



# Increasing access to individual pro bono casework

Summary report of the LawWorks 'Secondary Specialisation'  
Programme evaluation

**Milla Gregor**

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# 1. Introduction

The legal professions have a proud tradition of pro bono - the giving of legal time, skills and expertise for free. There are many reasons why lawyers and law students become involved in pro bono; often it is as a profound expression of what it means to be a lawyer, and a recognition of the importance of enabling access to justice for all. A business case can also be made, as a part of corporate social responsibility and providing opportunities for professional (and business) growth and development.

Pro bono does not exist in a vacuum. On the 'supply' side, the legal professions are diverse, complex and changing. For example, a large and growing proportion of solicitors are employed 'in-house' working for organisations (in the private, public and charity sectors) rather than for a firm.

On the 'demand' side, many factors can affect the ability to access legal advice and representation - the cuts to legal aid introduced by LASPO (the Legal Aid, Sentencing and Punishment of Offenders Act 2012) being a relatively recent and important example, taking whole areas of law 'out of scope' and removing legal aid eligibility for hundreds of thousands of people.

LawWorks is passionate in supporting legal aid, and funding for advice agencies and law centres. Pro bono should not be seen as, or become, an alternative to legal aid - and to flourish pro bono needs a supporting infrastructure, national and local. To be as effective as it can be, pro bono should seek to reflect and adapt to factors influencing supply and demand. LASPO, and other funding cuts, have challenged traditional models of pro bono, including fewer routes for onward referral from pro bono services providing early or initial legal advice.

In 2015 LawWorks began to pilot (supported by the Legal Education Foundation and the charity Together for Short Lives) what is described as 'secondary specialisation' projects. Secondary specialisation is an inelegant term, but the model is to encourage, facilitate and support more 'in-depth' pro bono casework and/or representation – including in areas of law outside a lawyer's day-to-day practice.

Through bespoke training, support and (where required) supervision, we sought to equip solicitors to transfer their time and skills to specific areas of social welfare law, focusing on representation at social security appeal tribunals and, through our 'Voices for Families' project, with the charity 'Together for Short Lives' providing pro bono advice and casework most pertinent to the carers and parents of children with life-limiting conditions.

In 2016 we commissioned Milla Gregor, an independent consultant, to conduct an evaluation of the projects, to review progress, inform learning and help identify new or different approaches going forward.

For LawWorks, 'secondary specialisation' is one of a number of ways we encourage and facilitate pro bono, including supporting and developing a network of over 250

independent pro bono clinics across England and Wales, and our ‘Not-for-Profit programme’ connecting smaller charities with free legal advice. We have also been developing a ‘policy voice’ for pro bono, adding our voice to others highlighting the impact of cuts to legal aid.

Milla Gregor’s evaluation work has been formative for LawWorks. We are grateful to everyone who contributed to the evaluation. This report, reflecting the ‘state of play’ as it was in early 2017, is a summary of findings and recommendations. We hope it will be useful for others undertaking or considering ‘secondary specialisation’, and will help encourage and facilitate the on-going sharing of ideas, experiences and learning, including how we might inform broader policy on access to justice.

**Martin Barnes**

Chief Executive

## 2. Background

### About LawWorks

LawWorks is the Solicitors Pro Bono Group, a charity working in England and Wales to connect volunteer solicitors with those in need of legal advice. LawWorks supports individuals who are not eligible for legal aid and cannot afford to pay, as well as not-for-profit organisations, and has a long history of enabling access to pro bono.

### About these projects

Cuts to legal aid and other economic and social changes over the past five years have hit people on low incomes hard, particularly those claiming welfare benefits or with disabilities. At the same time, access to advice services has reduced through lack of funding. In response, many law firms have been shifting their pro bono effort from one-off advice to casework.

LawWorks launched two such casework projects in 2015, to pilot whether they are workable in principle and in practice. LawWorks used a 'secondary specialisation' approach, whereby volunteer solicitors are trained on an area of social welfare law that maybe new to them, and then supported to run cases by a LawWorks solicitor under LawWorks' professional indemnity insurance. Community organisations provide referrals.

The tribunals project is based in London and focuses on welfare benefits appeals for Employment and Support Allowance (ESA) and Personal Independence Payments (PIP), benefits for people with health problems or disabilities. The TFSL project (named for its funder, Together for Short Lives) covers England and Wales and focuses on legal and related issues affecting children and young adults with life limiting or terminal conditions.

### Evaluation purpose

- To learn about the current work – what works well, what the challenges have been, and to make recommendations for the future of the existing project;
- To learn about other models and projects, to reflect on challenges and opportunities for the sector and to make recommendations for the projects' future

| Evaluation stages        |  |
|--------------------------|--|
| October 2016             | Planning and consultation  |
| November – December 2016 | Reviewing external publications, internal documentation and monitoring data<br>Internal (5) and external (20) interviews |
| January – February 2017  | Analysis and write-up  |
| March – May 2017         | Internal consultation  |

## Limitations of this report

As the focus of the report was on the different models being employed, we decided not to interview clients until a later opportunity. There is also limited information from project records on client's feedback on their outcomes or experiences, as an effective means of gathering client feedback still needs to be developed. It is intended that such monitoring processes will be implemented following this report.

This report is a summary of the full evaluation report provided to LawWorks in February 2017. While the data reflects the project at the time we hope the findings and discussion are helpful.

## 3. Tribunals project

### 3a. Tribunals project development and activity

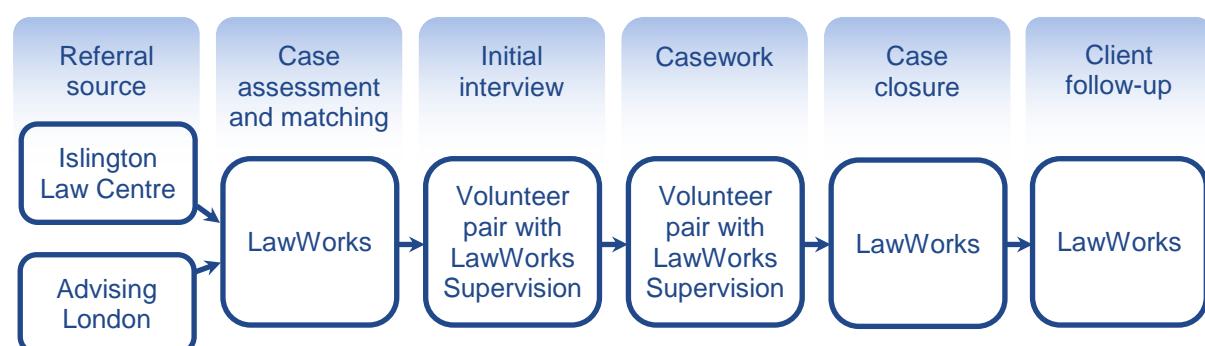
#### Tribunals project structure

The tribunals project supports clients with disabilities or health problems who are challenging the decisions made on their ESA or PIP cases by the Department of Work and Pensions (DWP). The project is staffed by one solicitor working four days per week, based in the LawWorks London office. Up to December 2016, this post was largely funded by a grant from the Legal Education Foundation, with overheads covered by LawWorks' core funding.

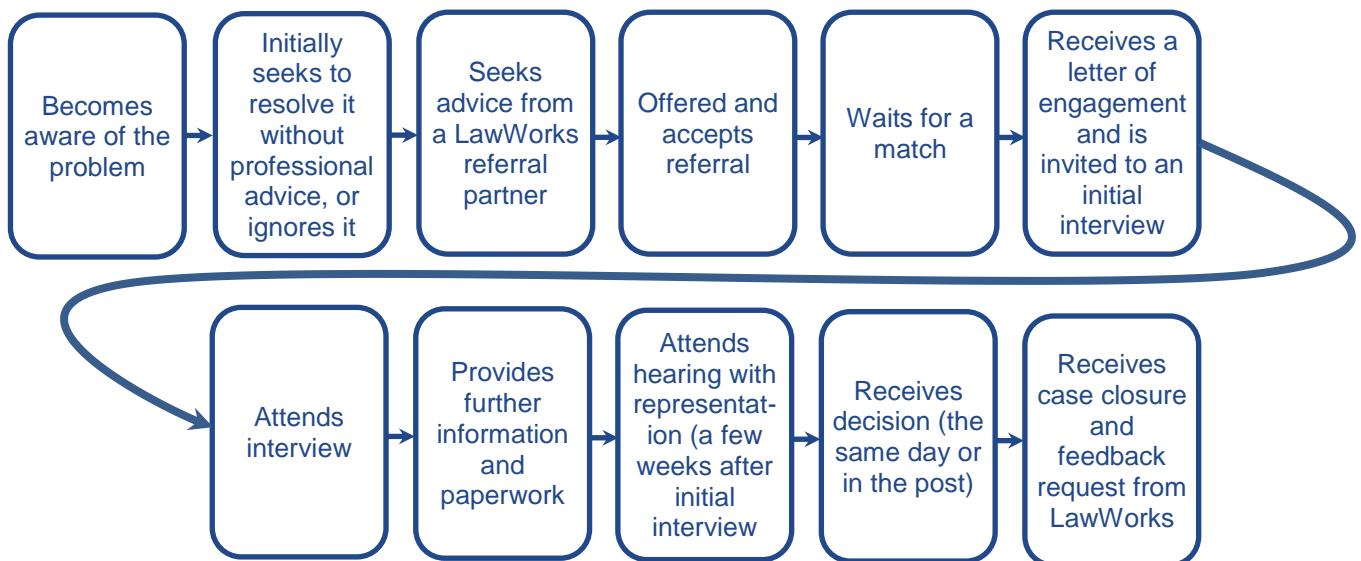
Two regular referral partners and five law firms are involved, with one occasional referral partner and one individual solicitor. Referrals come directly from the partners via an emailed form. Initial interviews take place at LawWorks and most further work is undertaken remotely until the tribunal hearing.

The tribunals project started development in mid 2014. It benefitted from a number of pre-existing relationships between LawWorks and the Islington Law Centre (ILC), the Child Poverty Action Group (CPAG), the Legal Education Foundation (LEF), and many of the law firms involved. Following recruitment, the project took approximately six months to set up. Referrals started in September 2015.

The project's overall model is illustrated below:



From the client's perspective, the journey through the Tribunals project is as follows:



### Tribunals project activities from June 2015 to December 2016

|                       |   |
|-----------------------|---|
| Volunteer development | Approximately 99 volunteer solicitors recruited and trained<br>60 active volunteers (taken on at least one case)<br>Administrative support provided by two interns<br>A full programme of training delivered through partners and law firms |
| Service to clients    | 1,968 pro bono hours (data incomplete; likely underestimate)<br>198 supervision hours given to volunteers<br>51 cases taken on<br>43 cases closed   |

### 3b. Tribunals project client outcomes, satisfaction and case study

#### Tribunals project client outcomes

|  |   |
|--|---|
| Justice                                    | The appeal was allowed (won) in 37 out of 43 closed cases   |
| Finance                                    | Where clients gained or regained access to their benefit, weekly payments were reinstated. The total sum for a year's weekly payments for all successful cases from June 2015 – December 2016 is £205,000<br>In addition, arrears are known to have been paid in four cases, to a combined value of £12,800 |
| Legal and system capability and confidence | One client shared: <i>The solicitor explained everything clearly to me before going to court and this in fact helped me a lot to win my case.</i> Another described that they felt more comfortable and confident.  |

## **Tribunals project client satisfaction** (from 7 feedback forms)

- All clients expressed thanks for the help they had received;
- Most described it as 'helpful';
- Individual clients mentioned solicitors' patience and understanding.

Referral partners also gather feedback from clients, although so far LawWorks has not requested this feedback. During interviews with referral partners for this evaluation, some negative client experience was reported. LawWorks now has the opportunity to develop systematic feedback processes to enable the project to capture both positive and negative experiences from clients and partners, in the future.

## **Tribunals project case study, drawn from project reports**

*The client, Mr C, was referred to LawWorks after he had failed a Work Capability Assessment and the Mandatory Reconsideration had not revised the decision. The health care professional's assessment scored Mr C 0 points, meaning that Mr C was found physically able to work.*

*Two volunteers compiled an appeal submission, which highlighted the medical issues that prevented Mr C from returning to the workplace. For example, the client's diabetes caused joint swelling which restricted movement and a lump under his right arm prevented him from raising his arm above his head.*

*Mr C was subsequently found to be eligible for ESA on the basis that he could not move 100 metres without being affected by exhaustion or discomfort; he could not stand or sit unassisted for more than 30 minutes without having to move because of discomfort. The client scored 25 points in the revised assessment. He was judged to be entitled to £125.05 per week in ESA and received payment of arrears totalling £3415.71.*

## 4. Together for Short Lives (TFSL) project

### 4a. TFSL project development and activity

#### TFSL project structure

The TFSL project supports children or young adults and families accessing children's hospices or contacting the Together for Short Lives helpline. Those concerned have terminal illness or life-limiting conditions. Local Authorities have a duty to provide a realistic plan for services such as respite care, housing adaptations or services, or direct payments. They may misunderstand these duties, delaying or avoiding assessment, or under-recognise needs.

The project addresses two areas of law: housing allocations and care packages. Whilst the provision of legal advice and assistance in relation to issues regarding care plans and assessments is technically within the scope of legal aid, in clients' experiences the shortage of specialist legal aid practitioners working in this sector can present significant access barriers.

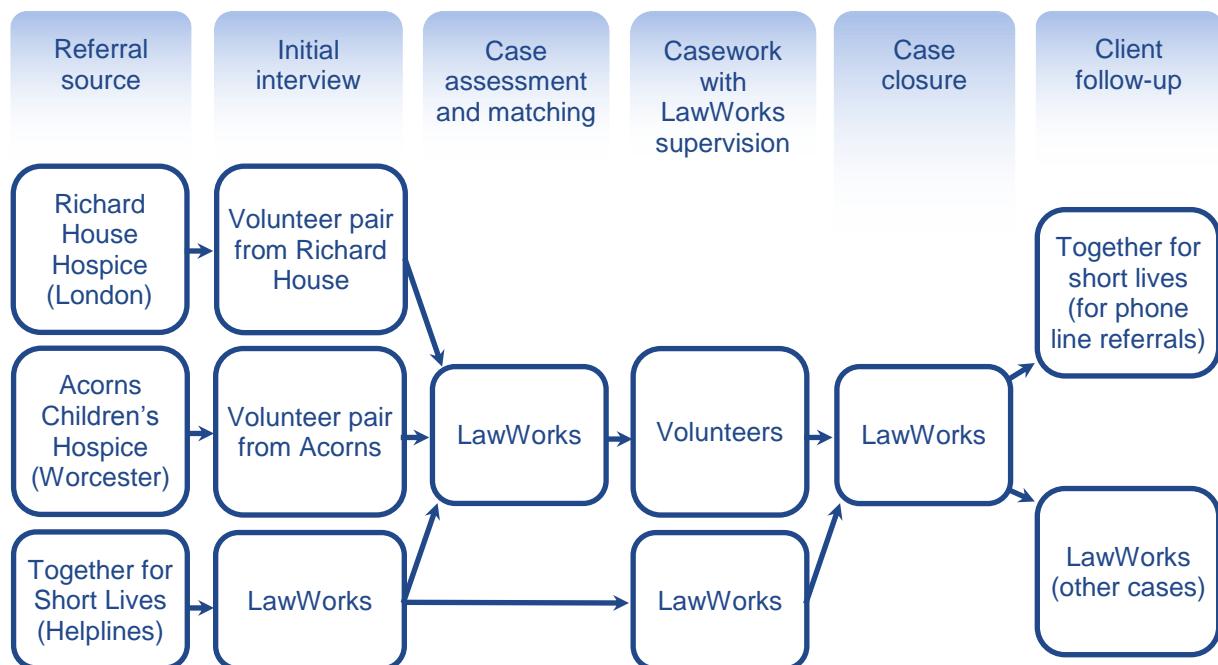
The project is staffed by one solicitor working three days per week, based in Bristol. To date, this post has been supported by Together for Short Lives (TFSL), a national organisation supporting such children and their families in the UK.

Three regular referral partners and three law firms are involved. Initially, clients with a community care or housing issue are booked into advice clinic appointments with volunteers at the hospice they attend. Following discussion with the LawWorks solicitor, the cases are taken on by volunteers, supervised by the LawWorks' solicitor, or signposted to other services.

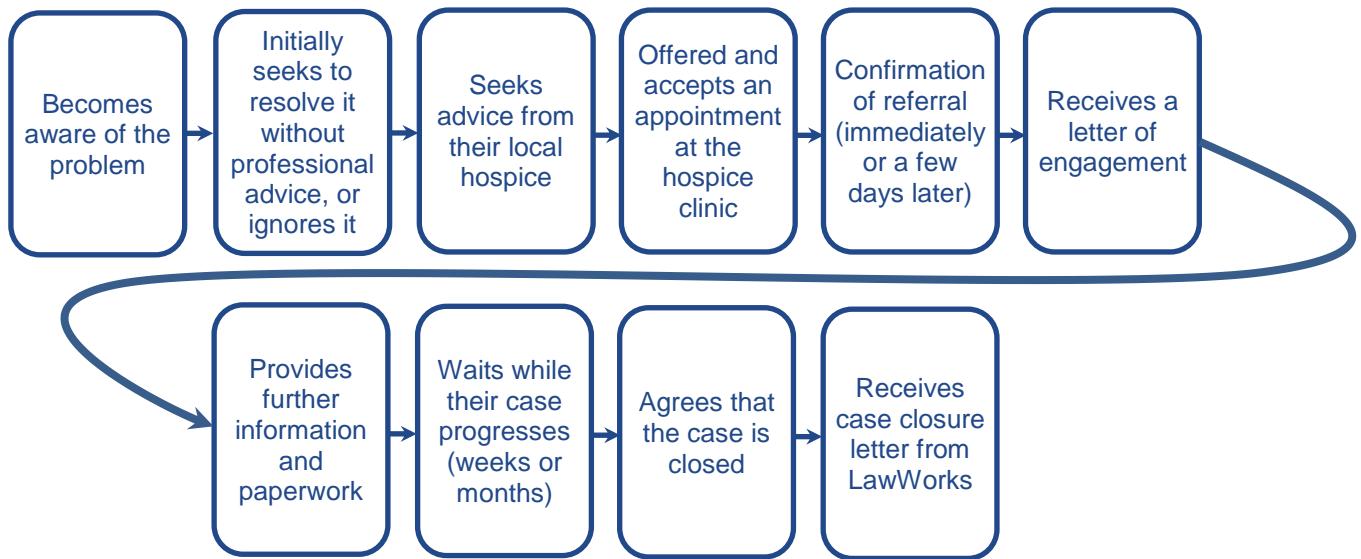
The project took approximately 12 months to set up, including an additional phase of establishing referral pathways and hospice-based legal clinics. It benefitted from a set of pre-existing relationships, particularly between TFSL and Clyde & Co.

The project's overall model is illustrated overleaf:

## Together for Short Lives (TFSL) project model



From the client's perspective, their journey through the TFSL project is as follows:



## TFSL project activities from October 2015 to December 2016

### Volunteer development

- 51 volunteer solicitors recruited and trained
- 31 secondary specialisation volunteers, who have taken on at least one case
- Some administrative support provided by law school students
- A full programme of training delivered through partner firms

|                    |   |
|--------------------|---|
| Service to clients | <p>442 pro bono hours (data incomplete; likely underestimate)</p> <p>32 clients seen at hospice clinics</p> <p>26 cases taken on</p> <p>10 cases closed</p> |
|--------------------|---|

## 4b. TFSL project client outcomes, satisfaction and case study

### TFSL project client outcomes

|  |  |
|--|--|
| Justice                                    | <p>Two clients have been moved up a housing band, resulting in higher quality and more suitable accommodation</p> <p>One person has moved to better accommodation</p> <p>One person has had their care package increased and direct payments agreed</p> <p>The Local Authority agreed to start supporting one person</p> <p>One child has been accepted by a school; they were unable to access any education before</p> |
| System or process                          | <p>One client has secured a meeting to discuss care needs with local NHS care providers</p>  |
| Legal and system capability and confidence | <p>One client explained they now felt much more confident to ask for the help they needed</p>  |

### TFSL case study, drawn from project reports

*After being advised by our volunteers, a mother reported she felt much greater confidence to speak to social services herself. She suffers from pain in her arms after too much heavy lifting of her daughter. She was not able to bathe her daughter or change her after she had received a steroid injection in her arm and had been left without any assistance. Social services agreed to reassess her needs as a carer.*

## 5. Volunteer outcomes

The projects do not currently (as of early 2017) collect feedback from volunteers on a systemic basis. Interviewees were asked to give their understanding of the outcomes of participating in the project for law firms and volunteers; some individual examples follow here by way of illustration.

|   |   |
|---|---|
| Improved skills   | <p><i>It's hugely beneficial in terms of lawyering skills – understanding problems, directing relevant and irrelevant materials, interviewing difficult and sometimes strange characters. We ask them a lot of very basic questions which throw up a lot of very surprising answers... that's a very useful skill in a lawyer, not to be embarrassed by asking very simple questions.</i> - volunteer</p> |
| Improved quality of working life                        | <p><i>We deal with very sophisticated clients and a lot of big numbers, but [pro bono is] dealing with something that's very human, and adding value.</i> – volunteer</p> <p><i>[there are some] really experienced partner level lawyers who have done some obscure aspect of financial law or something and are just overjoyed at the idea of learning again.</i> – external contact</p>                |
| Satisfaction in being able to help or address injustice | <p><i>Lawyers feeling like they've got an opportunity to give back, feeling generally happier – [that's good] in terms of retention and employment.</i> – volunteer</p> <p><i>... rather than reading the news and feeling enraged about it, I feel that I am doing something about it, that makes me feel less hopeless.</i> – volunteer</p>   |
| Building the firm's reputation and corporate values     | <p><i>It's part of our corporate DNA... our clients expect that because a lot of our clients do the same... It's great for the firm, and the firm's brand.</i> – volunteer</p>  |
| Greater understanding of UK society                     | <p><i>[Volunteers get] a wider view of the world.</i> – volunteer</p> <p><i>Quite a few of them said 'I had thought it was quite easy to get benefits and you got quite a lot of money, because that's what you read in the papers... now I know for sure that that isn't the case.'</i> – referral partner</p>   |

Counting hours towards qualifications, for example Higher Rights of Audience

## 6. Projects' strengths and challenges

### 6a. Both projects' strengths and challenges

#### Project models

| Strengths   | Challenges  |
|---|---|
| The project models work well to unlock pro bono capacity within firms   | LawWorks solicitors spend a significant amount of their time in project and partnership development, admin and coordination |
| LawWorks acts as a sophisticated broker in a complex web of supply and demand   |   |
| The legal supervision, volunteer training and indemnity insurance provided are of high quality and enable pro bono hours to be delivered smoothly and effectively |   |
| LawWorks solicitors have shown great entrepreneurial spark  |   |
| Volunteer expertise is well used on focused and appropriate tasks   |   |
| Clearly set out referral processes  |   |
| Mid-sized firms without their own pro bono teams benefit particularly   |   |
| Remote working following initial case meetings allows for efficient working   |   |

#### Project development and management

| Strengths   | Challenges   |
|---|--|
| Legal and community partners value the flow of well-managed referrals | Communication between partners is limited beyond casework practicalities, with no regular project meetings |
| Single point of contact at LawWorks                                   |  |
| High quality training   |  |

#### Partnerships with law firms

| Strengths                                  | Challenges  |
|--|---|
| Commitment from both firms and individuals | Having an internal lead at a more junior level who, despite investing lots of time, may be less able to change internal |

|   |   |
|---|---|
|   | systems or access additional resource   |
| Plenty of volunteers, with the numbers increasing over time   | Working with firms who do not provide a single point of contact can add considerably to the LawWorks time required for coordination |
| Having one main contact for coordination  |   |
| Having an internal lead at partner level who can negotiate internally and galvanise support                                       |   |
| Some firms going 'above and beyond', for instance developing or delivering their own additional training or process documentation |   |
| Legal and client service skills of volunteers   |   |
| The symbolic effect of a lawyer's presence adding weight to a client's case   |   |

## Referral partnerships

| Strengths  | Challenges  |
|--|---|
| <p>Partnerships work well where:</p> <ul style="list-style-type: none"> <li>Partners do not currently provide the same services</li> <li>Partners are willing to invest time in coordination and monitoring at their end</li> <li>Partners have the skills and resources to refer appropriately and with supporting documents prepared</li> <li>Partners have a regular and high supply of appropriate cases</li> <li>There is a clear division of roles and responsibilities</li> </ul> | Partnerships work less smoothly where one or more of these criteria are not met |

## Casework delivery and monitoring

| Strengths   | Challenges  |
|---|---|
| Meeting clients face to face at least once          | Occasional lack of resources when working from home or remotely, for instance scanners, meeting rooms or phones |
| Meeting in a comfortable environment for the client | Not having regular external or internal monitoring or reporting on casework flow or client outcomes             |

|   |  |
|---|--|
| Access to cloud-based case management systems | Not having in place adequate data sharing with legal and community partners, particularly on casework numbers and outcomes |
|   | Not having in place systematic feedback gathering from clients, referral partners, volunteers and law firm partners        |

## 6b. The Tribunals project's additional strengths and challenges

### Project model

A steady flow of referrals allows the work to happen and for partners to plan ahead

### Project development and management

The handover back to referral partners does not always happen fully

## 6c. The TFSL project's additional strengths and challenges

### Project model

TFSL cases can be less boundaried and more challenging

### Project development and management

It took time to set up clinics from scratch at the hospices for the TFSL project, and opportunities for the clinics team to support this process were missed

### Referral partnerships

Families of children with life-limiting or terminal illness may not access hospice services, and so are unlikely to find out about the project

## 7. Recommendations

### 7a. Strategic recommendations

These projects' original vision was to pilot an approach, review and learn and then grow more widely through replication. The projects are now at a crossroads – will they remain in-house, growing the number of individual cases incrementally via a centralised system constrained by the size of the organisation, much like the LawWorks Not for Profit Programme? Or, will they enable others to build and fundraise for similar systems, in the same spirit as the LawWorks Clinics Programme?

Currently, the two LawWorks pro bono casework projects are working fairly well as delivery mechanisms. They could continue, growing incrementally and improving along the way (see 'operational recommendations', below).

The most significant factor guiding which option (or options) to pursue should be LawWorks' vision for its future and place in the sector. This researcher's preference would be for a replication model, with aspects of other options included as mini-pilots.

#### Comparison with projected figures, for illustration:

|   | In-house   |      | Replication-focused   |            |
|---|--|------|---|------------|
|   | 2017   | 2020 | 2017  | 2020       |
| Number of projects                      | 2  | 2    | 2   | 6 – 10+    |
| Number of referral partners             | 5  | 9    | 5   | 15 – 25+   |
| Number of law firm partners             | 8  | 12   | 8   | 24 – 40+   |
| Number of supervising solicitors        | 2  | 5    | 2   | 6 – 10+    |
| Number of cases seen per year           | 60   | 250  | 60  | 180 – 400+ |
| Authenticity of voice derived from      | Staff and partner personal experience                              |      | Supported projects' shared experience   |            |
| Monitoring data to use for policy voice | Detailed, from own monitoring records in the low hundreds per year |      | Less detailed, from shared monitoring records in the mid – high hundreds per year |            |

If LawWorks wishes to replicate the projects, the core question would shift from 'how can we make this work better?' to 'how can we support others to do this work?' A number of options are possible in addition to or alongside the existing casework model, for instance:

#### i) A funding model

LawWorks raises money from a diverse set of government, trust private and membership sources in order to set up and fund projects based at other organisations. In partnership with these supporters, LawWorks could support each

post-holder with contacts and model documents, as well as providing a period of project development in advance, such that when they came into post they could start taking referrals within a few weeks.

## **ii) A co-funding model**

For an 8-12 month project incubation period, a skilled supervising solicitor could be based in-house at a referral partner who wishes to host the project in the longer term. The project would be funded on a full cost recovery model so that it did not reduce the capacity of the partner to carry out their existing work. It would be tailored to meet local needs as well as firms' interests, and could extend into new areas of law such as immigration.

LawWorks could lend support to the referral partner from all its strengths including contacts and fundraising. Once a new supervising solicitor was in post with full funding and a handover, the LawWorks solicitor's work embedding the model would be done, and they could then be based at a new partner's.

Firms with national networks could provide opportunities for the project to grow in other parts of the country. In this way a new member of the LawWorks team could be placed in a ready-formed network, thus cutting down further on project development time.

## **iii) A clearing-house model**

LawWorks provides a national clearing-house for individual casework similar to the LawWorks not for profit programme or the Bar Pro Bono Unit. There is a precedent of such work at LawWorks and the learning to support such an approach. The service would include:

- A closed-access website
- Information about referral criteria and processes
- Up to date information about current capacity
- Contact details

LawWorks could then bring in a larger group of supervising solicitors and caseworkers to handle the increased levels of referrals. Initial interviews could take place at the referral partner's location over the phone or Skype. The main risk of such a model is the need to build trust and control process quality when partners are geographically dispersed. Such an approach could be piloted alongside one of the other models – for instance allowing remote referrals to the tribunal project from a limited number of advice centre partners outside London.

## **iv) An infrastructure and knowledge sharing model**

In a similar way to the clinics team, LawWorks could support individual casework and secondary specialisation projects to develop and launch. They could support with draft policy documents, early introductions to likely partners, suggestions about fundraising, and guidance on process, insurance and trouble-shooting.

A map or a list of existing projects could facilitate cross-referral. This could open up opportunities nationally, without needing LawWorks to act as a central coordination point. A similar practice is emerging informally among Collaborative Plan members. The maps would need to include similar information to the clearing-house list, above.

## 7b. Policy voice

Regardless of which approach is taken in the future, LawWorks could use its networks to gather data and insights, perhaps using a shared data management system. In this way there could be greater capacity to identify and communicate insights relevant for policy work and communication.

Many interviewees spoke about this potential, in fact for many it was the driving motivation for their pro bono efforts. The more they understood how the current benefits system works, the more they want to change it.

*I see these decisions and they are shocking... so shocking that sometimes it makes me embarrassed to be human.* – External contact

LawWorks has already taken steps towards developing a 'policy voice for pro bono' through the appointment to a new role of Director of Policy and External Affairs. There is an opportunity to engage with national policy issues and debates, consultations and relevant practice issues – and also to better capture evidence from pro bono projects and clinics.

*The policy role... is actually almost as fundamental... if we get that right [it could have] big ramifications... they are so well placed in the work they do.* - Volunteer

## 7c. Operational recommendations

The following recommendations are made assuming that the projects remain in-house, growing incrementally, although many would also be relevant to a replication approach.

### Project model

- Keep the casework model the same
- Revisit the hospice-clinics referral model, for instance finding other routes to families, through hospitals, GPs or other advice centres and legal clinics

### Project development and management

- Instigate regular project partner meetings to review issues, identify new opportunities and share updates and monitoring information
- Free up time for supervision by providing coordination and casework support

### Partnerships

- Review and grow referral partner group against strong criteria
- Maintain current law firm partners, grow against strong criteria when ready, for instance:
  - Medium-large firm (outside the top 10 – 15)
  - A pro bono strategy that fits the project well
  - Partner(s) actively involved in pro bono
  - Internal resource made available to coordinate pro bono
  - A culture that values pro bono alongside fee-paying work
- Start conversations with law firms by identifying their pro bono strategy and aspirations, rather than by setting out the volunteer task
- Instigate discussions with firms with a national network around replication-based growth

### Casework delivery and monitoring

- Improve internal accountability and support, such that updates on the flow and outcomes of casework are regularly shared internally and with external partners
- Improve feedback for clients volunteers and partners, particularly around outcomes
- Develop a consistent shared case closure procedure

# Appendix

## Evaluation questions

### 1) Models

- What models have LawWorks trialled to increase access to pro bono casework?
- (if possible) What other models have been tried elsewhere?

### 2) Process

- For LawWorks, what has the 'journey' of development for each model been, from initial idea through to the current position?
- What resources of time and relationship have been used/ developed, and in which areas?
- What has helped or hindered these processes?
- What monitoring or evaluation processes are in place, and what are the options for on-going monitoring?

### 3) Outputs

- How many cases have been delivered, using what (and whose) time?

### 4) Outcomes

- What have the benefits been for clients?
- What have the benefits been for referral partners?
- What have the benefits been for partner law firms?
- What have the benefits been for volunteers?

### 5) Analysis and recommendations

- Which models are working well, and less well?
- What changes could be made to each model to improve the effectiveness of process, output and outcome?
- What model/s could LawWorks and others most usefully invest in in the future, with a view to national coverage?
- What role/s should LawWorks play in increasing access to pro bono casework in the future – delivery, brokerage, influencing, and campaigning, sharing learning?

# Interviewees

## Planning stage

| Name            | Organisation                         |
|-----------------|--------------------------------------|
| Martin Barnes   | LawWorks                             |
| Ann Ntephe      | LawWorks                             |
| Jess Anstey     | LawWorks                             |
| Matthew Smerdon | Legal Education Foundation           |
| Natalie Byrom   | Legal Education Foundation           |
| Joanna Kennedy  | The Zacchaeus 2000 Trust (Z2K)       |
| Rachael Marsh   | Independent (previously at LawWorks) |

## Main evaluation

| Name                                 | Organisation                             |
|--------------------------------------|--|
| <b>Project team</b>                  |  |
| Martin Barnes                        | LawWorks                                 |
| Ann Ntephe                           | LawWorks                                 |
| Jess Anstey                          | LawWorks                                 |
| David Raeburn                        | LawWorks                                 |
| <b>Referral partners</b>             |  |
| Angela Marke                         | Advising London                          |
| Ruth Hayes                           | Islington Law Centre                     |
| Lizzie Chambers                      | Together for Short Lives (also a funder) |
| <b>Volunteer solicitors</b>          |  |
| Clare Curtis                         | Clyde & Co                               |
| Elaine Nolan                         | Kirkland & Ellis International LLP       |
| <b>Pro bono coordinators</b>         |  |
| Harkiran Hothi (also a volunteer)    | Kirkland & Ellis International LLP       |
| Matthew Shankland (also a volunteer) | Sidley Austin LLP                        |
| Louise Zekaria                       | Clyde & Co                               |
| Sophie Arup                          | Clyde & Co                               |
| Stas Kuzmierkiewicz                  | DLA Piper                                |
| Rosie Banks (also a volunteer)       | Irwin & Mitchell                         |
| <b>External contacts</b>             |  |
| Sue Bent                             | Central England Law Centre and KIND UK   |
| Diane Sechi                          | Simmons & Simmons                        |
| Paul Yates                           | Freshfields Bruckhaus Deringer           |
| Joanna Kennedy                       | The Zacchaeus 2000 Trust (Z2K)           |
| Shyam Popat                          | South West London Law Centre             |

|                  |  |
|------------------|--|
| Lee Hansen       | University of Essex (previously at LawWorks) |
| Emily MacLoud    | Bar Pro Bono Unit                            |
| Marieke Widman   | Just For Kids Law                            |
| Marika Somero    | Skadden                                      |
| Michelle Elcombe | Coram Children's Legal Centre                |

## Other projects (February 2017)

These are UK based projects that provide access to individual pro bono casework on a “secondary specialisation” model. As it has been pulled together from existing interviews rather than being a systematic survey of current practice, some projects and some information concerning projects will be missing. Further contributions to the list are welcome, and could be shared at a later date.

| Secondary specialisation projects                 |   |  |   |
|---|---|--|---|
| Project name                                      | Main referral partner/s                         | Main law firm/s  | Area/s of law/ any comments   |
| Article 8 project                                 | Islington Law Centre                            | BLP, DLA Piper   | Article 8 immigration process<br>The law firms involved all share the costs of the supervising solicitor one day per week who is employed by ILC  |
| Asylum Support Appeals Project                    | Asylum Support Appeals Project                  | Freshfields Bruckhaus Deringer                         | Asylum Support Appeals  |
| Coram Children's Legal Centre nationality project | Coram Children's Legal Centre                   | Allen & Overy and DLA Piper                            | Nationality applications for children<br>The supervising solicitor is based at the law centre most of the time, also spends one day per fortnight based at each of the law firms. The project predates KIND UK and is planned to join it later this year. |
| Free Representation Unit                          | Over 200 agencies, many listed on their website | Linklaters, and other firms on an ad hoc basis         | Employment, benefits and criminal injury tribunals  |
| Individual firms                                  | Personal contacts                               | Many firms   | Individual casework is taken on on an ad hoc basis by many law firms of all sizes   |
| KIND UK (in development)                          | Central England Law Centre                      | Covington & Burling LLP, Microsoft in-house legal team | Immigration and nationality for children<br>Modelled on the KIND US project, thinking in terms of social franchising (growth built in from the outset), planning to build a bespoke case management system  |
| National Deaf                                     | National Deaf                                   | DLA Piper  | DLA appeals   |

|   |   |   |   |
|---|---|---|---|
| Children's Society helpline                                 | Children's Society  |   |   |
| Rent deposit clinic   | South West London Law Centre  | Norton Rose   | Rent deposit  |
| Simmons & Simmons   | Z2K, Ace of Clubs, Dascas, Cardinal Hume Centre, South West London Law Centre, Brixton Advice, Disability Rights UK | Simmons & Simmons   | PIP, ESA, DLA tribunals<br>An experienced social welfare lawyer is employed directly four days per week at Simmons & Simmons and retains one day per week's work at SWLLC. The specialist lawyer meets all clients in the community prior to matching them with volunteers.   |
| University House Family Clinic (focus on domestic violence) | Legal Advice Centre (University House)  | Skadden, Shearman and Sterling LLP, Reed Smith, Gibson Dunn & Crutcher, Ropes & Gray LLP, Travers Smith | Domestic violence and family law<br>The project was set up by a Collaborative Plan taskforce. The firms involved co-fund the supervisor's time one day per week, they are based at UH. In addition, a local family law legal aid firm have joined as volunteers to give advice and second opinions to the other volunteers. |
| University House Housing Clinic                             | Legal Advice Centre (University House)  | Three US law firms  | Housing<br>A weekly morning clinic. Volunteer solicitors are supervised by a housing solicitor and two trainee solicitors.  |
| Welfare Benefits Project                                    | Islington Law Centre  | Hogan & Lovells   | Welfare benefits  |
| Z2K   | Z2K   | Two law firms   | Welfare benefits  |

## Draft outcomes and quality framework for individual pro bono casework for clients, volunteers and law firms

An outcomes and quality framework is a recipe for information collection. This framework has been developed mainly from the responses from this project's 25 interviews when they were asked about the benefits of the work for clients and for volunteers. It also draws on similar frameworks from other parts of the advice sector, as well as the LawWorks clinics outcomes framework developed in 2016 through a three-month period of consultation.

## Outcome and quality framework for clients

| Outcome domain   | Outcome  | Indicator/s  | Information collection method                        |
|--|--|--|--|
| Clients access to support  | They have improved access to a lawyer handling their case                          | Whether or not they have a lawyer                      | LawWorks monitoring records                          |
|  | Their side of the case has been put more strongly                                  | Client's view of how strongly their case has been put  | Client feedback call                                 |
|  |  | Volunteer's view of how strongly the case has been put | Volunteer case closure report                        |
| Outcome domain   | Outcome  | Indicator/s  | Information collection method                        |
| Client legal financial and other externally observable outcomes        | Their case has been won  | Legal documents/letters                                | LawWorks monitoring records                          |
|  | Their case has improved  |  |  |
|  | They have improved regular income  |  |  |
|  | They have received a lump sum  |  |  |
|  | Their housing allocation has improved  |  |  |
|  | Their assessment score has improved  |  |  |
| Outcome domain   | Outcome  | Indicator/s  | Information collection method                        |
| Client ability to understand and work with the legal or other system/s | They understand their legal position better  | Client's view... / volunteer's view                    | Client feedback call / Volunteer case closure report |
|  | They have a better understanding of their rights                                   |  |  |
|  | They are better able to work with the system (e.g. fill out forms, make decisions) |  |  |
|  | They feel more able to sort out a similar problem in the future                    |  |  |
|  | They know what their next steps are  |  |  |

| Outcome domain               | Outcome  | Indicator/s | Information collection method |
|------------------------------|--|-------------|-------------------------------|
| Client subjective well-being | They feel less anxious about their case  |             |                               |
|                              | They feel that they have been listened to by someone with power to affect legal outcomes |             |                               |
|                              | They feel more peace of mind overall   |             |                               |
|                              | They feel more in control of their own situation   |             |                               |
|                              | They feel more physically well   |             |                               |

| Quality domain | Quality point   | Indicator/s  | Information collection method |
|----------------|---|--|-------------------------------|
| Dignity        | Clients feel that they have been treated fairly                             | Client's view on how fairly they have been treated | Client feedback call          |
|                | Clients feel that they have been treated with respect                       |  |                               |
|                | Clients feel they have been kept up to date with the progress of their case |  |                               |

| Quality domain | Quality point   | Indicator/s      | Information collection method |
|----------------|---|------------------|-------------------------------|
| Access         | Clients understand how the project works  | Client's view... | Client feedback call          |
|                | Clients understand who is representing them   |                  |                               |
|                | Clients find it easy to communicate with the project  |                  |                               |
|                | Clients find staff and volunteers respectful to their culture, faith, tradition and lifestyle |                  |                               |
|                | Clients feel that their particular needs have been taken into account                         |                  |                               |

Information collection methods and processes will need to be consulted on and developed further. This is shared as an early draft.

## Outcome and quality framework for volunteers and law firms

| Quality domain                      | Quality point  | Indicator/s           | Information collection method  |
|-------------------------------------|--|-----------------------|--|
| Skills                              | Improved advocacy skills   | View on skill level   | Lawyer feedback form or call (annual) / coordinator feedback form or call (annual) |
|                                     | Improved skills at working with people experiencing emotion              | View on...            |  |
|                                     | Improved understanding of a new area of law                              | View on...            |  |
| Quality of working life             | More variety   | View on...            | Lawyer feedback form or call (annual)  |
|                                     | More personal satisfaction   |                       |  |
|                                     | More able to meet targets (pro bono or other types)                      | View on...            | Lawyer feedback form or call (annual) / coordinator                                |
|                                     | Improved reputation  |                       |  |
| Greater understanding of UK society | Greater understanding of the benefits system                             | View on...            | Lawyer feedback form or call (annual)  |
|                                     | Greater understanding of the lives of people on low incomes              |                       |  |
| Training and supervision            | Volunteers feel that the training has been effective                     | View on effectiveness | Lawyer feedback form or call (annual) /  |
|                                     | Volunteers feel that their supervision has been effective                | View on...            |  |
| Coordination                        | Volunteers feel that communication has been effective                    | View on...            | Lawyer feedback form or call (annual) / coordinator feedback form or call (annual) |
|                                     | Volunteers feel that the administration overall has been effective       |                       |  |
| Appreciation                        | Volunteers feel that their contributions have been valued                | View on...            | Lawyer feedback form or call (annual) / coordinator feedback form or call (annual) |
|                                     | Volunteers feel that they have been treated with respect                 |                       |  |
|                                     | Volunteers feel that their particular needs have been taken into account |                       |  |