12 weeks.
- Selecting clinics by stakeholder rather than individual instance may have resulted in some skewing of the initial sample, as one large group of clinics was selected. LawWorks took the decision temporarily to stop calling those clients, and also for the third (whole network) contact phase, opted to contact coordinators of individual clinics rather than stakeholders.

Early findings and next steps

Early findings

The following data are based on the first two phases of data collection, which yielded 169 completed calls from 18 clinics. As it stands, this sample has a confidence interval of 90% and a margin of error of 6.5%.

Some examples of the quantitative findings are presented here for interest. LawWorks expects to report fully using complete data from the full sample, and following the collaborative findings discussions with stakeholders, towards the end of 2018. For all data below, $n = 169$.

Reaching the clinic

- Most people head about the clinic from another organisation, the Internet or someone they know. Very few had heard about it from a poster or flyer.
- 41% of people had received advice from another advice service, and 31% went on to get further advice elsewhere

Getting advice

- 95% received advice face to face, 24% by phone and 15% by email
- The most common topics of advice were:
 - 33% Family
 - 28% Employment
 - 21% Housing

Clients' expectations

- The top 5 expectations from support were:
 - 62% Helping you understand the legal issues
 - 62% Sort the problem out for you
 - 60% Speaking for you in court or tribunal
 - 60% Give you financial support
 - 53% Helping you to get support from somewhere else
 (people could select more than one option)
- The top five areas of support actually received were:
 - 81% Helping you understand the legal issues
 - 66% Talking it over
 - 36% Emotional support
 - 36% Helping you to get support from somewhere else
 - 26% Help you write letters or fill in forms
 (people could select more than one option)

It will be particularly valuable to reflect on the full results of these questions with those involved in service delivery, and with clients.

Clients' experience of the advice process

- Most people felt they had been listened to very well (78%) or quite well (12%)
- Many felt that the person (or people) they had contact with understood their legal problem very well (78%) or quite well (12%)

Clients' outcomes

- 84% of people felt that as a result of the support received, they understood their legal problem better
- 78% felt they understood what their next steps are

This suggests that legal capability is an important outcome of clinic work, a potentially important insight given the emerging literature, and the policy discussion around public legal information and education. The data reflecting capability

outcomes will be explored more deeply later in the year, including the qualitative data from the open questions.

- When asked whether their legal problem was now settled, responses were as follows:
 - 42% It's too early to say
 - 21% Yes – completely settled
 - 15% No – it's no different
 - 14% Yes – partially settled
 - 5% No – but no further action is possible
 - 4% Don't know

This suggests in future it may be worthwhile to leave a longer time between initial advice, and the feedback call. It may be possible to explore this question in more detail with the full data set.

Next steps

It is too early to draw any clear conclusions or insights from the early data returns; however the data collected to date is indicative of a rich and robust evidence base on the value and impact of the work of pro bono legal advice clinics in England and Wales. The next steps in the project are:

- Completion of all data collection and feedback calls
- Data analysis, and sharing summary findings with clinic coordinators, volunteers and clients, in order to reflect and to co-produce recommendations
- Report writing and further collaborative reflection
- Taking action on any recommendations for LawWorks for future clinics development and support, and policy work affecting the pro bono landscape.

LawWorks will therefore have more robust conclusions to share at future conferences, seeing the above as the first stage to investigating how co-production approaches can be introduced into Clinics evaluation, putting the client voice at the heart of the future development of the clinics network.

Appendices

i) Telephone questionnaire

LawWorks CATI Questionnaire (1438)

Good morning/afternoon/evening, please may I speak with [INSERT NAME]?

IF MOBILE NUMBER: She/he should have recently received a text message from INSERT COMPANY so should be expecting our call.

IF NOT SPEAKING TO NAMED CONTACT DO NOT REVEAL ANY OF THE DETAILS TO ANYONE OTHER THAN THE NAMED CONTACT. IF PUSHED FOR FURTHER INFORMATION YOU CAN EXPLAIN

My name is _____ from INSERT COMPANY, an independent research company undertaking a survey on behalf of a client. I can only reveal the details of the client to [INSERT NAME].

IF SPEAKING TO NAMED CONTACT: My name is _____ from INSERT COMPANY, an independent research company undertaking a survey on behalf of LawWorks. We are calling to get your views on the advice you received from the [INSERT CLINIC NAME] on [INSERT DATE FROM CONSENT FORM. IF NO DATE AVAILABLE SAY recently]. At the time, you gave permission for a short feedback call and this is why I am calling you today.

ASK IF GETTING ADVICE FOR MYSELF

Can I just confirm the advice you received was about your own situation?

Yes No

IF NO: THANK AND CLOSE 'We are looking to speak to individuals who were getting advice about their own situation rather than for someone else but thank you for your time'

ASK IF GETTING ADVICE FOR SOMEONE ELSE

Can I just confirm the advice you received was for someone else?

Yes No

IF YES: THANK AND CLOSE 'We are looking to speak to individuals who were getting advice about their own situation rather than for someone else but thank you for your time'

I have some questions about the service you received from the [INSERT CLINIC NAME] to help them to make their service better for people who use their services. Everyone who takes part will be entered into a draw to win one of six £50 One4All vouchers (these can be used in most high street shops and chain cafes). It usually takes about 15 minutes. Please be as honest as possible as this will help improve their services.

Your responses will be treated in the strictest confidence and you will not be identified in any information we pass back to LawWorks unless permission is given. **INSERT COMPANY** abides by the Market Research Society Code of Conduct at all times.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website.

If you'd like a copy of our Privacy Notice emailed to you I can do that now if you provide me with your email details.

If you change your mind and wish to have the response you give deleted you can do so at any time. If you decide to do this after you have completed the survey you can find out how to do so in our Privacy Notice.

Are you happy to take part now?

Agree to take part – continue Appointment

Refusal

SECTION A: About the advice you received

ASK ALL

1. How did you hear about the **[INSERT CLINIC NAME]**?

CAN MULTICODE

- From someone I know
- From another organisation (if so, please give the name)
- From a poster
- From a flyer
- From the internet (please specify website)
- Other (please describe)
- Can't remember

Interviewer note: If respondent says Google/search engine, ask what sites this led them to. If they do not know/they can only name Google then record this.

ASK ALL

2. Did you seek advice about this issue from any other advice services first before using **[INSERT CLINIC NAME]**? Please note this in only in relation to getting advice about the same subject

Yes No

IF Q2 = YES

3. Which advice services did you use?

RECORD VERBATIM

ASK ALL

4. Have you sought advice from any other advice services since using [INSERT CLINIC NAME] to get advice about the same subject?

Yes No

IF Q4 = YES

5. Which one/s?

RECORD VERBATIM

ASK ALL

6. What type(s) of contact did you have with the [INSERT CLINIC NAME]?

PROBE IF NECESSARY. CAN MULTICODE

INTERVIEWER NOTE: This includes any contact on the day of the initial contact as well as any subsequent contact

- Face to face
- Email
- Phone
- Skype
- Letter
- Other (please specify)
- Can't remember

ASK ALL

7. IF SUBJECT RECORDED ON FORM ASK

We have that the support you received was about a [INSERT SUBJECT] matter. Is that correct?

IF YES CODE ACCORDINGLY IF NO ASK QUESTION BELOW AND RECODE ACCORDINGLY

IF SUBJECT = OTHER, NOT SURE OR BLANK ON FORM

Generally what was the support you received about?

PROMPT WITH TOPICS. CAN MULTICODE^L_{SEP}

INTERVIEWER NOTE: IF GENERIC RESPONSE IE LEGAL FORM PLEASE PROMPT FURTHER WITH TOPICS. IF LONG RESPONSE STARTS TO BE GIVEN CAN REASSURE WE DON'T NEED TO KNOW ALL THE DETAILS

- Family (DNRO – This includes things like divorce, child custody)
- Housing (DNRO – This includes things like rent arrears, eviction)
- Benefits (DNRO – This includes over payments, entitlements)

- Employment
- Consumer (DNRO – This includes things like faulty goods)
- Debt (DNRO – This includes things like credit cards, owing council tax, TV licence, being pursued by creditors)
- Other (please specify)
- Can't remember

INTERVIEWER NOTE: EXAMPLES HAVE BEEN PROVIDED TO HELP WITH CODING WHAT RESPONDENT SAYS. THESE ARE NOT TO BE READ OUT.

ASK ALL

8. Firstly, what were you hoping to get from the support? And then what did you actually receive? **READ OUT. CAN MULTICODE PER QUESTION**

	Hoping to get	Actually received
• Talking it over		
• Emotional support		
• Helping you understand the legal issues		
• Helping you to get support from somewhere else		
• Help you write letters or fill in forms		
• Write letters or fill in forms for you		
• Communicate with the other side		
• Speaking for you in court or tribunal		
• Give you financial support		
• Sort the problem out for you		
• Other (please specify)		
• Nothing		
• N/A		
• Don't know		

ASK ALL

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

SINGLE CODE. IF MORE THAN ONE CONTACT PROMPT HOW MANY TIMES

INTERVIEWER NOTE: This refers to contact from the advice clinic. It does not include the times they have contacted advice clinic if they have not had a response.

- Once
- Twice
- Three times or more
- Other (please specify)
- Can't remember

ASK ALL

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

READ OUT. SINGLE CODE

- Very well
- Quite well
- Not very well
- Not well at all
- Don't know

ASK ALL

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

READ OUT. SINGLE CODE

- Very well
- Quite well
- Not very well
- Not well at all
- Don't know

ASK ALL

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

RECORD VERBATIM AND PROMPT FOR EXAMPLES IF POSSIBLE

ASK ALL

13. Before getting support from [INSERT CLINIC NAME], were you thinking of going to court or tribunal?

SINGLE CODE

- Yes
- No
- Maybe
- That's not relevant to my situation
- Don't know

ASK IF Q14 IS NOT CODE 4

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

SINGLE CODE

INTERVIEWER NOTE - IF RESPONDENT SAYS THEY HAD NO CHOICE THIS SHOULD BE CODED AS A NO

- Yes - I changed my plans
- No - I didn't change my plans

- Don't know

IF Q14 = YES

15. What was it that specifically led you to change your plans? **RECORD VERBATIM AND PROBE FOR EXAMPLES IF POSSIBLE**

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

ASK ALL

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

READ OUT. SINGLE CODE

- A lot better
- A little better
- The same/No difference
- Worse
- Don't know

ASK ALL

17. Is the legal problem now settled?

READ OUT. SINGLE CODE

- Yes – completely settled
- Yes – partially settled
- No – but no further action is possible
- No – it's no different
- It's too early to say
- Don't know

ASK IF Q17 = 2 to 5

18. How manageable does your legal problem feel now?

READ OUT. SINGLE CODE

- A lot more manageable
- A little more manageable
- The same/No difference
- Less manageable
- Don't know

ASK ALL

19. Do you understand what your next steps are?

SINGLE CODE

- Yes, I understand what my next steps are

- No, I don't understand what my next steps are
- That's not relevant to my situation
- Don't know

ASK ALL

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

RECORD VERBATIM AND PROMPT FOR EXAMPLES IF POSSIBLE

ASK ALL

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

RECORD VERBATIM AND PROMPT FOR EXAMPLES IF POSSIBLE

ASK ALL

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

INTERVIEWER NOTE: THIS IS IN GENERAL; DOES NOT HAVE TO BE RELATED TO THE ADVICE CLINIC. COULD BE SUPPORT FROM ELSEWHERE

RECORD VERBATIM AND PROMPT FOR EXAMPLES IF POSSIBLE

SECTION C: About your understanding of the law

ASK ALL

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

READ OUT. SINGLE CODE

- It's a lot better
- It's a little better
- It's the same/No different
- It's a little worse
- That's not relevant to my situation
- Don't know

ASK ALL

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

READ OUT. SINGLE CODE

- A lot more confident
- A little more confident
- The same/No difference
- Less confident
- Don't know

SECTION D: About your physical and mental health

ASK ALL

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

READ OUT. SINGLE CODE

- Much more in control
- A little more in control
- The same/No difference
- Less in control
- That's not relevant to my situation
- Don't know

ASK ALL

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

SINGLE CODE

- More able to plan ahead
- No different
- Less able to plan ahead
- That's not relevant to my situation
- Don't know

ASK ALL

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

READ OUT. SINGLE CODE

- I feel much less stressed
- I feel a little less stressed
- I feel a little more stressed
- It's no different
- I feel a lot more stressed
- That's not relevant to my situation
- Don't know

ASK ALL

28. How has the advice or help affected your physical health?

READ OUT. SINGLE CODE

- I feel much better
- I feel a little better
- It's no different
- I feel a little worse
- I feel a lot worse

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

ASK ALL

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

RECORD VERBATIM AND PROMPT FOR EXAMPLES IF POSSIBLE

SECTION E: Finishing up

ASK ALL

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

RECORD VERBATIM AND PROMPT FOR EXAMPLES IF POSSIBLE

ASK ALL

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

RECORD VERBATIM AND PROMPT FOR EXAMPLES IF POSSIBLE

ASK ALL

32. Would you recommend the [INSERT CLINIC NAME] to someone else?

READ OUT. SINGLE CODE

- Yes
- No
- Neither
- Don't know

IF Q32 = NO

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

RECORD VERBATIM AND PROMPT FOR EXAMPLES IF POSSIBLE

ASK ALL

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

RECORD VERBATIM AND PROMPT FOR EXAMPLES IF POSSIBLE

35. Would you be willing to take part in further research regarding this subject in the next 6 months, such as other phone surveys, in-depth discussions or focus groups and can we pass your details back to LawWorks for this purpose only? By that we mean your name and contact details will be passed to LawWorks for this purpose only.

Yes No

If you have won a £50 shopping voucher, you will be contacted over the next few weeks.

Are you happy for us to contact you again to let you know if you've won?

Yes No

Thank you so much for taking the time to speak with me today.

Your answers will help to improve the advice and support that the [INSERT CLINIC NAME] provides to people facing similar legal problems.

Would you like to see the findings?

If so, this will mean passing your name and telephone number to LawWorks only for this purpose only.

Yes No

IF YES: Rather than phone you they can email you the findings?

If you would prefer this please provide your email address which will be passed to LawWorks for this purpose only.

Email address _____

CONFIRM EMAIL ADDRESS

ii) Informed consent and contact information form

LawWorks Better Information Project

Learning about legal advice

Help us to improve our work and be entered into a prize draw for one of six £50 shopping vouchers

About this project

Our advice project works with a national charity called LawWorks. They support us to run, and we help them by sharing information about our work. We are working together to learn more about how legal advice can help people, and how it could be done better.

We are looking for people to give feedback in a 15 – 20 minute telephone call a few weeks after they've received advice. You would be asked about the advice you received and if it has been helpful. Everyone who takes part will be entered into a draw to win a £50 One4All voucher that can be used in many high street shops and cafes. There are six £50 vouchers to be won.

How to take part

If you would like to take part, please complete the contact and consent form and pass it to the coordinator or a volunteer. You are free to change your mind at any time. If you decide later on that you'd rather not take part you can email impact@lawworks.org.uk or call 07880 366 597.

Your information

We know that your privacy is important and we respect that. If you choose to take part, the information you share will be passed to LawWorks securely and used only for their independent researchers to call you. If you provide a mobile number you will receive a text message a few days before to let you know to expect a call in a few days.

The things you share during the call will be recorded anonymously on a separate system and not linked to your name. We will use what we learn from everyone in an anonymous report that will be available on the LawWorks website: www.lawworks.org.uk. It will not be possible to identify you in this report.

Finding out more

If you have any questions, you can email impact@lawworks.org.uk or call 07880 366 597.

LawWorks Better Information Project – contact and consent form

My name

My phone number

Today's date

I am getting advice: For myself For someone else

I am getting advice about (please tick):

- Family
- Housing
- Benefits
- Employment
- Consumer
- Debt
- Other
- I'm not sure

I understand this project and am happy to be contacted by phone in a few weeks

Please sign here

My age (please tick)

- 17 or under
- 18 – 25
- 26 – 35
- 36 – 45
- 46 – 55
- 56 – 65
- 66 or over

My gender

My ethnic background

Do you consider yourself to have a disability? (please tick)

- Yes
- No

iii) Shared expectations document

The Better Information Project relies on collaboration between clinics and LawWorks. This document sets out the expectations on each side so that they are clear from the start. We are very grateful for your participation – without it this work would be impossible.

Please see the document ‘Better Information Project - information for clinic coordinators and volunteers’ if you would like more background and the rationale for this project. If you have any questions, please get in touch at impact@lawworks.org.uk

Expectations for LawWorks

LawWorks will provide:

- An information sheet for coordinators and volunteers
- An information sheet informed consent and contact form for clients
- Access to a secure server (Intralinks) for uploading client forms
- Support on the phone (020 7092 3953) and by email (impact@lawworks.org.uk) with any issues regarding this project
- The opportunity to feed back on the project and your experience of participation in order to improve future work
- An anonymised summary of any client feedback from your clinic, including key stats and verbatim quotes that could be useful for your fundraising and communications
- A copy of the national findings summary, including both stats and analysed qualitative findings
- The opportunity to be part of a group of clinics pushing forward new practice in outcomes monitoring, effectiveness and learning, including invitations to a round table to discuss your experience and the findings, and access to support from the LawWorks team and researchers.

Please note that while our research agency will make every attempt to contact clients, LawWorks cannot guarantee that clients from your clinic will pick up the phone and complete interviews. The more contact forms submitted by your clinic, the greater the chance that clients from your clinic will take part in the follow-up interviews.

Expectations for participating clinics

Clinics will:

- Share the information sheet for coordinators and volunteers with everyone involved, giving the opportunity for discussion and questions
- Print out copies of the client information and contact form for clients

- Present the information sheet and consent and contact form to clients given advice at your clinic during the time period agreed and answer any questions they may have about participation
- Present the project positively, in a way that shows you would appreciate their help and the information they give
- Check that contact forms have been completed so that the name and phone number are legible
- Upload completed forms onto Intralinks at regular intervals
- Let LawWorks know promptly if any problems arise that will prevent you from gathering contact forms
- Be available over email or phone to update LawWorks every few weeks during the information collection period