Ministry of Justice

Survey of Not for Profit Legal Advice Providers in England and Wales

Ashley Ames, William Dawes and Joe Hitchcock
Ipsos MORI

Ministry of Justice Analytical Series
2015

Analytical Services exists to improve policy making, decision taking and practice by the Ministry of Justice. It does this by providing robust, timely and relevant data and advice drawn from research and analysis undertaken by the department's analysts and by the wider research community.

Disclaimer

The views expressed are those of the authors and are not necessarily shared by the Ministry of Justice (nor do they represent Government policy).

First published 2015

Any enquiries regarding this publication should be sent to us at mojanalyticalservices@justice.gsi.gov.uk

This publication is available for download at http://www.justice.gov.uk/publications/research-and-analysis/moj

ISBN 978-1-84099-729-3

Acknowledgements

The team were assisted by Marisol Smith and Ann Lewis across all stages of the project.

We would like to thank the Not for Profit Advice organisations who gave up their time to participate. We are very grateful to Karen Moreton and May El Komy from the Ministry of Justice Analytical Services team for their support and guidance throughout the study. Finally, we would also like to thank Paul Harvey who was the Project Director at Ipsos MORI for much of the study.

The authors

Ashley Ames, William Dawes and Joe Hitchcock

Contents

List of tables

List of figures

1. Summary

Background

Previous research suggests that Not for Profit (NfP) organisations make a significant contribution to the delivery of information and legal advice on a wide range of civil and family justice matters.[1] It has been recognised that changes to the provision of legal aid, following the implementation of the Legal Aid, Sentencing and Punishment of Offenders Act 2012 (LASPO) may result in more individuals seeking advice from NfP organisations.[2]

There is little recent research, however, on the provision of legal advice within the NfP sector; the last sector-wide research was conducted in 2005.[3]

Aims and methodology

The research had three main aims:

- To develop a baseline of the profile of NfP advice providers in England and Wales; including details of their size, structure, funding arrangements, partnership arrangements, operations and advice delivery.
- To describe NfP advice clients in terms of numbers, types of client/problem and needs.
- To provide an indication of how NfP advice providers may have been affected by recent legal aid and other reforms, how they have adapted, perceptions of changes made since April 2013 and perceptions of the changes that will be needed in future to maintain the stability of provision going forward.

1 Balmer, N (2013) *English and Welsh Civil and Social Justice Panel Survey: Wave 2* [online] Available from: http://doc.ukdataservice.ac.uk/doc/7643/mrdoc/pdf/7643_csjps_wave_two_summary_findings.pdf [Accessed 26 August 2015], Pleasance, P., Balmer, N., Patel, A., Denvir, C. (2010) *Report of the 2006-9 English and Welsh Civil and Social Justice Survey* [online] Available from: http://webarchive.nationalarchives.gov.uk/20110216140603/http:/lsrc.org.uk/publications/2010CSJSAnnualReport.pdf and Pleasence, P., Buck, A., Balmer, A., O'Grady, A., Genn, H., Smith, M. (2004) *Causes of Action: Civil Law and Social Justice,* 2nd ed. Available from: http://webarchive.nationalarchives.gov.uk/20100210214359/http:/lsrc.org.uk/publications/Causes%20of%20Action.pdf

2 National Audit Office (20 November 2014) *Implementing reforms to civil legal aid.* Available from: http://www.nao.org.uk/wp-content/uploads/2014/11/Implementing-reforms-to-civil-legal-aid1.pdf

3 European Social Fund (2006) *Advice Forward: Workforce Development Plan for the Legal Advice Sector* London: ADP Consultancy

The survey was conducted in three stages:

Stage 1 – sample building

The sample frame was developed using five publicly available databases and additional lists from organisations and the Legal Aid Agency. The final identifiable population of NfP advice providers was 1,462.

Nineteen scoping interviews were conducted to engage stakeholders to participate in the research and explore barriers to participation.

Stage 2 – questionnaire development

Cognitive testing interviews were conducted with 21 organisations to make sure the questionnaire was easy to understand and interpreted as intended.

Stage 3 – main stage fieldwork

A census survey of all identified NfP organisations providing legal advice was conducted using Computer Assisted Telephone Interviewing (CATI). Main stage telephone interview fieldwork took place between December 2014 and February 2015. Interviews were conducted with 718 organisations, representing an overall valid response rate of 49%.

The research used the Advice Services Alliance definition of legal advice: "Any advice which involves interpreting how the law applies to a client's particular problem or set of circumstances is legal advice".[4] In order to be within scope of the survey therefore, organisations needed to offer services over and above the provision of information only. This advice also needed to be provided on an independent basis.

There is no known pre-existing database that profiles the NfP sector. As we do not have information about non-responding organisations, the findings presented in this report are based on the 718 responding organisations and cannot be applied to the NfP sector as a whole.

---

4 Advice Services Alliance (2011) *Developing The Advice Quality Standard: Definitions to help you understand the advice sector* [Online] Available from http://asauk.org.uk/wp-content/uploads/2013/08/Definitions-to-help-you-understand-the-advice-sector.pdf

Key findings

The Not for Profit advice sector

- A total of 1,462 organisations were identified as NfP legal advice providers. The survey was disseminated to all the identified providers and 718 responded, representing a 49% response rate.
- The majority of responding organisations (76%) provided advice on specific subjects, to specific client groups or in specific locations. Twenty-two percent provided a wider range of 'general' advice services.
- Most organisations were well established; 83% reported that they had been providing legal advice for more than ten years. There was also evidence of new organisations emerging as nine percent had entered the sector within the last five years (however this is likely to also include some formed through mergers of pre-existing organisations).
- The use of digital services over and above email was limited, with only 10% offering online services such as Skype or live chat and just 8% reported offering web-based automated programmes with no advisor input.
- The categories of law in which advice provision was most commonly offered by responding organisations – welfare benefits, debt and housing – are areas that have largely or partly been removed from legal aid scope under LASPO.

Clients

- Forty-five percent of organisations reported offering a 'client-specific' advice service, of these, the most common client groups were women and older people.
- The average (median) number of clients seen across all responding organisations between 2012/13 and 2013/14 was broadly stable. Within organisations the picture was more varied with 29% reporting an increase in client numbers of more than 10%, and 14% reporting a decrease of more than 10%.
- Just over half of the responding organisations (51%) reported there were some client or problem types they had been unable to help with in the current financial year.[5] Of these, 62% reported that this was due to a lack of resource, 49% reported that problems fell outside of their remit, and 47% reported not having the appropriate expertise within the organisation.

---

5 As this question was not asked of previous years, no comparisons can be made.

Funding and finance

- The majority of organisations reported a *total organisational income* between £100,000 and £1m in the period 2012/13 to 2014/15 (between 54–61% across each year reported). Between 14–17% reported incomes under £100,000 per year during this period and between 11–13% reported larger incomes of £1m or above.
- The average (median) *total organisational income* across responding organisations was stable over the period 2012/13 to 2014/15 whereas there was a decrease of six percent in the average (median) income for *legal advice provision* over the same period.
- At the individual organisational level, almost a quarter (24%) of organisations experienced a 20% or more increase in *total organisational funding* between 2012/13 and 2014/15 and a similar proportion (23%) experienced a 20% or more decrease.
- Most organisations received funding from multiple sources with the most common sources of funding for *legal advice* being local government and charitable sources.

Operational capacity

- Almost all responding organisations had paid employees within their organisation and on average (median), 56% of these employees worked within legal advice provision.
- Thirty-nine percent of organisations reported that the numbers of paid staff had stayed about the same since April 2013. A third (32%) of organisations reported an increase in paid employee numbers and 29% reported a decrease.
- Almost all organisations (92%) used volunteers, with more organisations reporting increases than decreases in the number of volunteers since April 2013.
- There was strong evidence of partnership working amongst organisations. This included participating in formal referral arrangements (74%), delivery of services through a partnership/consortium (63%), and sharing funding or premises (48% and 45% respectively).

Adapting and looking forward

- Over half of responding organisations (54%) agreed that the changes to legal aid scope and eligibility had required them to make major changes since 1 April 2013, while just over a quarter (28%) disagreed.
- Changes made since April 2013 included investing in new technology (61%) and expanding the geographical reach of services (28%).
- Looking forward, although a small proportion (10%) agreed that it was likely they would have to close completely, others pointed to likely growth with 42% anticipating increasing the number of outreach services and 15% suggesting that they would be expanding into new categories of law. Other organisations mentioned that they were likely to consolidate through mergers (13%).

The overall findings show that while some organisations have seen decreases in funding, client numbers and their workforce since 2013/14, roughly equal proportions of responding organisations have experienced growth in these areas. Changes to the NfP landscape have clearly presented challenges to the sector, with over half of responding organisations reporting that they have made major changes since April 2013 and a substantial proportion expecting to make changes going forward to maintain the stability of service provision.

2. Introduction and methodology

2.1 Background and aims

The Ministry of Justice (MoJ) introduced reforms to civil legal aid under the Legal Aid, Sentencing and Punishment of Offenders (LASPO) Act 2012 with the aim of reducing spending on civil legal aid, directing funding at those cases that need it most, and promoting alternatives to litigation. Changes introduced by the Act included:

- limiting the areas of law for which legal aid was available;
- changing some of the financial eligibility criteria for receiving legal aid;
- requiring some people who receive legal aid to make an increased contribution to the cost of their case; and
- providing more advice by telephone.

These reforms came into effect on 1 April 2013.

In its review of the implementation of the LASPO reforms, the National Audit Office recognised that changes to legal aid provision may result in more individuals seeking advice from Not for Profit (NfP) sector providers and that providers may not be able to meet this extra demand.[6]

Previous research suggests that NfP organisations make a significant contribution to the delivery of information and legal advice on a wide range of civil and family justice matters.[7] The role played by the NfP sector in providing advice to those seeking to resolve their civil and family justice problems has been recognised by government. Following a review of the NfP advice sector in 2012, the government announced that it would provide £40 million over two years to help the NfP advice sector to adapt to changes in the way it is funded. The Cabinet Office funded £33.6 million over two years for NfP advice provision in England, co-funding the Advice Services Transition Fund (ASTF) with the Big Lottery. The ASTF awarded £68 million between 2013/14 and 2014/15 to 228 organisations in England. The Welsh Government supported advice providers in Wales who could demonstrate a loss in

[6] National Audit Office (20 November 2014) *Implementing reforms to civil legal aid* [online]Available from: http://www.nao.org.uk/wp-content/uploads/2014/11/Implementing-reforms-to-civil-legal-aid1.pdf

[7] Pleasance, P. & Balmer, N.J. (May 2014) *How People Resolve 'Legal' Problems. A Report to the Legal Services Board* [online] Available from: https://research.legalservicesboard.org.uk/wp-content/media/How-People-Resolve-Legal-Problems.pdf

funding with £1.9m between 2012/13 and 2013/14. A further £4.2 million investment in frontline advice services was also pledged for the period 2014/15 to 2015/16.

There is little recent research, however, on the organisations that deliver these services, with the last sector wide research having been conducted in 2005. At that time, an estimated 3,226 publicly funded NfP organisations were providing legal advice.[8] [9] Since then, the legal and NfP landscape has changed significantly and there has been no clear picture of the number and nature of NfP organisations and the legal advice they provide.

The research had three main aims:

- to develop a baseline of the profile of NfP advice providers in England and Wales; including details of their size, structure, funding arrangements, partnership arrangements, operations and advice delivery;
- to describe NfP advice clients in terms of numbers, types of client/problem and needs; and
- to explore how NfP advice providers may have been affected by recent legal aid and other reforms, how they have adapted since April 2013 and what changes they anticipate making in future to maintain the stability of provision.

2.2 Methodology

The survey was conducted in three stages which are set out below:[10]

Stage 1 – stakeholder engagement and sample building

The sample frame for the survey was developed using a number of publicly available databases and lists, including: the Open Charities database; United Kingdom Advice Finder; Office of the Immigration Services Commissioner list of accredited immigration advice providers; the Advice Services Alliance Quality Standard holders list; and a list of organisations in receipt of funding from the Advice Services Transition Fund. These five data sources were merged and processed to remove duplicate records. Approximately 2,300 organisations were identified at this early stage.

---

8 European Social Fund (2006) *Advice Forward: Workforce Development Plan for the Legal Advice Sector* London: ADP Consultancy

9 This figure cannot be compared to the number of NfP organisations identified as part of this piece of research due to the differences in sample frame and methods used.

10 This work was carried out in accordance with the requirements of the international quality standard for Market Research, ISO 20252:2012, and with the Ipsos MORI Terms and Conditions which can be found at: http://www.ipsos-mori.com/terms

In addition, further information was provided by specific organisations for the express purpose of the sampling building exercise. This included lists of: Law Centres; organisations which had previously or currently held a contract with the Legal Aid Agency (LAA), Shelter offices/branches, Citizen's Advice Bureaux (CABx), Youth Access services, and Age UK branches that had agreed for their information to be shared with the research team. This data was more accurate than some of the publicly available data and resulted in the sample file reducing to 1,970 organisations as it showed that fewer organisations existed within specific networks than public records had indicated. The final population was 1,462 once fieldwork began as a further 295 organisations were removed,[11] and 213 organisations were screened out during the early stages of fieldwork as they identified themselves as not providing advice and therefore fell outside the scope of the survey.[12] Further information on the sample building process can be found in Appendix A.

Scoping interviews were carried out by members of the project team with representatives from nineteen major advice networks and service providers. The objectives of the interviews were to explore the willingness of networks to participate, identify barriers to participation and potential remedies; and, to make direct requests to networks for membership databases to make sure accurate contact details were held for the survey.

Stage 2 – questionnaire development

Cognitive testing was conducted to make sure the questionnaire was easy for respondents to understand and was interpreted as intended. A number of other issues critical to the success of the fieldwork were also covered and subsequently informed the research including: the process of contacting organisations; the need to provide advance datasheets[13] to respondents prior to interview; mode of survey (telephone or online); and recruitment of respondents. Interviews were conducted with 21 organisations, including organisations from key networks and also other organisations offering advice across a range subjects.

The research used the following definition of legal advice as developed by the Advice Services Alliance: "Any advice which involves interpreting how the law applies to a client's particular

[11] During fieldwork some telephone numbers were found to no longer be in operation. Online searches were made to identify these organisations and 295 were found to no longer exist.

[12] Organisations confirming that they did not provide 'advice', 'casework' or 'representation' were screened out. Respondents were provided with definitions of each of these terms – including to those who said they provided triage, information or signposting provision only.

[13] The datasheet can be found at Appendix B.

problem or set of circumstances is legal advice".[14] In order to be within scope of the survey therefore, organisations needed to offer services over and above the provision of information only. This could be shaped in the form of advice, casework or representation. Organisations offering independent legal advice only fell within scope of the survey. Advice services offered by statutory bodies, such as those provided within local authority housing departments were excluded from the survey as this advice is not provided on an independent basis.

A key finding from the cognitive testing was that the term 'legal advice' did not always resonate with respondents, either because they did not see the advice provided by their organisation as being 'legal' in nature or because the provision of legal advice was a small part of a broader service. Particular efforts were made throughout survey fieldwork to make sure that respondents understood the term 'legal advice'. This included providing a clear definition of 'legal advice' in the survey introduction, and a thorough interviewer briefing on how to handle queries from respondents during interviews.

Stage 3 – main stage fieldwork

A census survey of all identified NfP organisations providing legal advice was conducted using Computer Assisted Telephone Interviewing. Main stage telephone interview fieldwork took place between 10 December 2014 and 20 February 2015.

The survey questionnaire covered topics in the following order: organisational basics; workforce; services; clients; partnership working; issues facing the organisation; and perspectives of the future. The survey questionnaire can be found in Appendix C.

Interviews were conducted with 718 respondents of the 1,462 organisations identified, representing an overall valid response rate of 49%. An average of 14 attempts[15] were made to contact organisations, identify the most appropriate respondent and secure an interview date. Respondents to the survey were generally directors/senior managers although there was some variation in the job roles of those that provided responses on behalf of their organisation.

Survey data were analysed using descriptive statistics and cross tabulations. Open ended free text responses were analysed thematically and quantified by response groupings.

---

[14] Advice Services Alliance (2011) *Developing The Advice Quality Standard: Definitions to help you understand the advice sector* [Online] Available from: http://asauk.org.uk/wp-content/uploads/2013/08/Definitions-to-help-you-understand-the-advice-sector.pdf

[15] Up to 25 attempts were made to contact organisations.

2.3 Interpretation of data

The findings presented in this report are based on the 718 organisations that responded to the survey. This represents 49% of the sector, as identified by the sample building exercise, and includes responses from across the sector. The findings in this report cannot, however, be applied to the sector as a whole since we do not have information on the organisations that did not participate.

Average (mean) figures have not been presented in the main body of the report due to the variance created by a small number of large organisations. Instead, median averages are presented.

Format of the report

Following this chapter, Chapter 3 of the report describes the NfP advice organisations that took part in the research, including network affiliation, quality standards, and professional indemnity insurance. It also covers advice provision by type, delivery mode and category of law.

Chapter 4 focuses on clients; client types and volumes (for the period 2012/13 to 2013/14), meeting demand for advice services, and perceptions of change in client demand since April 2013.

Chapter 5 examines income and where it was sourced for the period 2012/13 to 2014/15[16] and estimated income for 2015/16. It also covers perceptions of certainty of funding going forward and the prevalence of legal aid contracts past and present.

Chapter 6 examines operational capacity of organisations, including the use of staff, volunteers, premises and partnership working.

Chapter 7 explores adaptations to delivery models since the changes to legal aid scope and eligibility in April 2013. It also covers anticipated changes for delivery in the future.

Chapter 8 presents the conclusions.

---

[16] Time periods are different for client number and income data due to the timing of the fieldwork which was undertaken during the financial year 2014/15 (client numbers were not yet available however income was).

3. Not for Profit (NfP) legal advice provision in England and Wales

This chapter describes the NfP advice organisations that took part in the research. It covers network affiliation, geographic service coverage and types of legal advice provision. Key findings include:

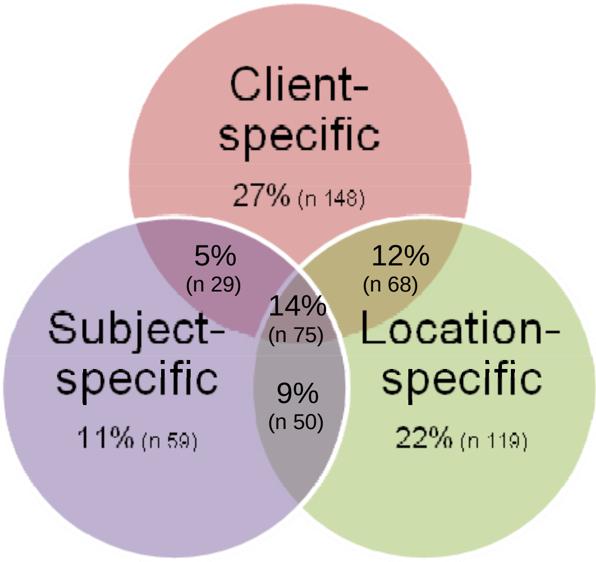
- The majority of organisations (76%) provided advice to specific client groups, in specific locations and/or in specific subjects. Twenty-two percent provided a wider range of 'general' advice services.
- Most organisations were well established with 83% reporting that they had been providing legal advice for more than ten years. There was also some evidence of new organisations emerging, as 9% had entered the NfP advice sector within the last five years (however this is likely to include those formed through mergers of pre-existing organisations).
- Organisations reported limited use of digital services over and above email. Only 10% offered online services such as Skype or live chat and just 8% reported offering web-based automated programmes with no advisor input.
- The categories of law in which advice provision was most commonly offered by responding organisations – welfare benefits, debt and housing – are areas that have largely or partly been removed from legal aid scope under LASPO.

3.1 Description of NfP advice organisations

Types of organisation

Three quarters of organisations (76%, n=548) offered advice in specific subjects, or to a specific client group and/or in a specific location. Figure 3.1 below shows the cross-over between the organisations that offered targeted services. Fourteen percent offered services falling within all three categories of targeted provision.

Figure 3.1: Cross-over between targeted types of advice provision



Base: All organisations offering client, subject or location-specific services (548)

The remaining twenty-two percent of organisations stated that they were non-specific or 'general' advice providers. For the purposes of this report a 'general' organisation is one which did not describe itself as focused on a specific client group, subject or location.[17] [18]

'General' organisations were more likely than respondents overall to:

- have previously held a legal aid contract (31% vs. 18% overall);
- have been providing legal advice for at least 25 years (69% vs. 49% overall); and
- have an organisational income of at least £500,000 (35% vs. 27% overall).[19]

Most organisations had provided legal advice for many years; 83% for ten or more years and 49% for at least 25 years. There was also evidence of new organisations emerging, with 9% having formed within the last five years. This latter group is likely to include both organisations that were entirely new and those formed through consolidation or merger of pre-existing advice giving organisations.[20]

[17] Two percent describe themselves as 'other' organisations. Percentages do not add up to 100 as organisations were allowed to select multiple answer options to this question.

[18] It should be noted that these were self-classifying codes that may have been open to individual interpretation. There were inconsistencies in classification amongst similar organisations.

[19] Based on organisational income figures for 2014/15.

[20] Please see figures D1 and D2, Appendix D, for full details of the characteristics of these groups.

The majority of organisations surveyed (73%) were affiliated to, or members of, an advice network.[21]

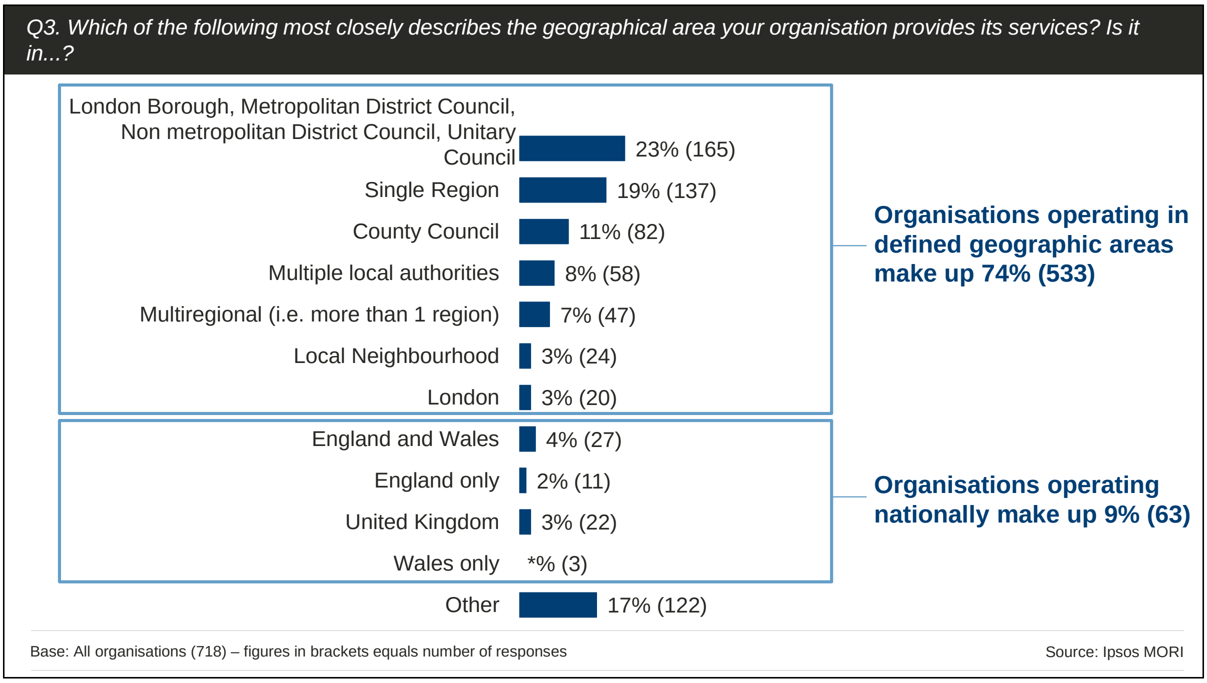
Quality standards and professional indemnity insurance

Quality marks were held by the majority of organisations (78%). The most commonly held quality marks were the Advice Quality Standard (AQS) and the Citizens Advice Membership Scheme (which is passported to the AQS). Almost all organisations (94%) had professional indemnity insurance.

Geographic service coverage

As shown in Figure 3.2, the majority (74%) of organisations reported providing advice in defined geographic areas within England and Wales rather than nationally.[22]

Figure 3.2: Geographic service coverage[23]



[21] For further details see Table D1, Appendix D.

[22] These responses differ to those presented in Figure 3.1 where 312 organisations described themselves as location-specific agencies.

[23] *% indicates a figure greater than 0% but lower than 0.5%.

3.2 Description of legal advice provision

Types of service provision

Respondents were asked about the types of services they provided that were associated with legal advice. 'Advice' was the most commonly offered service (98%), followed by 'casework' (84%) and 'representation' at tribunal or court (49%). Just 14% of the organisations offered 'advice' only, i.e. they did not offer casework or representation in addition to advice, while 46% offered all three types of service. Information, triage, or signposting[24] of advice was offered by 92% of organisations in addition to advice, casework or representation. The provision of representation was higher amongst organisations that were larger and more established which is perhaps unsurprising due to the level of resource required.

The following definitions of 'advice', 'casework' and 'representation' were used in the survey questionnaire:

- **Advice.** 'At the level of advice a service will provide information to the client, identify the options available to them, may provide basic assistance such as helping to complete basic forms, and may refer or signpost the client to others services. The client keeps responsibility for undertaking any further actions.'
- **Casework.** 'Casework includes all the elements of advice but the service takes action on behalf of the client to move the case on e.g negotiating with third parties, advocating on the client's behalf.'
- **Representation (at Tribunal or Court).** 'Acting for and representing the client in a court or tribunal proceedings.'

Most organisations (61%, n=435) provided other core services alongside legal advice. Amongst this 61%, the most common core services over and above the provision of legal advice were form-filling (73%), providing advice to individuals on non-legal matters (68%), support in accessing employment/volunteering opportunities (64%), and support in accessing specialist legal advice (63%).[25] Thirty-eight percent of organisations only provided services that were related to the provision of legal advice.[26] Throughout the report, these

[24] Organisations offering information, triage and signposting but no formal advice, casework or representation were outside of the scope of the survey; however this service was offered by a large proportion of providers in addition to other advice services.

[25] Please see Figure D3, Appendix D, for full list of other core services offered.

[26] One percent (n=7) answered 'don't know'.

organisations have been defined as ‘core’ advice givers, as this was the focus of their operation. These organisations were often larger and more established.

Delivery mode

Individual organisations typically offered a variety of delivery modes for their services. Despite changes to the NfP environment and funding over recent years, face to face advice remained the most frequently offered mode of delivery: almost three quarters of organisations (72%) offered an end-to-end, face-to-face service[27] and 83% offered a mixed service where face-to-face was offered at the first interaction followed by interaction via remote modes of delivery. A slightly smaller proportion of organisations (65%) offered a service where contact with the client could be exclusively provided over the telephone.

Organisations reported limited use of digital services over and above email, potentially due to the historic use of more traditional modes of advice delivery and the high initial set-up costs likely to be involved. Forty-four percent offered advice through email and just 10% offered advice online using Skype or a live chat function. A further 8% reported offering advice through a web based automated programme (where there was no advisor input).

Despite somewhat limited use of digital modes of delivery, 45% of all organisations agreed with the statement ‘*my organisation is using technology more to provide legal advice to clients, for example offering more online advice and information or using text message services to communicate with people*’.

Categories of law

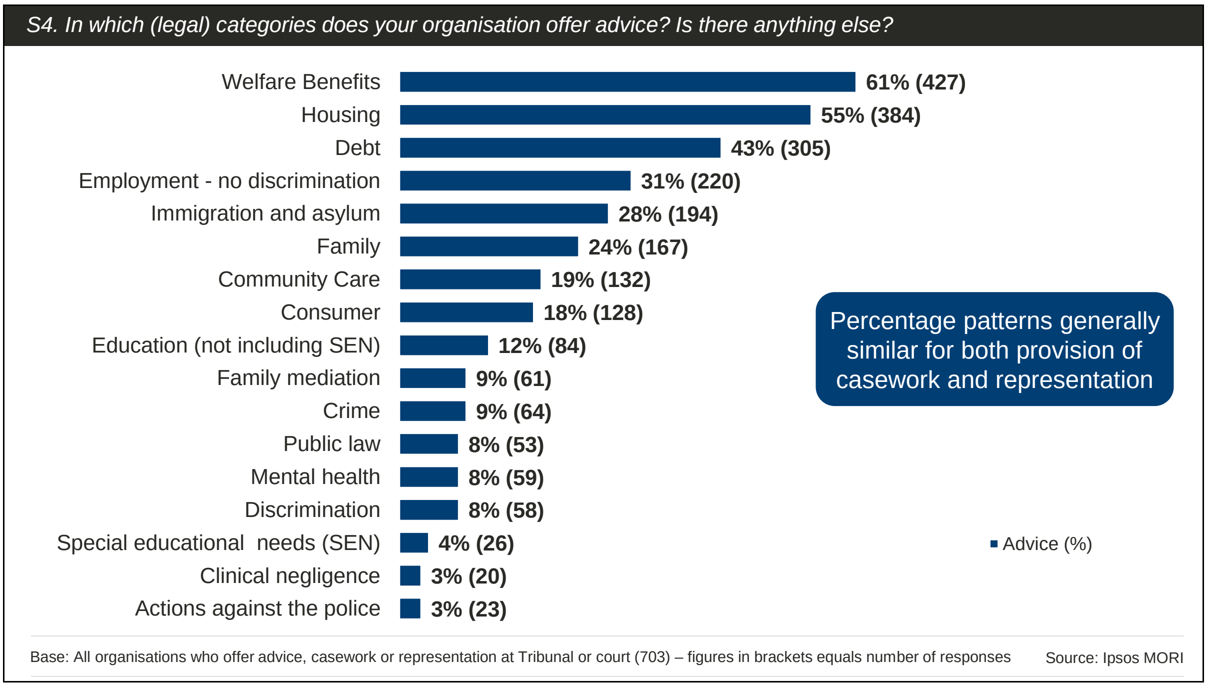
As shown in Figure 3.3, welfare benefits, housing and debt were the categories in which legal advice was most commonly offered. These are categories that were largely (or partly in the case of housing) removed from legal aid scope under LASPO. The categories of law where casework and representation were most commonly offered followed a broadly similar pattern to those where advice was offered.[28] [29]

[27] Although this did not necessarily mean that they did not offer other types of provision - 90% of organisations giving this response also offered other modes of delivery.

[28] ‘Crime’ here is unlikely to be criminal defence and more likely to reflect services offered to victims of crime.

[29] Please see Table D2, Appendix D for figures on casework and representation offered under these categories of law.

Figure 3.3: Categories of law where legal advice offered



4. Clients

This chapter describes the volumes of clients seen by organisations in the period 2012/13 to 2013/14, and the extent to which organisations were able to meet client needs. Key findings include:

- Forty-five percent of organisations reported offering a ‘client-specific’ advice service; of these, the most common client groups were women and older people.
- Twenty-nine percent of organisations reported an increase in client numbers of more than 10% and 14% reported a decrease of more than 10% between 2012/13 and 2013/14. The average (median) number of clients seen across all responding organisations, however, was stable over this time period.
- Just over half of the organisations (51%) reported that there were some client or problem types they had been unable to help with in the current financial year.[30] Of these, 62% reported that this was due to a lack of resource; 49% reported that problems fell outside of their remit, and 47% reported not having the appropriate expertise within their organisation.

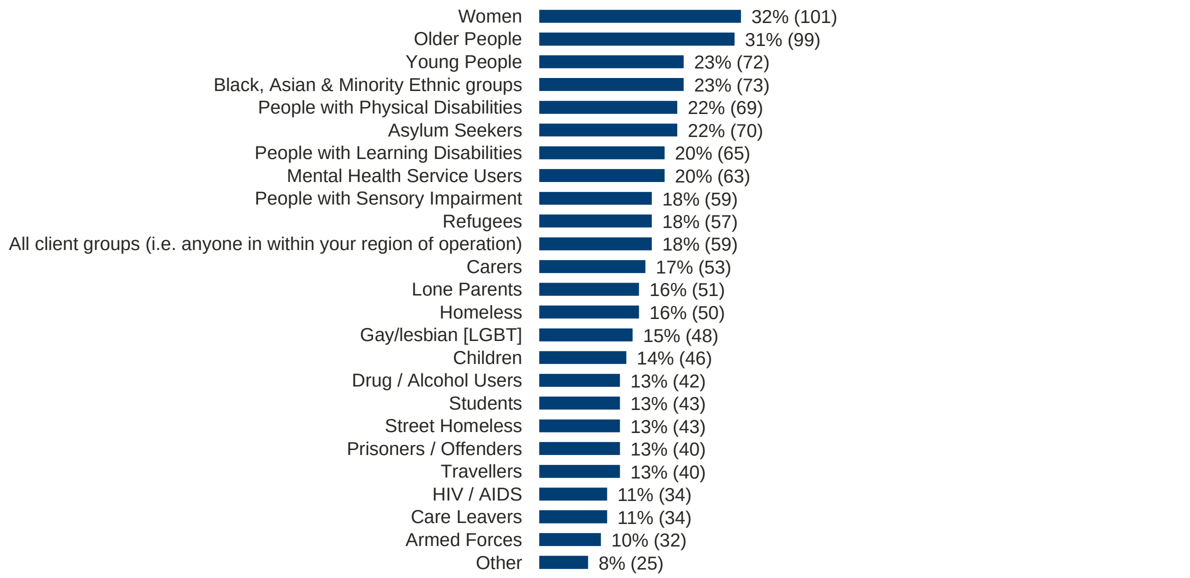
4.1 Client-specific provision

Forty-five percent of organisations (n=320) described offering client-specific advice services. As shown in Figure 4.1, of these, the most common client groups were women (32%) and older people (31%).

[30] This question was only asked in relation to the current financial year and so the survey cannot provide an indication of how this differs to previous years.

Figure 4.1: Client groups[31]

Q1a. Which client group(s) does your organisation provide advice to?



Base: All organisations who provide client specific advice (320) – figures in brackets equals number of responses

Source: Ipsos MORI

4.2 Number of clients

Organisations were asked to state how many clients they provided legal advice, casework and representation services to in the financial years 2012/13 and 2013/14.

The average (median) number of clients seen across all responding organisations between 2012/13 and 2013/14 was broadly stable for advice, casework and representation.[32] Approximately 50% of organisations provided legal advice to fewer than 2,000 clients a year (for both years), and approximately 41% provided advice to more than 2,000 clients a year (for both years).[33] As expected, a greater number of clients received legal advice compared to casework and representation. At organisational level the picture was more varied; with 29% reporting an increase in client numbers of more than 10%, and 14% reporting a decrease of more than 10%.

---

[31] Organisations may offer advice to multiple client groups and therefore percentages do not sum to 100%.

[32] The median number of clients in 2012/13 and 2013/14 for advice was 1,394 and 1,500 respectively. For casework it was 600 and 550, and for representation 77 and 60. These figures are based on organisations that provided data for **both** 2012/13 and 2013/14 only.

[33] The remaining organisations replied ‘don’t know’. See Figure D4, Appendix D for full details.

There appeared to be a link between organisations that had observed changes in client numbers and changes to organisational income between 2012/13 and 2013/14:

- those whose organisational income had decreased by 20% or more were more likely to have seen a decrease of 10% or more in client numbers (26% vs. 14% of respondents overall);[34] and
- those whose organisational income had increased by 20% or more were more likely to have seen an increase of 10% or more in client numbers (47% vs. 29% of organisations overall that had seen an increase of 10% or more in client numbers).

4.3 Meeting client needs

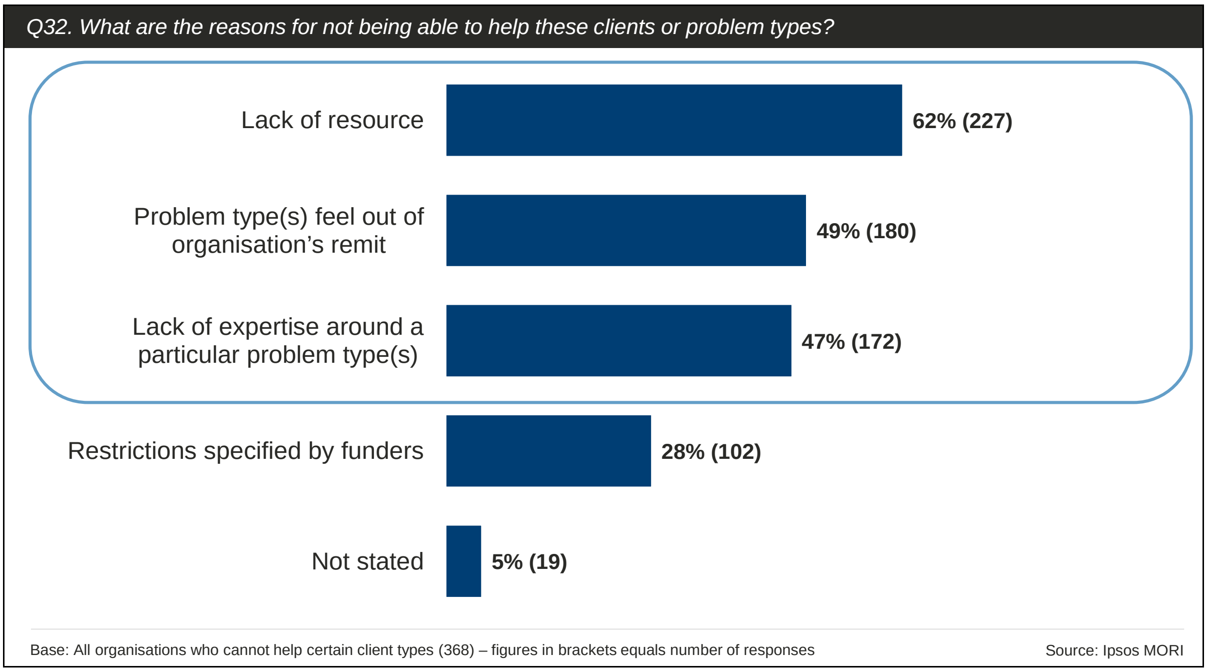
Approximately half of all organisations (51%, n=368) reported that there were client or problem types that they had been unable to help with in the current financial year.[35] As shown in Figure 4.2, of those, the majority (62%) cited 'a lack of resource' as a reason for not being able to help; almost half (49%) reported that the problem was outside of their remit[36] and/or that it was due to a lack of expertise (47%). It is important to note that organisations were not asked to specify the *type* of resource that was lacking; therefore this answer could potentially cover a number of different issues including staffing, space to deliver services, or funding issues.

34 Throughout the report comparisons using changes in client numbers between 2012/13 and 2013/14 and changes in income between 2012/13 and 2014/15 are based on organisations that provided information for all the years asked for only.

35 The current financial year was 2014/15. Respondents were asked to comment within the current year up until the point they were interviewed, which given fieldwork timings, would have covered a period of between eight to eleven months. This question does not allow comparison to other years or exploration of the extent of needs that went unmet.

36 i.e. the problem or client type was not covered by their organisation – further details were not asked in the survey.

Figure 4.2: Reasons for not being able to help with particular client or problem types



Organisations with certain characteristics were more likely to have reported being unable to meet some client needs in the current financial year, for example:

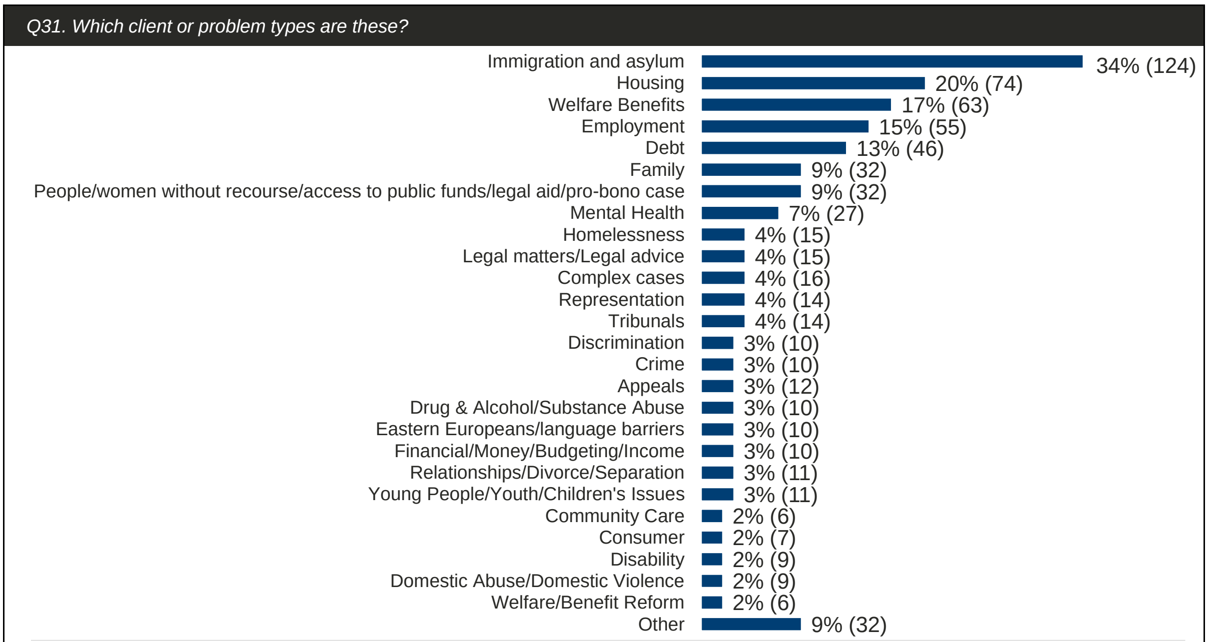
- those employing solicitors or barristers (74% of which were unable to meet some client needs);
- those who currently hold a legal aid contract (76%);
- those who reported a decrease in legal advice funding of 20% or more between 2012/13 and 2014/15 (62%); and
- those providing advice in immigration and asylum (60%).

For those organisations that provided reasons for being unable to deliver their services to specific clients or problems:

- organisations that currently hold a legal aid contract were more likely to state that restrictions specified by funders meant that they had been unable to help (67% vs. 28% of all organisations that reported not being able to meet some client needs); and
- resource was more likely to be a reason for those who previously held a legal aid contract (but no longer hold one) (85% vs. 62% of all organisations that reported not being able to meet some client needs).

The most commonly cited client or problem types that organisations had been unable to help with were immigration and asylum (34%), housing (20%), and welfare benefits (17%), all of which have been partly or substantially removed from legal aid scope under LASPO.[37] These data are shown in Figure 4.3.

Figure 4.3: Client/problem types unable to help



Base: All organisations who have client types they cannot help in the current financial year (368) – figures in brackets equals number of responses   Source: Ipsos MORI

37 Non-asylum cases were removed from legal aid scope under LASPO however asylum remains within scope.

5. Funding and finance

This chapter sets out the funding position amongst the organisations surveyed. It examines how much total organisational income and income for legal advice (in cash terms) organisations secured and where it was sourced from for the period 2012/13 to 2014/15. Estimates for 2015/16 funding are also presented as well as organisations' perceptions of certainty of funding going forward. Key findings include:

- The majority of organisations reported a *total organisational income* between £100,000 and £1m in the period 2012/13 to 2014/15 (between 54–61% across each year reported). Between 14–17% reported incomes under £100,000 per year during this period and between11–13% reported larger incomes of £1m or above.
- The average (median) *total organisational income* across responding organisations was stable over the period 2012/13 to 2014/15 whereas the average income for legal advice provision decreased by 6% over this time period.
- At an individual organisation level almost one quarter (24%) of organisations experienced a 20% or more increase in *total organisational funding* between 2012/13 and 2014/15 and 23% experienced a 20% or more decrease.
- Most organisations received funding from multiple sources with the most common sources for legal advice being local government and charitable sources.

5.1 Organisational and legal advice income

Organisations were asked to provide details of their total organisational income and also income for legal advice provision (separately) for the years 2012/13, 2013/14, and 2014/15. Projected income for 2015/16 was also requested.[38]

The majority of organisations reported a total organisational income of between £100,000 and £1m in the years 2012/13 to 2014/15 (between 54–61% for each year reported). Between 14–17% reported incomes under £100,000 for each of these years and between 11–13% reported larger incomes of £1m or above.[39] As shown in figures 5.1 and 5.2 there was little change in the distribution of organisations in specific income bands between 2012/13 and 2014/15. The figures provided for *projected* income for 2015/16 suggested a similar distribution going forward. Figures provided for 2014/15 and 2015/16 should be

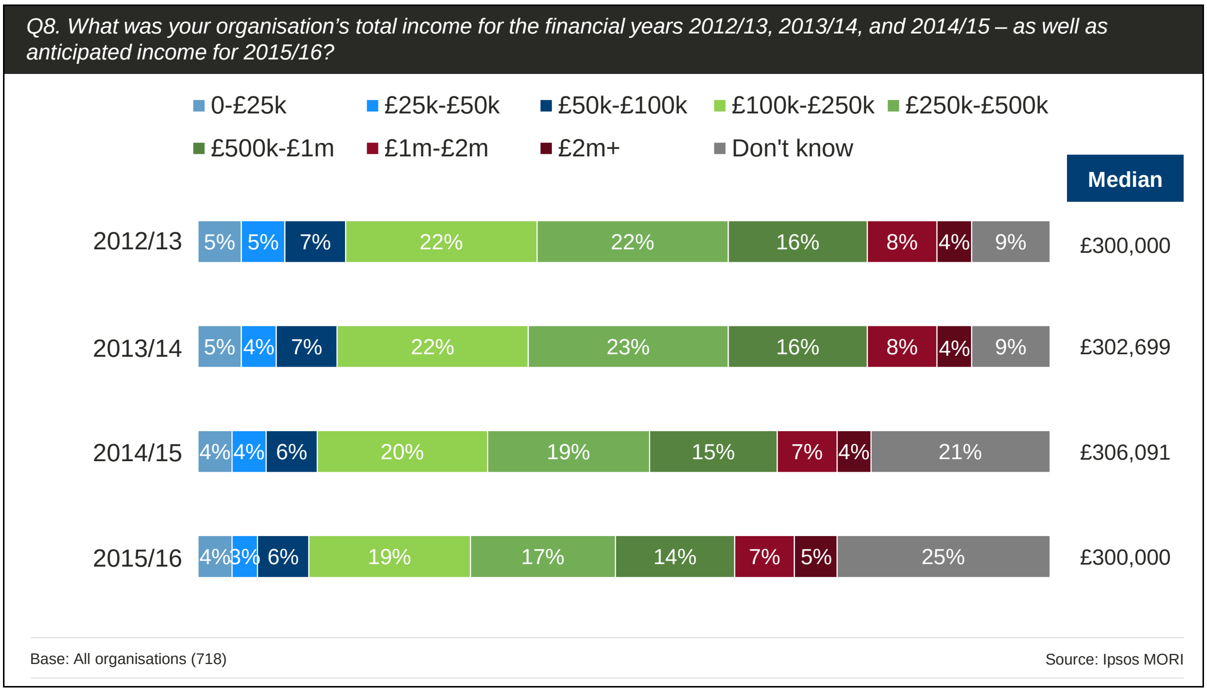
[38] Organisations were asked to state the exact amount of income for the provision of legal advice if their organisation provided core services unrelated to the provision of legal advice.

[39] These figures do not always match those in Figure 5.1 due to rounding.

treated with caution due to the greater proportion of ‘don’t know’ responses compared to 2012/13 and 2013/14.[40]

In 2014/15 the average (median) total organisational income was £306,091 and average (median) income for legal advice was £140,000. Whereas the average total organisational income appeared broadly stable over the period 2012/13 to 2014/15, average legal advice income experienced a small decrease of 6% between 2012/13 and 2014/15.

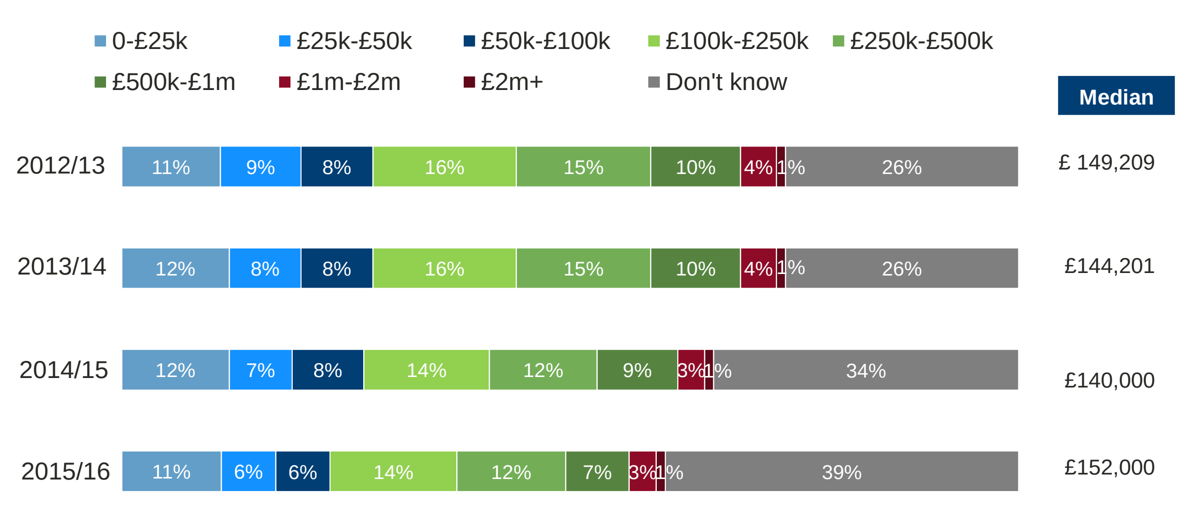
Figure 5.1: Total organisational income



40 Organisations responding ‘don’t know’ for 2014/15 and 2015/16 broadly reflected the pattern (in terms of amount of income) for both overall organisational income and legal advice income in 2012/13 and 2013/14. Organisations that were not regarded as ‘core advice providers’ i.e. those who provided core services other than legal advice and those that had been established for less than five years were more likely to respond ‘don’t know’ to all funding questions. Organisations that had seen a decrease in total organisational funding or funding for legal advice of 20% or more, were more likely to respond ‘don’t know’ to questions about projected funding for future years.

Figure 5.2: Legal advice income

Q9. How much of your income was for the provision of legal advice services for the financial years 2012/13, 2013/14 and 2014/15, as well as anticipated income for 2015/16? (The answers in this question are based upon all those who only give legal advice and no other services and all the income for legal advice income for those who provide other services combined)



Base: All organisations (718) Source: Ipsos MORI

At the individual organisation level, approximately one quarter (24%) of organisations reported an increase in total organisational income of 20% or more between 2012/13 and 2014/15, whilst a similar proportion (23%) reported a 20% or more decrease in total organisational income over the same time period.[41]

Looking at income for legal advice provision specifically, similar proportions are observed; 23% reported a 20% or more increase in legal advice income, and 25% reported a decrease of 20% or more.[42]

The following groups were more likely to have experienced a 20% or more decrease in legal advice funding:

- those that currently hold or have previously held a legal aid contract (42% and 35% respectively vs. 25% overall); and
- those uncertain of their projected income for 2015/16 (32% vs. 25% overall).

41 Reported changes in income are based on only those organisations that provided full organisational income data for each financial year between 2012/13 and 2014/15 (n=535). This allows comparisons of the same organisations year on year but may introduce an element of bias as is likely to reflect those organisations that were more certain of their funding.

42 Reported changes in income are based on only those organisations that provided full legal advice income data for each financial year between 2012/13 and 2014/15 (n=419). This again may introduce an element of bias as is likely to reflect those organisations that were more certain of their funding.

Sources of income

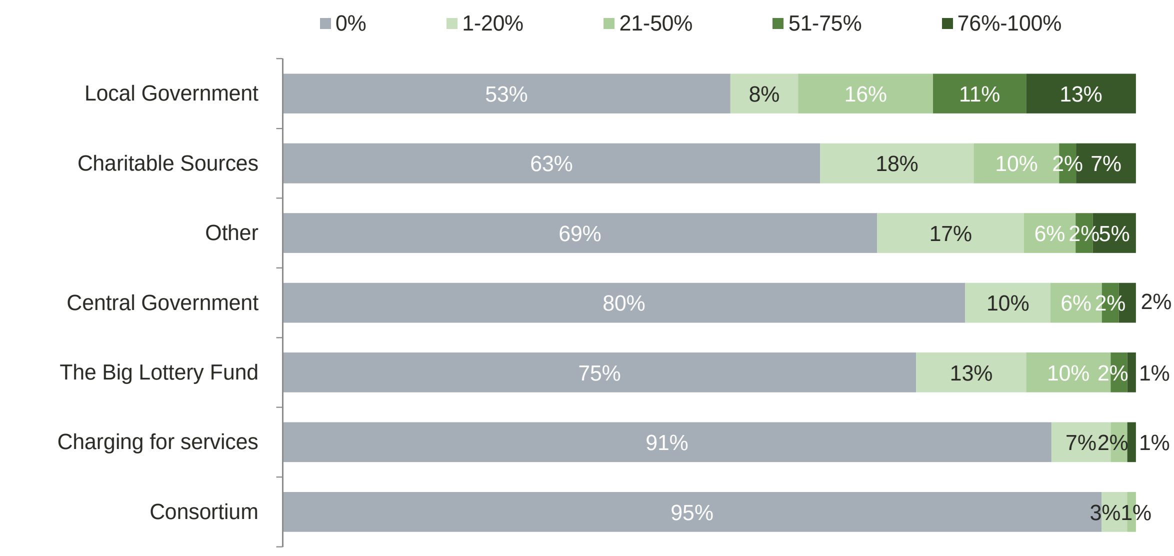
Organisations were asked to state the proportion of income for both total organisational income and legal advice income that came from specific funding sources.

As shown in Figure 5.3, in 2014/15 the most common funding source specifically for the provision of legal advice was local government with almost half (48%) of all organisations receiving some funding from this source. Almost one quarter (24%) of these organisations received more than half of their legal advice income from this source.

A very small proportion (4%) received some funding for legal advice from consortia[43] and 9% received some income from charging for services.

Figure 5.3: Sources of legal advice income for year 2014/15[44]

Q10. What proportion of your organisation's legal advice income for the financial years 2014/15?



Base: All organisations (718)

Source: Ipsos MORI

43 Consortium funding covers funding streams which are provided by multiple organisations into a single funding stream.

44 Please see Figures D5 to D10, Appendix D for a series of charts by each funding source.

5.2 Future funding

As shown in Figure 5.4, approximately half (49%) of all organisations reported that they were certain of their overall income and income for legal advice (49% and 47% respectively) for the next financial year – 2015/16. Thirty percent were uncertain of their overall funding and thirty-nine percent were uncertain of their funding for legal advice.[45]

Organisations most certain of funding for legal advice services were more likely to:

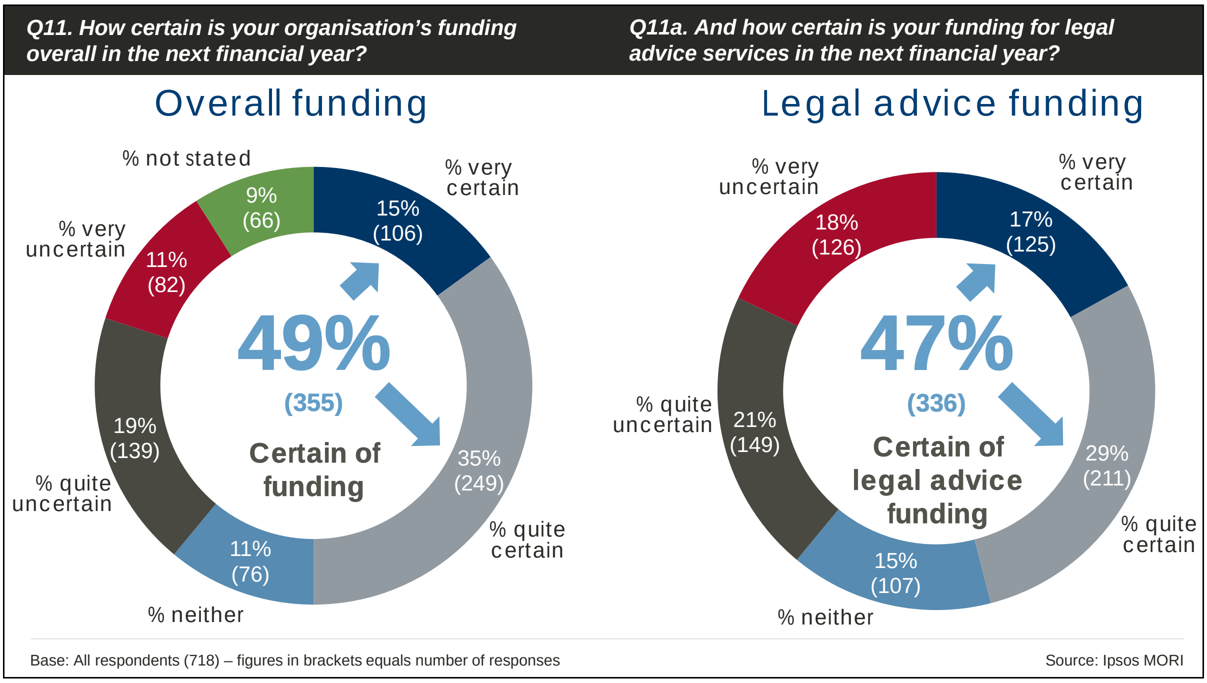
- have larger total organisational income (of over £500,000 – 57% vs. 47% that were certain of legal advice funding overall);
- have experienced a 20% increase (52%) or stability[46] (53%) in legal advice income since 2012/13 compared to those experiencing a 20% decrease in legal advice income (35%); and
- were organisations that provided advice in the following categories: family mediation (61%), mental health (61%), employment (no discrimination – 57%), consumer (56%), debt (54%), and family (54%).

In comparison to respondents overall, organisations that had experienced a 10% or more decrease in the number of advice clients (50% vs. 38% overall) and organisations anticipating making redundancies in 2015/16 (53% vs. 38% overall) were more likely to be uncertain of their legal advice income going forward.

[45] Survey interviews were conducted approximately three months before the start of the financial year 2015/16 which may have impacted on responses re certainty of funding.

[46] Within 20% of their 2012/13 legal advice income.

Figure 5.4: Perceptions of funding certainty[47]



5.3 Legal aid contracts

Respondents were asked whether they had held a Legal Services Commission (LSC) contract in the period 2008/09 to 2013/14 or currently held a Legal Aid Agency (LAA) contract in the year 2014/15.

The majority (69%) had not held an LSC/LAA contract in this period. Eighteen percent had previously held an LSC contract but did not currently hold an LAA contract, and 9% stated they currently held an LAA contract (3% did not know).[48]

Organisations that currently hold an LAA contract (n=68) were more likely than organisations overall to:

- have an income of above £500,000 for 2014/15 (40% vs. 27% overall);
- have seen a 10%+ decrease in clients during the years 2012/13 to 2013/14 (25% vs. 14% overall); and
- have provided legal advice for 25+ years (71% vs. 49% overall).

47 Percentages may not add to 100 due to rounding.

48 Contracts now held by organisations reflect the changes to the scope of the legal aid scheme on 1 April 2013. There are now fewer contracts available, awarded in a different range of categories of law. See Figure D11, Appendix D for details of past and present legal aid contracts by category of law.

Organisations that previously held an LSC contract (n=131) were more likely than organisations overall to:

- have an income of above £500,000 for 2014/15 (35% vs. 27% overall);
- have seen a 10%+ decrease in clients during the years 2012/13 to 2013/14 (20% vs. 14% overall); and
- have provided legal advice for 25+ years (77% vs. 49% overall).

6. Operational capacity and partnership working

This chapter examines the operational capacity of organisations, including the use of paid staff, volunteers and premises. It also covers delivery of services and partnership working. Key findings include:

- Almost all responding organisations had paid employees within their organisation, 56% of paid employees on average (median) worked within legal advice provision.
- Thirty-nine percent of all responding organisations reported that the total number of paid staff had stayed about the same since April 2013. Around one third (32%) reported an increase in employee numbers and just under one third (29%) reported a decrease in employee numbers.
- Almost all (92%) organisations reported having volunteers and more organisations thought that their volunteer numbers had increased (28%) rather than decreased (12%) since April 2013.
- There was strong evidence of partnership working amongst organisations. This included; participating in formal referral arrangements (74%), delivery of services through a partnership/consortium (63%) and sharing funding or premises (48% and 45% respectively).

6.1 Workforce

Almost all organisations reported having paid employees (96%). On average (median), 56% of these paid employees worked in legal advice but there was a large amount of variation with some organisations having no paid employees working on legal advice, and others where 100% of paid employees worked in the provision of legal advice. Of those who had paid employees, 14% employed either solicitors or barristers.

Organisations were asked whether they felt the number of employees had increased, decreased or stayed about the same since April 2013. Some organisations reported little change, with 39% saying total employee numbers had stayed about the same. Almost a third (32%) of organisations reported an increase in employee numbers overall, and 29% reported a decrease in employee numbers.

Most organisations (65%) reported not having to make any posts redundant since April 2013. Organisations with certain characteristics were more likely to have reported <u>not</u> having made any posts redundant, for example:

- those that have never held a legal aid contract (72%);
- those that have been in existence for five years or less (76%); and
- those that have an organisational income between £10,000 to £100,000 (76%).

Thirty-five percent of organisations did report having to make redundancies since April 2013. Organisations with the following characteristics were more likely to report making redundancies:

- those that have previously held a legal aid contract (55%);
- those that currently hold a legal aid contract (54%);
- an income of at least £500,000 in 2014/15 (50%);
- have been offering legal advice for at least 25 years (42%);
- those uncertain of their total organisational income for 2015/16 (42%); and
- those uncertain of their legal advice income for 2015/16 (44%).

Changes in paid employee numbers since April 2013 reflected changes in organisations' funding and client numbers. For instance, organisations that had experienced increases in funding (of 20% or more) between 2012/13 and 2014/15 and in client numbers (of 10% or more) between 2012/13 and 2013/14 were also more likely to have seen an increase in staff numbers than those that had experienced decreases in funding and client numbers. This indicates that staff resources may have adapted according to client volumes and funding, indicating a level of resilience amongst organisations to changes that have affected them in the period since April 2013.

Looking to future years, 41% of organisations thought it likely that they may need to make redundancies in 2015/16.[49] Those anticipating redundancies were more likely than respondents overall to:

- have experienced a 20% or more decrease in legal advice income in the period 2012/13 to 2014/15 (32% vs. 25%);
- have a total organisational income of over £500,000 (32% vs. 27%);
- have previously held a legal aid contract (24% vs. 18%); and
- currently hold a legal aid contract (13% vs. 9%).

[49] 45% thought it 'unlikely', 8% reported that it was 'neither likely nor unlikely' and 5% answered 'don't know'.

6.2 Volunteers

Volunteers were clearly shown to play a significant role within the NfP advice services with almost all organisations using volunteers to deliver services (92%).[50] Over half of the responding organisations (57%) used fewer than two full time equivalent volunteers per week, while 3% used at least 26 full time equivalent volunteers each week.[51] Given the extent to which volunteers were used, it is worth noting that the numbers of volunteers in the majority of organisations had either increased or stayed the same: approximately half (55%) of the responding organisations reported that the number of volunteers they used had stayed about the same since April 2013; 28% felt that the number of volunteers had increased in their organisation and 12% felt volunteer numbers had decreased.

6.3 Service delivery and partnerships

Offices and branches

The sharing of service delivery with other organisations has for some time been a characteristic of NfP provision and so was relatively prevalent among the organisations that responded. As shown in Figure 6.1, 79% delivered services from the premises of another organisation, 66% delivered services from more than one premises, and 43% had satellite and branch offices.

Organisations that had been offering advice for at least 25 years – many of which were large organisations like Citizens Advice Bureaux (CABx) – were more likely to have satellite offices or branch offices (54% vs. 43% of organisations overall) and to deliver their services from more than one set of premises (78% vs. 66% of organisations overall). This reflects the pattern of consolidation which took place across organisations, such as the CABx, in the late 1990s and 2000s. In addition to consolidation, these data indicate the propensity amongst the more established organisations to deliver via outreach services.[52]

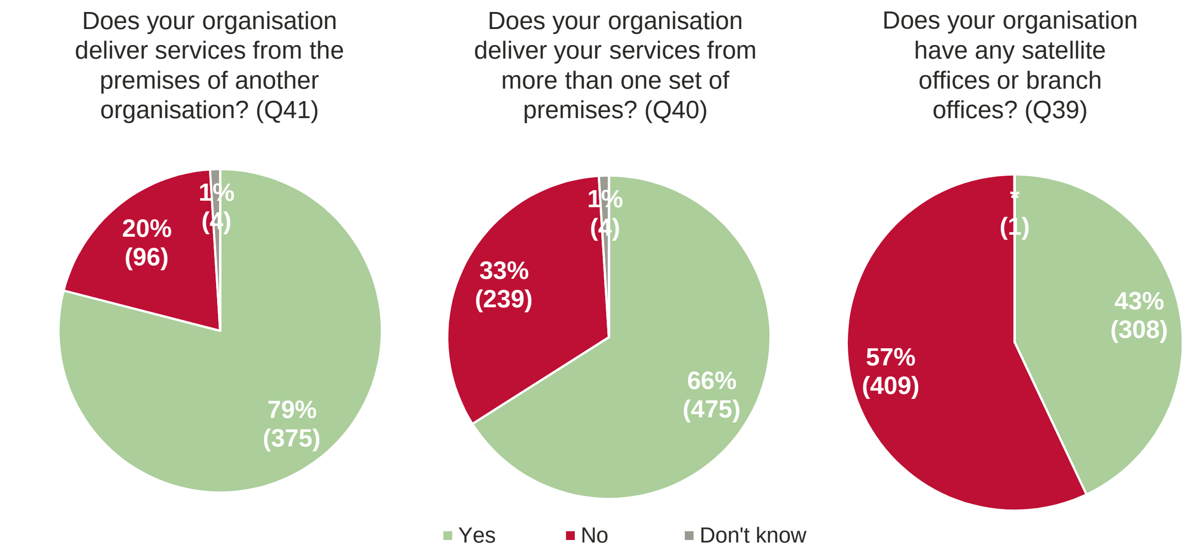
---

[50] The term 'volunteer' was not defined in the survey questions and therefore organisations were likely to have interpreted this term quite widely to mean any type of volunteer.

[51] When looking at volunteers each week specifically for the provision of legal advice the pattern was similar to that found at an organisational level.

[52] For example, the Legal Services Commission placed a contractual obligation on Community Legal Advice Centres and Community Legal Advice Networks (CLACs and CLANs) to reach out to vulnerable client groups. To comply, many services established sessions in outreach venues including Childrens' Centres, GP surgeries, housing offices, etc. Other funders also emphasised the use of outreach for connecting vulnerable clients to services. For example, HM Treasury's Financial Inclusion Fund provided £6 million to pilot outreach services for money advice.

Figure 6.1: Premises used for advice provision



Base: Q39/Q40. All organisations (718); Q41. All organisations who deliver services from more than one set of premises (475) – figures in brackets equals number of responses

Source: Ipsos MORI

Partnership working

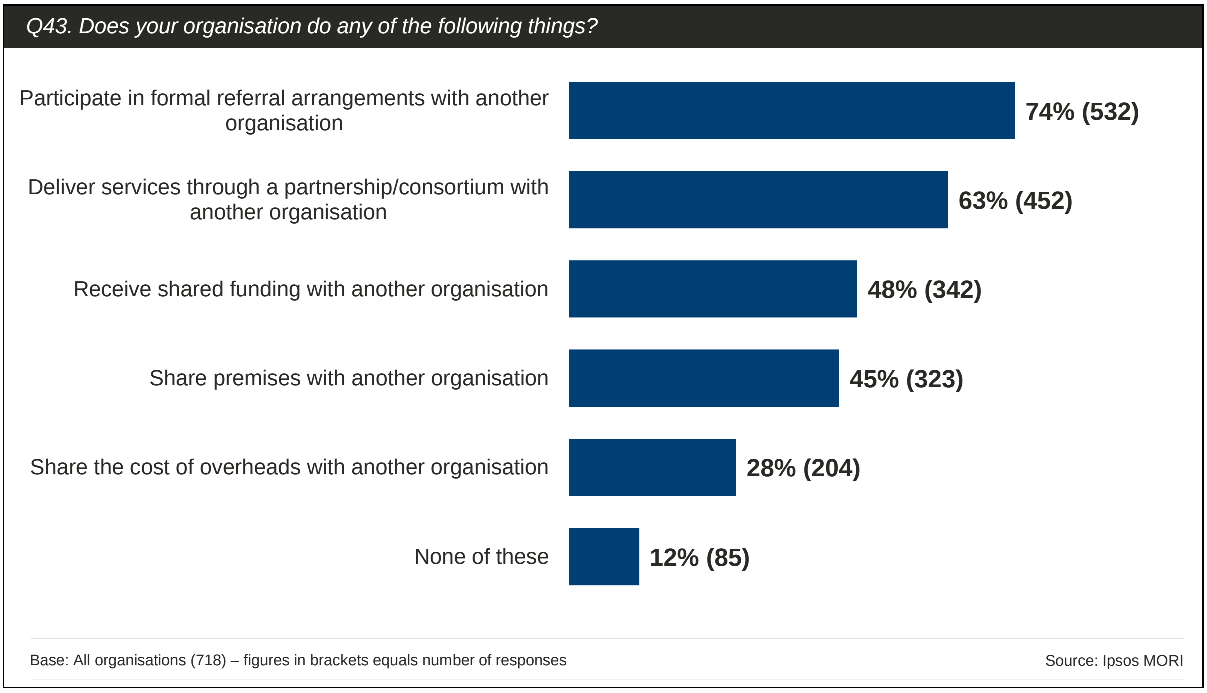
Partnership models have been encouraged in relation to the provision of advice services; for example, partnerships of NfP advice providers were eligible to apply for funding offered under the Advice Services Transition Fund.[53] Figure 6.2 shows the proportion of organisations that indicated they took part in partnership activities. The most commonly stated ways of delivering in partnership were: participating in formal referral arrangements with another organisation (74%) and delivery of services through a partnership/consortium with another organisation (63%). Almost half (48%) received shared funding with another organisation and 45% shared premises with another organisation.

Organisations that expected to expand their services into new areas of law in 2015/16 were more likely to be working in partnership than respondents overall. For example:

- 84% of those expecting to expand services said that they participated in a formal referral arrangement with another organisation (vs. 74% overall);
- 75% said that they delivered services through a partnership/consortium with another organisation (vs. 63% overall); and
- 61% received shared funding with another organisation (vs. 48% overall).

[53] Big Lottery Fund UK (2015) *Advice Services Transition Fund* [web page] Available from: https://www.biglotteryfund.org.uk/prog_advice_services_transition_fund#

Figure 6.2: Partnership working



In addition, organisations that offered 'general' advice (as opposed to 'specific' advice) were more likely to be working in partnership and to be delivering services through multiple venues, branches or premises. As described earlier in the report, the 'general' advice organisations tended to be well-established and 'core' legal advice providers, such as CABx and Law Centres.

Of those who reported working in partnership in some form (n=544), 48% reported that they had not had to change the way they worked with partners since April 2013. Where changes in partnership structures were reported, this tended to be underpinned by an increase in client numbers of at least 10%. Amongst those who did report changing the way they worked with partners, forming stronger working links (28%), improving signposting (15%), sharing facilities or resources (12%) and adopting a more formal working arrangement (12%) were the most common changes reported.[54]

[54] See Figure D12, Appendix D for further details.

7. Adapting delivery and looking forward

This chapter explores the extent to which organisations have adapted their model of delivery since April 2013. It also covers anticipated changes for the future. Key findings include:

- Over half of organisations (54%) agreed that the changes to legal aid scope and eligibility had required them to make major changes since 1 April 2013, while just over a quarter (28%) disagreed.
- There were signs that some organisations had changed how and where services were being delivered since April 2013; this included investing in new technology (61%) and expanding the geographical reach of services (28%). The level of digital delivery actually offered by organisations, however, was limited.
- Looking forward, although a small proportion (10%) agreed it was likely they would have to close completely, there were signs of some growth amongst other organisations. Some anticipated increasing the number of outreach services (42%) and expanding into new categories of law (15%). Other organisations mentioned the possibility of adapting through likely consolidation/mergers.

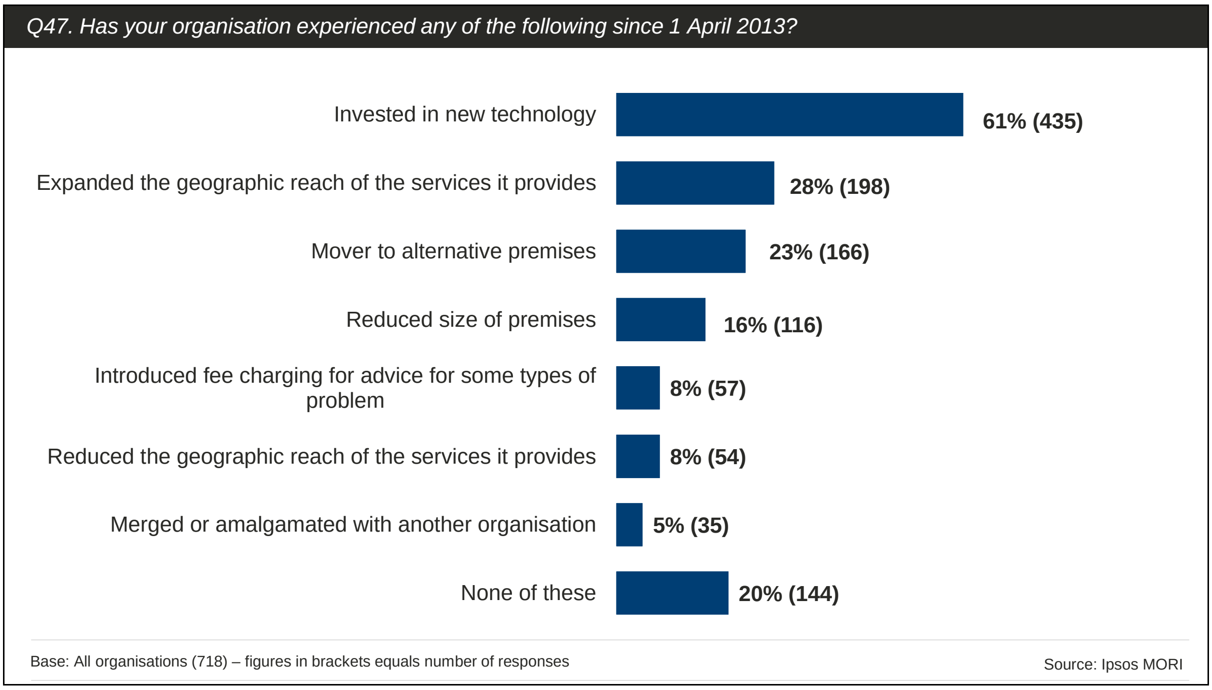
7.1 Adapting delivery since April 2013

Just over half of responding organisations (54%) agreed that changes to the scope and eligibility of legal aid had required their organisation to make major changes to how they delivered services since 1 April 2013, while 28% disagreed. Organisations that currently or had previously held a legal aid contract and 'core' advice organisations were more likely to agree that they had had to make changes in delivering services, while smaller organisations (with an income of less than £100,000) who offered core services other than legal advice were less likely to agree they had needed to adapt. As discussed in Chapter Five, organisations that were most likely to have currently or previously held a legal aid contract tended to be larger and longer established advice organisations.

Organisations that provided advice in immigration and asylum, employment (not including discrimination) and family mediation were most likely to agree that changes to the scope and eligibility of legal aid had resulted in them needing to make major changes to how they delivered relevant services.

Some respondents described a shift in how and where services were being delivered since April 2013. As shown in Figure 7.1, 61% of organisations reported they had invested in new technology[55] and 28% that they had expanded their geographic reach. Organisations that reported investing in new technology were more likely to be large and well established, such as CABx. Almost a quarter (23%) had moved to alternative premises and 16% had reduced the size of their premises.

Figure 7.1: Organisational change since 1 April 2013



7.2 Looking forward to 2015/16

As shown in Table 7.1, there were signs of anticipated change for the forthcoming year amongst some organisations with 42% anticipating increasing the number of outreach services and 15% suggesting they would expand into new areas of law. Ten percent of responding organisations did, however, report that it was likely that they would have to close completely.

[55] The nature of the investment in new technology was not explored further in the questionnaire and so this could include a wide range of technological changes.

Table 7.1: Perceived likelihood of specific changes in 2015/16[56]

In 2015/16, how likely is it that your organisation will... (n=718 for all statements)	**Likely**	**Neither likely nor unlikely**	**Unlikely**	**Don't know**
Increase the number of outreach services	42% (299)	9% (65)	47% (340)	2% (14)
Reduce opening hours	23% (165)	8% (54)	67% (478)	3% (21)
Expand services to new areas of law	15% (109)	7% (51)	76% (543)	2% (15)
Merge with another organisation	13% (96)	7% (49)	78% (563)	1% (10)
Close completely	10% (69)	5% (39)	83% (595)	2% (15)

Organisations' perceptions of the future seemed to be shaped by their experience of changes in funding since 2012/13. Table 7.2 shows that those who had experienced an increase in funding were more likely to anticipate an increase in outreach services or expand into new areas of law, while those that had experienced a decrease in funding were more likely to anticipate a reduction in opening hours, merging with another organisation or closing completely.

Table 7.2: Perceived likelihood of specific actions in 2015/16 against funding pattern in period 2012/13 to 2014/15

In 2015/16, how likely is it that your organisation will…. (n=718 for all statements)	**'Likely' responses**				
		Total organisational funding		**Legal advice funding**	
	Organisations overall	**20% + decrease**	**20% + increase**	**20% + decrease**	**20% + increase**
Increase the number of outreach services	42% (299)	37% (45)	54% (69)	30% (31)	47% (46)
Reduce opening hours	23% (165)	34% (42)	20% (25)	38% (40)	24% (23)
Expand services to new areas of law	15% (109)	10% (12)	21% (27)	14% (15)	20% (19)
Merge with another organisation	13% (96)	22% (27)	13% (16)	20% (21)	11% (11)
Close completely	10% (69)	24% (29)	2% (3)	20% (21)	5% (5)

Organisations with certain characteristics were more likely to have reported anticipating closing completely in 2015/16:

- those with an income of less than £100,000 (24%);
- those that currently hold a legal aid contract (18%); and
- those that have experienced a decrease in client volumes of 10% or more (20%).

[56] Percentages may not sum to 100% due to rounding.

8. Conclusion

This report describes the profile of Not for Profit advice providers in England and Wales and provides an overview of the changes experienced within organisations following the recent legal aid reforms. The report also describes the adaptations made, and planned, by organisations to maintain the stability of legal advice provision.

The research identified 1,462 legal advice providers in the NfP sector and based on the findings from 718 responding organisations, describes a sector that is varied in organisational size, structure and profile.

Across responding organisations overall, client numbers and total organisational funding, as well as funding for legal advice have remained broadly stable between 2012/13 and 2014/15. At the individual organisational level, however, the findings show a pattern where around one third of organisations have seen an increase in their funding and around one third have experienced a decrease in funding.

Organisations that had seen an increase in funding have similarly seen an increase in their size, as these organisations were more likely to have reported increases in client numbers and in paid staff. This growth is more likely to have been experienced by organisations that have incomes between £100,000 – £500,000.

Organisations that had experienced a decrease in funding between 2012/13 and 2014/15, were more likely to have also experienced a drop in client numbers and a decrease in paid staff.

Partnership working amongst NfP organisations has been strongly encouraged[57] as a way of increasing efficiency and maintaining stability of provision in the sector and the findings from this survey show that partnerships are prevalent. The majority of organisations indicated that they were engaged in some form of partnership working ranging from a formal referral arrangement – which around three quarters of organisations had in place – to sharing the cost of overheads.

[57] Big Lottery Fund UK (2015) *Advice Services Transition Fund* [web page] Available from: https://www.biglotteryfund.org.uk/prog_advice_services_transition_fund#

Many organisations reported making changes to adapt since April 2013. Such changes included investing in new technology and expanding the geographical reach of services. Some organisations anticipated making changes going forward such as increasing outreach services, expanding into new areas of law or merging with another organisation.

The findings from the survey cannot be inferred to the overall sector since we do not have details about the non-responding organisations. The findings based on responding organisations, however, paint a picture of a sector that appears to be adapting to change. Although the findings show that some organisations are shrinking, there is also evidence to show that others have expanded and are anticipating continued service provision going forward.

Appendix A

Sample building

In order to build the sample for the survey, five publicly accessible datasets containing details of NfP organisations were obtained. These were:

- the Open Charities database;
- Office of the Immigration Services Commissioner list of NfP regulated immigration advisers;
- a list of Advice Services Alliance Quality Standard holders;
- the United Kingdom Advice Finder (UKAF) database; and
- a list of Advice Services Transition Fund recipients.

The Open Charities database was cross-referenced with the National Council for Voluntary Organisations Almanac code 7200 which identified organisations working in the field of law and legal services in order to remove organisations that did not offer legal advice. All datasets were merged and any duplicates removed based on name of organisation, charity number, email address and telephone number. Organisations that operated purely outside of the jurisdiction of England and Wales were removed predominantly upon the basis of matching geographical telephone area (or ‘STD’) codes to local authorities in England and Wales. Approximately 2,300 organisations were identified at this stage.

Alongside publicly available sources, the sample file was cross-referenced against: a list of NfP providers with Legal Aid Agency contracts; lists of Shelter, CABx, Youth Access and Law Centres Network branches/offices; and Age UK branches that had ‘opted in’ to having their information shared with the research team. All of these data were provided by organisations for the express purpose of the sample building exercise. Although this exercise identified some organisations that had not been identified in the initial sample building exercise, it also led to the removal of approximately 330 organisations, largely due to branch/office closures/mergers. This reduced the sample file to 1,970 organisations.

Once fieldwork began, 213 organisations were removed from the sample file as they identified themselves as not providing advice and therefore fell outside of the scope of the survey. A further 295 organisations were removed at this stage following unsuccessful attempts to contact them, and online searches to verify whether these organisations were still in operation (i.e. if it was not possible to contact them and they were not found through internet search engine searches, they were considered to be no longer operating). This led to a final population of 1,462 NfP advice providers.

Although the research team is confident that all key NfP advice providers were captured in the sample building process, it is likely that at least some (possibly smaller) organisations were not identified. Initial searches for publicly available databases focussed on advice providers with professional indemnity insurance, however, this criterion was later removed as it was felt that this may result in valuable sample being lost. Organisations screened out in the early stages of the research for not holding professional indemnity insurance were later re-contacted and invited once again to take part in the research.

Appendix B

Datasheet

Ipsos MORI research on the Not for Profit Legal Advice Sector

On behalf of the Ministry of Justice:

Information sheet

Thank you for your help with this important study. The survey aims to collect information from organisations in the not-for-profit advice sector. The data will provide a picture of the size and scope of the sector. This information will support policy makers across Government in understanding the impact of recent changes on the sector. As such the survey offers advice providers a valuable opportunity to say how recent reforms have affected them and their clients.

This datasheet contains some key questions that we will collect in the telephone interview. Please be assured that all the information we collect will be kept in the strictest confidence, and used for research purposes only. It will not be possible to identify any particular organisation in the results.

Please do not fax or email your responses to us – we will collect your responses when we call you to conduct the interview. The purpose of the sheet is to help you give us a more accurate answer when we call.

Definitions

Advice – "At the level of advice a service will provide information to the client, identify the options available to them, may provide basic assistance such as helping to complete basic forms, and may refer or signpost the client to others services. **The client keeps responsibility for undertaking any further actions."**
Casework – "Casework includes all the elements of advice but **the service takes action on behalf of the client** to move the case on e.g negotiating with third parties, advocating on the client's behalf."
Representation at Tribunal or Court – "Acting for and representing the client in a court or tribunal proceedings."

Q1. **What was your organisation's total income for the financial years below– as well as anticipated income for 2015/16? And, if different, how much of your income was for the provision of legal advice services for these years?**

	Total Income	Legal Advice Provision
Write in amount for 2012/13	£	£
Write in amount for 2013/14	£	£
Write in amount for 2014/15	£	£
Write in anticipated amount for 2015/16	£	£
Write in estimate of anticipated amount for 2015/16	£	£

Q2. What proportion of your organisation's total income for the financial years 2012/13, 2013/14 and 2014/15 – as well as anticipated income for 2015/16, came from the sources outlined below?

And, if different, what proportion of your organisation's total income for legal advice services only for these financial years?

Please think about income in terms of its original source which your organisation has directly received. Please do not include any income that you receive that you pass straight on to other organisations and is not retained by your organisation to deliver services. For example, where your organisation is the lead organisation in a consortium and you pass income immediately to partner organisations.

Sources	**2012/13**		**2013/14**		**2014/15**		**2015/16**	
	Total Income (%)	Legal Advice Provision (%)	Total Income (%)	Legal Advice Provision (%)	Total Income (%)	Legal Advice Provision (%)	Total Income (%)	Legal Advice Provision (%)
Local Government	**%**	**%**	**%**	**%**	**%**	**%**	**%**	**%**
Central Government	**%**	**%**	**%**	**%**	**%**	**%**	**%**	**%**
Charitable Sources	**%**	**%**	**%**	**%**	**%**	**%**	**%**	**%**
Charging for services	**%**	**%**	**%**	**%**	**%**	**%**	**%**	**%**
The Big Lottery Fund	**%**	**%**	**%**	**%**	**%**	**%**	**%**	**%**
Consortium	**%**	**%**	**%**	**%**	**%**	**%**	**%**	**%**
Other	**%**	**%**	**%**	**%**	**%**	**%**	**%**	**%**

Q3.	**Does your organisation currently have paid employees?**	Yes	No
Q4.	*If applicable measured in full-time equivalents, how many paid employees work in your organisation?*		
Q5.	*If applicable measured in full-time equivalents, how many paid employees working in your organisation are involved in the provision of legal advice? Please include all managerial and administrative staff involved in the provision of legal advice.*		
Q6.	**Does your organisation employ any solicitors or barristers who provide advice to clients?**	Yes	No
Q7.	*If applicable how many solicitors and barristers are employed by your organisation*		
Q8.	**Does your organisation currently use volunteers?**	Yes	No
Q9.	*If applicable how many volunteering working hours do volunteers contribute in your organisation?*		
Q10.	*If applicable how many working hours do volunteers focus specifically on the provision of legal advice in your organisation?*		
Q11.	*If applicable approximately, how many clients did your organisation provide legal advice services to in the years 2012/13 and 2013/14?*		
Q12.	*If applicable approximately, how many clients received casework services in the years 2012/13 and 2013/14?*		
Q13.	**If applicable approximately, how many clients received legal representation in court or tribunal hearings during the years 2012/13 and 2013/14?**		

Appendix C

Questionnaire

NfP Questionnaire

Final version – 8th January 2015

[IF NAMED SAMPLE] Can I just check, am I speaking to …?

Good morning, afternoon, evening. My name is …… from Ipsos MORI, the research organisation, and we are conducting a survey on behalf of the Ministry of Justice.

The survey aims to collect information from organisations in the not-for-profit advice sector. The last survey of this type took place in 2005. Since then, the legal and not for profit landscape has shifted significantly and there is no clear picture of the number and nature of not-profit-organisations and the advice they provide. This survey will help bridge the evidence gap. It also offers advice providers a valuable opportunity to say how recent reforms have affected them and their clients and will help provide an up to date picture of the sector for use by the MoJ, members of the sector and other agencies/departments.

We would like to speak to you about the role and operation of your organisation. The information collected will only be used for research purposes. No individuals or organisations will be identifiable from the results and answers will be combined with others that take part in the survey.

All information you give us will be recorded completely anonymously. The interview will take an average of 25 minutes.

IF NOT NAMED CONTACT AND NEEDING TO FIND APPROPRIATE INTERVIEWEE

S1. **We would like to speak to the manager within [[NAME OF ORGANISATION]/[IF NETWORK 'the member of [INSERT NETWORK NAME]']. Can I just check, am I speaking with a manager who is able to answer questions about your organisation relating to, for example, how it is funded, how your organisation is staffed, and the types of issues you advise people on? SINGLE CODE**

Yes	1	CONTINUE WITH INTERVIEW
No	2	SEEK TO SPEAK TO MANAGER

IF CODE 2 AT S1

S2. Please can I speak to the manager/person who is responsible for running your organisation/branch of organisation.

IF CODE 1 AT QS1

Before we arrange a suitable interview date, we would like to ask you two questions about the nature of the services you provide to clients.

S3. Which of the following advice services are offered by your organisation**?** (READ OUT. CAN MULTICODE) Remind respondents of definitions

Information/triage/signposting provision	1 [CLOSE INTERVIEW IF ONLY CODE 1]
Advice – READ OUT "At the level of advice a service will provide information to the client, identify the options available to them, may provide basic assistance such as helping to complete basic forms, and may refer or signpost the client to others services. **The client keeps responsibility for undertaking any further actions."**	2
Casework – READ OUT "Casework includes all the elements of advice but **the service takes action on behalf of the client** to move the case on e.g negotiating with third parties, advocating on the client's behalf."	3
Representation at Tribunal or Court – READ OUT "Acting for and representing the client in a court or tribunal proceedings."	4
Other (please specify)	5
None	6 [CLOSE INTERVIEW]

ALL THOSE WHO ANSWERED CODES 2–4 AT S3

S4. **In which categories does your organisation offer advice? Is there anything else? (DO NOT PROMPT. CAN MULTICODE)**

Community Care	1
Special educational needs (SEN)	2
Education (not including SEN)	3
Immigration and asylum	4
Family	5
Family mediation	6

Housing	7
Debt	8
Welfare Benefits	9
Clinical negligence	10
Public law	11
Mental Health	12
Employment – no discrimination	13
Discrimination	14
Actions against the police	15
Crime	16
Consumer	17
Other (please specify)	18
None [CLOSE INTERVIEW]	19

The survey will be focussing on the operation of your organisation, the services it provides, and in particular those services which relate to the provision of advice in areas you have just described. In the survey we will describe the provision of advice on these issues as the provision of 'legal advice'. For the purposes of the survey any person providing legal advice does not necessarily need to have received formal legal training.

S5. Would you be happy to take part in this interview? SINGLE CODE

Yes	1	ARRANGE A SUITABLE TIME TO PHONE BACK FOR THE MAIN INTERVIEW
No	2	THANK AND CLOSE

We would like to send you a short question sheet. This sheet will prompt you for some factual information about your organisation's income and staff numbers in advance of the survey. This should hopefully take you just a few minutes to find and fill out before the main interview, and is designed to make the interview more efficient. The interview will take around 25 minutes to complete.

S6. Can I take an email address for us to send you an advance question sheet? SINGLE CODE

Yes	1	PLEASE RECORD EMAIL ADDRESS
No	2	THANK AND CLOSE

*****MAIN INTERVIEW*****

[IF NAMED SAMPLE] Can I just check, am I speaking to …?

Good morning, afternoon, evening. My name is …… from Ipsos MORI, the research organisation, and we are conducting a survey on behalf of the Ministry of Justice.

The survey aims to collect information from organisations in the not-for-profit advice sector. The data will provide a picture of the size and scope of the sector. This information will support policy makers across Government in understanding the impact of recent changes on the sector. As such the survey offers advice providers a valuable opportunity to say how recent reforms have affected them and their clients.

The survey aims to collect information from organisations in the not-for-profit advice sector. The last survey of this type took place in 2005. Since then, the legal and not for profit landscape has shifted significantly and there is no clear picture of the number and nature of not-profit-organisations and the legal advice they provide. This survey will help bridge the evidence gap. It also offers advice providers a valuable opportunity to say how recent reforms have affected them and their clients and will help provide an up to date picture of the sector for use by the MoJ, members of the sector and other agencies/departments.

All information you give us will be recorded completely anonymously. The interview will take an average of 25 minutes.

[IF SHELTER] **We are interested in hearing your views as a member of Shelter. We would therefore like you to respond to this survey bearing in mind the operation of your particular branch, rather than that of your network as a whole.**

SECTION 1: BASICS ABOUT THE ORGANISATION

READ OUT: “I am going to start by asking you some questions about your organisation”.

Q1. Is your organisation a ...? (READ OUT. MULTI CODE)

Client-specific advice agency/community group e.g. Disability Group, Refugee Group, Women’s Group, Youth Group, Older People’s Group	1	GO TO Q1A
Subject-specific advice agency e.g. employment, money advice, housing	2	GO TO Q2
Location-specific advice agency/community group e.g. neighbourhood advice centre	3	GO TO Q2
General advice agency that is not client, subject or location specific [SINGLE CODE]	4	GO TO Q2
Other (please specify)	5	GO TO Q2

All who provide client specific advice (CODE 1 AT Q1)

Q1a. Which client group(s) does your organisation provide advice to? (READ OUT LIST ONLY IF REQUIRED. CAN MULTICODE)

People with Physical Disabilities	1
People with Sensory Impairment	2
People with Learning Disabilities	3
Carers	4
HIV / AIDS	5
Gay/lesbian [LGBT]	6
Drug / Alcohol Users	7
Children	8
Women	9
Asylum Seekers	10
Refugees	11

Black, Asian & Minority Ethnic (BAME) groups/communities	12
Mental Health Service Users	13
Students	14
Prisoners / Offenders	15
Lone Parents	16
Older People	17
Young People	18
Armed Forces	19
Street Homeless	20
Homeless	21
Care Leavers	22
Travellers	23
All client groups (i.e. anyone in within your region of operation)	24
Other (Please Specify)	25

ASK ALL

Q2. Which of the following advice networks, if any, is your organisation a member of, or affiliated to? (READ OUT. SINGLE CODE)

Age Concern or Age UK	1
Youth Access	2
Advice UK	3
Shelter or Shelter Cymru	4
Other (please specify)	5
None	6

Q2a. Does your organisation hold any of the following quality mark standards related to advice giving?
(READ OUT. MULTI CODE)

Advice Quality Standard or AQS	1
Age UK's Information and Advice Quality Standard	2
Citizens Advice Membership Scheme	3
LEXEL	4
PQASSO	5
Specialist Quality Mark	6
Other (please write in)	7
No – we do not hold any quality mark standards	8
Don't Know	9

ASK ALL

Q2b. **Does your organisation have professional indemnity insurance which covers the provision of legal advice? IF NEEDED – "Professional indemnity insurance is a policy that covers your organisation in the case of liability for negligent advice".**
SINGLE CODE

Yes	1
No	2
Don't Know	3

ASK ALL

Q3. Which of the following most closely describes the geographical area your organisation provides its services? Is it in .... **?** (READ OUT. SINGLE CODE)

England and Wales	1
Wales only	2
England only	3
Multiregional (i.e. more than 1 region)	4
Single Region	5
County Council	6
London Borough, Metropolitan District Council, Non metropolitan District Council, Unitary Council	7
Local Neighbourhood	8
United Kingdom	9
Multiple local authorities	10
London	11
Other (please specify)	12

READ OUT – The next few questions, relate to the provision of legal advice to clients. We define this as:

"Legal advice involves interpreting how the law applies to a client's particular problem or set of circumstances"

ASK ALL

Q4a. Does your organisation provide any core services that are not related to giving legal advice?

Yes	1 – GO TO 4B
No	2 – GO TO Q5
Don't know	3 – GO TO Q5

ASK ALL WHO PROVIDE OTHER SERVICES

Q4b What other core services do you provide? **(**READ OUT MULTI CODE)

Social policy/campaigning/representing users' interests – locally or nationally	1	
Advocacy on behalf of individuals (NOT representation in court/tribunals) e.g. mental health advocacy	2	
Form-filling	3	
Support in accessing specialist legal advice	4	
Information services – library, radio	5	
Advice to individuals on non-legal matters e.g. diet, independent living, finding a home, medical matters (e.g. sight loss, cancer, HIV etc)	6	
Advice to businesses and professionals	7	
Befriending, social events e.g. lunchclubs	8	
Home help/domiciliary care	9	
Provision of food, clothes, basic household items	10	
Support in accessing employment/volunteering opportunities	11	
Provision of housing e.g. refuges, hostels, residential care, long-term housing	12	
Support in maintaining tenancies	13	
Money management/budgeting	14	

Counselling	15
Medical or health support e.g. podiatry, yoga classes	16
Language classes – English and mother tongue	17
Child care/schools (e.g. Saturday schools)	18
Reading	19
Training (legal, skills, other)	20
Other (please specify)	21
None	22

Q5. How long has your organisation been providing legal advice services? An estimate is fine. PLEASE WRITE IN TO THE NEAREST MONTH

Years	
Months	

Q6. In the period since 2008/09 has your organisation held a Legal Services Commission (LSC) or LAA (LAA) contract, which is a contract to provide specialist advice services to clients who were eligible for legal aid? (SINGLE CODE). PROBE – and do you still hold a contract?

Yes – but we no longer have one	1	GO TO Q7a
Yes – and we still have a LAA contract now	2	GO TO Q7a
No	3	GO TO Q8
Don't know	4	GO TO Q8

ASK THOSE PREVIOUSLY HOLDING A LEGAL AID CONTRACT (codes 1 or 2 at Q6).

Q7a In which legal categories has your organisation held an LSC contract in the past? (READ OUT. CAN MULTICODE)

Community Care	1
Debt	2
Education	3
Employment	4
Family	5
Family plus Housing	6
Housing	7
Welfare Benefits	8
CLACs (Community and legal advice centres)	9
CLANs (Community and legal advice networks)	10
Other (please specify)	11

ASK THOSE CURRENTLY HOLDING A LAA CONTRACT (code 2 at Q6 above). OTHERS GO TO Q8

Q7b. In which categories does your organisation currently hold a LAA contract? (READ OUT. CAN MULTICODE)

Community Care	1	GO TO Q8
Special educational needs (SEN)	2	GO TO Q8
Immigration	3	GO TO Q7d
Family	4	GO TO Q8
Family mediation	5	GO TO Q8
Housing and debt	6	GO TO Q7c
Welfare Benefits	8	GO TO Q8

Clinical negligence	9	GO TO Q8
Public law	10	GO TO Q8
Mental Health	11	GO TO Q8
Discrimination	12	GO TO Q8
Actions against the police	13	GO TO Q8
Crime	14	GO TO Q8
Other (please specify)	15	GO TO Q8

ASK THOSE WHO MENTION HOUSING AND DEBT (CODE 6 AT Q7b)

Q7c. **Do you have a Housing Possession Court Duty Scheme contract?**

Yes	1	GO TO Q8
No	2	GO TO Q8
Don't know	3	GO TO Q8

ASK THOSE WHO MENTION IMMIGRATION (CODE 3 AT Q7b)

Q7d. **Do you have an Immigration Removal Centre contract?**

Yes	1	GO TO Q8
No	2	GO TO Q8
Don't know	3	GO TO Q8

ASK ALL

READ OUT : "I am now going to ask some questions about your organisation's income."

Q8. What was your organisation's **total income** for the financial years 2012/13, 2013/14, and 2014/15 – as well as anticipated income for 2015/16? WRITE IN

Write in amount for 2012/13	1
Write in amount for 2013/14	2
Write in amount for 2014/15	3
Write in anticipated amount for 2015/16	4
Write in estimate of anticipated amount for 2015/16	5
Don't know (ask to estimate before accepting this code)	6
Refused	7

READ OUT : The following questions relate to your organisational activity in relation to the provision of legal advice services.

Q9. How much of your income was for the provision of legal advice services for the financial years 2012/13, 2013/14 and 2014/15, as well as anticipated income for 2015/16? WRITE IN

Write in amount for 2012/13	1
Write in amount for 2013/14	2
Write in amount for 2014/15	3
Write in anticipated amount for 2015/16	4
Write in estimate of anticipated amount for 2015/15	5
Don't know (ask to estimate before accepting this code)	6
Refused	7

ASK ALL ORGANISATIONS WHO ANSWER CODE 1 AT Q4a

Q10.	What proportion of your organisation's **total income** for the financial years 2012/13, 2013/14 and 2014/15 – as well as anticipated income for 2015/16, came from: Please think about income in terms of its original source which your organisation has directly received. Please do not include any income that you receive that you pass straight on to other organisations and is not retained by your organisation to deliver services. For example, where your organisation is the lead organisation in a consortium and you pass income immediately to partner organisations.								
	Local Government	Central Government	Charitable Sources	Charging for services	The Big Lottery Fund	Consortium	Other	Don't know (ask to estimate before accepting this code)	Refused
2012/13	%	%	%	%	%	%	%		
2013/14	%	%	%	%	%	%	%		
2014/15	%	%	%	%	%	%	%		
2015/16	%	%	%	%	%	%	%		

ASK ALL

Q10a. What proportion of your organisation's **total income for legal advice services only** for the financial years 2012/13, 2013/14 and 2014/15 – as well as anticipated income for 2015/16, came from:

Please think about income in terms of its original source which your organisation has directly received. Please do not include any income that you receive that you pass straight on to other organisations and is not retained by your organisation to deliver services. For example, where your organisation is the lead organisation in a consortium and you pass income immediately to partner organisations.

	Local Government	Central Government	Charitable Sources	Charging for services	The Big Lottery Fund	Consortium	Other	Don't know (ask to estimate before accepting this code)	Refused
2012/13	%	%	%	%	%	%	%		
2013/14	%	%	%	%	%	%	%		
2014/15	%	%	%	%	%	%	%		
2015/16	%	%	%	%	%	%	%		

ASK ALL

Q11. How certain, is your organisation's funding overall in the next financial year? SINGLE CODE

Very certain	1
Quite certain	2
Neither certain/ nor uncertain	3
Quite uncertain	4
Very uncertain	5

ASK ALL

Q11a. And how certain, is your funding for legal advice services in the next financial year? SINGLE CODE

Very certain	1
Quite certain	2
Neither certain/ nor uncertain	3
Quite uncertain	4
Very uncertain	5

SECTION 2: WORKFORCE

READ OUT : "I am now going to ask you some questions about the people who work for your organisation. I'll ask some questions about the organisation as a whole but also about people who work for your organisation to provide legal advice services. This includes employees who support the provision of those services such as administrative staff and managers."

Q12. Does your organisation currently have paid employees? SINGLE CODE

Yes	1	GO TO Q13
No	2	GO TO Q19

Q13. Measured in full-time equivalents, how many paid employees work in your organisation? SINGLE CODE

		___ paid employees
Don't know (If uncertain ask to estimate)	2	

Q14 Measured in full-time equivalents, how many paid employees working in your organisation are involved in the provision of legal advice? Please include all managerial and administrative staff involved in the provision of legal advice. SINGLE CODE

		___ paid employees
Don't know (If uncertain ask to estimate)	2	

Q15. Does your organisation employ any solicitors or barristers who provide advice to clients (Remind respondent that we are asking about employed solicitors and not solicitors offering services on a pro bono basis.) SINGLE CODE

Yes	1	GO TO Q16
No	2	GO TO Q17

Q16. How many solicitors and barristers are employed by your organisation? WRITE IN

	___ solicitors
	___ barristers
Don't know (If uncertain ask to estimate)	2

Q17. Since the 1st April 2013, thinking about the organisation as a whole, has the number of paid employees working in your organisation, Read out: SINGLE CODE

Increased	1
Stayed about the same	2
Decreased	3
Don't know	4

Q18. Now thinking about employees involved in the provision of legal advice only, since the 1st April 2013 has the number of paid employees working in your organisation, READ OUT: SINGLE CODE

Increased	1
Stayed about the same	2
Decreased	3
Don't know	4

ASK ALL

Q19. Since April 2013, has your organisation had to make any **posts** redundant?

Yes	1	GO TO Q21
No	2	GO TO Q21
Don't know	3	GO TO Q21

Q21. Does your organisation use volunteers? SINGLE CODE

Yes	1	GO TO Q22
No	2	GO TO Q26
Don't know	3	GO TO Q26

Q22. Currently how many volunteering hours do volunteers contribute to your organisation each week?

___ volunteering hours

Don't know (If uncertain ask to estimate)	2

Q23 Currently how many volunteering hours do volunteers focus specifically on the provision of legal advice in your organisation each week?

___ volunteering hours

Don't know (If uncertain ask to estimate)	2

Q24. Since 1st April 2013, has the number of volunteers focussing on the provision of legal advice measured in full-time equivalents…….? SINGLE CODE

Increased	1
Stayed about the same	2
Decreased	3
Don't know	4

Q25. Since 1st April 2013 how easy or difficult has it been for your organisation to retain volunteers who have been providing legal advice?

Very difficult	1
Quite difficult	2
Neither difficult/ nor easy	3
Quite easy	4
Very easy	5

SECTION 3: SERVICES

Read out: “I am now going to ask you some questions about the services your organisation provides.

ALL THOSE WHO ANSWERED CODE3 AT S3

Q27. In which legal categories does your organisation offer casework? Is there anything else? (DO NOT PROMPT. CAN MULTICODE)

Community Care	1
Special educational needs (SEN)	2
Education (not including SEN)	3
Immigration and asylum	4
Family	5
Family mediation	6
Housing	7
Debt	8
Welfare Benefits	9
Clinical negligence	10
Public law	11
Mental Health	12
Employment – no discrimination	13
Discrimination	14
Actions against the police	15
Crime	16
Consumer	17
Other (please specify)	18

ALL THOSE WHO ANSWERED CODE4 AT S3

Q28. In which legal categories does your organisation offer representation at tribunal or court? Is there anything else? (DO NOT PROMPT. CAN MULTICODE)

Community Care	1
Special educational needs (SEN)	2
Education (not including SEN)	3
Immigration and asylum	4
Family	5
Family mediation	6
Housing	7
Debt	8
Welfare Benefits	9
Clinical negligence	10
Public law	11
Mental Health	12
Employment – no discrimination	13
Discrimination	14
Actions against the police	15
Crime	16
Consumer	17
Other (please specify)	18

ASK ALL

Q29. In which of the following modes does your organisation provide legal advice services? (READ OUT. CAN MULTICODE)

Face-to-face only	1
Face-to-face where initial interview is face-to-face but follow up may be via telephone or email	2
Telephone where all contact with the client is carried out over the phone	3
Email where all contact with the client is conducted via email	4
Online via Skype, live chat or similar – where an advisor tailors advice to the individual	5
Web-based automated programme, no advisor input	6

Section 4: CLIENTS

Read out: “I am now going to ask you some questions about the nature of your clients. Please note that we are only interested here in clients seeking legal advice services”

ASK ALL

Q30. In the current financial year, are there client types or problem types that your organisation has been unable to help with? SINGLE CODE

Yes	1	GO TO Q31
No	2	GO TO Q33
Don’t know	3	GO TO Q33

Q31. Which client or problem types are these?

WRITE IN	GO TO Q32

Q32. What are the reasons for not being able to help these clients or problem types? (READ OUT. CAN MULTICODE)

Restrictions specified by funders	1
Lack of expertise around a particular problem type(s)	2
Lack of resource	3
Problem type(s) feel out of organisation’s remit	4
Other (please specify)	5

ALL THOSE THAT ANSWERED CODE2 AT S3

Read out: “For the next three questions, we will again be focussing on the legal advice provision within your organisation.”

Q34. Approximately, how many clients did your organisation provide legal advice services to in the years 2012/13 and 2013/14? (ADD IF NECESSARY, YOUR BEST ESTMATE OF THE FIGURE IS FINE) WRITE IN ADD IF CLARIFICATION NEEDED BY RESPONDENT: By legal advice we mean the level of advice a service will provide information to the client, identify the options available to them, may provide basic assistance such as helping to complete basic forms, and may refer or signpost the client to others services. **The client keeps responsibility for undertaking any further actions.**

number for 2012/13	
number for 2013/14	

ALL THOSE THAT ANSWERED CODE3 AT S3

Q35. Approximately, how many clients received casework services in the years 2012/13 and 2013/14? (ADD IF NECESSARY, YOUR BEST ESTMATE OF THE FIGURE IS FINE) WRITE IN

number for 2012/13	
number for 2013/14	

ALL THOSE THAT ANSWERED CODE4 AT S3

Q36. Approximately, how many clients received legal representation in court or tribunal hearings during the years 2012/13 and 2013/14? (ADD IF NECESSARY, YOUR BEST ESTMATE OF THE FIGURE IS FINE) WRITE IN

number for 2012/13	
number for 2013/14	

Q37. I am now going to read out a series of statements and I would like you to tell me the extent to which you agree or disagree, if at all, with these statements. PROBE Do you strongly agree, tend to agree, neither agree nor disagree, tend to disagree, or strongly disagree?

Since the 1st April 2013:

		Strongly agree	Tend to Agree	Neither agree not disagree	Tend to Disagree	Disagree strongly	Don't know
A	Clients are seeking advice for fewer problems (i.e. a reduced number of advice issues)						
B	My organisation has had to limit the types of people it can provide legal advice to						
C	My organisation has stopped providing legal advice for some problem types						
D	My organisation finds it easy to signpost/refer clients whom it is unable to offer legal advice to						
E	Waiting times for the provision of legal advice have increased at my organisation						
F	My organisation is using technology more to provide legal advice to clients, for example offering more online advice and information or using text message services to communicate with people						
G	My organisation has reduced the amount of face-to-face legal advice it offers						
H	My organisation has started prioritising the clients it provides legal advice to						
I	More clients are seeking legal advice from my organisation						

SECTION 5: PARTNERSHIP AND WORKING WITH OTHERS

This section covers how your whole organisation operates and works with partners in delivering services.

ASK ALL

Q39. Does your organisation have any satellite offices or branch offices? SINGLE CODE

Yes	1	
No	2	
Don't know	3	

Q40. Does your organisation deliver your services from more than one set of premises? SINGLE CODE

Yes	1	GO TO Q41
No	2	GO TO Q41
Don't know	3	GO TO Q43

Q41. Does your organisation deliver services from the premises of another organisation? SINGLE CODE

Yes	1	GO TO Q42
No	2	GO TO Q43
Don't know	3	GO TO Q43

ASK ALL WHO SELECT CODE 1 AT Q41

Q42. From how many other organisations' premises do you deliver services? WRITE IN

___ number

ASK ALL

Q43. Does your organisation do any of the following things: (READ OUT AND MULTICODE)

Share premises with another organisation	1
Share the cost of overheads with another organisation	2
Participate in formal referral arrangements with another organisation	3
Deliver services through a partnership/consortium with another organisation	4
Receive shared funding with another organisation	5

ASK ALL WHO DELIVER SERVICES IN PARTNERSHIP (CODES 1 OR 4 AT Q43)

Q44. Why does your organisation deliver services in partnership with other organisations? (MULTICODE)

Cost savings	1
More efficient way of working	2
Higher quality of services	3
Higher quality of facilities	4
Ability to help more people	5
Better use of resources	6
Increased ability to supply services	7
More diverse range of services	8
It has benefits for the other organisation(s)	9
Good working relationship with organisation	10
Increases opportunities for gaining further funding	11

Other (please specify)	12
Don't know	13

ASK ALL WHO DELIVER SERVICES IN PARTNERSHIP (CODES 1 OR 4 AT Q43)

Q45. Have you had to change the way in which you work with partners since 1st April 2013? (SINGLE CODE)

Yes	1	GO TO Q46
No	2	GO TO Q47
Don't know	3	GO TO Q47

ASK ALL WHO HAVE HAD TO CHANGE THE WAY IN WHICH THEY WORK WITH PARTNERS (CODE 1 AT Q45)

Q46. **How have you had to change the way in which you work with partners?** DO NOT PROMPT

OPEN ENDED

SECTION 6: ISSUES FACING THE ORGANISATION and PERSPECTIVES

I am now going to ask you about issues your organisation may have faced recently and how you see the future of your organisation.

ASK ALL

Q47. Has your organisation experienced any of the following since 1st April 2013? (READ OUT AND MULTICODE

Reduced size of premises	1
Moved to alternative premises	2
Merged or amalgamated with another organisation	3
Introduced fee charging for advice for some types of problem	4
Expanded the geographic reach of the services it provides	5
Reducing the geographic reach of the service it provides	6
Invested in new technology	7

Q48. To what extent, if at all, do you agree with the following statement; “Changes to the scope and eligibility of legal aid have required my organisation to make major changes.”

Strongly Agree	1	GO TO Q49
Tend to Agree	2	GO TO Q49
Neither agree nor disagree	3	GO TO Q50
Tend to Disagree	4	GO TO Q50
Strongly Disagree	5	GO TO Q50

ASK ALL

Q50. In 2015/16, how likely is it that your organisation will …. SINGLE CODE FOR EACH ROW

(Very likely, likely, neither likely nor unlikely, unlikely, very unlikely):

	Very likely	Likely	Neither likely nor unlikely	Unlikely	Very unlikely	Don't know
Expand services to new areas of law						
Increase the number of outreach services						
Reduce opening hours						
Merge with another organisation						
Make redundancies						
Close completely						

ASK ALL

Q52. The Ministry of Justice may be conducting further research about Not for Profit organisations in the future. Would you be willing to take part in this research? If you agree, Ipsos MORI will pass your name and contact details, together with some of the answers you have given today to Ministry of Justice so that they can contact you for this further research. SINGLE CODE

Yes	1
No	2

Q53. Ipsos MORI may be conducting further research with organisations like yours in the future. Would you be willing to take part in this research? SINGLE CODE

Yes	1
No	2

Thank and close.

Appendix D

Additional tables and figures

Table D1: Network membership

	Organisations (n)	% sample
Citizens Advice Bureau	186	26%
Advice UK	149	21%
Age Concern / Age UK	76	11%
Youth Access	37	5%
Law Centres	24	3%
Other networks	56	8%
None	190	26%
Total completed interviews	**718**	**100%**

Base: 718 NfP Legal advice organisations

Figure D1: Characteristics of organisations offering legal advice for at least 25 years

- Quality mark standard holders (54% vs. 30% who do not);
- Core advice givers (61% vs. 41% who are not);
- Those who previously held an LSC or hold an LAA contract (77% and 71% respectively vs. 38% who never held and do not hold one);
- Employers of solicitors or barristers (61% vs. 48% who do not);
- With income of £500,000+ (60% vs. 49% overall);
- Those who offer representation (57% vs. 49% overall); and
- Those who offer some advice in consumer (71%), family mediation (69%), employment (no discrimination) (67%), debt (65%) and family (64%) immigration & asylum (59%), welfare benefits (56%) and housing (55%).

Figure D2: Characteristics of organisations offering legal advice for 5 years or less

- Offer advice only (15% vs. 9% overall);
- Do not hold a quality mark standard (16% vs. 7% who do); and
- Offer advice in crime (12%), community care (11%), immigration and asylum (11%) and mental health (10%). These areas of advice are less traditional forms of advice.

Figure D3: Core services other than legal advice

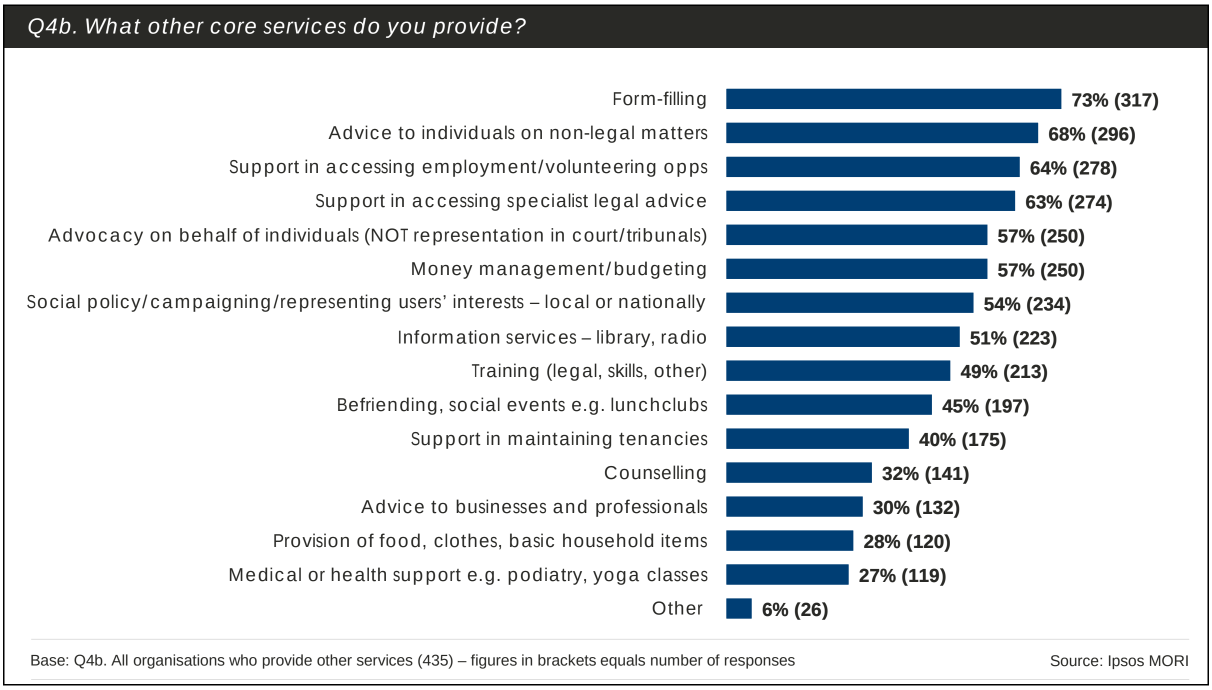


Table D2: Legal category provision

	Advice (703)	Casework (606)	Representation (342)
Welfare benefits	61% (434)	65% (396)	65% (221)
Housing	55% (384)	44% (269)	33% (112)
Debt	43% (305)	48% (293)	34% (115)
Employment – no discrimination	31% (220)	23% (139)	20% (68)
Immigration and asylum	28% (194)	19% (113)	13% (45)
Family	24% (167)	12% (70)	5% (16)
Community care	19% (132)	12% (71)	5% (16)
Consumer	18% (128)	9% (54)	* (1)
Education (not including SEN)	12% (84)	4% (25)	1% (3)
Family mediation	9% (61)	3% (19)	1% (2)
Crime	9% (64)	6% (37)	2% (6)
Public law	8% (53)	3% (18)	3% (11)
Mental Health	8% (59)	7% (42)	3% (9)
Discrimination	8% (58)	7% (45)	4% (12)
Special educational needs (SEN)	4% (26)	1% (8)	1% (3)
Clinical negligence	3% (20)	1% (6)	1% (2)
Actions against the police	3% (23)	2% (12)	1% (2)
Other	1% (5)	0% (0)	1% (4)

*% indicates a figure greater than 0% but lower than 0.5%.

Figure D4: Client volume[58]

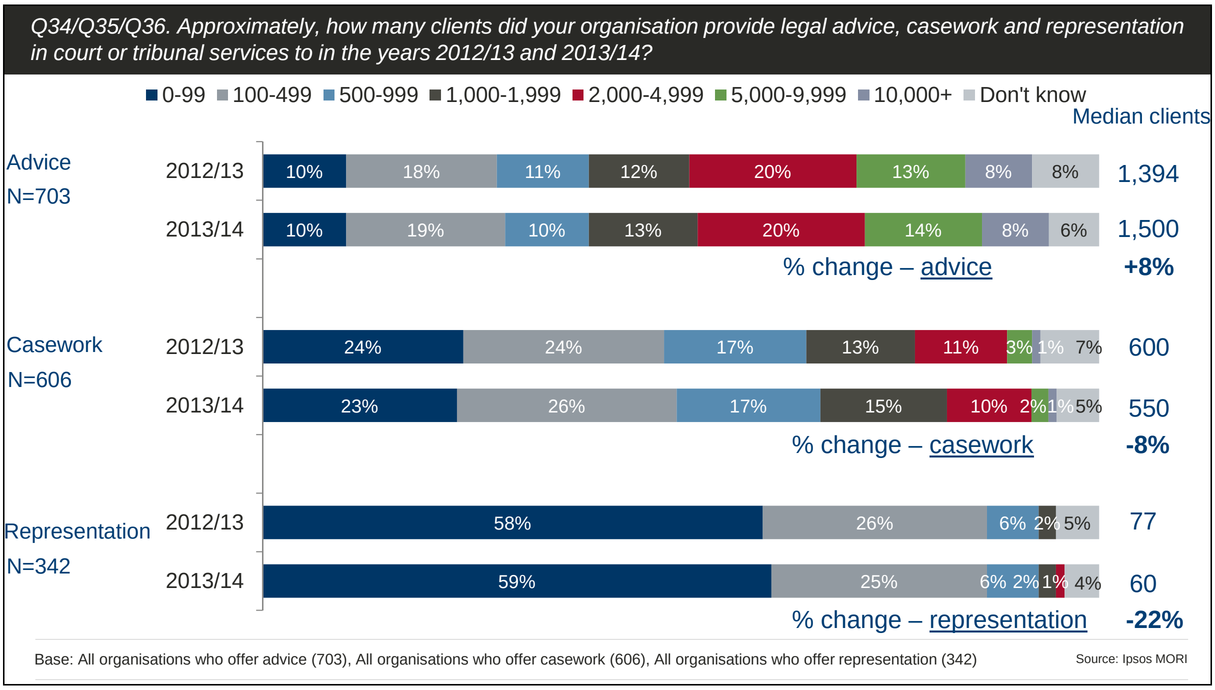
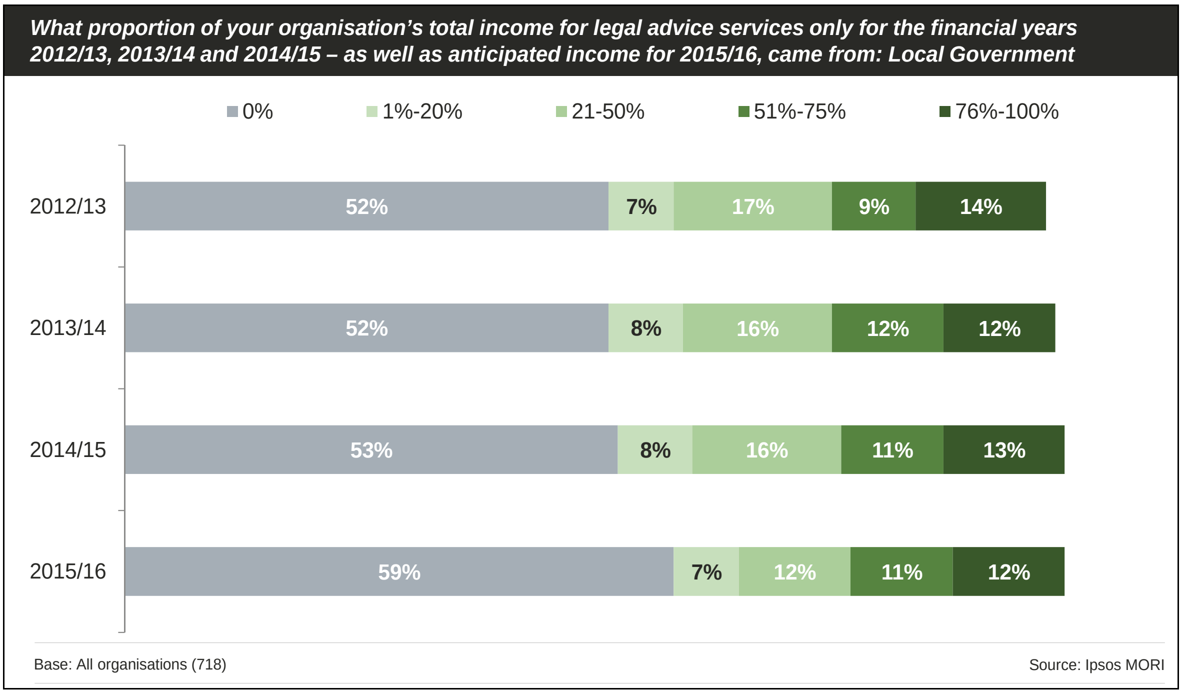


Figure D5: Legal advice income from local government 2012/13–2014/15 and anticipated income for 2015/16[59]

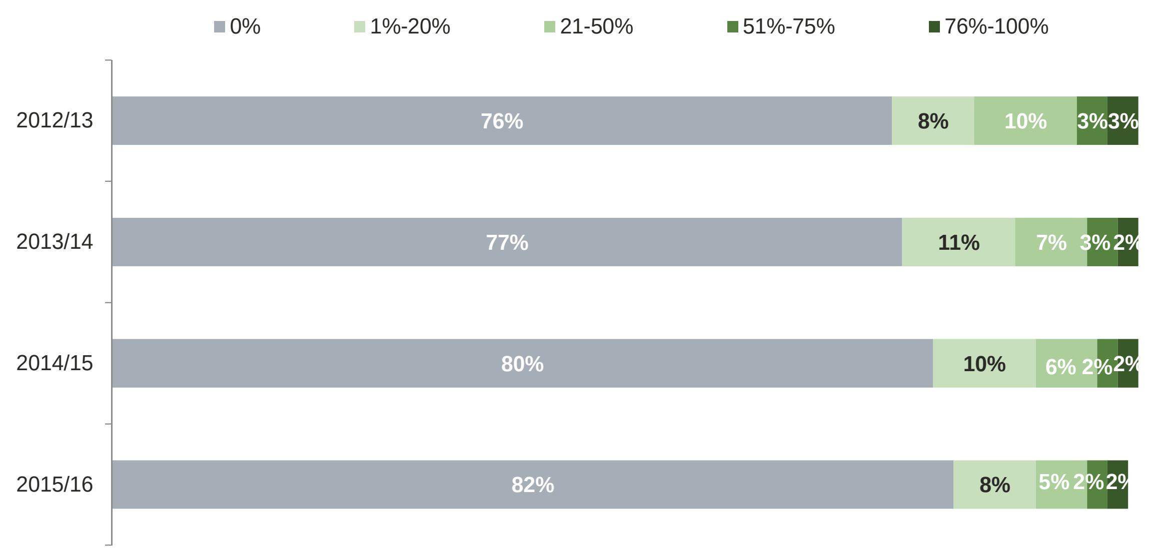


58 Some figures do not sum to 100% due to rounding.

59 Some figures do not sum to 100% due to rounding.

Figure D6: Legal advice income from central government 2012/13–2014/15 and anticipated income for 2015/16

What proportion of your organisation's total income for legal advice services only for the financial years 2012/13, 2013/14 and 2014/15 – as well as anticipated income for 2015/16, came from: Central government

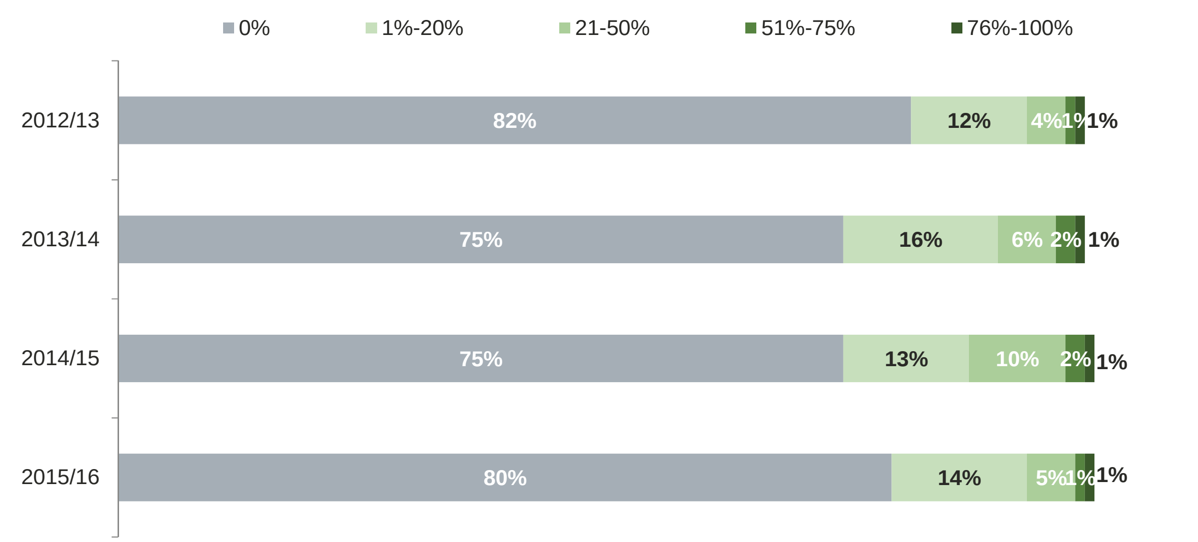


Base: All organisations (718)

Source: Ipsos MORI

Figure D7: Legal advice income from the Big Lottery Fund 2012/13–2014/15 and anticipated income for 2015/16

What proportion of your organisation's total income for legal advice services only for the financial years 2012/13, 2013/14 and 2014/15 – as well as anticipated income for 2015/16, came from: Big Lottery Fund

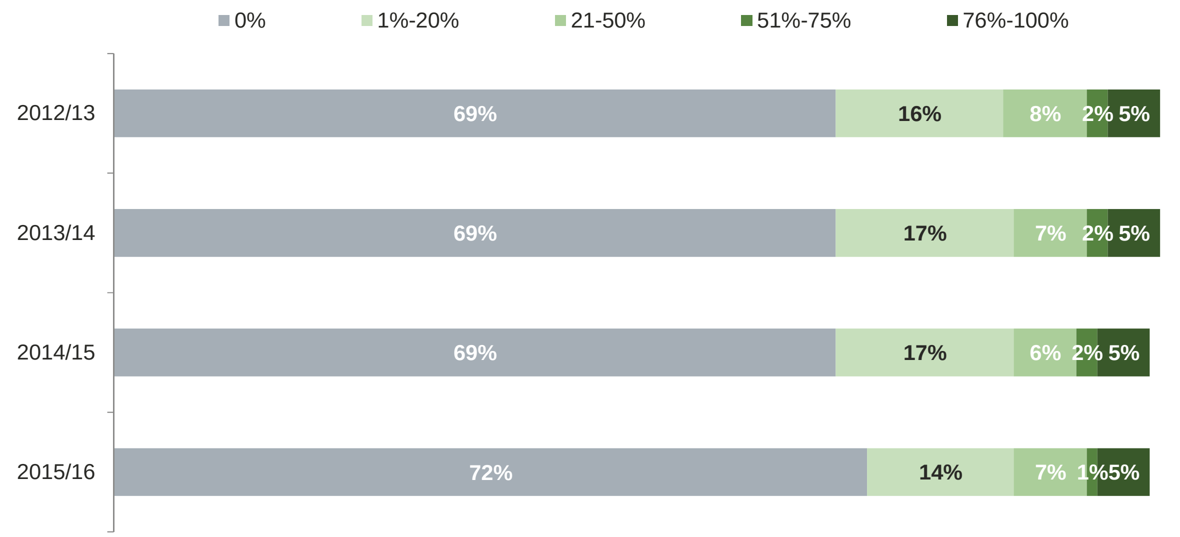


Base: All organisations (718)

Source: Ipsos MORI

Figure D8: Legal advice income from 'other' sources 2012/13–2014/15 and anticipated income for 2015/16

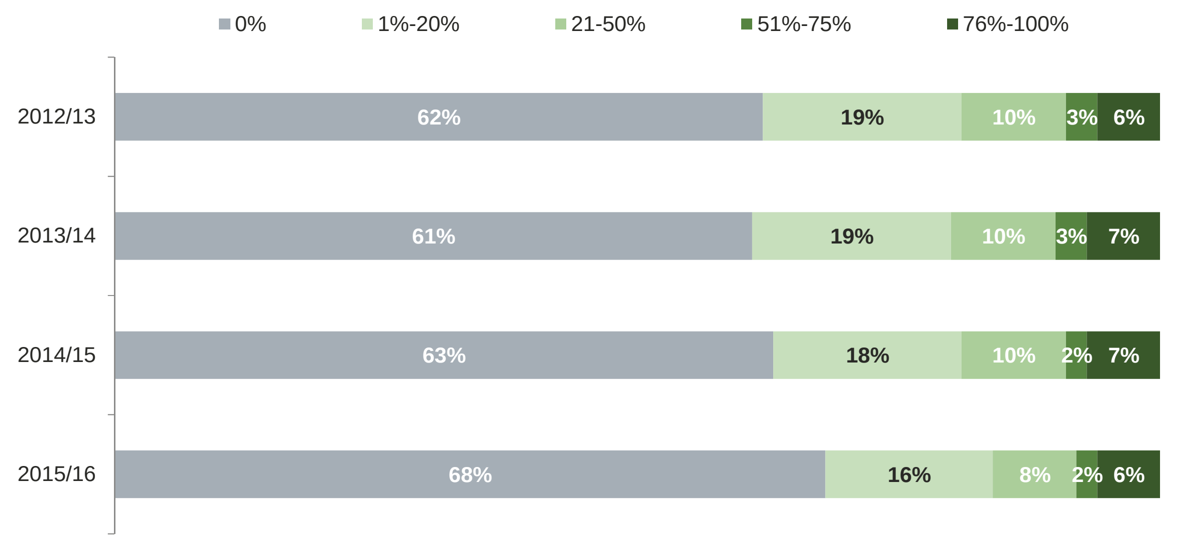
What proportion of your organisation's total income for legal advice services only for the financial years 2012/13, 2013/14 and 2014/15 – as well as anticipated income for 2015/16, came from: Other



Base: All organisations (718) Source: Ipsos MORI

Figure D9: Legal advice income from charitable sources 2012/13–2014/15 and anticipated income for 2015/16

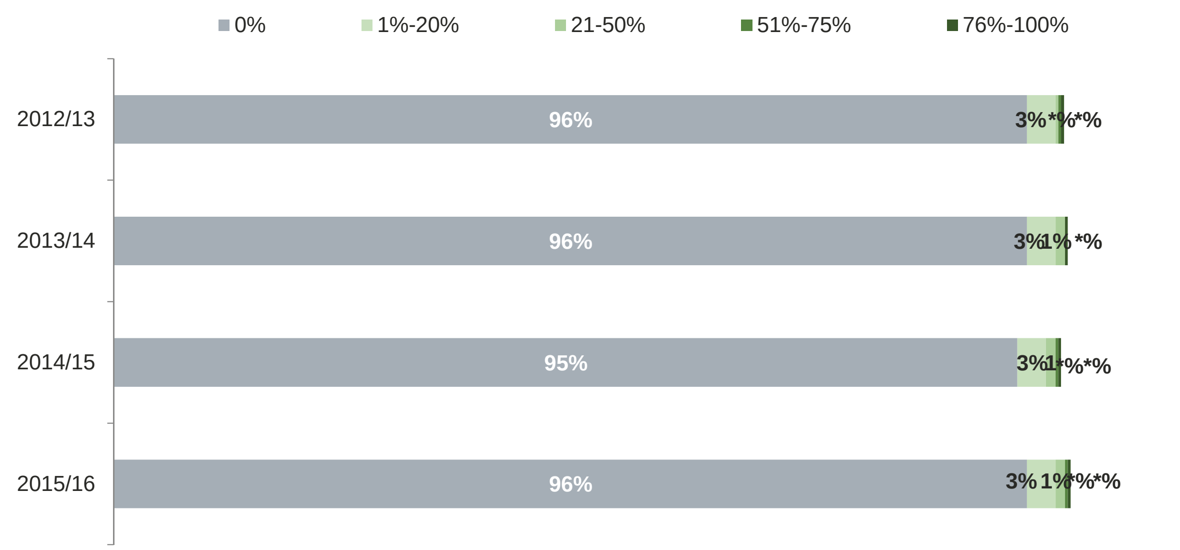
What proportion of your organisation's total income for legal advice services only for the financial years 2012/13, 2013/14 and 2014/15 – as well as anticipated income for 2015/16, came from: Charitable sources



Base: All organisations (718) Source: Ipsos MORI

Figure D10: Legal advice income from consortia 2012/13–2014/15 and anticipated income for 2015/16

What proportion of your organisation's total income for legal advice services only for the financial years 2012/13, 2013/14 and 2014/15 – as well as anticipated income for 2015/16, came from: Consortium

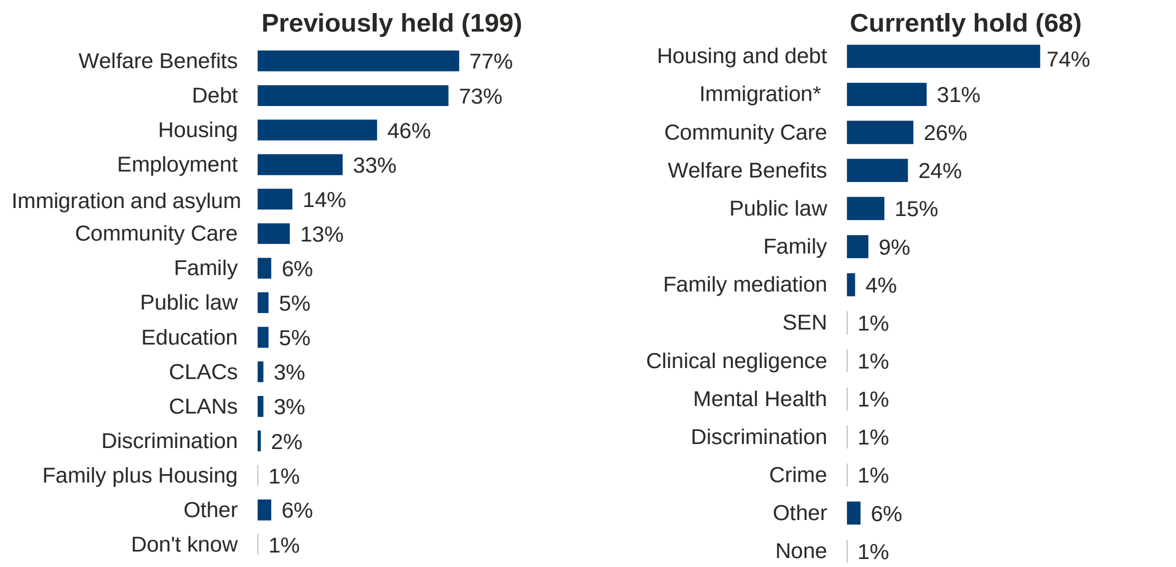


Base: All organisations (718)

Source: Ipsos MORI

Figure D11: Legal aid contracts past and present, categories of law

Q7. In the period since 2008/9 has your organisation held a Legal Services Commission or Legal Aid Agency contract…?



Base: All organisations who previously held or currently hold a legal aid agency contract (199)
*Immigration includes asylum

Base: All organisations who currently holding a legal aid contract (68)

Source: Ipsos MORI

Figure D12: Reported changes to ways of working with partners