



Ministry
of Justice

Legal Support for Litigants in Person Grant (LSLIP)

Final Report, November 2023

Protecting and advancing the principles of justice

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Legal Support Evaluation

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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).

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1. Executive summary



In April 2020, the Access to Justice Foundation and Ministry of Justice launched the Legal Support for Litigants in Person Grant (LSLIP), a two-year grant programme that funded a range of earlier intervention services for litigants in person. In the context of this report, a litigant in person is defined as an individual experiencing a legal or rights-based problem who cannot access legal aid or other representation.

The grant funded 11 projects across England and Wales that delivered advice and support on a national, regional and local scale, to litigants in person at different stages of their problem within several areas of civil and family law. Partnership working and earlier intervention to achieve improved outcomes for clients were at the core of all activities.

To build up a collective evidence base of the benefits the programme delivered and the challenges encountered, each grantee collected and reported a range of quantitative and qualitative data regarding the advice and support they provided, the clients reached and the impact this advice and support had on key outcomes.

In January 2022, the Ministry of Justice published a mid-grant report which analysed the interim data and evidence collected by local and regional grantees (between October 2020 and June 2021) and the national grantees (between July 2020 and June 2021) to report on progress towards the three objectives of the grant¹. That report found that in the first half of the programme, grantees had been working with dedication to set up their services at pace and quickly started helping litigants in person, overcoming challenging issues associated with Covid-19, recruitment, and unfamiliar data and evidence requirements. As a result, the local and regional grantees had advised 7,700 clients with 8,300 legal issues between October 2020 and June 2021. The national grantees had provided a blend of legal advice, practical support and procedural information to people.

At the time of the mid-grant review, most of the advice and support provided by the local and regional grantees was initial generalist advice and support (68%), however substantial proportions of casework and pre-court advice had also been provided (19% and 13% respectively). Removing those that preferred not to say, most local and regional LSLIP clients were female (62%), between 25 and 55 (65%), and white (91%), with high levels of disability, poor physical and mental health, and other indicators of vulnerability. The early evidence suggested that this advice and support improved client outcomes, including improved legal capability, increased resolution before court and tribunal, and improved client satisfaction with the support and outcome. Partnership working and formalised referral pathways were key to all the LSLIP services, enabling them to provide a more holistic service that could address the entirety of a client's problems. The findings of this final report broadly align with the findings of the mid-grant review.

The findings of this report relate to the primary funding period from October 2020 to June 2022 for local and regional grantees and from July 2020 to June 2022 for national grantees². A three month funding extension was granted to cover the period July 2022 – September 2022, and the findings from this extension period are provided separately in Appendix B.

1 [Legal Support for Litigants in Person Grant \(LSLIP\) \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

2 The Ministry of Justice extended funding from 1 July 2022 to 30 September 2022 with a more limited monitoring and evaluation scope, to allow the grantees to complete some key activities and transition to a post-LSLIP structure. The extension period is not covered under this report.

1.1 Key findings

Grantees delivered substantial levels of support during the funding period whilst managing complex economic and social challenges associated with the Covid-19 pandemic and the Cost of Living situation. During the onset of the pandemic, organisations adapted their service delivery to ensure that advice and support remained available for those in need. This included the development and use of remote, face-to-face provision and blended delivery models. Grantees expressed that they would continue to utilise these different models of support in order to cater to the differing needs, capabilities and vulnerabilities of their client base.

There was a large increase in client volumes as services bedded in with LSLIP local and regional grantees. An average of 1,200 clients per quarter were supported in the first six months, after which trends stabilised and an average of 6,100 clients per quarter were advised for the rest of the grant programme. This suggests that organisations need a period of around six months to set up their partnerships, recruit staff, agree and set up new processes and become familiar with the reporting requirements. The volume of advice and support provided hit a peak in January to March 2022 (at 6,900 clients compared to 5,900 clients in the previous quarter), which may relate to an increasing number of individuals seeking advice and support with rising energy bills due to the Cost of Living situation³. Grantees were able to deliver advice to a consistent volume of clients until the end of the programme, as many services utilised other funding sources and reserves to retain LSLIP staff up to at least the final quarter of the main funding period.

The majority of advice and support (85%) provided by the local and regional grantees was on family, employment, housing and welfare benefits issues. During the primary funding period the largest proportion of advice and support was provided on housing (26%), followed by family (24%), employment (22%) and welfare benefits (14%). Since the mid-grant review, there has been a marked increase in the volume of housing advice and a decline in the volume of employment advice, possibly as a result of the changing context during and after the peak of the Covid-19 pandemic.

The majority of advice provided by local and regional grantees was at the earliest stage of initial generalist advice and support (72%). There were also considerable volumes of advice sessions at the casework stage (stage 2). This continued focus on early intervention suggests that the grant met its objective of increasing access to earlier advice. The programme also enabled some provision of pre-court (stage 3a) and at-court (stage 3b) support for individuals at the later stages of their legal journey.

National grantees continued to deliver a blend of legal advice, practical support and procedural information to people across England and Wales. Between July 2020 and June 2022, LawWorks and the partnership between Support Through Court and Royal Courts of Justice (RCJ) Advice provided advice and support to 4,200 clients. The LSLIP grant also supported the delivery of Support Through Court's National Helpline, which gave information and guidance to around 4,400 clients; supported Law for Life's Advicenow website, which had over 1.6 million visitors; and supported Affordable Advice, which received 670 requests for an appointment with a solicitor from 450 individual clients. The majority of support provided by the national grantees was on family, housing and welfare benefits issues, with the exception of Free Legal Answers, which had a high proportion of clients with consumer issues.

3 Similar trends were observed in [Citizens Advice's 2021/2022 report](#) where in March 2022, more people sought advice than at any point since the start of the pandemic.

The protected characteristics of clients recorded by local and regional grantees remained similar throughout the duration of the grant. Excluding those that preferred not to disclose this information, most clients were female (61%), between 25 and 55 years of age (63%) and white (92%). The proportion of clients with a disability slightly increased to 31%, however this is likely an underreporting as a high number of clients preferred not to disclose this information.

The early advice and support provided by grantees improved outcomes for clients. Data recorded by local and regional grantees indicates that 95% of clients presenting with legal issues⁴ were able to find appropriate assistance locally or nationally; 91% understood their problem and were aware that their issue might have a legal remedy; 91% had a greater understanding of the legally possible outcomes of their problem; 84% were aware of any action they should take to prepare for the next step of their problem resolution journey; 57% had increased confidence and ability to take action to deal with their own problems; 59% resolved their problems with support and advice avoiding the need to go to court or tribunal; and 75% made a positive self-assessment of the support received and the outcome of their issue.

Partnership working was key to delivering LSLIP and the enhanced the support available for litigants in person. By formalising referral pathways between services and sharing specialist resources, grantees were able to broaden and deepen the advice and support provided to clients and provide a holistic service that addressed the entirety of a client's problem. Close communication, trust and rapport were key to facilitate this successful partnership working, particularly for partnerships with organisations from different advice networks, that have differing ways of working. As pandemic restrictions eased, organisations were also able to significantly expand their links with other community groups and services to further expand their reach.

Case studies and client testimonials highlight how the grant assisted people in serious and vulnerable situations struggling with debt, poverty, and family issues such as domestic violence. Feedback from clients suggests that the support received has brought them a wide range of benefits, including increased income, greater independence, and improved well-being through reduced stress. Several case studies and client testimonials have been included throughout the report to demonstrate the real-life stories and impact generated by the support provided.

The grant programme brought wider benefits for delivery organisations and the wider partnerships. This included being able to provide support across the client journey, the opportunity to develop and use innovative delivery models that suit the differing needs of clients, and the ongoing collaborative development of networks with other organisations. However, grantees had to manage several complex delivery challenges including the challenges of the Covid-19 pandemic, the uncertainty around future funding to sustain their work and the difficulties of recruiting and retaining key staff.

The overarching programme management by the Access to Justice Foundation was well-received by grantees across the 2-year grant programme. This included developing and facilitating relationships through collaborative approaches to communication and engagement, providing ongoing support to organisations and enabling them to have the flexibility to adapt to the needs of clients. Several initiatives were established such as Grantee Forums to share best practice to improve service delivery and develop evidence and data collection processes.

The range of evidence and data collected by grantees throughout LSLIP has produced insight into the impact of partnership working and early intervention in clients' legal issues. The learning generated by this grant can be used to inform future funding programmes and research/evaluation activities, such as calls to develop a Common Data Standard.

⁴ Covering family, employment, housing, welfare benefits, debt, discrimination, domestic violence, immigration, community care, public law and other issues.

2. Introduction



In February 2019, the Ministry of Justice published the Legal Support Action Plan⁵ which outlined the Government's commitment to a new vision for legal support, based on earlier intervention. To enable this vision, the Legal Support Action Plan contained several commitments to pilot and evaluate different forms of early legal support, to better understand what interventions work best, when, and for whom. Among these commitments was the pledge to increase the Ministry of Justice funding for the Litigants in Person Support Strategy to £3 million for two years.

To deliver this funding, the Ministry of Justice partnered with the Access to Justice Foundation, an organisation with significant experience managing grants to the advice sector. Working closely together the Legal Support for Litigants in Person (LSLIP) grant programme was developed, which enhanced the legal support available across England and Wales by funding new, expanded or scaled-up services that supported the earliest possible interventions for litigants in person. A litigant in person is defined as an individual experiencing a legal or rights-based problem who cannot access legal aid or other representation.

The LSLIP grant was launched in April 2020, with three central objectives:

1. Enhance services that support the earliest possible interventions for litigants in person, reducing the risk of their problems escalating.
2. Develop our understanding of how and when litigants in person access different services, to help ensure that services are designed around the people who need to use them.
3. Build an evidence base of what works and what doesn't, by evaluating the effectiveness of the support delivered by the new grant to litigants in person.

Evaluation was therefore a key element of the grant, to enable the Ministry of Justice and Access to Justice Foundation to build evidence of the benefits delivered and gain a greater understanding of the role of funders in supporting innovation and the development of early advice partnerships and resources. Each grantee contributed towards evidence gathering, collecting a range of quantitative and qualitative data regarding their clients, the advice they provided and the impact this advice had on key outcomes.

This report draws together the data and evidence collected between July 2020 and June 2022, to report on progress towards the three objectives of the grant.

Covid-19 and Cost of Living

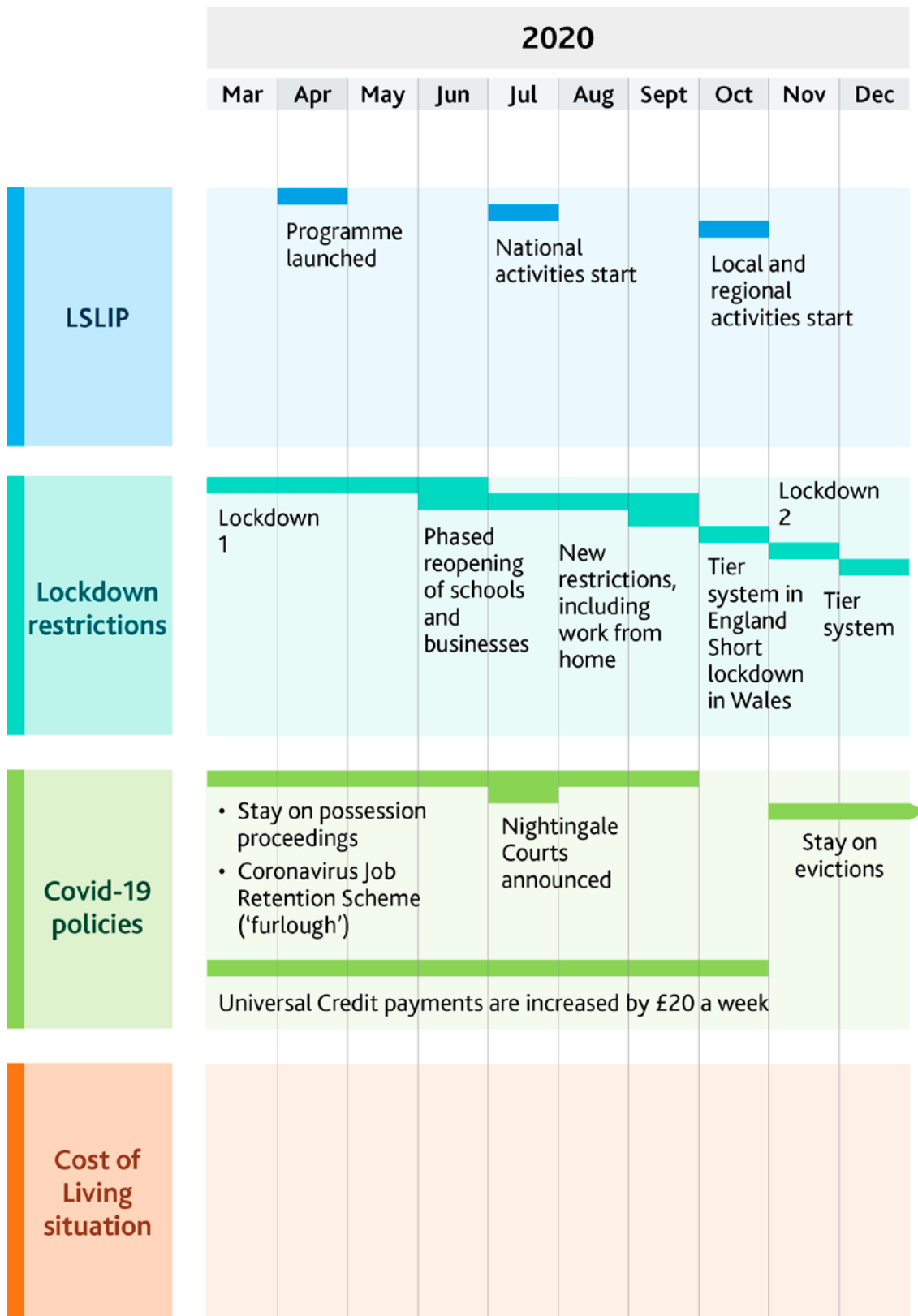
Since the launch of the grant in April 2020, there have been several events that have had wide ranging economic and social impacts on legal need, the advice sector and the wider justice landscape, namely the Covid-19 pandemic and the Cost of Living situation.

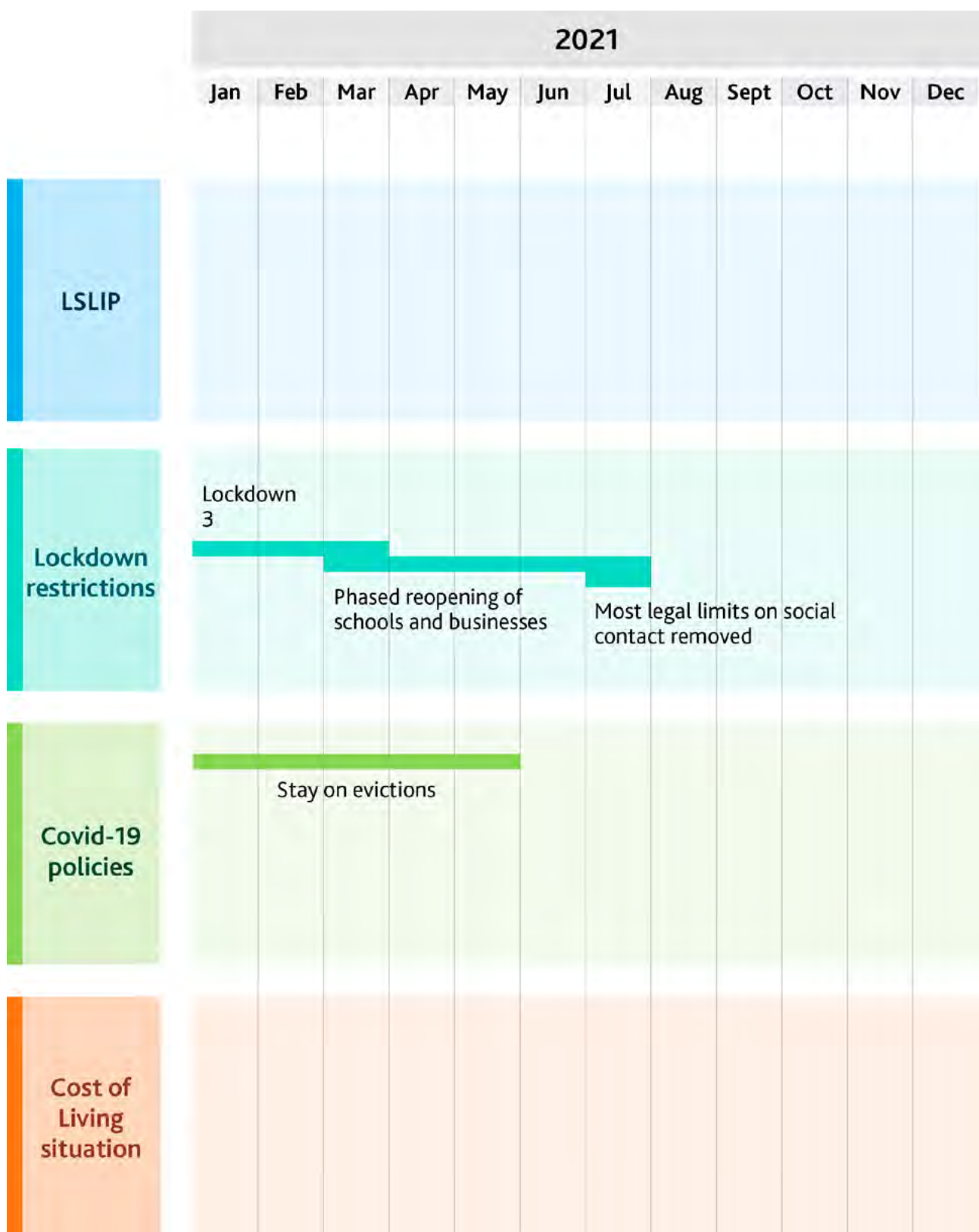
These events have impacted on the types of people experiencing problems, the types of problems experienced, the way support is sought and obtained, and overall demand for advice. Key events over the two-year period are mapped in Figure 1, which provides context for the evaluation findings discussed throughout this report.

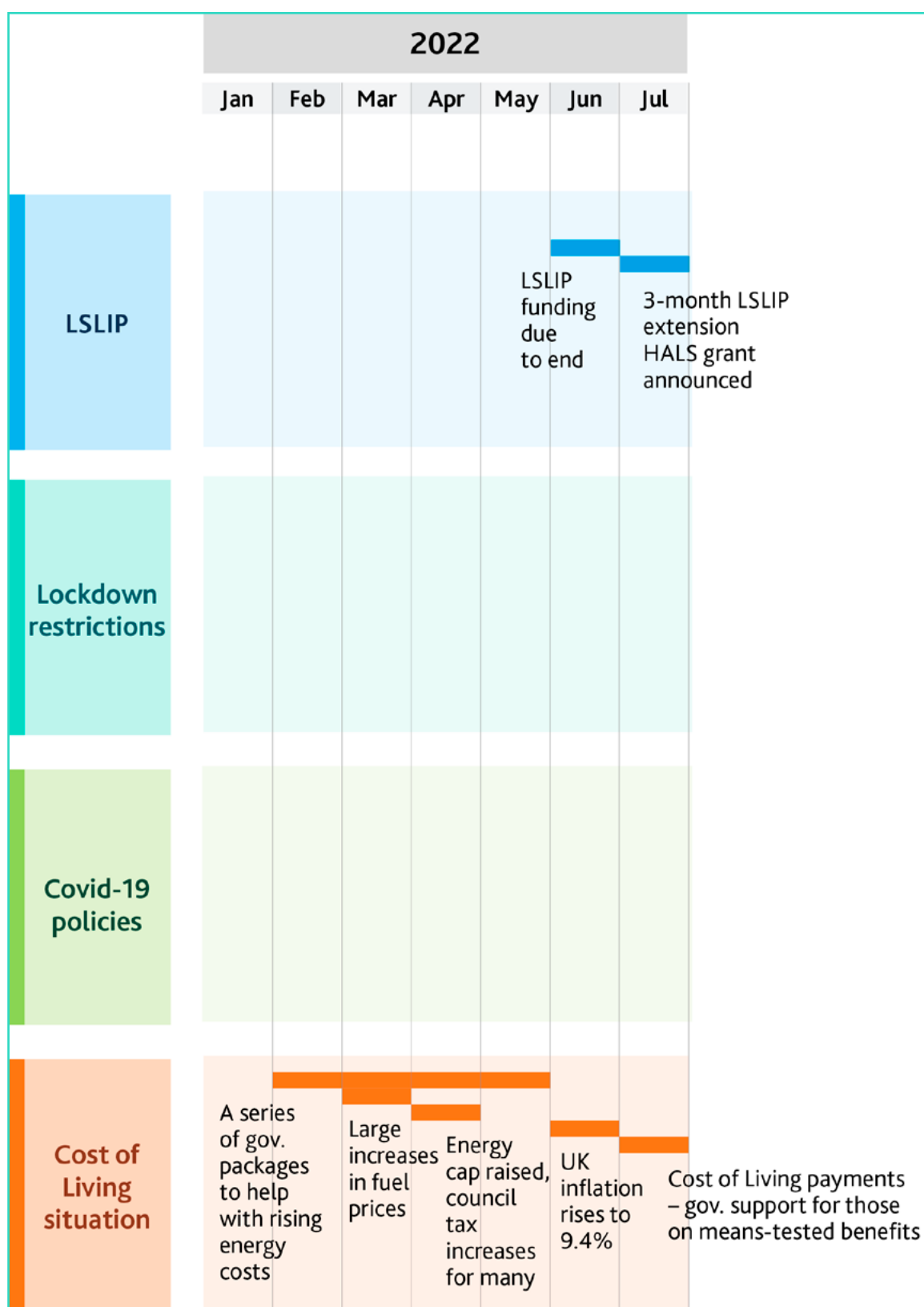
Advice organisations had to continually and rapidly shift their services to respond to these events and ensure their services remained available for those that needed them. Managing increased demand for services while moving to hybrid models of service delivery presented a challenge for advice organisations, and required additional resource and capacity. It was therefore critical to take an open and flexible approach to the programme, allowing organisations discretion to adapt and innovate their service delivery depending on the circumstances.

5 The Legal Support Action Plan 'The Way Ahead - An action plan to deliver better support to people experiencing legal problems' available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/777036/legal-support-the-way-ahead.pdf

Figure 1: Timeline of key economic and social events during the LSLIP grant







2.1 Remote and blended delivery models

At the initial outbreak of the Covid-19 pandemic, advice and support was delivered almost entirely remotely to protect advisers and clients and comply with restrictions on movement. As a consequence, the grant coincided with a rapid period of change, with organisations using this funding to develop new working practices and advice models to suit the Covid-19 context.

To explore how blended models (a combination of remote and face to face provision) developed, research was conducted with LSLIP grantees and their clients to complement the evaluation of the grant. The purpose of the research was to understand the efficacy of blended advice for helping people to resolve their problems, as well as the challenges and opportunities associated with increased use of blended models in the future.

Details can be found in the full report⁶. In summary, the report found that blended delivery models presented several benefits for the advice sector and advice clients, including increased engagement and reach, increased efficiency, and increased flexibility and choice to choose a format that suited them. Simultaneously, blended delivery models also created several challenges and concerns, including the exclusion of clients who struggle with digital literacy and access to technology, limited opportunity to build trusting relationships, and increased workload and administration on already stretched services.

The report found that there are rarely clear-cut categories of either client or problem that are always suitable (or not suitable) for face-to-face or remote advice, and factors such as ill-health, disabilities and remote locations can be enabling and inhibiting factors for different advice methods, depending on the person. This means there is not a 'one size fits all' approach, and advisors must be adaptable and flexible depending on the client presenting, which can be time and resource intensive, and requires skilled advisors. The study noted that many advice organisations do not have longer-term financial security due to increasing demand, the lack of long-term multi-year funding and recruitment and retention issues in the sector, which mean there are limited opportunities for investment and development in this area.

6 Blended Advice and Access to Justice - GOV.UK (www.gov.uk)

3. Funded services



Key points

- 11 grants were funded by LSLIP to provide a range of advice services at a local, regional and national level across England and Wales.
- The funded projects had a high degree of variation, providing a range of advice and support to litigants in person at different stages of their civil and family legal problems.

3.1 Grant structure

The LSLIP grant funded a range of advice services at a local, regional and national level. This framework was set with the view that interventions at all three levels were beneficial to enhance the support and advice available for litigants in person across England and Wales.

11 LSLIP grants in total		
Five local grants	Three regional grants	Three national grants
These grants scaled up the provision of organisations that were already working with litigants in person in multiple areas of civil and family law.	These grants developed services for litigants in person in geographic areas where there were gaps in provision, building up coordinated networks across a region.	These grants funded services that delivered information, guidance and/or advice across England and Wales, using remote delivery methods.

3.2 Overview of funded services

The LSLIP mid-grant review (2022) provided significant detail about the structure of the grant and the 11 funded projects, including where they were based, the areas of law they provided advice in, the types of advice they provided and how the advice was provided. For brevity this detail has not been repeated and only key information has been included below.

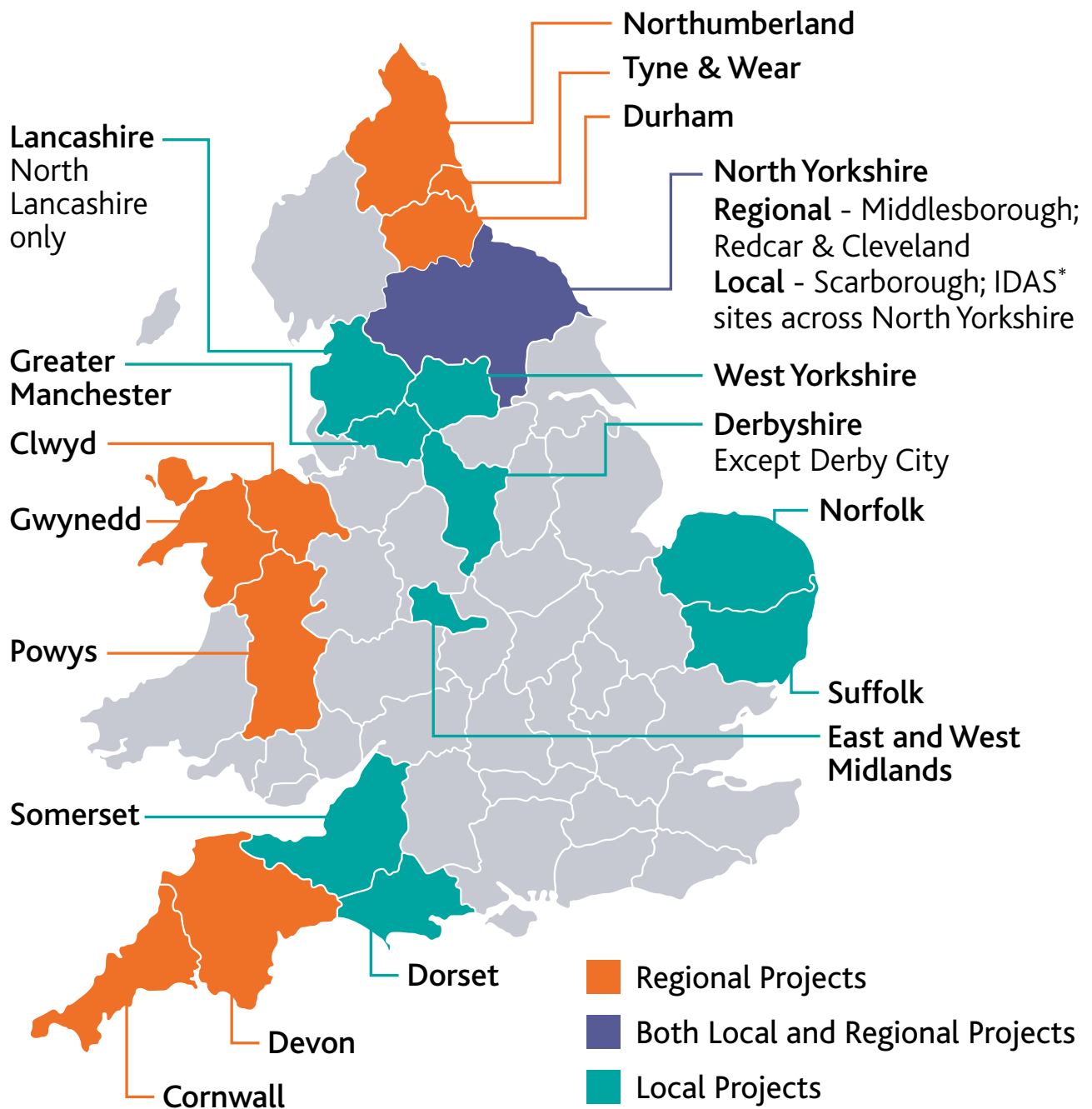
Location of services

The local and regional grants were delivered in areas across England and Wales, as illustrated in Figure 2. The national grantees are not depicted in this map, but have national coverage, so people with civil and family issues across England and Wales could access a LSLIP funded service via these remote services.

The MoJ and ATJF identified and invited a select cohort of advice organisations to bid for funding for advice and support services that would enhance their existing service offering and meet the needs of their local areas⁷. Key considerations for selection included areas of deprivation, existing local infrastructure and lack of funding.

⁷ ATJF invited organisations that they had previously worked with to apply for the funding in order to pilot the grant programme, to test and refine the application and monitoring and evaluation process.

Figure 2: A map of England and Wales illustrating the geographical coverage of the local and regional LSLIP partnerships



*IDAS - Independent Domestic Abuse Service

Areas of law advised on

The LSLIP grant programme invited organisations to bid for funding for legal advice and support services that would enhance their current service offering and meet the needs of their local areas, in recognition that each locality would have different needs, depending on the local population and the services already available. As a result, grantees provided a range of services across multiple areas of civil and family law.

Table 1 provides an overview of the 11 LSLIP grants, the lead organisation for each partnership, the number of organisations delivering advice within each partnership, and the primary areas of law each grantee provided advice and support in. Many of these partnerships also provided small volumes of advice and support outside of their areas of focus.

The 10 areas of civil and family law covered in this report are: Housing, Family, Employment, Welfare Benefits, Debt, Discrimination, Domestic Violence, Immigration, Community Care and Public Law. The mid-grant review outlined the scope of each area and provided illustrative examples of problems in these areas. Whilst this type of law categorisation is helpful to gain a broad understanding of the types of problems experienced, some problems were not discrete and intersected with one or several other areas of law⁸. For example, an employment problem, such as unfair dismissal, may be due to discrimination. Some people also experienced several inter-related legal problems (known as a cluster of issues) across a number of areas of law. Therefore, there may have been some variation in how these issues were categorised and recorded by organisations.

8 The latest MoJ Legal Problem and Resolution Survey in 2014-15 found that half of all adults with a legal problem had experienced more than one issue. These findings are available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/596490/legal-problem-resolution-survey-2014-to-2015-findings.pdf

Table 1: An overview of the 11 LSLIP grants, their lead partners and areas of focus

Funded project				Areas of focus							
Funding stream	Partnership name	Lead partner	Delivery partners	Funding awarded	Family	Employment	Housing	Welfare Benefits	Discrimination	Community Care	
Local	Dorset and South Somerset	Citizens Advice Central Dorset	9	£186,000	Yes	Yes	Yes	No	Yes	No	
	Mid and North Yorkshire	Citizens Advice Mid-North Yorkshire	4	£188,000	Yes	No	Yes	No	Yes	No	
	East and West Midlands	Central England Law Centre	2	£191,000	No	Yes	No	No	No	No	
	Suffolk and Norfolk	Suffolk Law Centre	2	£191,000	Yes	Yes	Yes	No	Yes	No	
	Greater Manchester and Lancashire	Greater Manchester Law Centre	2	£189,000	Yes	Yes	Yes	Yes	Yes	No	
Regional	North East	North East Law Centre	13	£486,000	Yes	Yes	No	Yes	No	No	
	North and Mid Wales	Citizens Advice Ynys Mon	8	£239,000	Yes	Yes	No	No	No	Yes	
	Devon and Cornwall	Citizens Advice Teignbridge	9	£243,000	Yes	No	No	No	No	No	
National	Support Through Court and RCJ Advice	Support Through Court and RCJ Advice	2	£282,000	Yes	No	No	No	No	No	
	Law Works	Law Works	1	£83,000	Yes	Yes	Yes	Yes	Yes	Yes	
	Law for Life	Law for Life	1	£174,000	Yes	No	Yes	Yes	No	No	

Type of advice and support provided

To capture the volume of advice and support provided to litigants in person at various stages of their problem resolution journey, and the impact of these different forms of advice and support, grantees were asked to report their activities in each area of law in four key stages. These stages were adapted from the stages of legal advice defined by the Advice Service Alliance⁹. Making this distinction helped to capture client volumes, client characteristics and the outcomes associated with different forms of advice and support in a consistent way.

The earlier stages supported clients through triage, generalist advice, casework and signposting and referrals to resolve their issues before a court or Tribunal case had been initiated. These referrals were often internal to specialist advisers within the partnership organisations, including those funded by LSLIP and those that were part of their broader services. The later stages supported litigants in person with advice and support before court and at court, once a court or Tribunal case had been initiated. Table 2 provides more detail on these four stages of advice and support.

Table 2: The four stages of advice and support provided by LSLIP grantees

Before engagement with the formal justice system		During engagement with the formal justice system	
Stage 1 Generalist advice and triage	Stage 2 Casework	Stage 3a Pre-court advice, guidance and support	Stage 3b Legal advice and representation at court
Engaging people who may have a legal remedy to their problem/s but are unaware of this. Resolving the causes of their financial hardship or civil legal problem at the earliest opportunity through skilled triage to diagnose the problem/s followed by initial generalist advice.	Providing casework to the most vulnerable clients who approach advice agencies about possible action, uncovering all their legal needs to resolve problem clusters before a court case becomes necessary.	Providing advice, guidance and support to enable litigants in person to better represent themselves in court. This includes advising on how to prepare any necessary court documents, comply with court directions and conduct themselves in the court room.	Providing clients with legal advice and representation at court or tribunal.

The grantees were not set targets for the number of clients that they must have reached during the grant period, to allow them the space to develop their advice models and adopt a test and learn approach. This also provided organisations with the flexibility to respond to the changing levels of legal need arising throughout the Covid-19 pandemic, such as an increase in demand for help in areas of family, housing, employment and debt.

⁹ See: <https://asauk.org.uk/wp-content/uploads/2013/08/Definitions-to-help-you-understand-the-advice-sector.pdf>

Range of delivery models

There was considerable variation between the LSLIP grantees in terms of geography, type of advice and support provided and size of partnership. Broadly speaking, the LSLIP grantees welcomed the flexibility of the funding, enabling them to utilise it in different ways, adopting the most appropriate model according to need, including:

- Utilising **established traditional advice models**, including skilled triage and inward and outward referrals. The funding was utilised to increase capacity amongst generalist and specialist advisors, to broaden and deepen the advice available.
- **Delivering advice through outreach** in community locations such as libraries and food banks, using the funding to develop services that reached people with legal problems in trusted places they already go.
- Trialling **innovative hub models**, whereby specialist resources and expertise from multiple organisations were pooled in a highly integrated way and were available for all delivery partners. This included structured training, coaching and mentoring programmes for hub staff.
- Trialling and expanding **remote and digital services** that connect individuals to sources of information and advice, including pro bono advice.

Central to these delivery models was partnership working and formalised referral pathways between services, to share resources and expertise and increase access to support.

4. Evaluation approach



Key points

- The evaluation approach was developed in close collaboration between the Access to Justice Foundation and Ministry of Justice. A set of key outcomes were agreed, including increasing access to advice and support, improving legal capability, and achieving problem resolution at an earlier stage.
- Grantees were committed to data and evidence gathering and collected a range of quantitative and qualitative data to support the evaluation.
- There are a number of lessons learnt for future evaluation activities, including:
 - The need for services to have sufficient infrastructure, resource and capacity to undertake data collection activities;
 - The importance of developing and adopting a Common Data Standard and providing guidance for frontline services to help them collect consistent data;
 - The need to co-produce reporting mechanisms with grantees to understand how the requirements fit into their services and ensure that any data asks are proportionate;
 - The importance of capturing the user voice to provide valuable evidence and insights into their complex legal journeys and the wider benefits achieved; and
 - The need to report and share learning regularly so that programmes can develop iteratively, ensuring grantees are clear on the reasons why information is being requested and how this will be used.

4.1 Logic model and outcome framework

The evaluation approach and overarching logic model was developed collaboratively by the Access to Justice Foundation and the Ministry of Justice and in consultation with relevant stakeholders (see Appendix A). As set out in The Green Book (2022) by HM Treasury¹⁰, a logic model sets out the chain of cause and effect concerned with strategic portfolios of programmes, a programme or a specific project. The logic model developed for LSLIP captures the overall objectives of LSLIP along with the specific outcomes and impacts that the grant activities were expected to achieve.

The outcomes identified were based on the key differences the programme intended to achieve for clients in the short and medium term. These outcomes include increased access to advice, improving legal capability, earlier problem resolution and higher levels of satisfaction with services and case outcomes (see Table 3).

¹⁰ The Green Book (2022) - GOV.UK (www.gov.uk)

Table 3: Outcomes measured by LSLIP grantees

Output/Outcome	Indicator
Clients and issues advised per area of law, per stage of advice.	Number of clients and issues advised in each of the ten areas of civil and family law, broken down by advice stage (as outlined in Table 2). A client is defined as an individual and an issue is defined as a problem in one area of law, such as a problem with a welfare benefits appeal.
Client protected characteristics, per area of law.	The age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation of clients with issues in different areas of law, including those that prefer not to say.
Increasing access to advice.	% of clients who are able to find appropriate assistance locally or nationally, through advice and support from the partnership, referrals or signposting.
Improving client legal capability.	<ul style="list-style-type: none"> ▪ % of clients who understand their current problem and are aware that it might have a legal remedy. ▪ % of clients who have an understanding of the legally possible outcomes of their problem. ▪ % of clients who are aware of any action they must take for the next step of their problem resolution journey. This includes any preparation required before court. ▪ % of clients who report increased confidence and ability to deal with their problems.
Earlier problem resolution.	% of litigants in person who resolve their problems earlier, avoiding going to court.
Improved experiences at court/tribunal.	% of clients who report increased understanding of court processes and what to expect when self-representing in court.
Client satisfaction with the advice/support and the outcome of their problem.	% of clients that make a positive self-assessment of the quality of services and outcome of their case.

As reflected in the mid-grant review, it was not proportionate or feasible to undertake an experimental or quasi-experimental approach or collect data on a comparison group in order to establish causation, due to the complexity associated with these methodologies. With the grant funding over 50 organisations it would have required disproportionate resource and time from the frontline providers, particularly during the Covid-19 pandemic where prioritising delivery became particularly important.

Instead, advisers were required to observe and assess client outcomes within advice sessions, using their professional judgement. Perception-based indicators can suffer from methodological weaknesses associated with their validity and interpretability, so the Ministry of Justice and the Access to Justice Foundation provided grantees with clear written and verbal guidance and held monitoring and reporting workshops and troubleshooting sessions, to support grantees and seek consistency.

However, there are still some data limitations for estimating outcomes achieved for clients. Firstly, collating outcome data from several organisations presents measurement issues as each organisation may have interpreted the requirements slightly differently. Secondly, sample sizes were particularly low when data was disaggregated by stage of advice or area of law which means that these findings are indicative and biased towards the organisations that provided data on a particular indicator. As a result, the data and evidence presented in section 6 should be interpreted with caution and further data and evidence is required to validate the findings.

4.2 Reporting mechanisms

Grantees demonstrated commitment to data collection and evaluation of their grant activities by collecting a range of quantitative and qualitative data. This data has been collected to examine the clients who have been reached, the type of advice provided and the impact the advice has had on the outcomes of the grant. To record this data and track overall progress of the grant, three main reporting mechanisms were used:

1. **Quarterly reports on volumes of clients, protected characteristics and indicators for the outcomes.** On a quarterly basis, each grantee submitted two standardised Excel templates, containing the number of clients assisted with legal problems in each of the ten areas of civil and family law, the number of advice/support sessions at each of the four stages of advice, the protected characteristics of these clients, and the outcomes for clients at each stage in each area of law.
2. **Quarterly narrative report.** The grantees provided a quarterly written update on their service delivery, commenting on any observed trends, and providing client case studies. Client testimonials were collected during the final quarter.
3. **Semi-structured interviews.** Grantees participated in semi-structured interviews in the final quarters of the grant to reflect on their experiences and the overall project delivery since the mid-way point of the grant. These interviews covered several topic areas which included the project delivery, the advice methods and delivery models used, client reach and trends, and future ways of working.

Rounding convention

The rounding convention within Table 4 has been used throughout this report to protect anonymity and balance accuracy with readability. The percentages are exact and relate to the unrounded figures.

Table 4: LSLIP rounding convention

Figures between	Rounded to the nearest
0 – 1,000	10
1,000 – 10,000	100
10,000 – 100,000	1,000
100,000 +	10,000

4.3 Reflections on the evaluation approach

A significant amount of learning has taken place across around the data collection and evaluation elements of the grant process. Key reflections on lessons learned for future grant activities include:

There are difficulties when collecting consistent data from a large number of organisations which have variations in data collection, processes, case management systems, resource and capacity. Collecting consistent data was particularly challenging for partnerships with organisations from different networks, for partnerships with smaller size organisations with limited capacity, and for organisations that do not have traditional one-to-one engagement with clients and so do not have the same opportunity to collect data.

Several grantees suggested the need to invest in the infrastructure of services so that services can use a common case management system that better supports their data collection activities in the future. Whilst delivery staff had become increasingly familiar with these processes throughout LSLIP, this reiterates the importance for services to have sufficient infrastructure, resource and capacity to undertake these activities along with their day-to-day service delivery.

This learning also supports calls to develop and adopt a Common Data Standard to better support and guide frontline services with their data collection processes. A sector-wide shared data framework could enhance the capacity and technical capability of organisations to collect consistent data, to help capture the complex client journey effectively and increase efficiency in the legal advice and support sector.

Grantees desired greater involvement in the co-production of reporting mechanisms to ensure the data collection can be implemented in a proportionate manner. For example, the four stages of advice used as part of the monitoring and evaluation framework to better understand when a client was accessing a service was generally well-received. However, some grantees found it challenging to implement the stage definitions as they did not always align with their service delivery models.

Allocating sufficient time for co-production at the start of the grant can be difficult as funding is often allocated to financial years and funders aim to give organisations as much time as possible to spend grant funding on service delivery. However, early co-production of the monitoring and evaluation criteria, where possible, is suggested to develop an understanding of why and how data will be used, help support the data collection activities and increase the consistency of the data.

There is delicate balance between the reward and the burden of data collection; and determining the appropriate level of data was challenging. Having granular data on advice seeking behaviour, problem resolution journeys and outcomes associated with different types of support has produced useful insight that will inform future policy and grant programmes. However, some of the data collected by grantees has not been used in the final reporting as the samples are very small and so cannot be used reliably. The effort expended towards collecting this data could have been directed elsewhere.

Some protected characteristic and outcome data was particularly challenging to collect. Reasons for lack of data include clients not wanting to provide sensitive or personal information, a reluctance to disclose information over the telephone, or clients deciding not to continue with a case and therefore being uncontactable. Several grantees adapted their approaches to try to increase the amount of data collected, with varying levels of success. Greater co-production of the evaluation and data collection requirements could help to explore the appropriate balance between reward and burden of data collection, and where efforts may be more effectively directed.

Capturing the user voice, including the use of case studies and client testimonials, is important for holistic evaluation. Whilst it was critical to quantify the positive outcomes generated for clients, the qualitative evidence provides valuable insight into the complex personal and legal issues experienced by clients, the specific advice and support provided by grantees, and the ways this has helped to improve a client's overall quality of life. Using a range of data collection methods was essential to unpick the complex issues experienced by clients and the range of support delivered by the funded services.

5. Advice and support provided by the LSLIP programme



5.1 Volume of clients and problems supported by LSLIP services

Key points

- Between October 2020 and June 2022, local and regional grantees provided advice and support to 33,000 clients on 36,000 legal issues.
- Between July 2020 and June 2022, national grantees LawWorks, Support Through Court and RCJ Advice provided advice and support to 4,200 clients.
- LSLIP funding also supported the delivery of other projects: Support Through Court's National Helpline, which gave information and guidance to around 4,400 clients, Law for Life's Advicenow website, which had over 1.6 million visitors; and Affordable Advice, which received 670 requests for an appointment with a solicitor from 450 clients.

This section explores the number of clients and problems that grantees supported as part of their LSLIP services. A client is defined as an individual person and an issue is defined as a problem in one area of law, such as a problem with a welfare benefits appeal. The issue was only counted if the support provided was part of the LSLIP service.

Grantees made significant efforts to collect and report this data in a consistent manner within their different case management systems and data collection processes, but there may be instances where this categorisation and recording differed slightly between organisations, and so care should be taken when interpreting the data.

Between October 2020 and June 2022, LSLIP local and regional grantees provided advice and support to 33,000 clients¹¹ on 36,000 legal issues¹².

During the first three months of service delivery, grantees were focused on establishing their projects, recruiting advisors and setting up data collection processes, which meant that most services did not start delivering advice until November/December 2020. This also coincided with the November lockdown ('Lockdown 2') and the Christmas holiday period, which is traditionally a quieter time for the advice sector. These factors reduced the ability for organisations to set up their new services, as staff had to balance caring responsibilities, sickness and annual leave.

The second delivery quarter continued to be directly affected by the Covid-19 pandemic and a range of other law and policy changes in response to the pandemic. The Winter lockdown ('Lockdown 3') occurred during the second quarter as services were bedding in. Although this posed uncertainty for services, grantees had largely adapted to the 'new normal' by this point in the year and were providing advice and support through a range of remote and blended delivery models, to protect their staff and clients, abide by restrictions on movement and meet demand for advice.

11 Some clients may have been individuals returning to the organisation for ongoing support or seeking advice on a new problem.

12 This reflects advice funded by LSLIP exclusively. These clients may have been advised on other issues as part of the organisation's wider service provision, which won't be captured in this data. These figures therefore do not mean that each client was experiencing 1.1 issues on average.

The number of clients and issues supported during each quarter stabilised in quarter three (see Figure 3), as service delivery reached full capacity. This suggests that organisations required six months to set up their partnerships, recruit staff, agree and set up new processes and become familiar with the reporting requirements. Coupled with data lags, this means that the full effects of services were not seen until six to nine months into the programme. Although this initial set up period may have been lengthened by the Covid-19 challenges and Christmas period, this learning should be factored into future funding periods and expectations about data in those early months.

This demonstrates the benefits of multi-year funding for programme delivery and client support. Experience from the grant suggests that organisations need sufficient time and support to bed in and wind down services and that short-term funding can cause disruption to organisations and advice provision. This suggests that organisations receiving multi-year funding are better placed to increase capacity, respond to emerging areas of need and establish new processes or reporting requirements to measure impact.

Since April 2021, on average, LSLIP services have advised 6,100 clients and 6,800 legal issues each quarter, as can be seen in Figure 3. Although there were fewer direct Covid-19 policy interventions after April 2021, many frontline providers were still managing the additional demand created by the economic and social impacts of the pandemic and the cost of living situation, whilst increasing efforts to reach their traditional cohort of clients, who they had not seen return for advice at the pace they had expected.

The volume of advice provided hit a peak in January to March 2022, which was likely due to an increase in demand after the Christmas period. It may also be a result of individuals seeking advice and support with rising bills due to the cost of living situation¹³.

The ATJF and MoJ grant management teams expected to see a sharp fall in advice provided in the final quarter, as grantees started to wind down their services in anticipation of the end of the funding period. However, many services were able to utilise other funding sources, including their reserves, to offer their LSLIP staff employment beyond the end of the grant period and retain them for the final quarter of the funding period. This enabled organisations to continue to provide a similar volume of advice in the final quarter from April to June 2022.

¹³ Similar trends were observed in [Citizens Advice's 2021/2022 report](#) where in March 2022, more people sought advice than at any point since the start of the pandemic.

Figure 3: Clients and issues advised by local and regional grantees, per delivery quarter

Number of clients and issues advised

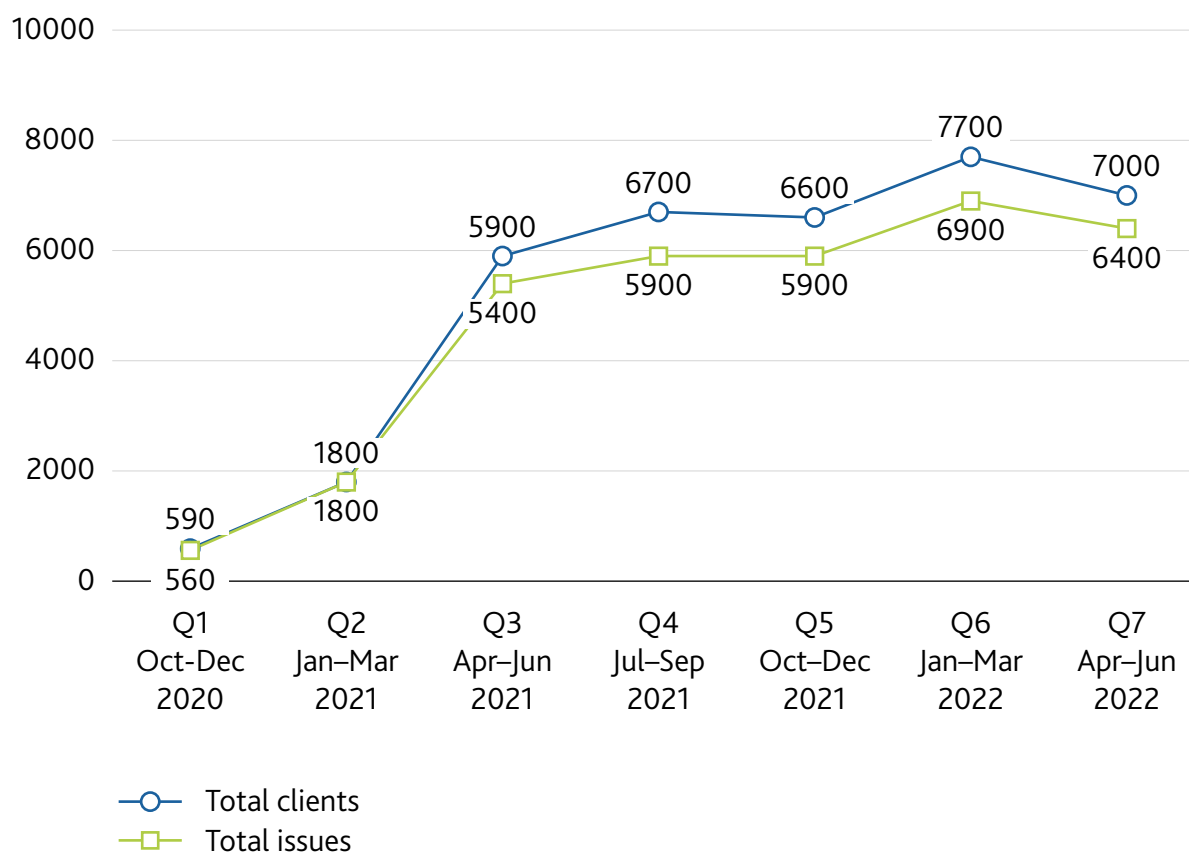


Table 5 breaks down the total clients and issues advised from October 2020 – June 2022 by each grantee partnership. Most partnerships provided similar volumes of advice, with slight variation depending on the size of the grant and the types of advice provided. However, Dorset and South Somerset and Greater Manchester recorded much higher volumes of advice (accounting for over two thirds of the advice provided). These two partnerships report that this is due to a large number of volunteers that substantially increased their capacity to provide initial advice at Stage 1.

The difference in volumes may also be due to differences in interpretation and data capture. For example, the North East partnership were not able to record clients supported at Stage 1 due to data capture difficulties, which means the number of clients and issues advised by the partnership may be much higher than is indicated in Table 5. Some differences in interpretation and data capture are to be expected given the diverse nature of the advice sector and organisational processes, but as referenced in Chapter 4: Evaluation Approach, future grant programmes should offer further guidance and support to grantees to ensure consistency in measurement.

Table 5: Clients and issues advised, per grantee partnership

	Partnership	Clients advised	Issues advised
Local	Dorset and South Somerset	15,000	15,600
	Mid and North Yorkshire	1,100	1,200
	East and West Midlands	1,900	2,000
	Suffolk and Norfolk	1,300	1,300
	Greater Manchester and Lancashire	7,400	9,800
Regional	North East	3,200	3,200
	North and Mid Wales	1,800	2,200
	Devon and Cornwall	1,100	1,100
	Total	33,000	36,000

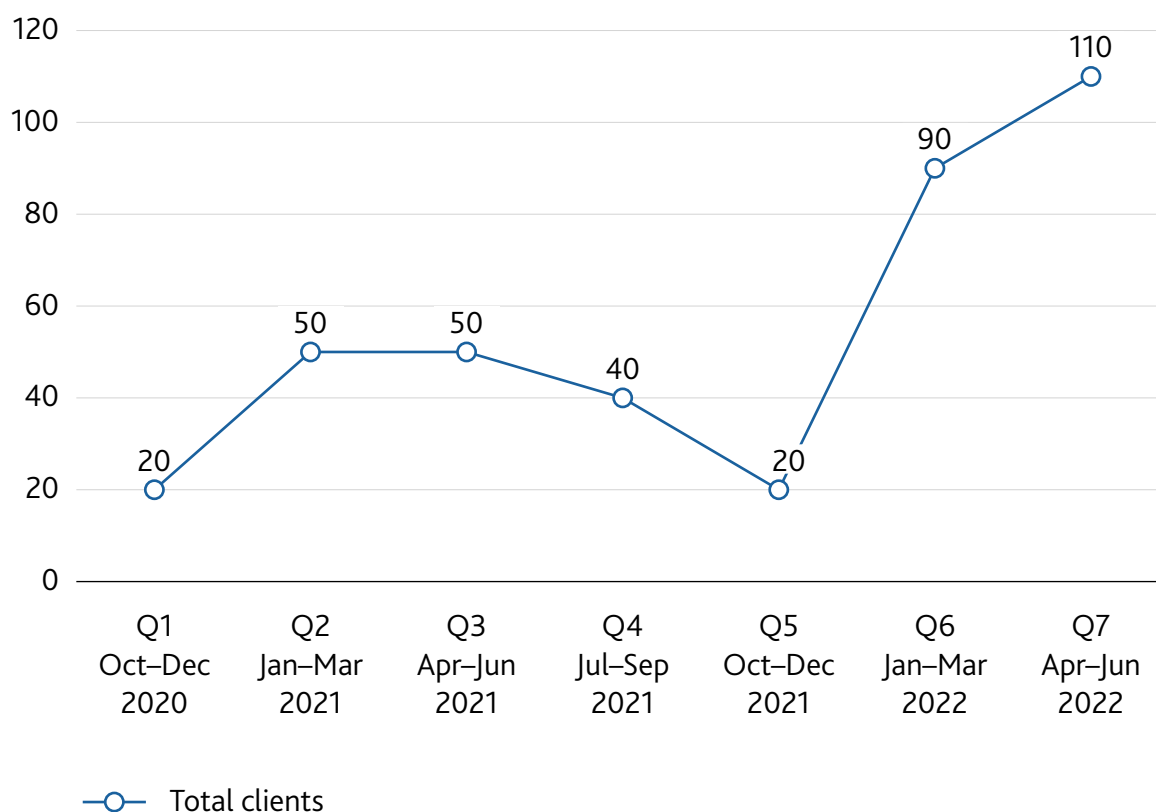
Between July 2020 and June 2022, LawWorks Free Legal Answers platform provided 390 clients with legal advice from participating pro bono lawyers.

The LawWorks Free Legal Answers (FLA) platform provided 390 clients with legal advice from participating pro bono lawyers. Take up of the service was slow initially, which highlighted the need to improve access and raise awareness of the platform, however engagement increased substantially in the last six months of the programme as can be seen in Figure 4. To increase engagement LawWorks delivered sessions with LSLIP grantees to onboard them as referral agencies and created open access to the platform so that litigants in person were able to ask a legal question directly without the need for a referral by an organisation.

Most lawyers who signed up to volunteer on the platform were based in London. There was a gap in engagement between lawyers and clients, with only 15% of volunteer lawyers answering one or more questions on Free Legal Answers. Around 90% of questions were answered by a group of 24 lawyers, with one lawyer responsible for answering 32 queries alone.

Figure 4: Number of questions answered on Free Legal Answers, per quarter

Number of questions answered



Between July 2020 and June 2022, Support Through Court and RCJ Advice provided advice and support to 4,200 clients.

Support Through Court were heavily impacted by the Covid-19 pandemic and the temporary closure of courts, which meant that the focus of the project pivoted away from the physical 'Safe Space' pods within courts, towards the expansion of remote support to clients at several family courts, including Nottingham, Cardiff, London, Liverpool, Leeds, Birmingham and Chelmsford. These services provided practical, procedural and emotional support on family issues, specifically divorce and child arrangements to 3,700 clients. Two thirds of these clients (2,400) were also signposted to other services, including CourtNav and FLOWS, and 530 clients received specialist family legal advice from the RCJ Advice lawyer within the partnership. To support these activities, LSLIP funding helped to train 180 volunteers to support clients with family court applications and make effective referrals.

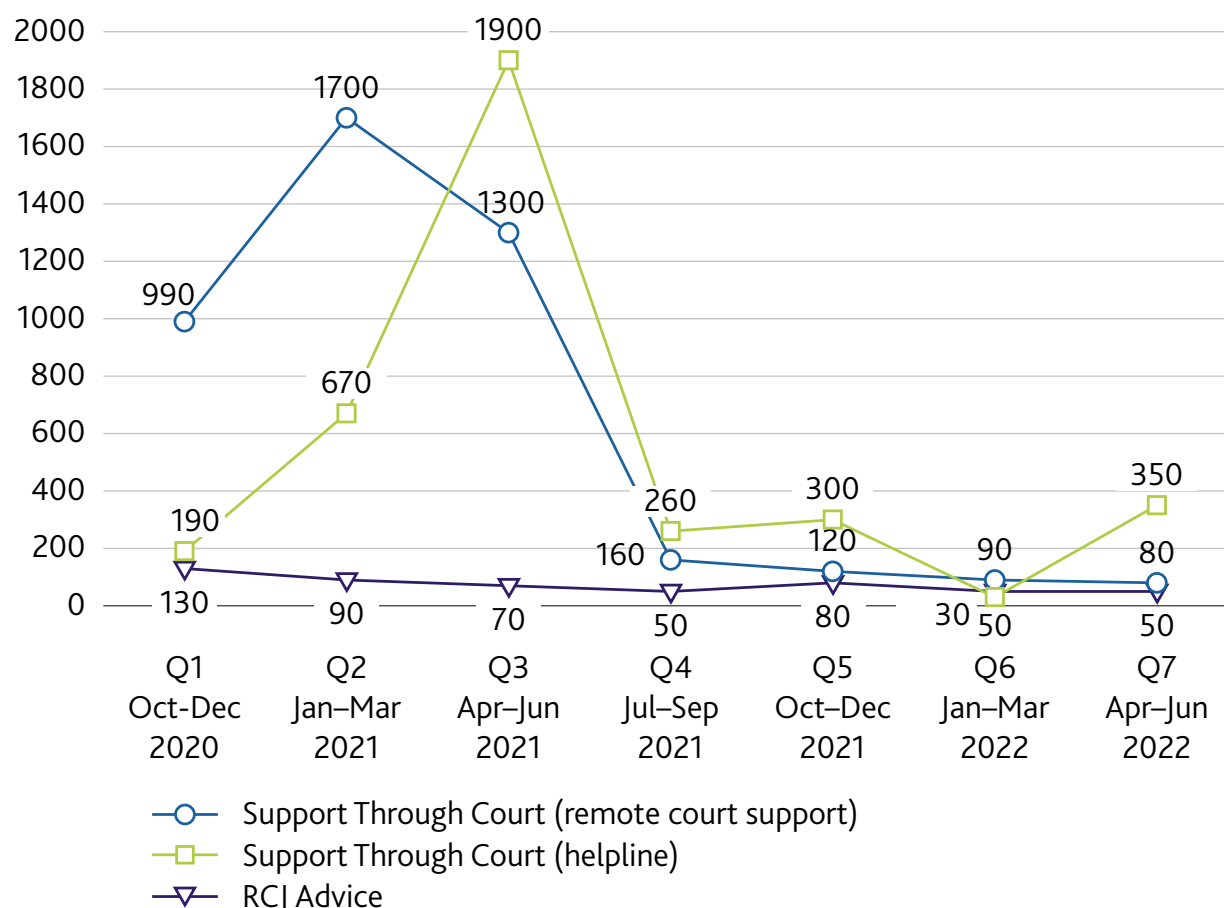
In addition to remote court support, LSLIP funding also supported the delivery of the Support Through Court National Helpline, which provided information and guidance to around 4,400 clients.

Measuring how many Support Through Court clients were directly supported as a result of LSLIP funding was challenging. As a small organisation, largely staffed by volunteers, they did not have the data collection capacity and capabilities of larger organisations. The large fall in clients in July 2021 (seen in Figure 5) was due to an accounting change that enabled Support Through Court to better distinguish their LSLIP funded clients from activities funded from other sources, rather than a drop in overall service delivery. This suggests that the number of clients supported in the earlier stages of the grant (October 2020 to June 2021) may be artificially inflated, but it is not possible to accurately

unpick by how many. This is a common issue where organisations pool funding to pay for services and highlights the challenge of accurately determining how many clients the grant funding has supported, particularly when funding is allocated to enhance existing services.

Figure 5: Number of clients supported by Support Through Court and RCJ Advice, per delivery quarter

Number of clients supported



LSLIP funding supported the delivery of Law for Life's Advicenow website and Affordable Advice service.

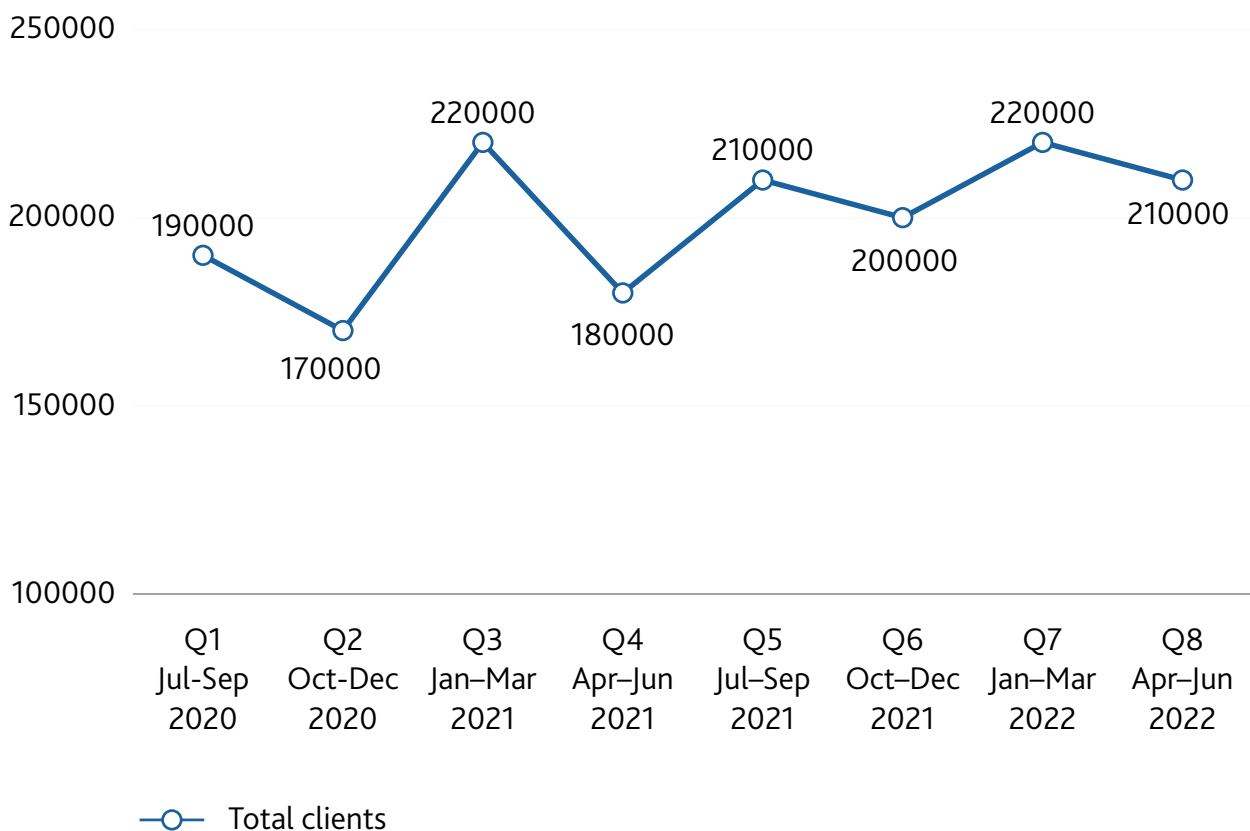
Advicenow and Affordable Advice are funded by several sources so it is not possible to reliably attribute the volume of users reached as a direct result of the LSLIP grant funding. However, between July 2020 and June 2022, Law for Life's Advicenow website had over 1.6 million visitors and the Affordable Advice service received 670 requests for an appointment with a solicitor from 450 individuals¹⁴, by providing clear access points at a lower than average fixed fee service throughout their online guidance. These fixed fee services are the only services within LSLIP that are not free at the point of use for clients.

¹⁴ Some individuals request more than one appointment with a solicitor. The number of appointments delivered is not available because this is held directly by the solicitors but this is estimated to be 33% of all contacts.

These sources of support are well established, so the number of users remained steady throughout the funding period, with some natural fluctuation, as shown in Figure 6. However, these services were also influenced by the same external factors as the local and regional LSLIP services, including Covid-19 policies and the Cost of Living situation. Law for Life were able to report an additional quarter of data at the start of their grant funded activities (July – September 2020) compared to other LSLIP grantees as these services were already established and did not require the initial set up phase that the other grantees needed.

Figure 6: Number of Google Analytics 'users' of Advicenow, per delivery quarter

Number of questions answered



5.2 Types of problems supported by LSLIP services

Key points

- The majority of advice and support provided by the local and regional grantees was on family, employment, housing and welfare benefits issues (85%). Most advice and support was initial generalist advice (72%).
- The majority of support provided by the national grantees was on family, housing and welfare benefits issues, with the exception of Free Legal Answers, which had a high proportion of clients with consumer issues.

This section explores the types of advice and support provided by LSLIP services, including the areas of law and the type of advice and support provided. Grantees reported the number of problems advised on in each of the 10 areas of civil and family law and the volume of advice and support sessions at each of the four stages of advice.

The majority of advice and support provided by the local and regional grantees was on family, employment, housing and welfare benefits issues (85%).

The LSLIP grant allowed organisations to bid for funding for advice and support services that would enhance their current service delivery and meet the needs of their local areas. Most grantees sought funding to provide advice and support on family and employment issues, as these were identified as areas where partnerships had a gap in their service offering and/or areas where it was expected that there would be an increase in demand for advice and support as a result of the Covid-19 pandemic. However, the grant allowed organisations to use the funding flexibly and respond to emerging areas of need.

Across the reporting period (October 2020 to June 2022), the largest proportion of advice and support was provided on housing (26%), followed by family (24%), employment (22%) and welfare benefits (14%). This is broken down in more detail in Table 6 and Table 7 which show the volume of advice and support provided across the areas of law. It is important to emphasise that this does not reflect legal need or demand for advice and support more widely.

Table 6: Volume of issues supported by local and regional grantees across different areas of law, per delivery quarter

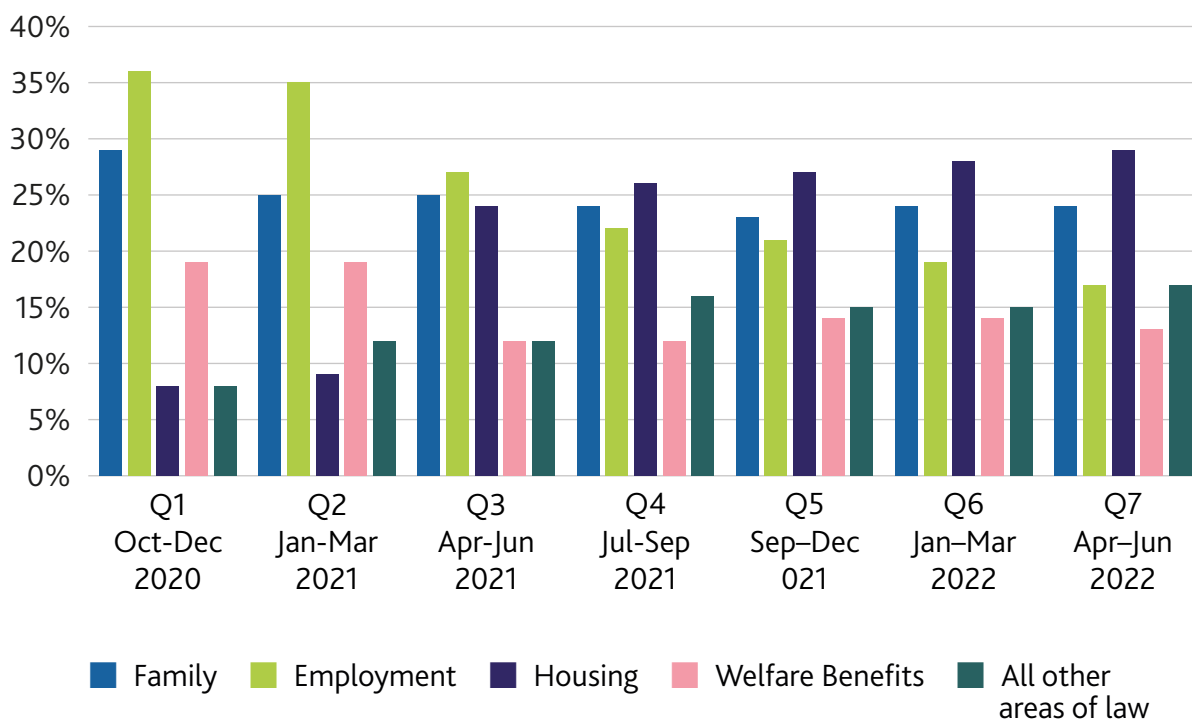
	Family	Employment	Housing	Welfare Benefits	Debt	Discrimination	Domestic Violence	Immigration	Community Care	Public Law	Other
Total	8,700	8,000	9,300	4,900	920	980	140	210	500	470	2,100
Q1	170	210	50	110	<10	10	<10	<10	<10	<10	<10
Q2	460	630	160	350	70	70	<10	<10	40	<10	10
Q3	1,500	1,600	1,400	720	100	130	20	30	80	40	340
Q4	1,600	1,500	1,800	810	160	180	20	30	90	120	450
Q5	1,500	1,400	1,700	940	190	180	30	20	90	80	360
Q6	1,800	1,500	2,100	1,100	220	170	30	20	110	130	480
Q7	1,700	1,200	2,000	890	170	230	40	100	80	90	490

Table 7: Percentage of issues supported by local and regional grantees across different areas of law, per delivery quarter

	Family	Employment	Housing	Welfare Benefits	Debt	Discrimination	Domestic Violence	Immigration	Community Care	Public Law	Other
Total	24%	22%	26%	14%	3%	3%	0%	1%	1%	1%	6%
Q1	29%	36%	8%	19%	1%	2%	0%	0%	2%	1%	1%
Q2	25%	35%	9%	19%	4%	4%	1%	0%	2%	0%	1%
Q3	25%	27%	24%	12%	2%	2%	0%	0%	1%	1%	6%
Q4	24%	22%	26%	12%	2%	3%	0%	0%	1%	2%	7%
Q5	23%	21%	27%	14%	3%	3%	0%	0%	1%	1%	6%
Q6	24%	19%	28%	14%	3%	2%	0%	0%	1%	2%	6%
Q7	24%	17%	29%	13%	2%	3%	1%	1%	1%	1%	7%

Since the mid-grant review was conducted, there was declining volumes of employment advice and support provided and increasing volumes of housing advice and support provided. This can be seen in Figure 7. This trend may be representative of people seeking less Covid-19 related employment support as businesses adjusted to the new normal and furlough came to an end in September 2021¹⁵.

Figure 7: Overall mix of advice and support provided by local and regional grantees, per delivery quarter



Most advice and support provided by local and regional LSLIP grantees was initial generalist advice and support (72%), however there is some variation between the delivery quarters and different areas of law.

As well as flexibility over the areas of law, the LSLIP grant allowed organisations to bid for funding for the type of advice and support that their local areas required. As previously outlined, to capture the different forms of advice and support in a consistent way, grantees reported on advice sessions at four stages. Several grantees predicted that they would provide the highest volumes at the initial stages, where it's possible to provide advice and support to a greater number of people as it does not involve continued work over an extended period of time, but sought funding to provide some advice at all stages.

The majority of advice and support provided by the local and regional grantees was at the initial generalist advice stage (stage 1), but there were considerable volumes of advice sessions at the casework (stage 2) and pre-court advice (stage 3a) stages, as illustrated in Table 8. This suggests that the grant met its objective of increasing access to earlier advice and support, whilst enabling some provision of pre-court and at-court support for those that needed it.

¹⁵ Similar employment trends are observed from national Citizens Advice data where demand for employment advice started to subside at the end of 2020 as employers and employees understood more about their rights and responsibilities. See [here](#) for more information.

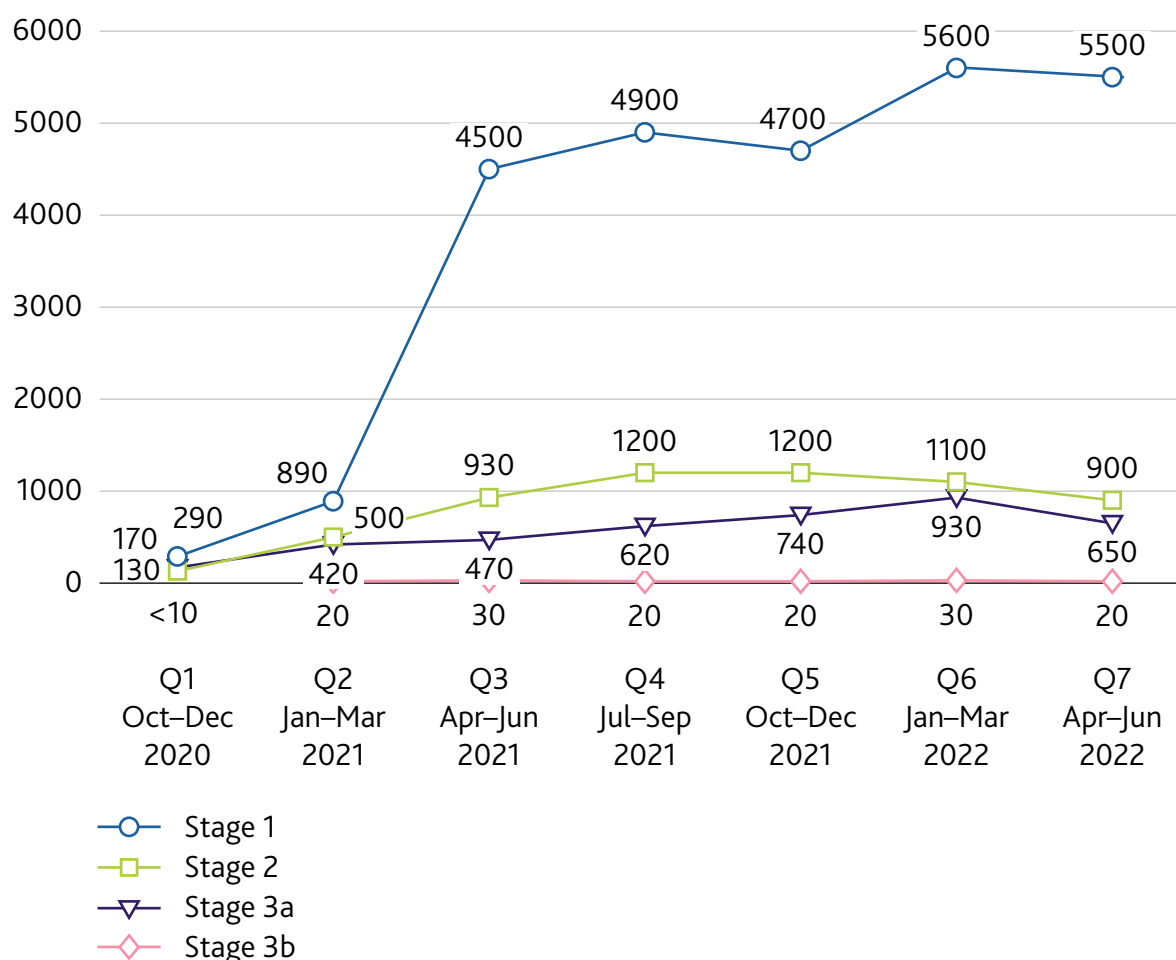
Table 8: Support provided by local and regional grantees at each stage

Stage	Support provided	Total volume of issues advised	Proportion of all issues
Stage 1	Initial generalist advice and triage	26,000	72%
Stage 2	Casework	5,900	16%
Stage 3a	Pre-court advice, guidance and support	4,000	11%
Stage 3b	Legal advice and representation at court	150	<1%

As noted in the mid-grant review, there was a substantial increase in advice and support at stage 1 in quarter three as the LSLIP projects bedded in and grantees became more familiar with the reporting requirements. Several grantees reported that they were able to increase advice and support at stage 1 as their LSLIP funded specialist caseworkers provided training for volunteers and staff, increasing the volume, quality and effectiveness of initial advice and triage activity. The volume of stage 1 advice steadily increased from quarter three until the end of the main funding period of the grant, as can be seen in Figure 8.

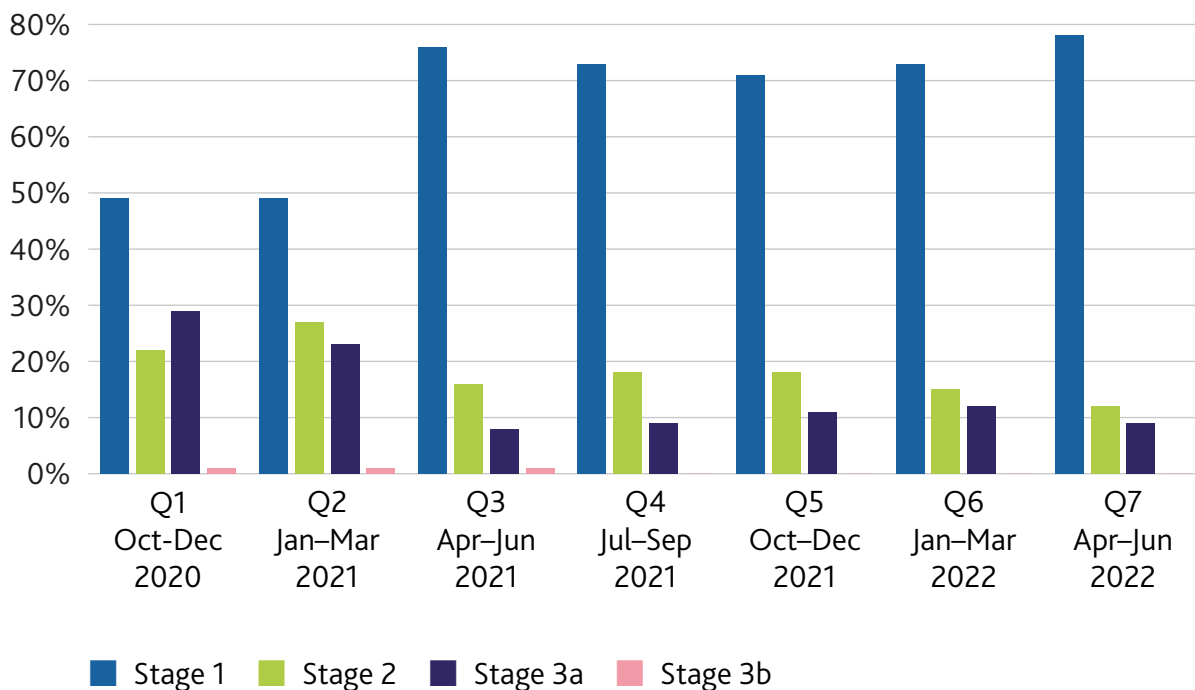
Figure 8: Volume of issues advised at each stage by local and regional grantees, per delivery quarter

Number of clients supported



Following the increase in stage 1 advice and support in quarter three, the overall mix of advice remained steady, as can be seen in Figure 9.

Figure 9: Overall mix of advice provided by local and regional grantees, per delivery quarter

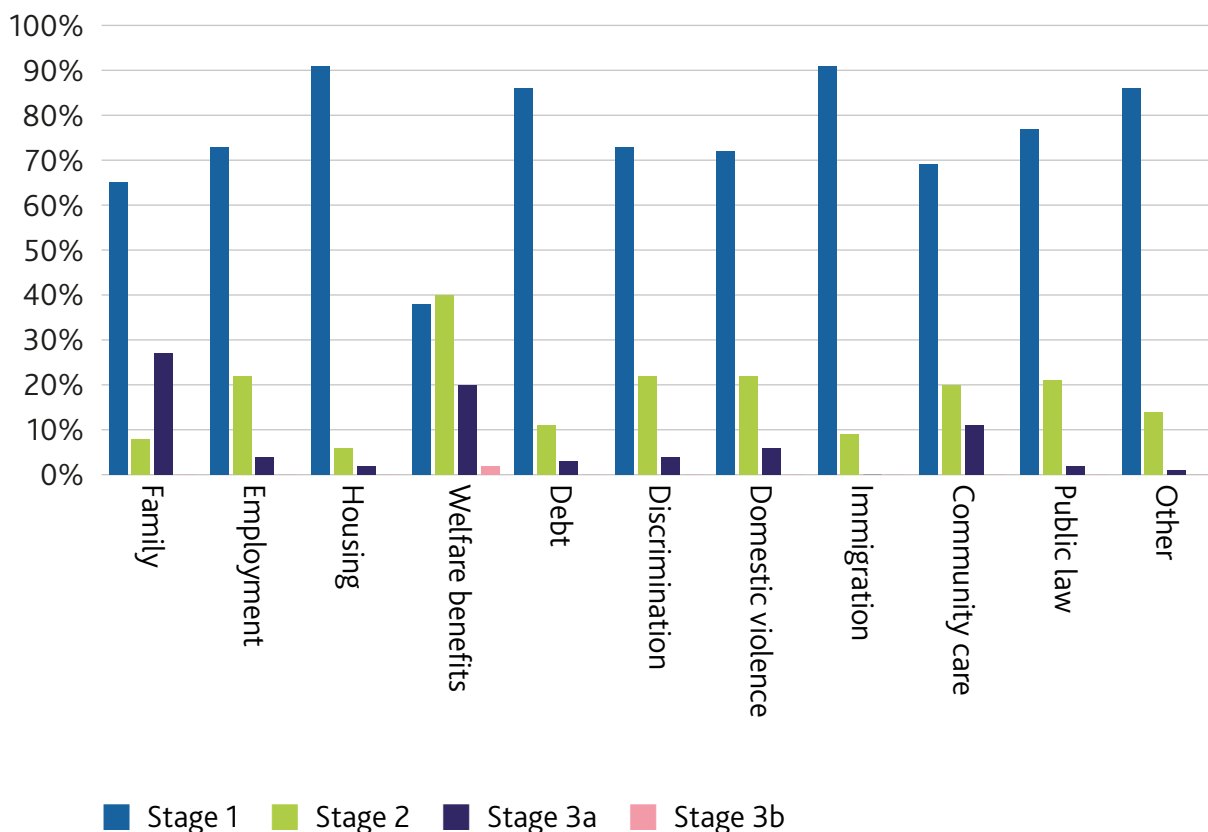


There was also some variation in the types of advice and support provided between the areas of law, with a greater proportion of initial early advice and support provided on some issues compared to others. Table 9 provides a breakdown of the volumes of advice and support at each stage, per area of law. This variation is depicted visually within Figure 10.

Table 9: Volume of issued advised by local and regional grantees at each stage, per area of law

	Family	Employment	Housing	Welfare Benefits	Debt	Discrimination	Domestic Violence	Immigration	Community Care	Public Law	Other
Stage 1	5,600	5,900	8,500	1,900	800	720	100	190	340	360	1,800
Stage 2	720	1,800	590	2,000	100	220	30	20	100	100	290
Stage 3a	2,300	340	180	1,000	30	40	<10	-	50	<10	20
Stage 3b	20	20	30	80	-	-	-	-	-	<10	-

Figure 10: Proportion of issues advised by local and regional grantees at each stage, per area of law



The variation in Figure 10 is consistent with the variation found in the mid-grant review, and reflects the different nature of problems, the people experiencing them, and the action required to resolve them. For all areas of law except welfare benefits, the highest volume of advice was provided as initial generalist advice and triage (stage 1). Individuals with welfare benefits issues were provided with much higher volumes of casework (40% advised at stage 2), pre-court advice (20% advised at stage 3a) and representation at court/tribunal (2% advised at stage 3b) than issues in other areas of law. This was partly because many clients unsuccessfully made an initial claim against the welfare benefits decision themselves before presenting to the advice organisation, and then needed support with the appeals process. The appeals process involves casework and support with a Tribunal hearing, and therefore required more intensive, later stage support.

A much higher proportion of family issues was provided with pre-court advice and guidance (27% advised at stage 3a) than issues in other areas of law. The desire for emotional closure on a complex family issue or traumatic experience can often lead many individuals to seek an independent decision at court and therefore frontline advice agencies may support more people with family issues through court proceedings¹⁶.

¹⁶ See: [The role of court fees in affecting users' decisions to bring cases to the civil and family courts \(publishing.service.gov.uk\)](https://www.service.gov.uk)

The majority of support provided by the national LSLIP grantees was on family, housing and welfare benefits issues, with the exception of LawWorks Free Legal Answers tool, which had a high proportion of demand from clients with consumer issues.

Support Through Court services provided practical, procedural and emotional support on family issues, specifically divorce and child arrangements. The partnership with the RCJ Advice lawyer enabled a number of these clients to access specialist family legal advice.

Law for Life utilised LSLIP funding to update several of their Advicenow guides, including guides to support individuals with welfare benefits, housing and family problems¹⁷. Traffic to these guides and tools was substantial, with around 51,000 views of the Section 21 guide (housing), 171,000 views of the Personal Independence Payment (PIP) tool (welfare benefits), 22,000 views of the Disability Living Allowance Mandatory Reconsideration Letter Tool and over 63,000 views of both the child arrangements and financial order guides. The client testimonial below illustrates how these guides have been utilised.

Client Testimonial

Feedback left by a user of Law for Life's Advicenow 'How to deal with a section 21 eviction notice' guide:

"[It was a] very good guide. We just received a notice to vacate and have two months to leave. We have two dogs and we cannot find another home to rent. We don't have the money to move again, we barely had enough money to pay the rent and bills. We always paid our rent, took good care of our house and all for nothing. Thank you for your guide. It is very easy to follow and give us good advice...[as] so many people like us losing their home."

Free Legal Answers mostly supported clients with housing (30%), family (28%) and consumer issues (27%). In addition, they helped a number of users with debt problems (13%) and employment issues (10%). In keeping with the local and regional grantees, since the mid-grant review Free Legal Answers provided less employment support and more housing support, which may be reflective of changing legal needs after the Covid-19 pandemic.

The four advice stages did not align with the national grantee services, so it is not possible to analyse their delivery in this way. However, the national LSLIP services provided a range of different services at each stage of the problem resolution journey, from information, guidance and digital tools (Law for Life) to specialist advice from a lawyer (RCJ Advice and LawWorks), and emotional, practical and procedural advice at court (Support Through Court).

¹⁷ This includes: The Personal Independence Payment and Disability Living Allowance tools, Section 21 guide, how to apply for a child arrangements order without a lawyer guide, how to apply for a financial order without a lawyer guide.

5.3 Characteristics of LSLIP clients

Key points

- Grantees collected data on the nine protected characteristics of LSLIP clients to gain insight into the individuals supported by the grant.
- Similarly to the mid-grant review, the final evaluation only includes analysis of the age, sex, race and disability of clients due to the low disclosure rate of the other characteristics. This highlights the difficulty of capturing data on marriage/civil partnership, gender reassignment, pregnancy and maternity, religion or belief and sexual orientation.
- Many clients did not disclose their protected characteristics so this sample may be skewed towards certain groups which is not representative of all clients.
- The protected characteristics of clients remained similar to those at the mid-grant review stage. When removing those that preferred not to disclose this information, around two thirds (63%) of all clients were between 25 and 55, around two thirds of clients were female (61%) and the majority of clients (92%) were white. Whilst disability data indicates that nearly a third of clients (31%) had a disability, this is likely an underreporting due to the large proportion of clients that preferred not to disclose this information.

Grantees collected data on the nine protected characteristics (under the Equality Act 2010) of clients to gain insight into the cohort of individuals supported through the LSLIP grant, to inform adjustments to services and to prompt further evaluation or inquiry¹⁸. This data also supports the Ministry of Justice to comply with the Public Sector Equality Duty.

To explore how the protected characteristics of people supported by LSLIP funded services align or differ from existing evidence on the cohort of people experiencing legal problems, other advice clients and the general population, LSLIP data has been compared to several other publicly available sources of data. This includes data from Citizens Advice¹⁹, the 2021 Census²⁰ and the MoJ Legal Problem and Resolution Survey (LPRS)²¹. These data tables are on p. 51 to p. 53 of the report.

18 The nine protected characteristics (under the Equality Act 2010) are age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

19 Citizens Advice upload data from over 600 offices and 1,800 outreach locations on a monthly basis. The data represents the profile of clients over the last 12 months. To view this available data see: <https://public.tableau.com/app/profile/citizensadvice/viz/AdviceTrendsJuly2022/Cover>

20 The 2021 Census provides a detailed snapshot of the public and its characteristics, including protected characteristics. For further information see: <https://www.ons.gov.uk/census>

21 The Legal Problem and Resolution Survey (LPRS) is a general population survey of 10,000 adults conducted in 2014/15, that gathers information on the incidence of legal problems, who experiences them and the action taken to resolve them. It is important to note that the LPRS was conducted pre-pandemic, so may not be wholly representative of people currently experiencing legal issues in 2020 and 2021. A report on the findings from the LPRS can be found here: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/596490/legal-problem-resolution-survey-2014-to-2015-findings.pdf

Local and regional LSLIP partners

A purposive sampling approach was adopted, whereby grantees only gathered this data where it organically arose during the advice appointment or where it was deemed appropriate to ask, in order to maintain the trust and rapport between clients and advisers. This means that complete data was not collected for all nine protected characteristics and only a sample is available. This sample varies across the characteristics as some are more sensitive topics of discussion than others. This report analyses the distribution of age, disability, race and sex amongst LSLIP clients but does not examine the remaining protected characteristics due to the very low disclosure rate. This highlights the difficulty of capturing data on protected characteristics such as marriage/civil partnership, gender reassignment, pregnancy and maternity, religion or belief and sexual orientation, which clients may feel is intrusive if unrelated to their advice appointment.

Many clients did not disclose information on their protected characteristics and therefore, this sample may be skewed towards certain groups and not be representative of all clients. The disclosure rate for each protected characteristic has been stated in order to demonstrate the proportion of clients this data represents.

National LSLIP partners

The national grantees gathered data on the protected characteristics of their clients in a range of ways, including Google Analytics and client surveys. These sources of data also represented a sample of users and may be skewed towards certain demographics, so may not be representative of all clients. These services were also often used by other individuals seeking advice or guidance for someone else, so the data may not necessarily represent the person experiencing the problem. For example, 75% of Law for Life's Advicenow resources are people looking for advice for their own legal problem. The remaining 25% are friends, relatives, advisers, or individuals acting in another voluntary or professional role.

Age

Key points

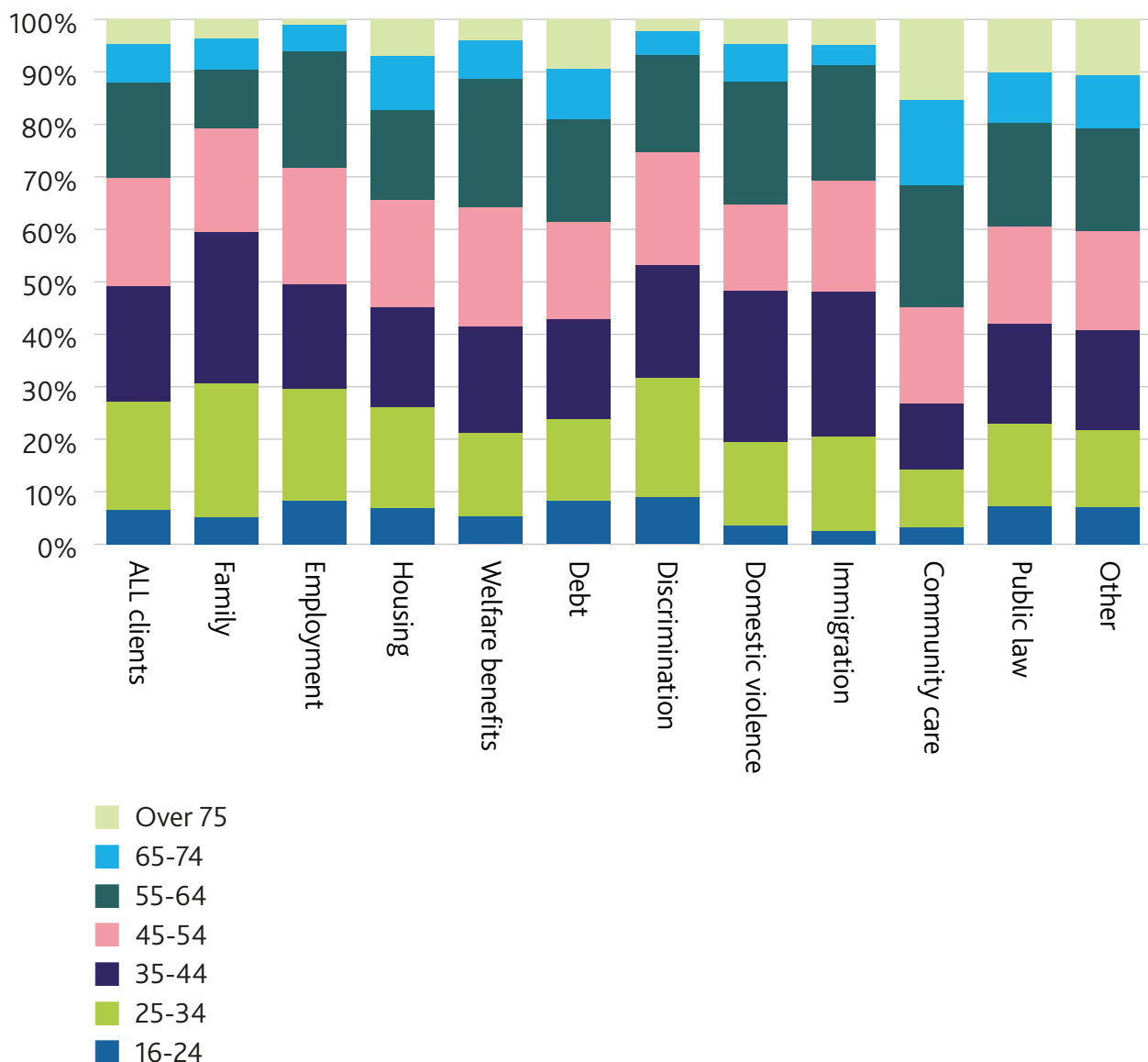
- 77% of the local and regional LSLIP clients disclosed their age. Removing those that preferred not to say, around two thirds (63%) of all clients were between 25 and 55.
- A slightly younger cohort of users appeared to be using the national grantee services, which may reflect how younger people are often more digitally confident and will seek online resources as their first action.

The majority (77%) of the local and regional LSLIP clients disclosed their age. Removing those that preferred not to say, around two thirds (63%) of all clients were between 25 and 55. This is consistent with the age distribution of clients at the mid-grant review stage.

A detailed breakdown of the age of LSLIP clients, removing those who preferred not to say, is available in Table 10. Figure 11 depicts the age distribution of all LSLIP clients and the age distribution of clients with issues in each area of law. It is important to note that fewer than 100 clients with domestic violence and immigration issues disclosed their age, so these figures are based on small sample sizes.

There is some variation amongst the areas of law, which is largely reflective of stages of life in which problems are experienced. For example, a younger cohort of clients sought advice on family problems, which may be reflective of the stages of life traditionally associated with marriage and young children, when family problems may be experienced. An older cohort of clients sought advice on community care problems, which may be reflective of older individuals facing issues with their care or family members supporting a disabled or vulnerable family member.

Figure 11: Age distribution of all local and regional LSLIP clients and clients with issues in each area of law, removing those that prefer not to say



The age distribution of local and regional LSLIP clients broadly mirrors the age profile of Citizens Advice users, suggesting that LSLIP grant activities reached a similar aged cohort as other advice services. Local and regional grantees do not appear to have reached large volumes of people over 65, despite the LPRS indicating that 43% of people reporting a problem were over 65. However, as the Citizens Advice data suggests that only 17% of their clients are over 65, it may be that seeking help from an advice organisation is not the resolution strategy that this older cohort pursues. It is also important to note that those that did not disclose their age may have been in this age bracket.

A slightly younger cohort of users appear to be using the national grantee services, which may reflect how younger people are often more digitally confident and may seek online resources as their first action.

Google Analytics data suggests that a younger cohort of users appeared to be using Advicenow, with almost half of users (44%) under 35. However, Law for Life's Google Analytics data only represents around 27% of Advicenow users, so may not be a true portrayal of all users and may skew towards certain groups. LawWorks Free Legal Answers platform also appeared to be reaching a slightly younger cohort of users than the local and regional services, with 35% of users under 35.

Nearly two thirds (62%) of Support Through Court and RCJ Advice clients appeared to be between 25 and 44. As the partnership mostly supported people with family issues, in a similar manner to the local and regional family clients, this may be reflective of the stages of life traditionally associated with marriage and young children, when family problems may be experienced. However, the volume of clients disclosing this data is low (representing less than 10% of all clients) and may not be a true depiction of the users of these services.

Broadly, services noted that they saw a similar cohort of clients to those they supported previously, but in several instances were able to reach out to a wider range of people as a result of their funded activities. For example, Suffolk and Norfolk noted that they saw a higher proportion of clients in older age groups as a result of the outreach work being undertaken in rural communities.

Sex

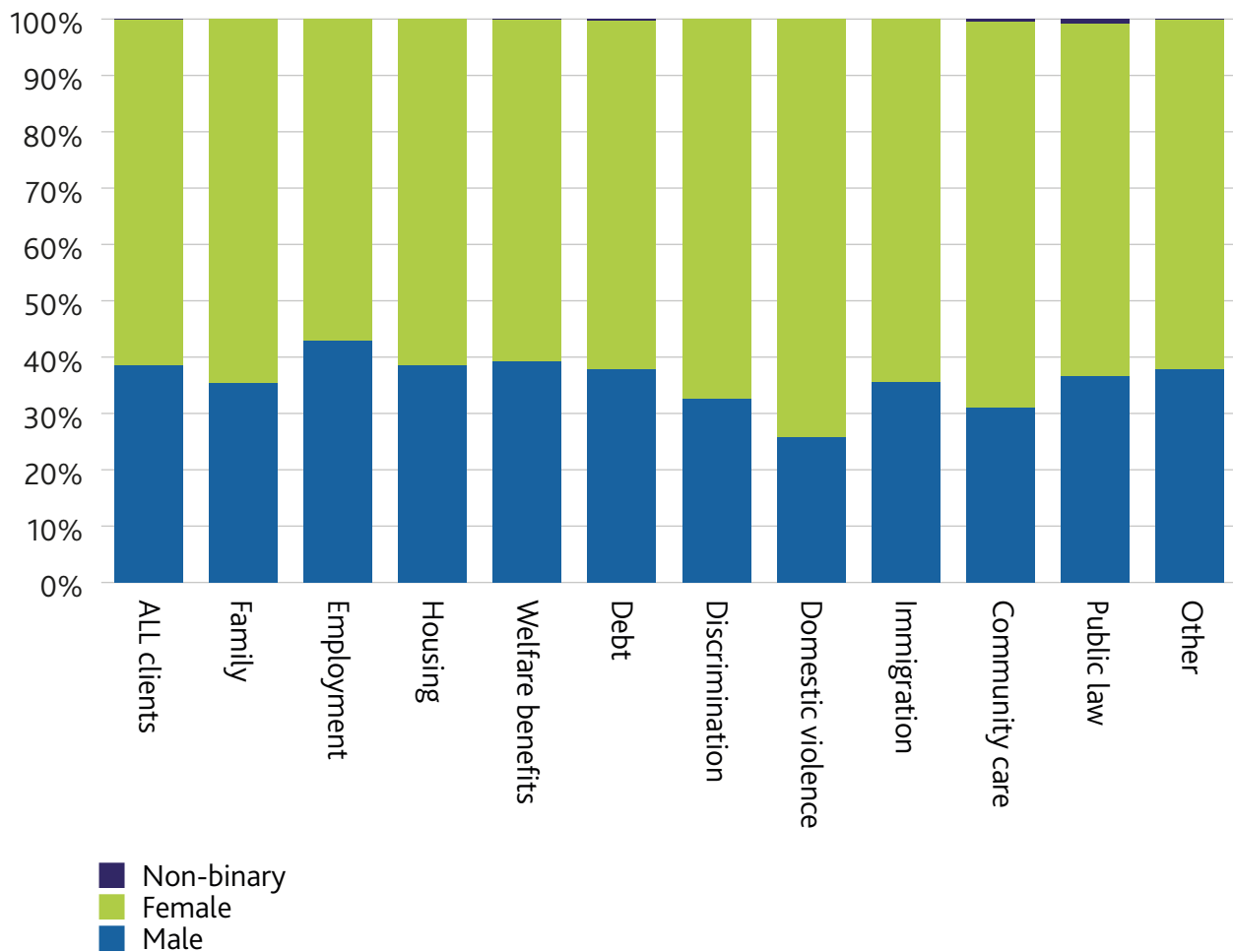
Key points

- 78% of the local and regional LSLIP clients disclosed their sex. Removing those that preferred not to say, around two thirds of clients were female (61%).
- The majority of national grantee clients were also female, however large numbers of clients did not disclose this information.

The majority (78%) of the local and regional LSLIP clients disclosed their sex. Removing those that preferred not to say, around two thirds of clients were female (61%). This is consistent with the sex distribution of clients at the mid-grant review stage.

A detailed breakdown of the sex of LSLIP clients, removing those that preferred not to say, is available in Table 11. Figure 12 depicts the sex distribution of all LSLIP clients and clients with issues in each area of law. There is a little variation between the areas of law, but female clients made up more than half of all local and regional clients in every problem area (at least 57%).

Figure 12: Sex distribution of all local and regional LSLIP clients and clients with issues in each area of law, removing those that prefer not to say



The majority of the national grantees clients were also female.

Law for Life’s Google Analytics data on the sex of Advicenow users suggests that 54% of users were female. However, this data represents around 32% of all visitors to the website, so may not be a true portrayal of all users.

Available data from Support Through Court and RCJ Advice suggests that the majority of their clients were female (60%). However, the data represents less than half of all clients supported by the RCJA Lawyer and Support Through Court, so may not be a true depiction of all users of these services.

Data collected by Free Legal Answers suggests that the majority of users were female (57%). At the mid-grant review stage, the data suggested that the service had slightly more male users, however this was based on a very small sample (50 users).

Race

Key points

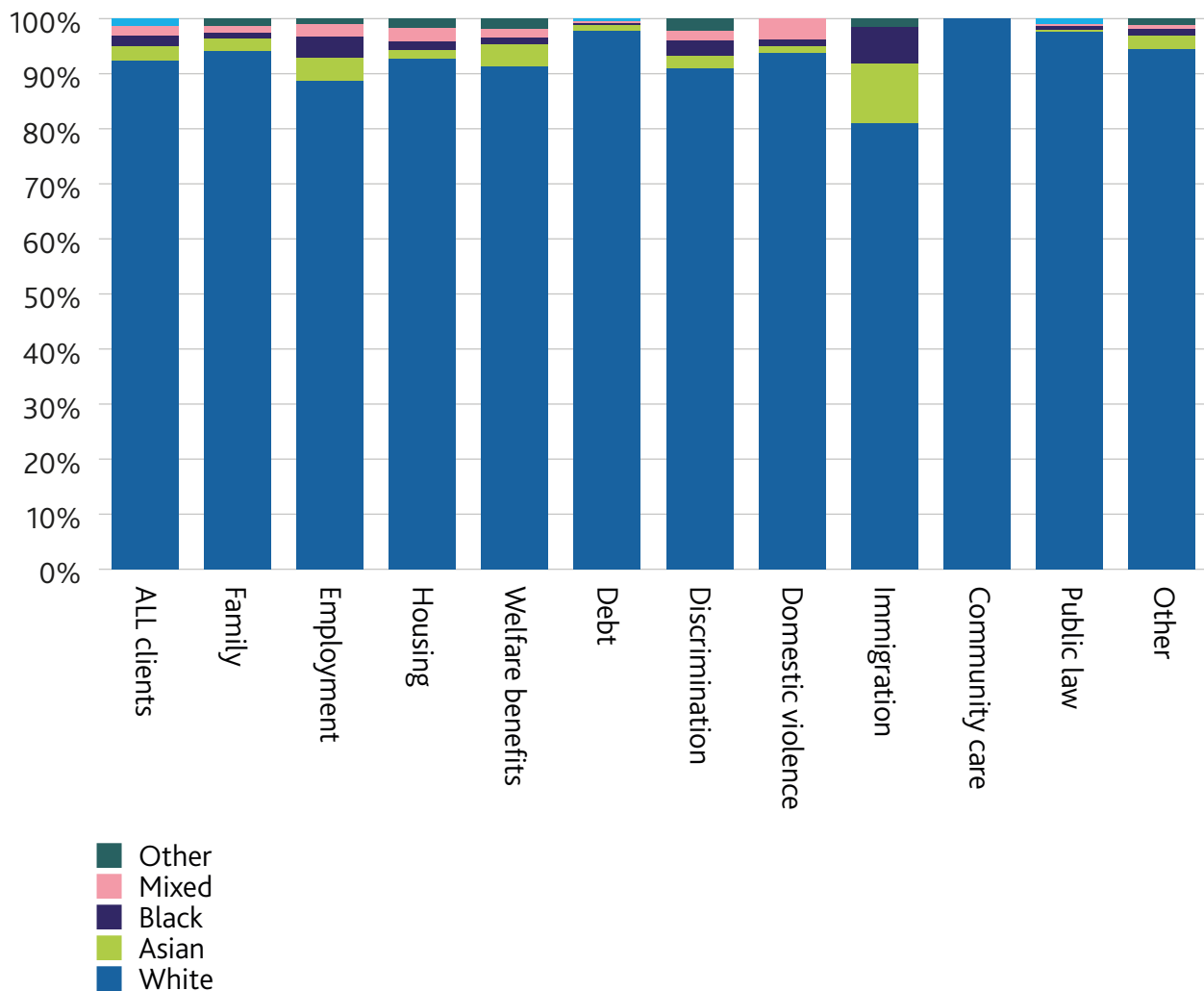
- 57% of the local and regional LSLIP clients disclosed their race. Removing those that preferred not to say, the majority of clients were white (92%).
- There appears to be greater diversity amongst the clients of the national grantees. However, a large proportion of clients from all grantees did not disclose their race, so this data may not be an accurate representation of the clients supported by LSLIP services.

More than half (57%) of the local and regional LSLIP clients disclosed their race. Removing those that preferred not to say, the majority of clients were white (92%).

A detailed breakdown of the race of LSLIP clients is available in Table 12. The grantees collected this data with more granularity than is presented in this report, but to protect anonymity, increase the readability of the information and to allow comparisons with other data sources, several categories have been combined²². Figure 13 illustrates the race distribution of all LSLIP clients and those with family, employment, housing, welfare benefits, debt, discrimination, domestic violence, immigration, community care and public law issues. It is important to note that fewer than 100 clients with domestic violence and immigration issues disclosed their age, so these figures are based on small sample sizes.

²² The full list of categories include: Asian or Asian British – Bangladeshi, Chinese, Indian, Other, Pakistani; Black or Black British – African, Caribbean, Other; Mixed – Other, White & Asian, White & Black African, White & Black Caribbean; Other - Any Other, Arab; White – British, English, Gypsy or Irish Traveller, Irish, Northern Irish, Other, Scottish, Welsh.

Figure 13: Race distribution of all local and regional LSLIP clients and clients with issues in each area of law, removing those that prefer not to say



When removing those that preferred not to say, 92% of local and regional LSLIP grantee clients were white. This differs from the census data across England and Wales, however the areas in which the local and regional grantees operate have different demographic profiles, and therefore the client characteristics may represent their local areas, but not the overall census data. This is particularly pertinent as LSLIP did not fund services in London (the most ethnically diverse part of the UK) and did fund services in Wales (the least ethnically diverse part of the UK).

The LSLIP data on race also differs from the Citizens Advice data on client characteristics, although more than 40% of LSLIP clients did not disclose this information. This means that there may be greater diversity amongst clients than this figure implies.

The available data suggests that the majority of STC/RCJA and Law Works clients were white (65% and 71%), but that there was greater diversity compared to local and regional grantees. However, like the local and regional data, a large proportion of clients did not disclose their race so this may not be an accurate representation of all clients.

Key points

- It is difficult to gauge the proportion of LSLIP clients with a disability, but the best estimate, assuming each record of disability belongs to one client, would suggest that nearly a third (31%) of local and regional LSLIP clients have either a physical, sensory, cognitive or mental health disability. However, this likely underreports the number of clients with a disability due to the large proportion of clients that preferred not to disclose this information.
- A high proportion of STC/RCJA and Law for Life users had a disability (27% and 37% respectively). This is a similar proportion of clients as found in the mid-grant review.

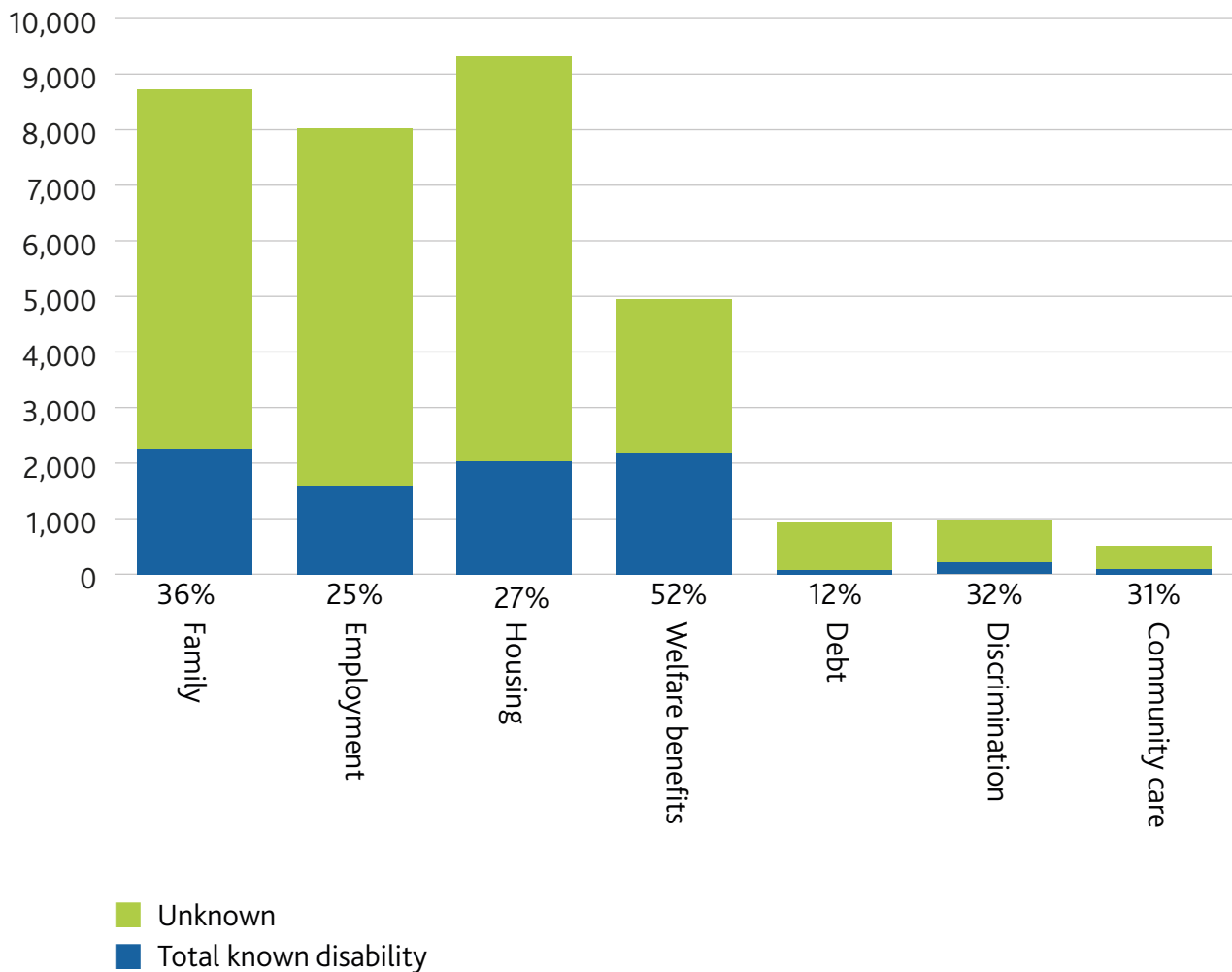
It is difficult to gauge the proportion of LSLIP clients with a disability as some clients may have had more than one form of disability, which is difficult to identify from the way the data is reported. Assuming that each record of disability belongs to one client, this would suggest that 31% of local and regional LSLIP clients had either a physical, sensory, cognitive or mental health disability.

The percentage of clients with a disability was likely to be underreported as it was not possible to accurately identify how many clients preferred not to disclose this information from the way the data was collected and reported. A small change was made in the final two quarters to the way disability was reported, to separate out the clients that have no disability with those that have not been asked or would prefer not to say. The adjustment in the way the data was collected in the quarter eight and quarter nine supports suggestions that the overall level of disability is underreported²³.

A detailed breakdown of the prevalence of disability within local and regional LSLIP clients is available in Table 13. Figure 14 illustrates the known prevalence of disability in local and regional LSLIP clients with family, employment, housing, welfare benefits, debt, discrimination and community care issues. Domestic violence, immigration and public law have not been included due to very low disclosure rates (less than 20 people disclosing this information). Qualitative feedback from grantees suggests that as the grant progressed, they started to see more clients presenting with a disability as these clients were previously shielding during the height of the Covid-19 pandemic.

²³ Whilst these figures must be interpreted cautiously due to potential double counting (clients may have more than one disability) and the high proportion of unknown prevalence as clients did not disclose this information, data collected by local and regional grantees (a sample of around 13,500) for the final two quarters were: Physical 9%; Sensory 1%; Cognitive 2%; Mental Health 11%; Other 9%; Not Disclosed or N/A or Prefer Not to Disclose 36%; and No Disability 33%. The adjustment in the way the data was collected in quarters eight and nine may support suggestions that the overall level of disability is underreported (see Table 13).

Figure 14: Volume and percentages of known disability in local and regional clients with issues in each area of law



The LPRS found that 38% of people experiencing problems have a long-standing illness or disability, which is very similar to the proportion of Citizens Advice clients with a disability or longstanding health issue. Quantitative data on the long-term health condition of LSLIP clients was not collected, but the interview findings and case studies suggest that many LSLIP clients struggled with a variety of health issues, including poor mental health including anxiety and depression, general poor physical health, long-term physical health conditions and learning disabilities.

The available data suggests that many STC/RCJA and Law for Life users had a disability (27% and 37% respectively). The sample of users providing this information was small, and in a similar manner to the local and regional data, it is not possible to identify how many clients preferred not to say. However, the client case studies submitted by the national grantees suggest that a large number of their users had a disability, a long-term health condition or struggled with their mental health (see Figure 15).

Figure 15: National LSLIP partner case study

Stream 3 case study

Client with multiple vulnerabilities supported via blended online and face-to-face appointments to prepare for an upcoming hearing

PROBLEM



- A client issued a non-molestation and occupation order against his elder brother who previously used violence against him. They both lived in the same house, which belonged to their mother, who died in 2017. The brother had breached the order multiple times with client having evidence of this via police reports.
- The brother is the sole executor of his mother's will and he has failed to get probate; the client and his sister are the beneficiaries. The client has a diagnosis of dyslexia and is also vulnerable as listed by a psychological report from his GP.

ACTION



- Through the Safe Spaces partnership project, the service was able to refer the client to a Citizens Advice Family Solicitor. With their advice, the client was able to choose the correct application to submit as a next step on his case, and to clarify the legal questions he had.
- The services' volunteers were able to help him compose the bundle for his hearing through online and face-to-face appointments, making reasonable adjustments according to his condition. The service also supported him before and after his hearing.

OUTCOME



- The client was initially very stressed and anxious by the whole situation. With legal advice from the solicitor, and guidance from the volunteers, he felt more optimistic about his case and less stressed.

Vulnerability

Key points

- Grantees commonly encountered clients with multiple overlapping issues and vulnerabilities which required more in-depth advice and emotional or practical support.
- Grantees noted that an increasing level of vulnerability was related to issues such as poor mental health including depression, stress and anxiety as a result of losing a job or becoming homeless, family or relationship crises associated with being unable to visit or see children, and generally the day-to-day impact of being under financial strain. Other common vulnerabilities included underlying health problems, disabilities, language or literacy barriers, and accessibility challenges.

Grantees reported that they had seen vulnerable clients presenting with multiple overlapping and complex issues. These vulnerabilities were often related to clients' issues such as poor mental health including depression, stress and anxiety as a result of losing a job or becoming homeless, family or relationship crises associated with being unable to visit or see children, and generally the day-to-day impact of being under financial strain. Mental health issues were noted to be a growing issue and key delivery staff found that a high proportion of clients experienced these ongoing issues. The case study presented below in Figure 16 demonstrates the support that has been provided for clients that have been experiencing more than one vulnerability.

Figure 16: Local LSLIP partner case study

Stream 1 case study

Services help to broker support for a vulnerable client at an upcoming family proceeding

PROBLEM



- The Law Centre was contacted by a Homeless Agency partner with an urgent client referral, as a volunteer at the agency was providing a statement relating to directions within child-related family proceedings. The client had several vulnerabilities including a history of mental illness and unstable accommodation that made pursuing contact with his children and acting within family proceedings very difficult as a litigant in person.
- As the Law Centre did not specialise in Family cases, the developing relationship with Support Through Court (STC) was utilised to arrange a referral and face-to-face appointment for the next day.

ACTION



- The service acted as liaison with both the client and support agency to broker support with STC who supported the client in making a statement in accordance with the hearing.

OUTCOME



- The client was thrilled with receiving this support as they would not have sought assistance from STC given that courts were still not fully open at the time due to Covid-19 restrictions.
- As a result, the client felt better able to participate in proceedings.

Several partnerships including STC-RCJ Advice, North and Mid Wales and Mid and North Yorkshire also noted that whilst many clients were commonly experiencing mental health issues, the support and advice provided helped them to feel more composed and improved their general well-being.

Other common vulnerabilities among clients included underlying health problems, disabilities, language or literacy barriers, and accessibility challenges. Whilst the characteristics of clients were generally found to be comparable to what services would normally encounter, the implications of the Covid-19 pandemic meant there was a significant proportion of people being seen that had been socially isolated for long-periods of time. Both Greater Manchester and Lancashire and the Dorset and South Somerset partnerships raised concerns that they had seen an increasing level of vulnerability as a result of the Covid-19 pandemic. These individuals were found to require a greater level of support in order to help them through their legal journey, particularly when they were experiencing complex issues. Whilst some clients were able to self-help after being provided with initial advice and support, grantees found that an increasing amount of time and resource was being required to support vulnerable clients to walk them through the different stages of their journey.

“More broadly across other areas of law, we are seeing the most vulnerable clients that the Law Centre has ever seen, people with literacy difficulties and mental health issues. These people need the enabling, supportive, navigating work before they can speak to a lawyer.” (Greater Manchester and Lancashire)

Protected characteristics data tables

Table 10: Age distribution of LSLIP clients, removing those that prefer not to say, compared with Citizens Advice data, the MoJ Legal Problem and Resolution Survey and 2021 Census data

	National grantees						Local and regional grantees		Citizens Advice (July 2022)	MoJ LPRS (2017)	Census (2021)
	Free Legal Answers (Law Works)		STC and RCJA		Advicenow (Law for Life)						
	Volume	%	Volume	%	Volume	%	Volume	%			
16-24	20	6%	<10	2%	84,000	17%	1,800	7%	6%	4%	13%
25-34	80	29%	70	28%	130,000	27%	5,700	21%	18%	24%	17%
35-44	60	23%	80	34%	97,000	20%	6,200	22%	20%		16%
45-54	50	19%	50	21%	80,000	16%	5,800	21%	18%	28%	16%
55-64	40	14%	30	12%	55,000	11%	5,100	18%	21%		15%
65-74	20	7%	<10	3%	41,000	8%	2,100	7%	17%	40%	23%
Over 75	<10	2%	<10	1%			1,300	5%		3%	

Table 13: Prevalence of disability in LSLIP clients, removing those that prefer not to say, compared with Citizens Advice data, the MoJ Legal Problem and Resolution Survey and 2021 Census data

	National grantees				Local and regional grantees	Citizens Advice (July 2022)	MoJ LPRS (2017)	Census (2021)
	Free Legal Answers (Law Works)		STC and RCJA					
	Volume	%	Volume	%	Volume	%	Volume	%
Physical			270	19%	3,700	13%		
Sensory			<10	<1%	600	2%		
Cognitive	Not available		<10	<1%	410	1%	Disability: 6% Long term health condition: 37%	24%
Mental Health			120	8%	3,900	14%		

Local and regional family, employment, housing and welfare benefits clients

Key points

- Since the mid-grant review, disclosure of protected characteristics remained at a similar level. A higher proportion of family clients disclosed this information, which may be due to the nature of the engagement with the client.
- A higher proportion of family clients appear to be between 25 and 54 compared to the other three areas of employment, housing and welfare benefits. There appears to be greater diversity amongst employment and welfare benefits advice clients, and a higher proportion of family and welfare benefits clients appear to have a disability.
- Across all areas of law, higher numbers of clients disclosed a physical, sensory, cognitive or mental health disability since the mid-grant review. It is hard to say with certainty whether there has been an increase in the number of clients presenting with a disability or whether this is due to a change in data capture.

This section explores the characteristics of local and regional clients with family, employment, housing and welfare benefits issues, as these areas of law had the highest volume of LSLIP clients.

Generally, since the mid-grant review, disclosure of protected characteristics remained at a similar level or declined by a few percentage points. In the four main areas of law, the only areas where disclosure increased was employment clients disclosing their sex and their age (increasing from 68% to 77% for sex, and 68% to 76% for age). This may be due to a few grantees changing their data collection processes and encouraging their advisers to gather this information since the mid-grant review was conducted.

A higher proportion of family clients disclosed this information than clients with issues in other areas of law, as can be seen in Table 14. This may be due to the nature of the engagement with the client (for example, the discussion of family issues involves building rapport and the disclosure of personal information) or the difficulty for some grantees working within the other areas of law to gather this information within their data collection processes and case management systems. The number of clients disclosing their race is much lower than the other characteristics. This means that greater caution is required when interpreting the race data, as the race of a large proportion of clients is unknown.

Table 14: Sex, age and race disclosure rates - all local and regional LSLIP clients, compared to clients with family, employment, housing and welfare benefits issues

	All clients	Family	Employment	Housing	Welfare Benefits
Sex	78%	85%	77%	84%	77%
Age	77%	84%	76%	81%	77%
Race	57%	68%	54%	57%	57%

As can be seen in Table 15, there is some variation in the protected characteristics of local and regional clients with family, employment, housing and welfare benefits problems. The reported characteristics are very similar to those reported in the mid-grant review, with the exception of disability, which has substantially increased across all areas of law.

Table 15: Protected characteristics of all local and regional LSLIP clients, compared to clients with family, employment, housing and welfare benefits issues

	All clients	Family	Employment	Housing	Welfare Benefits
Female	61%	65%	57%	61%	61%
Between 25 and 54	63%	74%	63%	59%	59%
White	92%	94%	89%	93%	91%
Disability prevalence	31%	36%	25%	27%	52%

A higher proportion of family clients appeared to be between 25 and 54 than in other areas of law, which is consistent with the age bracket typically associated with the need for legal resolution of child residence and maintenance, and is consistent with Citizens Advice data, which suggests that 71% of family clients are within this age bracket.

There is greater race diversity reported for clients with employment issues than other areas of law, which may be due to problems associated with discrimination. However, race is the least disclosed protected characteristic and so this may not be a true representation of all clients in these areas of law.

A higher proportion of welfare benefits clients reported having a disability. The North East partnership reported very high levels of disability within its welfare benefits clients in particular, with 1,800 instances of disability in its 2,000 clients. Half of these disability instances were moderate, severe or enduring mental health conditions. Disclosure of disability in welfare benefits is expected to be higher, due to Disability Allowance claims, however the disparity across areas of law may also reflect greater opportunity to build rapport and disclose sensitive information during the discussion of these issues.

6. Outcomes achieved for LSLIP clients



Key points

- To measure the benefits that advice and support brought for litigants in person, grantees collected data to measure a range of metrics to understand clients' access to advice and support, legal capability, problem resolution, socio-economic situation and overall satisfaction with services and case outcomes.
- This data indicates that the LSLIP programme contributed to all outcomes set out in the logic model and outcome framework (section 4.1).
- There are some data limitations to the outcome indicators presented including potential measurement variations across different organisations and small sample sizes when data is disaggregated by stage of advice or area of law.

Consistent with the mid-grant review findings, the majority of local and regional clients in-scope of issues covered by LSLIP were able to find assistance locally or nationally (95%), understood their problem and were aware that their issue might have a legal remedy (91%), resolved their problem before reaching court/tribunal (59%) and understood court processes and what to expect when self-representing (84%).

Reflecting a difference of more than 5 percentage points compared to the mid-grant review, the majority of local and regional clients had a greater understanding of the legally possible outcomes of their case (91%), were aware of action they needed to take to prepare for the next step in their problem resolution journey (84%), showed increased confidence and ability to deal with their problems (56%) and made a positive self-assessment of the support they received and the outcome of their issue (75%). Potential explanations for these differences are provided in section 6.2.

It is important to note that the interim findings presented in the mid-grant review were based on the initial stages of the grant with lower sample sizes and, therefore, this final report more accurately captures outcomes across the main funding period of the grant programme.

All grantees made significant efforts to gather data and evidence and submitted several case studies and client testimonials which have been integrated throughout this section of the report, in addition to the quantitative data and observations within the monitoring reports.

Local and regional LSLIP grantees

There is some variation in the outcomes the local and regional grantees measured, as not all grantees delivered services in each area of law or at each stage, and/or had not necessarily measured each outcome. Grantees also had different approaches to data collection and needed to balance these requirements with service delivery, so it was not expected that grantees measure each outcome for every client. Each data table indicates the sample size and the number of grantees gathering this information to contextualise the findings.

Exploring the outcomes associated with specific areas of law and stages of advice means some of the samples become quite small, which impacts on the reliability and validity of the findings. There is only enough data to focus specifically on the outcomes from employment and family advice (which account for 46% of all LSLIP advice) and some housing and welfare benefits outcomes (which account for a further 39% of all LSLIP advice), as well as the outcomes in aggregate for all areas of law.

National LSLIP grantees

Law for Life provided data on several outcomes, including improved access to advice, improvements to legal capability and improved health and wellbeing. Support Through Court and LawWorks were not able to capture quantitative outcome data from their LSLIP projects, as their data collection systems were not set up to enable this. However, Support Through Court reported that generally across all their services, 99% felt more confident and more prepared, 97% felt they received a better hearing and 74% felt less anxious²⁴. LawWorks conducted an independent evaluation of FLA to determine whether the programme was implemented as intended and inform its future development. Findings from this evaluation have been integrated throughout this report.

6.1 Increased access to advice and support

Key points

- A core aim of LSLIP was to enhance and increase the accessibility of advice and support, by funding a range of advice and support at different stages of the problem resolution journey and increasing referrals between organisations with different resources and specialisms.
- Local and regional grantees reported that 95% of clients presenting to them with in-scope LSLIP issues were able to find appropriate assistance locally or nationally.
- The national LSLIP grantees helped clients to access advice and support. The majority (77%) of Affordable Advice users reported that they received family law advice which they would not have got, or don't know if they would have got, without the service. To help increase access, STC expanded the number of units available to increase referrals with their partnership to RCJ Advice. LawWorks introduced new initiatives to widen access to the Free Legal Answers platform, including onboarding new referral agencies.

A core aim of LSLIP was to enhance and increase the accessibility of advice and support, by funding a range of services at different stages of the problem resolution journey and increase referrals between organisations with different resources and specialisms. What would have happened in the absence of the LSLIP services cannot be accurately determined, but the local, regional and national services noted that their client volumes increased once LSLIP funding began.

Local and regional LSLIP organisations reported that 95% of clients presenting to them with in-scope LSLIP issues were able to find appropriate advice and support locally or nationally. This is consistent with the mid-grant review finding (1 percentage point decrease).

This is based on a sample of 19,000 clients, which is around 51% of all local and regional LSLIP clients, measured by 7 of the 8 local and regional grantees.

The achievement of this outcome is slightly higher for some areas of law than others, with 100% of housing clients, 100% of discrimination clients, 99% of family clients and 89% of employment clients finding appropriate advice and support (based on a sample of 7,900 housing clients,

24 For further information see: <https://www.supportthroughcourt.org/get-help/how-we-help/>

490 discrimination clients, 4,800 family clients, 4,900 employment clients). This outcome may be realised less often for employment issues due to the delay to Employment Tribunal hearings, which meant that cases were listed outside of the LSLIP grant period (e.g. post-2022) and so Stage 3 advice could not be guaranteed.

The national LSLIP partners also helped clients to access advice and support. A large proportion (77%) of Affordable Advice users reported that they received legal advice from a specialist family lawyer which they would not have got, or don't know if they would have got, without the service.

This is based on a sample of 100 users, which is around 22% of the total users of the service. Users of Affordable Advice told Law for Life that the service “makes accessing advice much more obtainable for those of us on low incomes” and that “being able to seek advice for specific parts of the process is so helpful”.

Qualitative feedback from the STC-RCJ Advice partnership noted how expanding the number of STC units helped to increase referrals and improve access to advice and support. The bridging of legal advice and support provided between the two services supported the flow of client cases between STC and RCJ Advice. LawWorks increased the number of questions asked on the FLA platform since the mid-grant review via several new initiatives. This included delivering onboarding sessions with local and regional LSLIP services to increase the number of referral agencies and enabling open access of the platform so litigants in person could ask a question without the need for an initial referral. The evaluation of Free Legal Answers notes that the majority of those accessing free Legal Answers platform live within postcodes in ACORN categories four and five, which are those that are financially stretched or facing urban adversity²⁵, which indicates that the platform is engaging those in most need of free legal advice.

“The number of referrals has increased and has shown to be a really helpful system for clients to have representation. Working with RCJ has been very beneficial because a client would visit the service and be anxious about their case as they had struggled to get in touch with other services, therefore this project has enabled clients to access support efficiently.” (STC)

Feedback from clients outlined the importance of grantees' LSLIP-funded activities to enable clients to access advice and support efficiently and challenge longstanding issues that brought numerous benefits to their quality of life (see client testimonial below).

Client Testimonial

A client had been sent a PIP renewal form and they wanted to challenge the amount they were receiving as their mobility had become much worse. The client had a degenerative disease and was extremely anxious about this issue as it was affecting their independence, physical and mental health. The client called Citizens Advice and received prompt support via email and telephone to help challenge this decision and be awarded with a higher mobility rate:

“The service I got was absolutely excellent. I won the reconsideration and this gave me extra money which meant I could change my car for a more accessible one. I also had the choice of using the Motability Scheme if I wanted to. I am going to get a car with a flat-bed that raises so I can wheelchair myself straight into it. This will give me greater independence and now I will be able to go and visit my friends. From start to finish I was dealt with extreme professionalism and courtesy and cannot thank you enough.”

6.2 Enhanced legal capability

Key points

- Although people do not need to be legal experts, they need to have a basic level of legal capability to recognise that their problem could have a legal resolution and have the skills, ability and emotional readiness to take action to resolve their problem.
- Local and regional grantees measured three indicators relating to improvements in a client's legal capability: 91% of clients understood their problem and were aware that their issue might have a legal remedy; 91% of clients had a greater understanding of the legally possible outcomes of their problem; and 84% of clients receiving pre-court advice/support or representation at their hearing understood what to expect when going to court.
- The national grantee Law for Life found that Advicenow and Affordable Advice improved several aspects of user legal capability, including increased confidence.

People with legal problems often do not recognise that they have a legal dimension or route to resolution, and it is far more common for people to consider these problems bad luck or as part of life, rather than a legal issue²⁶. Although people do not need to be legal experts, they need to have a basic level of legal capability²⁷ to recognise that their problem could have a legal resolution, and

26 See findings from the [Legal Problem Resolution Survey](#) in 2017 and the report on [Legal Needs of Individuals in England and Wales](#) in 2019.

27 See: <https://lawforlife.org.uk/wp-content/uploads/2013/05/legal-capability-plenet-2009-147-1-147.pdf>

have the skills, ability and emotional readiness to take action to resolve their problem. Whilst legal capability is not an end in itself, it is crucial for people to be able to pursue legal resolution more effectively and confront any issues that have a legal dimension.

Local and regional grantees measured three indicators relating to improvements in their client's legal capability as a result of the advice, guidance and support given. These indicators measured improvements to: clients' understanding of their problem, client's understanding of the legally possible outcomes of their problem, and client's awareness of court processes and what to expect when self-representing in court. These indicators were informed by the Public Legal Education Evaluation Framework produced by Law for Life and the Personal Finance Research Centre at the University of Bristol²⁸.

Tables 16 and 17 on p. 74 and p. 75 provide a breakdown of how these outcomes were achieved across the stages and draws comparisons between employment, family, housing and welfare benefits clients. The outcomes for other areas of law have not been compared as the samples were too small to reliably draw inferences.

Following the support from local and regional LSLIP grantees, 91% of litigants in person understood their problem and were aware that their issue might have a legal remedy. This is consistent with the mid-grant review finding (2 percentage point decrease).

This is based on a sample of 3,000 clients (around 8% of all local and regional LSLIP clients), measured by 6 of the 8 local and regional grantees.

There is some variation in this outcome between areas of law and stages of advice.

At the mid-grant review stage, 100% of clients at stage 3a and 3b achieved this outcome, which was thought to reflect the fact that legal proceedings were underway for these clients, so they had already had greater engagement with the formal justice system and therefore recognised the legal nature of their problem. However, the sample size was small at that stage of the grant (less than 100 clients) and more data was required to validate this finding. At the end of the grant, this had reduced to 76% of 3a and 3b clients across the main funding period, based on a larger sample of 530 clients.

The number of clients achieving this outcome was high across employment (99%) and housing issues (100% from a small sample size) but reduced to 78% for family issues across all stages of advice. This is consistent with the finding at the mid-grant review and may be reflective of the tendency for these issues to be perceived as 'part of life' or 'family issues' rather than legal problems. The Legal Problem and Resolution Survey found that more people with family legal problems thought of their family issues as 'bad luck' or 'part of life' (63%) compared to people with civil or administrative problems (55% and 50%).

Following the support from local and regional LSLIP grantees, 91% of litigants in person had a greater understanding of the legally possible outcomes of their problem. This is an increase since the mid-grant review (10 percentage point increase).

This is based on a sample of 13,000 clients (around 37% of all local and regional LSLIP clients), measured by 7 of the 8 local and regional grantees. The sample for this outcome is significantly larger than the other outcomes, as Dorset and South Somerset measured it for the majority of their clients, and they had much higher volumes of clients than the other grantees.

28 For further information see: <https://www.bristol.ac.uk/media-library/sites/geography/migrated/documents/pfrc1201.pdf>

Grantees helped their clients to understand the range of realistic outcomes, which helped to manage client expectations and prevent weak claims from proceeding to a full hearing, which is critical to avoid issues escalating unnecessarily.

This outcome is relatively stable across the areas of law but there are differences in achievement of this outcome compared to the mid-grant review. At mid-grant review stage, 100% of clients at stage 3a and 3b achieved this outcome, which was thought to reflect the more intensive support offered at these later stages, which enables greater understanding of what outcome could be achieved. However, the sample size was small at these stages of the grant (less than 100 clients) and more data was required to validate this finding. At the end of the grant, it was found that 66% of 3a and 3b clients achieved this outcome, based on a larger and more reliable sample of 620 clients, across the main funding period. This proportion may also reflect the complexity of problems at these later stages, which may have a wider range of plausible outcomes or possible delays to proceedings taking place at court or Tribunal, but this warrants further investigation with advice providers and clients.

Following the support from local and regional LSLIP grantees, 84% of litigants in person receiving pre-court advice/support or representation at their hearing understood what to expect when going to court. This is consistent with the mid-grant review finding (1 percentage point increase).

This outcome was only measured for stage 3a and 3b clients to whom advice about court proceedings was given and is therefore based on a smaller sample size of 1,000 clients (which is around 25% of all stage 3a and 3b local and regional LSLIP clients), measured by 5 of the 8 local and regional grantees.

A smaller percentage of employment clients achieved this outcome, compared to all clients. There are a couple of potential explanations for why employment clients have less understanding of what to expect at court/Tribunal, however the finding is based on a small sample (80 clients) so more data is required to validate this finding. For clients receiving pre-court advice (stage 3a), it may be due to the delays until hearings which leads to a longer than usual time-lag between the advice and the Tribunal hearing, which may create uncertainty for clients. It may also be reflective of less public awareness and knowledge of the Tribunal system and the need to engage with the Advisory, Conciliation and Arbitration Service (Acas)²⁹ when experiencing an employment issue. The Access to Justice Foundation have heard anecdotally that an employment issue is often one of the first legal problems that people experience, so this may be the first time these people are engaging with the justice system.

A higher percentage of family clients achieved this outcome, compared to all clients. This may be reflective of the heightened emotions associated with family issues and therefore increased engagement with the advice provided about what to expect at court.

Law for Life found that Advicenow and Affordable Advice improved several aspects of user legal capability, including increased confidence. A similar proportion of Affordable Advice and local and regional grantee users reported improved legal capability, which potentially highlights the added value specialist one to one support can provide, but more evidence is needed to support this conclusion.

²⁹ Acas is an independent public body that provides free and impartial advice to employers, employees and their representatives on employment rights, best practice and resolving workplace conflict. In most cases, an individual must contact Acas, before making a claim to an employment tribunal about a workplace dispute. For more information see: <https://www.acas.org.uk/about-us>

A survey embedded within Advicenow found that 51% of Advicenow users report that the website gave them a better understanding of their legal problem and their options; 44% said that it helped them understand what action to take and how to do it; and 44% report that it helped them to feel more confident about what they had to do. This is based on a small sample of users (260) relative to the 100,000s of users that use Advicenow. This means that this may not be representative of all users and may skew towards those that have had a particular positive or negative experience.

Similarly, Law for Life surveyed users of the Affordable Advice service to capture data on how the service helped them with their issue. 92% reported that the legal advice appointment helped them to feel more confident; 88% reported that it helped them to decide what to do; and 83% reported that it helped them to better make their case. This is based on the responses of 100 users, which is around 22% of all Affordable Advice users. These outcomes are similar to the local and regional grantee legal capability outcome results and highlights the potential value of the additional support that one to one support provides, in addition to online information and guidance.


Although LawWorks and Support Through Court did not capture quantitative data related to legal capability, client case studies suggest that their services also improved clients' understanding of their issue, the legally possible outcomes and what to expect at court, as illustrated in the case study (see Figure 17). Lawyers using the Free Legal Answers platform observed that there were low levels of legal literacy among clients, who had a tendency to provide lots of unstructured information. They suggested that it would be helpful to provide clients with examples, case studies and a simple best practice guide to help bridge the communication gap between clients and lawyers, but noted the relative benefits of in person advice when responding to complex queries by clients who might not have had prior experience discussing legal problems.

Figure 17: National LSLIP partner case study

Stream 3 case study

Support provided to vulnerable client to understand the legal steps to leave their arranged marriage


PROBLEM



Background

- A client born in the UK had an arranged marriage 20 years ago with a person from her country of origin in Pakistan. The husband came to the UK and she helped him to obtain a visa as well as supporting him financially for many years, whilst he was only able to obtain low paid work.
- The client's partner controlled her financially throughout the marriage as well as being physically violent. The client has had serious health issues and has since left the family home, staying in hotels, sofa surfing, and claiming Universal Credit and PIP..

ACTION



- The client came to the service for help to separate herself from her husband. She was very afraid of him and extremely stressed and anxious by this issue. She needed a safe space and to separate financially from him.
- The client decided she needed a divorce but didn't know how to go about this or the necessary steps to take. Over several appointments, the service enabled the client to complete a non-molestation order and occupation order. The service also put the client in contact with FLOWS/ Trent Psychological Therapies Service and Muslim Women Network.

OUTCOME



- The client became less stressed and felt more confident to take action against her husband. She has now instructed a solicitor via FLOWS to ensure that her applications are as strong as possible and to provide ongoing legal advice and support.

6.3 Identifying and pursuing a problem resolution strategy with confidence

Key points

- Once an individual understands their problem and is aware that it might have a legal remedy, they must be able to identify and pursue an appropriate course of action to resolve it.
- Local and regional grantees reported that 84% of litigants in person were aware of any action they must take to prepare for the next step of their problem resolution journey and 57% had increased confidence and ability to take action to deal with their problems.

Once an individual has an understanding of their problem and awareness that it might have a legal remedy, they must be able to identify and pursue an appropriate course of action to resolve it. Local and regional grantees measured two indicators relating to the ability of clients to use the information provided by the adviser to identify a course of action to resolve their problem and have the confidence to pursue that action.

Tables 18 and 19 on p. 76 provide a breakdown of how these outcomes have been achieved across the stages and draws comparisons between all clients and those with employment, family, housing and welfare benefits issues. The outcomes for other areas of law have not been compared as the samples are too small to reliably draw inferences.

Following the support from local and regional LSLIP grantees, 84% of litigants in person were aware of any action they needed to take to prepare for the next step of their problem resolution journey. The proportion of clients achieving this outcome increased since the mid-grant review (8 percentage point increase).

This is based on a sample of 1,900 clients across all areas of law (around 5% of all local and regional LSLIP clients), measured by 4 of the 8 local and regional grantees. This increase is substantiated by qualitative feedback from grantees noting how they provided ongoing guidance to clients on unfamiliar processes to help them act themselves and in an informed way. Clients were provided with reassurances to be walked through the legal process if needed, as well as ensure they understand their next steps, and developed their awareness to self-help and navigate complex systems by better understanding what to expect going forward with their case. The case study presented in Figure 18 provides an example of how clients who presented in a state of distress were supported to feel more confidence and better prepared for taking their legal issue forward.

“Ensuring that when clients come to us that they understand their rights and the legal system. Such as knowing that “this is what the courts consider, this is what I need to show or prove, or this is how they negotiate” – and to give them these skills and make them aware of their options. Fundamentally this is what LSLIP was there to do.” (Devon and Cornwall)

Figure 18: Regional LSLIP partner case study

Stream 2 case study

Single mother experiencing domestic abuse supported to build confidence of what to expect when self-representing at court proceedings

PROBLEM



- A single mother with two children came to our advice service. She had recently started a new relationship, but her new partner subjected her to both physical and psychological abuse. The client's first disclosure of the abuse was to one of our advisers, and therefore there was no current evidence to support a legal aid application.
- The client's former partner (the children's father) obtained a court order whereby he now has full residency of the children, due to them witnessing the abuse.

ACTION



- The client was seeking assistance with a non-molestation order to protect her from her current partner, and a specific issue order for return of the children from her previous partner.
- The service firstly advised the client about how to gather/obtain evidence to support a legal aid application. In the event that the client could not secure legal aid, the service advised her how to initiate court proceedings in respect of both her own protection and the return of the children.
- Court applications were provisionally drafted for the client to submit and advice provided regarding what to expect at her first hearings and what evidence to prepare, as well as the potential strength of her case.

OUTCOME



- The client will now hopefully be able to gain supporting evidence in order to obtain legal aid, but they are aware that they can return to the project for further advice and support in advance of their hearings if they are not eligible.
- When the service first made contact with the client, she stated that she felt distraught as a consequence of what had happened, as well as the prospect of having to face court by herself. After receiving advice and support from the LSLIP grantee, she has now reported that she feels confident and prepared if she needs to take the case forward as a litigant in person.

The achievement of this outcome is steady between areas of law, with the exception of housing, where 100% of clients achieved this outcome. This is based on a very small sample size (20 clients) and therefore more data is required to validate this finding.

Consistent with the finding in the mid-grant review, 100% of clients at stages 3a and 3b achieved this outcome. This may be due to the more intensive, specialist support offered at these later stages and the more formalised route to resolution as a result of engagement with the formal justice system.

Following the support from local and regional LSLIP grantees, 57% of litigants in person have increased confidence and ability to deal with their own problems. The proportion of clients that achieved this outcome has decreased since the mid-grant review (9 percentage point decrease).

This is based on a sample of 2,700 clients (around 7% of all local and regional LSLIP clients), measured by 6 of the 8 local and regional grantees.

There is variation in the achievement of this outcome between areas of law, which may be due to the differences in the nature of the problems. For example, family problems can be particularly fraught if there are children or domestic violence involved, clients with employment issues may feel less confident in their ability to deal with a problem with a large employer, and housing issues can be destabilising for families.

The client testimonial below provides an example of the impact LSLIP grantees have had on helping clients to evaluate their next steps and take a case forward confidently to reach a positive outcome.

Client Testimonial

A client had been experiencing inappropriate treatment in the workplace relating to bullying, sexual harassment and abusive behaviour from a director. After making initial complaints, the client was starting to be forced out of the business despite meeting their work targets. This had an impact on the client's mental health and led to regular panic attacks, which required medication and counselling. The client received advice to help them understand and evaluate a suitable resolution for their ongoing issue:

"The advice really helped me to evaluate whether it was the right thing to go through the Tribunal, but you gave me all the information to help me make an informed decision and decide what the best course of action would be for me... My employer wrote off an overpayment of wages and they gave me two months' pay in addition to my statutory entitlements, this was because I told them that I could take it further. I used the settlement money to start my own business and now I love working for myself.

I must commend [the service] because you knew how anxious I was, and you were constantly keeping in touch with me. I was so grateful for it because you feel like you're on your own when your mental health is low and you feel so isolated and alone, but now look at me, I've got my own little business and I am going strong but at that time before I really felt like there was no point in living - it was awful. It's a fabulous service, I am not sure what I would have done without it. I can't thank you enough."

There is also some variation in the achievement of this outcome between stages of advice, with greater proportions of clients achieving this outcome as the stages progress. This may be due to the more intensive support provided at these later stages, which may bestow greater confidence amongst clients that they can handle their problem.

Across the majority of problems, LSLIP grantees were supporting vulnerable clients with often very complex, serious problems, facing an unfamiliar process, and therefore high levels of confidence may not be expected.

The national grantees also helped clients to feel confident in taking the next steps in their problem resolution journey, as evidenced in the Client Testimonial below.

Client Testimonial

A client was representing himself at child access arrangement proceedings in the family court and had been recommended to speak to the LSLIP service for advice about the process and what to expect from the final hearing.

“I’m in a litigant in person so I’m not confident and didn’t know what to expect.... Support Through Court recommended I speak to Advocate about getting some legal representation. Without Support Through Court offering that to me, I would have been stuck representing myself, but I’m now in the process of applying for legal support which will really help my case.... Support Through Court gave me more confidence in understanding what’s going to happen and giving me some reassurance about possible outcomes.”

6.4 Problem resolution before court or Tribunal

Key points

- LSLIP grantees provided a range of advice and support along the problem resolution journey, including early advice and support through to representation at court or Tribunal if engagement with the formal justice system was required. The goal was to encourage earlier resolution, whilst providing a holistic range of support that met client needs.
- Local and regional grantees captured data on whether the advice and support led to problems resolved before a court or Tribunal hearing, based on their concluding engaging with the client. Some problems may have escalated or re-emerged unbeknownst to the adviser, so this data should be interpreted with some care.
- Local and regional grantees reported that 59% of litigants in person resolved their problems with the support of their advice and assistance and avoided the need to go to court/Tribunal.

LSLIP provided a range of advice and support along the problem resolution journey, including early advice and support through to representation at court or Tribunal if engagement with the formal justice system was required. The goal was to encourage earlier resolution, whilst providing a holistic range of support that met client needs.

To measure whether their services helped to achieve earlier problem resolution, the Ministry of Justice explored linking LSLIP and HMCTS data, but this was not deemed feasible³⁰. Local and regional grantees therefore captured data on whether the advice and support led to problems resolved before a court or Tribunal hearing was required, based on their concluding engagement with the client. However, there may be instances where the client's problem escalated or re-emerged unbeknownst to the adviser, and this data therefore should be interpreted with some care.

Tables 20 and 21 on p. 77 and p. 78 provide a breakdown of how these outcomes were achieved across the stages and draws comparisons between all clients, and clients with employment, family, housing and welfare benefits issues. The outcomes for other areas of law have not been compared as the samples are too small to reliably draw inferences.

Following support from local and regional LSLIP grantees, 59% of litigants in person resolved their problems with the support of the advice and assistance and avoided the need to go to court/Tribunal. This is a slight decrease since the mid-grant review (3 percentage point decrease).

The overall proportion of litigants in person that resolved their problems with the support of advice and assistance and avoided the need to go to court/Tribunal is based on a sample of 9,700 clients (around 27% of all local and regional LSLIP clients), measured by 6 of the 8 local and regional grantees.

The achievement of this outcome differs slightly between the types of problems, which have different characteristics and problem resolution journeys, and therefore interact with the formal justice system in different ways. For example, many employment disputes will progress to Acas or an Employment Tribunal if the individual has exhausted the internal grievance procedures. In certain instances, several partnerships noted challenges with cases being heard due to delays to employment Tribunal hearings as a result of backlogs in cases exacerbated by the Covid-19 pandemic.


The case study presented in Figure 19 contains an example of how support provided by a LSLIP-funded service enabled a client to avoid Tribunal proceedings and reach a positive outcome.

Figure 19: Local LSLIP partner case study

Stream 1 case study


Client's pay dispute with employer settled earlier with support from a LSLIP grantee

PROBLEM



- A client contacted the advice centre seeking assistance with a pay dispute. She had left her employment amicably for another role, but when she received her final pay there had been a substantial deduction applied with no explanation as to why. This caused the client financial hardship at the time. Her initial efforts to resolve the matter had been unsuccessful and her former employer had stopped engaging with her.

ACTION



- The advice service assisted the client by raising the matter via ACAS Early Conciliation. Through this route, the service managed to get the client's former employer to re-engage with the dispute, but the matter was not resolved at this juncture and therefore they assisted in preparing an ET1 claim.

³⁰ See p. 76 of the [mid-grant review](#).

OUTCOME



- Shortly after commencing proceedings, the client's former employer re-engaged and paid the full sum that had been deducted from her final pay and also agreed to provide a reference, so the matter did not need to proceed further.
- The client was delighted with the outcome and the help and support she received, explaining that she would not have pursued the matter any further without further assistance.

For problems that did require a formal justice system intervention, the advice and support at stages 3a and 3b helped the case to run more smoothly, take less time in court and achieve satisfactory outcomes from the perspective of the grantees.

Following the support from local and regional LSLIP grantees, 43% of cases took less time in court compared to the grantees experience of clients with no advice or support and 88% of cases had satisfactory outcomes.

This is based on a sample of 320 and 150 respectively (less than 10% of all local and regional LSLIP clients advised at stage 3a and 3b), the majority of which had family legal problems. It is important to note that there are a number of factors that can affect how smoothly proceedings run, the hearing length and the outcome of the case, and so these outcomes may not be wholly attributable to the advice provided.

The below client testimonial provides an example of a case that was unable to avoid going to a tribunal but was able to reach a positive outcome with support from a LSLIP grantee.

Client Testimonial

A client had been experiencing mental health issues which meant that he could not fulfil his duties at work to the required standard. His employer originally made reasonable adjustments, but these were later withdrawn and the client was subsequently dismissed. Supported by a LSLIP grantee, the client took his employer to an Employment Tribunal to successfully challenge his dismissal:

"I couldn't have wished for anyone better to help support me through a very challenging and stressful case. The adviser was there for me every step of the way and was very understanding, caring, and their professional approach proved invaluable in helping me reach a very positive outcome, and what I consider to be victory that was eventually settled via a COT3 agreement. Thank you all so much for the excellent service you provide to help people like myself and many others in similar situations. It's absolutely priceless."

6.5 Socio-economic improvements for clients

Key points

- Case studies and further qualitative feedback illustrate the socio-economic improvements achieved for clients following the advice and support provided by the LSLIP-funded services. Positive outcomes include substantial financial settlements and improvements to general health and wellbeing.

Grantees were not asked to record and submit data related to specific outcomes achieved for each client due to the complexity in recording these consistently across a large range of problems and types of advice and support. However, some of the outcomes achieved for clients outlined within the case studies have been substantial, as demonstrated in the examples within Figure 20 and Figure 21. These examples demonstrate how the LSLIP-funded services supported clients through their complex problem resolution journey to reach a socio-economic gain that they may not have otherwise received.

Figure 20: Local LSLIP partner case study

Stream 1 case study

Client dismissed from their job assisted with Acas Early Conciliation to successfully obtain significant financial compensation

PROBLEM



- A client contacted the advice service via the dedicated helpline after being dismissed as redundant, in the absence of any prior notification, consultation or consideration of suitable alternative employment.
- The client was dyslexic and was told that she was not to operate the tills or the coffee machine as she was too 'slow'. In addition, the client was often told that she was 'incompetent' throughout the course of her employment.

ACTION



- The client believed that the employer had relied on the potentially lawful reason for dismissal (redundancy) to terminate her contract of employment, because of her difficulty to undertake and operate till duties and coffee machinery, compared to other staff.
- Assistance was provided in Acas Early Conciliation and proceeded to issue the client's claim in the Employment Tribunal.

OUTCOME



- The Employment Tribunal granted the application and listed a Remedy Hearing to take place in May 2021. The service accompanied and represented the client at the Remedy Hearing and successfully secured a compensatory award in the sum of almost £20,000 on her behalf..

Qualitative feedback recorded by grantees also outlined the positive economic achievements obtained for clients. One grantee supported a client that presented with an employment issue, in which the client was being made to work long shifts on their own with no break which was exacerbating their pre-existing health conditions and deteriorating their health. Having previously submitted a grievance to their employer with no response, the client was supported to identify the key elements of the claim and was then represented during the Early Conciliation process. After the conciliation process was unsuccessful, the issue was escalated to the Employment Tribunal and the client was supported to draft the claim, impact statement and a schedule of loss. The client was represented at the preliminary hearing and judicial mediation and was awarded £10,000.

Figure 21: Regional LSLIP partner case study

Stream 2 case study

Client with multiple vulnerabilities and their carer supported to successfully appeal PIP decision and attain positive financial outcome

PROBLEM



- A client presented to the advice service with long-term health conditions, including a learning disability and autism. The client's mother was their full-time carer who supported them with communication.
- The client had applied for Personal Independence Payment (PIP) in 2019 and was refused, scoring 0 points in both daily living and mobility. The mother had requested a mandatory reconsideration, but the decision was not revised favourably.
- The mother appealed the decision and had become increasingly stressed with the matter.

ACTION



- To support a Tribunal submission, the service provided clarification of the law with regards to PIP, including how points are scored and what information should be considered. The client's mother was then supported to create a detailed submission setting out the points of law, relevant case law and the points that the client should have been awarded.
- To provide sufficient evidence for the submission, the service used the Data Protection Act 2018 for a subject access request of the client's medical records which provided detailed information relating to the client's health conditions. A subject access request was used for a copy of the PIP medical assessors report and to obtain a copy of the Universal Credit Work Capability Assessment.
- Once the submission was made to the Tribunal with the supporting evidence, the service requested a case conference call with the Appeals Officer at PIP to try and have the appeal lapsed by the Secretary of State to avoid further stress and delay.

OUTCOME



- The appeal was lapsed with £219.75 per week achieved for the client moving forward (including an enhanced rate for PIP Daily Living and PIP Mobility and also a carers allowance for the mother) in addition to almost £23,000 obtained in arrears across each of these three areas.
- The client was able to use the additional income to meet their care/mobility needs, thus increasing their quality of life and wellbeing. The client's mother also had improved wellbeing after successfully resolving the issue.

6.6 Client satisfaction

Key points

- Local and regional grantees measured the overall client satisfaction with the service received and the outcome of their issue.
- Following the support from local and regional grantees 75% of clients made a positive self-assessment of the support received and the outcome of their issue.

Local and regional grantees reported the percentage of clients that were satisfied with the support received and the outcome of their issue, which many recorded via feedback forms and surveys. Client satisfaction may be influenced by whether the client achieved the outcome they had hoped for, and so this may not be an accurate reflection of the quality of the service.

Following the advice and support from local and regional LSLIP grantees, 75% of clients made a positive self-assessment of the support received and the outcome of their issue. This is a slight decrease since the mid-grant review (6 percentage point decrease).

This is based on a sample of 1,900 (around 5% of all local and regional LSLIP clients), measured by 5 of the 8 local and regional grantees. Possible reasons for this decrease include challenges with managing client expectations. For example, grantees noted that some clients were unfamiliar or did not understand relevant legislation around their issue which led to unrealistic expectations of the possible outcome of an issue.

Tables 22 and 23 on p. 78 and p. 79 provide a breakdown of how this outcome was achieved across the stages and draws comparisons between all clients, and clients with employment, family, housing and welfare benefits problems. The outcomes for other areas of law have not been compared as the samples are too small to reliably draw inferences.

There is some variation in the achievement of this outcome across areas of law, with family clients reporting higher satisfaction than employment clients. This may be reflective of the impact of the Covid-19 pandemic on employment issues, the routes to resolution for these problems and the longer wait times for Employment Tribunals, due to the backlog of cases.


There is also some variation between the stages of advice, with satisfaction rising to 94% for stage 3a and stage 3b clients. This may be reflective of the more intensive, specialist support provided at this stage.

A finding from general client surveys conducted by advice organisations is that most recipients of advice report high satisfaction rates with services. For example, Citizens Advice report that 91% of clients using their local services say that they would recommend them to a friend, 81% of clients found them easy to access and 71% of clients using the Citizens Advice website to get advice said they found the advice helpful³¹. The case study in Figure 22 provides an example of how the funded services provided long-term support to achieve a well-received outcome for their clients.


Figure 22: Regional LSLIP partner case study

Stream 2 case study


Client suffering abuse from his ex-partner receives support to reach an out of court settlement

PROBLEM


- A client had separated from his wife after suffering emotional and psychological abuse. He was not eligible for legal aid due to means-testing and did not have the funds to pay for a lawyer. He cared for their disabled teenage daughter, whose health was deteriorating.
- The client contacted the project for advice and assistance with obtaining a divorce and financial order to provide stability for himself and his daughter.

ACTION


- The service assisted the client by drafting his divorce petition, as well as reviewing any correspondence he had with his wife's solicitor.
- The client was advised on the applicable law and court procedure relating to financial orders, as well as helped to draft proposals for an out of court settlement that he could then send to the other party.
- With each response/proposal received, the service advised the client as to whether it could be considered fair, what might be considered/ordered if the matter went to court, and how to put forward a counteroffer.

OUTCOME


- The process took over 10 months with an agreement reached that the client was happy with, whilst retaining the family home and his pension. Without the project's support, the case may have gone to court and may not have resulted in the positive outcome for the client.

31 See: [CA_annual_report_2020-21.pdf \(ctfassets.net\)](#)

Outcome data tables

Table 16: Legal capability outcomes for all local and regional LSLIP clients, compared to clients with family, employment, housing and welfare benefits problems

	All areas of law			Family			Employment			Housing			Welfare benefits		
	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring
Clients understand their problem and are aware that it might have a legal remedy	91%	3,000	6	78%	1,000	4	99%	1,900	3	100%	30	1	-	-	0
Clients have an understanding of the legally possible outcomes of their problem	91%	13,000	7	89%	3,600	5	88%	3,700	4	94%	5,500	2	-	-	0
Stage 3a/3b clients have an increased understanding of court processes and what to expect when self-representing in court	84%	1,000	5	90%	650	4	64%	80	3	-	-	0	73%	230	1

Table 17: Legal capability outcomes for all local and regional LSLIP clients, by stage³²

	Stage 1			Stage 2			Stage 3a and 3b		
	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring
Clients understand their problem and are aware that it might have a legal remedy	95%	1,700	4	94%	800	4	76%	530	2
Clients have an understanding of the legally possible outcomes of their problem	94%	11,000	4	71%	1,200	4	66%	620	2
Stage 3a/3b clients have an increased understanding of court processes and what to expect when self-representing in court			N/A				84%	1,000	3

³² To note that these volumes may not match the volumes in Table 16, as some outcomes are reported as 'cross-stage' which are not captured here.

Table 18: Course of action outcomes for all local and regional LSLIP clients, compared to clients with family, employment, housing and welfare benefits problems

	All areas of law			Family			Employment			Housing			Welfare benefits		
	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring
Clients are aware of any action they must take to prepare for the next step of their problem resolution journey, including any preparation required before court.	84%	1,900	4	81%	970	3	87%	810	2	100%	20	1	-	-	0
	57%	2,700	6	74%	710	5	39%	940	4	36%	310	3	79%	620	1
Clients have increased confidence and ability to deal with their problems.															

Table 19: Course of action outcomes for all local and regional LSLIP clients, by stage³³

	Stage 1			Stage 2			Stage 3a and 3b		
	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring
Clients are aware of any action they must take to prepare for the next step of their problem resolution journey, including any preparation required before court.	80%	490	2	82%	1,000	4	100%	270	3

³³ To note that these volumes may not match the volumes in Table 18, as some outcomes are reported as 'cross-stage' which are not captured here.

	Stage 1			Stage 2			Stage 3a and 3b		
	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring
Clients have increased confidence and ability to deal with their problems.	21%	450	1	51%	1,100	3	65%	710	3

Table 20: Earlier resolution outcomes for all local and regional LSLIP clients and clients with family, employment, housing and welfare benefits problems

	All areas of law			Family			Employment			Housing			Welfare benefits		
	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring
Clients who resolved their problems with the support of generalist advice, casework and early specialist legal assistance (stage 1 and 2), avoiding the need to go to court.	59%	9,700	6	55%	3,000	4	48%	2,600	4	76%	3,300	1	38%	390	1

Table 21: Earlier resolution outcomes for all local and regional LSLIP clients, by stage³⁴

	Stage 1			Stage 2			Stage 3a		
	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring
Clients who resolved their problems with the support of generalist advice, casework and early specialist legal assistance (stage 1 and 2), avoiding the need to go to court.	66%	7,100	3	35%	1,600	4	41%	870	4

Table 22: Client satisfaction outcomes for all local and regional LSLIP clients, compared to clients with family, employment, housing and welfare benefits problems

	All areas of law			Family			Employment			Housing			Welfare benefits		
	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring
Clients make a positive self-assessment of quality of services and satisfaction with outcomes.	75%	1,900	6	92%	580	4	51%	730	3	-	-	0	86%	590	1

³⁴ To note that these volumes may not match the volumes in Table 20, as some outcomes are reported as 'cross-stage' which are not captured here.

Table 23: Client satisfaction outcomes for all local and regional LSLIP clients, by stage³⁵

	Stage 1			Stage 2			Stage 3a and 3b		
	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring	% achieved	Sample size	Grantees measuring
Clients make a positive self-assessment of quality of services and satisfaction with outcomes.	40%	380	1	70%	650	2	94%	650	3

Clients make a positive self-assessment of quality of services and satisfaction with outcomes.

³⁵ To note that these volumes may not match the volumes in Table 22, as some outcomes are reported as 'cross-stage', which are not captured here.

7. Implementation and delivery



In May 2022, towards the end of the main funding period, frontline staff from each of the funded partnerships undertook a series of semi-structured interviews to reflect on the implementation and delivery of their services. These interviews explored several key areas including project delivery, delivery models and advice methods used, client reach and trends, programme management, and any considerations for future ways of working. The subsequent sections explore the key findings from these interviews.

7.1 Key delivery model components

Key points

- Whilst partnerships implemented their own unique and discrete delivery models, several key features were consistent across services, including: a focus on initial triage and referring clients as efficiently as possible, outreach and community development, utility of specialist advisors to support clients practically and emotionally, and developing referral mechanisms to ease the process of referring a client between organisations.

Enhanced initial triage of problems helped to identify the suitable route or course of action for a case.

Initial triage to assess a client's needs was undertaken remotely via the telephone, email or in-person³⁶ by a variety of groups including university students at advice clinics, case workers or volunteers. In the East and West Midlands partnership, students conducted initial assessment and triage and then referred clients to pro-bono lawyers where necessary. Other grantees used a legal triage officer to diagnose client problems, guide clients with complex cases through the referral process and follow up on their progress.

"The basic premise of the model had five key components with legal triage being to advise, refer, broker, deal with multiple issues, and provide follow-up. It was always intended as a wrap-around service and we have definitely achieved that from both partners. We have taken it to areas we didn't initially expect and we've set up meaningful referral and outreach with partnerships that we aspired to work with." (Suffolk and Norfolk)

Improved referral mechanisms enabled services to swiftly connect clients to advice and support from within the organisation and/or to other partners from across the wider partnership. Feedback from grantees suggests that these processes were important to better support the client journey and the seamless flow between generalist and specialist support.

The streamlined referral pathways increased delivery staff knowledge of the types of advice and support offered by other partners, which eased internal and external signposting and referrals. For example, the Mid and North Yorkshire partnership established a cross-referral pathway between their advice services and carer organisations, to increase their support for clients with disabilities and further their understanding of carers' needs in the community.

36 More than one appointment could be provided depending on the complexity of a client's case or their level of vulnerability.

To enhance this process, many partners utilised digital platforms such as ReferNet which enabled referrals to be made directly to a range of services as efficiently as possible, and many developed their own systems. For example, the North and Mid Wales partnership developed a Google referral form and checklist to help improve their internal processes. The Greater Manchester and Lancashire partnership introduced a new system so that clients could be referred between organisations in the partnership and Support Through Court's office in Manchester.

"By working in partnership we have streamlined referral systems and a better understanding of what each partner does, so we can signpost and refer in much higher confidence that clients are going to the right place and getting the right support both locally and nationally." (Dorset and South Somerset)

The increased availability of specialist advisors enabled clients to be supported at later stages of their legal journey.

Several partnerships commented that they were able to supplement the initial assessment and triage of a client's needs with the increased provision and consistency of specialist advice, which helped to progress the resolution of an issue. As a result, staff had been able to support a wider client base and identify a clear pathway for these clients.

The North East partnership noted how specialist advisors were able to support clients to resolve their issues earlier. For example, with the help of welfare benefits specialist support, clients at Stage 2 and 3a were able to overturn a decision on welfare benefits entitlement, before it reached stage 3b.

"The increased capacity has been key.... [it] has added a new layer of support to help people with complex issues." (Dorset and South Somerset)

The easing of restrictions during the second half of the programme enabled the local and regional partnerships to focus on expanding community networks and links, to increase awareness of their services and broaden their signposting and referral networks.

This included engaging with new community groups and services and delivering training to partners in order to support the collaborative links. For example:

- East and West Midlands expanded their referrals and partnership with carer, refugee, and health support organisations, and established a new connection with the Free Representation Unit (FRU) and Advocate to provide clients with further assistance at final hearings. They also collaborated with Law for Life to discuss and develop Public Legal Education (PLE) resources that provided online resources to educate and empower vulnerable clients to understand their employment rights. The partnership also delivered PLE modules focused on employment law to students at Birmingham City University. These students then provided advice on common employment problems to their local community.
- Dorset and South Somerset delivered a series of housing workshops in partnership with Shelter to train and upskill volunteers. The partnership also increased engagement with local housing advisors and solicitors to increase signposting and referrals to the partnership.

- Mid and North Yorkshire expanded their networks with local organisations supporting individuals who have experienced discrimination by presenting at a local forum event, to raise awareness of the support available and how to refer to the partnership. They also increased the accessibility of their service for clients without internet access using Rural Advice Buses, which were staffed by trained volunteers that could identify legal problems and organise further advice with a specialist caseworker if required. The partnership also continued to work closely with Independent Domestic Abuse Service (IDAS) to provide specialist support to survivors of domestic abuse and sexual violence.
- Greater Manchester and Lancashire engaged with local food banks, began collaborating with the University of Manchester Free Legal Help Clinic to reciprocate employment and family law referrals, developed a directory of sources of help and community training sessions to develop referral pathways, and attended numerous awareness raising events with the aim to better meet demand through closer partnership working and earlier intervention. The partnership also focused on community capacity building by delivering workshops with partner organisations on how to signpost and refer clients to services, training volunteers and community navigators, developing links with a language support service to provide interpreters and recruiting several pro-bono employment lawyers.
- Suffolk and Norfolk continued building relations with local domestic abuse services and provided housing and family legal advice to clients at the Refuge and Women's Centre and Lighthouse Women's Aid. The partnership also increased referrals to its services by speaking on county and regional panels and working with local district councils.
- Devon and Cornwall expanded their outreach work by working with the University of Exeter to provide a face-to-face court desk-style advice and offering a bespoke appointment service to Children Centres. The partnership had continued to develop a new app to support litigants in person with private child arrangements, with the view to expanding into other aspects of family law.
- North and Mid Wales built upon their network by presenting to a family law partnership event, presenting to the North Wales Regional Equality Network, sharing volunteering and training opportunities via a student recruitment day, commissioning a series of videos for North Wales TV and using social media platforms to raise awareness of the services available. The partnership also worked closely with Finding Legal Options for Women Survivors (FLOWS) and CourtNav to signpost clients with domestic abuse issues, developed a 70-hour work placement module with Bangor Law School to build capacity for the law clinic, and worked closely with Dr Sara Closs-Davies from Bangor University who published a research report³⁷ of Citizens Advice, Ynys Môn service delivery during the pandemic.

"This [project] has extended reach to rural areas, hard to reach areas, where there aren't local or community services, such as the closure of post offices where people would talk to one another and socialise and pass on information on advice." (Suffolk and Norfolk)

37 See: [Research_Report_Citizens_Advice_Final_Nov.2021.pdf \(bangor.ac.uk\)](#)

The national grantees continued their own engagement with new communities and clients. For example:

- LawWorks promoted the Free Legal Answers platform at an in-person event for MPs, Peers and staff organised by the All Party Parliamentary Group on Pro Bono and Public Legal Education, and worked closely with Advice UK and the Law Centres Network to explore opportunities to engage with organisations across these groups. This helped to establish new referral organisations including Law Centres, Citizens Advice services and two independent organisations.
- Law for Life published new guides³⁸ and sat on the Official Injury Claim Advisory Group along with representatives from fellow national partner STC to advocate for the needs of litigants in person with limited literacy and digital capacity. Evaluation findings from its regional courses for trusted intermediaries on housing rights and supported Central England Law Centre to develop a Public Legal Education course to share resource and expertise with Birmingham City University students.
- STC utilised local networks at each of its court-based units to signpost and refer clients to local organisations and wider LSLIP partners. Whilst continuing referrals to RCJ Advice's national services including CourtNav and FLOWS, STC also signposted clients to LawWorks' network of Law Clinics, LawWorks Free Legal Answers platform and Advicenow materials.

Strong working relationships were a key feature of each delivery model, enabling organisations to work in partnership successfully.

Each partnership was underpinned by strong collaborative working across generalist and specialist organisations, which enabled them to maximise their resources and share expertise. Key features of this collaborative working amongst the partnerships included an emphasis on shared learning, high levels of trust, regular communication, flexibility, and having a shared sense of purpose and responsibility between partners.

"The advantage is we're not in competition and we celebrate each other's successes. We haven't tried to impose a particular way of working upon each other that doesn't work and we have given each other enough flexibility to allow the two organisations to have their own identity, but with increased learning across the piece. This has required honesty, trust and regular meetings to develop these relationships." (Greater Manchester and Lancashire)

³⁸ New guides included 'how to submit a small claim about injuries caused by a car accident' and with changes to divorce law coming into force in April 2022 a new guide was developed regarding 'how to get a divorce or end a civil partnership without the help of a lawyer'.

7.2 Blended delivery methods

Key points

- The use of blended delivery methods was essential for services to widen the access points for clients with differing needs, capabilities and vulnerabilities. Methods included telephone support, emails, online referrals, walk-in and in-person appointments, and video-based appointments and advice.
- Face-to-face support continued to be of ongoing importance for clients that had barriers to accessing remote/online support or clients that would particularly benefit from face-to-face interaction. Barriers to accessing remote/online support included not having access to a reliable phone signal or internet connection, having limited digital literacy and reaching individuals for whom English is a second language.

Following the onset of the Covid-19 pandemic, the mid-grant review reported on how grantees worked with dedication and quickly adapted services to cater to the social distancing measures in place. As restrictions eased during the second year of the grant, the use of hybrid or blended delivery methods was key for services to widen the access points for clients so that they were able to obtain support and advice in a way that was suitable for their differing needs, capabilities and vulnerabilities.

Services commonly used a multichannel approach which included telephone support, emails, online referrals, walk-in and in-person appointments, remote video-based appointments and advice via Microsoft Teams or Zoom. These different methods were found to provide clients with a wider range of opportunities to access support and therefore the approach taken was led by what worked for the client and their needs.

“We now offer face-to-face if that’s what clients would like...we also use video advice sessions. This hybrid offering is what we need. It needs to be dynamic and multi-channel, to fit the needs of the client and not the organisation.” (Greater Manchester and Lancashire)

In delivering these different methods, a bespoke approach was used to meet the range of needs being presented. Delivery staff noted that each client was found to have unique complex personal circumstances, which sometimes required further support from a specialist. For example, the East and West Midlands partnership improved accessibility via the use of a remote interpreter for clients in which English was not their first language.

Delivery staff saw a significant shift towards digital and remote methods of support as they offered convenience and flexibility for both clients and delivery staff.

This included using telephone appointments and communicating with clients over email or other computer-based/smartphone applications. Telephone support had been particularly embraced across the partnerships, as a large proportion of clients preferred to initially access advice this way. Whilst the easing of the Covid-19 restrictions had allowed services to progressively return to providing in-person support, this was used in tandem with other digital/telephone and remote methods. For example:

- Suffolk and Norfolk provided telephone, email and face to face advice, which could be provided in paper-format for clients that found telephone advice challenging. The face to face support was found to be particularly beneficial for clients with complex family cases and clients that found it difficult to complete lengthy online applications via the phone or online.
- Mid and North Yorkshire provided a range of support including a full-time telephone service 'Adviceline', van and bus service, email service, 'distance' service which included using FaceTime to deliver housing and debt advice, and also in-person appointments and support from advisors.
- The North East found that the digital offering supported a consistent service that widened reach. This included utilising remote appointments with specialists to remove geographical limitations for clients and offer an uninterrupted service during the Covid-19 pandemic across the region.

These remote/digital methods were also found to increase the efficiency of communicating with clients, particularly where technology could be used to share documents and simplify typically time-consuming form filling (e.g. WhatsApp, Docusign). Several partnerships also noted that some clients reported a personal preference for having conversations about sensitive and personal matters in the comfort of their own home, as well as the inability of some clients to attend in-person appointments due to financial and/or health difficulties.

"We are still providing a lot of remote advice, telephone advice and email advice, but this works for a large portion of our clients...and now we have this infrastructure in place to deliver robust advice for clients remotely. We also have facility for clients that need to come to access advice in the office." (Dorset and South Somerset)

Delivery staff highlighted the ongoing importance of face-to-face provision at local offices and community venues, particularly for vulnerable clients who wish to speak with an advisor directly.

In-person support was described as essential for clients who do not have access to a reliable phone signal or internet connection, have limited digital literacy, are isolated by sparse public transport and high private travel costs, or have vulnerability through age, poor health and low income. This included individuals in rural or harder-to-reach areas, elderly groups, and individuals with literacy difficulties or who have English as a second language.

"If a client was vulnerable there were instances where the only way to move their case forward was via face-to-face interactions and this worked really well in the courts during the lockdowns. There is the occasional client who needs face-to-face support and to make sure that clients can drop papers into the office, to scan and upload them, and then investigate their case further." (Devon and Cornwall)

Client Testimonial

A client with a hearing disability that required two bone anchored hearing aids encountered difficulties using online or telephone-based communication. They received interruptive feedback when using speakers, would have headaches using a Bluetooth speaker and could not hold a phone for long periods of time due to carpal tunnel syndrome. The client had an upcoming Employment Tribunal which they were told would be via the telephone. After searching for help, the client contacted a regional LSLIP partner to discuss their accessibility problems with attending the upcoming Tribunal:

“When I first contacted the Law Centre, I did feel a bit confused about what they could offer but after being able to come in and have an appointment to talk to someone in person, it helped calm me down. For the first time I felt like I was getting somewhere. They helped me put everything in order, I had felt muddled with the contact I was receiving from Acas and the court system.

The Law Centre helped support me and explain everything in plain English, not in legal terms. The help is ongoing and it feels like a brick has been lifted off my shoulders. I feel relief that someone is listening to me and I have a plan of action. The only way I can explain is that I can't actually sort stuff out on my own, I felt totally confused, I couldn't even read the paperwork without getting angry. It is still overwhelming but I feel like I now have time to pace myself. I know how my head has changed since I first spoke to the Law Centre, I could only cry before and I am relieved I have someone to help me.”

For more in-depth analysis of the way organisations utilised blended delivery models, the efficacy of blended advice for helping people to resolve their problems, and challenges and opportunities associated with blended advice, please see the Blended Advice and Access to Justice report³⁹.

39 Blended Advice and Access to Justice - GOV.UK (www.gov.uk)

Key delivery challenges

Key points

- Grantees stated several key challenges which impacted their service delivery in the short and long-term. These challenges included: staff retainment and recruitment, internal and external resource challenges, rising client demand due to the lasting effects of the Covid-19 pandemic and Cost of Living situation, the backlog in the courts and tribunals, managing client expectations and reduced capacity as LSLIP projects came to an end, and the uncertainty of securing funding in the longer-term.

Grantees referenced several factors that made the delivery of advice challenging over the lifetime of the grant. Several of these challenges were also raised in the mid-grant review, which highlights the ongoing nature of these issues:

- **Staff retainment and recruitment challenges** were commonplace and reduced service capacity. Many services experienced staffing changes which meant they had to re-recruit and retrain new staff, and it was often challenging to find suitable staff with relevant experience, knowledge, and skills. Staffing absences as a result of Covid-19 also had a substantial impact on the capacity of many partnerships.
- **Internal and external resourcing gaps** inhibited the ability of services to manage the demand for support. Whilst services had increased capacity to deal with the level of demand, there were still notable gaps in the local areas/regions which created further strain on their ability to refer clients to other means of support, particularly as the grant programme reached the closing quarters.
- **Increasing client demand** due to the lasting effects of the Covid-19 pandemic, Cost of Living situation, and backlog in the courts and tribunals, put pressure on services. The pandemic was described as creating a complicated picture with several partnerships noting the rising demand from both new and returning clients, presenting with increasingly complex clusters of issues.
- **Services needed to manage client expectations** as the project funding ended, particularly as some cases remained outstanding and exceeded the timescale of the funded activities. Services also had to manage the expectations of clients that had unrealistic expectations about the outcomes of their case, due to unfamiliarity of misunderstandings around the legislation related to their issue.
- **The uncertainty around further longer-term funding created difficulties**, as many services prepared to lose the staff and additional capacity created by LSLIP. There were concerns that services would not be able to sustain the rapport, connections and relationships that had been created across the projects when the funding ended. This was exacerbated by the concern that there would be an increasing number of people with energy and financial-related issues presenting to advice services as a result of the Cost of Living situation.

“To not have the capacity of the caseworkers in the light of a Cost of Living Crisis is quite worrying, to lose that capacity and to make sure clients still receive that quality advice.” (Dorset and South Somerset)

8. Programme management



Key points

The programme management by the Access to Justice Foundation helped to establish a culture of learning across grantees through sharing best practice and working flexibly to adapt to the needs of clients and local communities.

The Access to Justice Foundation strongly appreciated the significant efforts made by each grantee to become well-accustomed to the data collection processes, and grantees welcomed the clear communication, collaborative engagement and continuous support by the Access to Justice Foundation.

- The Access to Justice Foundation welcomed the continual communication with the Ministry of Justice, but called for wider advice sector collaboration and advocacy that supports a clear long-term strategy for legal support, including sharing and promoting new evidence across funding networks.

Staff at the Access to Justice Foundation and grantees welcomed the consistent and expansive service delivery that had taken place during the lifetime of the grant. Partnership working and relationship building created a positive culture of learning by regularly sharing best practice and working flexibly to adapt to the needs of clients and the local communities. This was echoed by grantees, with the East and West Midlands partnership noting that the shared learning had led to increased capacity and improved their ability to respond to clients' issues via sharing learning on methods of support as well as how best to utilise volunteers.

The Access to Justice Foundation recognised that a significant amount of time was spent on managing expectations of grantees as the funding period came to an end. Services were experiencing increased demand for support due to the Cost of Living situation, which was placing pressure on frontline staff, who were managing the effects of the increased cost of living themselves.

"Then I think the other thing that's really having an impact at the frontline, which is obviously impacting the services and the staff too, is the cost of living issue and the impact that's having on demand. But also I think something that we're maybe not talking about enough is the impact on the staff who are delivering services. That's definitely become more of an issue over the last nine months." (Access to Justice Foundation)

The Access to Justice Foundation recognised the significant efforts made by each grantee to become accustomed to the data collection processes, and grantees welcomed the clear communication, collaborative engagement and continuous support by the Access to Justice Foundation.

Grantees echoed reflections from the mid-grant review and strongly appreciated the clear communication, relationship building and collaborative engagement with the Access to Justice Foundation. Having a key contact person at the Access to Justice Foundation was particularly well-received, as it enabled any feedback, challenges or issues to be discussed and resolved efficiently. The Access to Justice Foundation also noted that the regular, transparent feedback was crucial for building trust among partners and resolving any emerging issues quickly. Grantees also appreciated

the opportunity to speak with other organisations at the LSLIP Grantee Forum and Network for Justice events, which gave services the opportunity to discuss their ongoing projects, share valuable knowledge and advertise future funding opportunities.

The Access to Justice Foundation welcomed the continuous open communication with the Ministry of Justice. This included utilising a collaborative approach to co-producing the monitoring and evaluation framework and flexibility towards the funding to ensure that services were best placed to adapt and target the needs of their local areas. Sustaining this communication with the Ministry of Justice was seen as important to continue building the evidence base and to support future decision making.

The Access to Justice Foundation spoke of the need for wider advice sector collaboration and advocacy that supports a clear longer-term strategy for legal support, including to share and promote new evidence across funding networks.

The Access to Justice Foundation spoke of the value of building relationships with other advice funders to have greater understanding of the funding landscape and allocate grants effectively. Building on these relationships and gaining commitment to a shared vision represented an opportunity to establish a longer-term strategy for legal support. To work towards this, the Access to Justice Foundation suggested further collaborative work developing and investing in a Common Data Standard and data management systems, to generate evidence and learning more effectively.

“Our relationships with other funders allows us to understand the geographical spread of where advice funding is going. So that’s been very helpful in terms of understanding how under resourced certain areas of the country are ... I think the learning and data is an ideal place to start [working together] because it’s about attracting more funding and understanding the impact of our collective funds and the gaps in the sector.” (Access to Justice Foundation)

9. Expenditure and value for money



Key points

- A total of £2.45m was spent by grantees across the two-year delivery period of the grant. £944,536 (38.5%) was spent by the local funding stream, £968,389 (39.5%) by the regional stream, and £538,874 (22%) by the national stream.
- Previous evidence has consistently found that early intervention is key to prevent problems escalating and generating further costs more widely, however, there is a need for further robust evidence that accurately determines the social and economic value of early legal advice and support.

9.1 Grant expenditure

Across the entirety of the delivery period, a total of £2.45m was spent by grantees. Figure 23 presents data on the total spend by all grantees across each quarter of the grant programme. The smallest proportion (2%) of grantees' total expenditure was spent in the initial quarter as the local and regional streams focused on setting up their services, adapting their delivery amidst the Covid-19 pandemic. The highest spend (17%) was during the final quarter of the grant, which was largely due to one grantee allocating all their administration costs to this final quarter, as demonstrated in Figure 24.

Figure 23: Total spend by grantees, per quarter

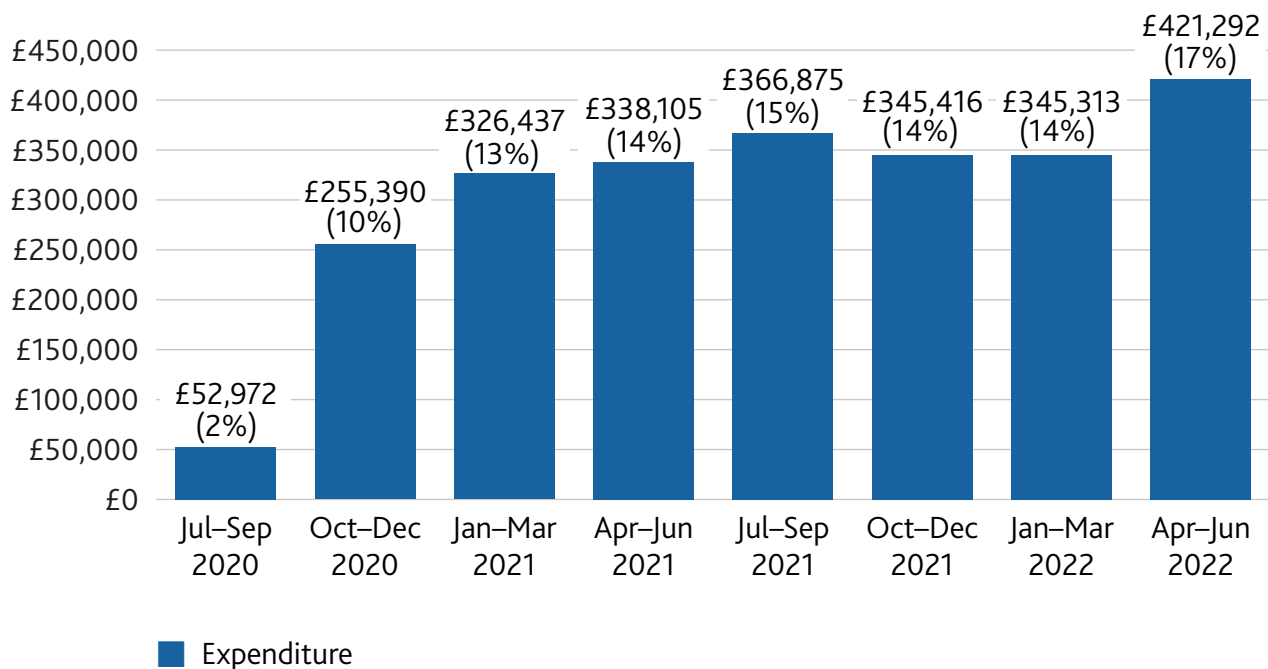
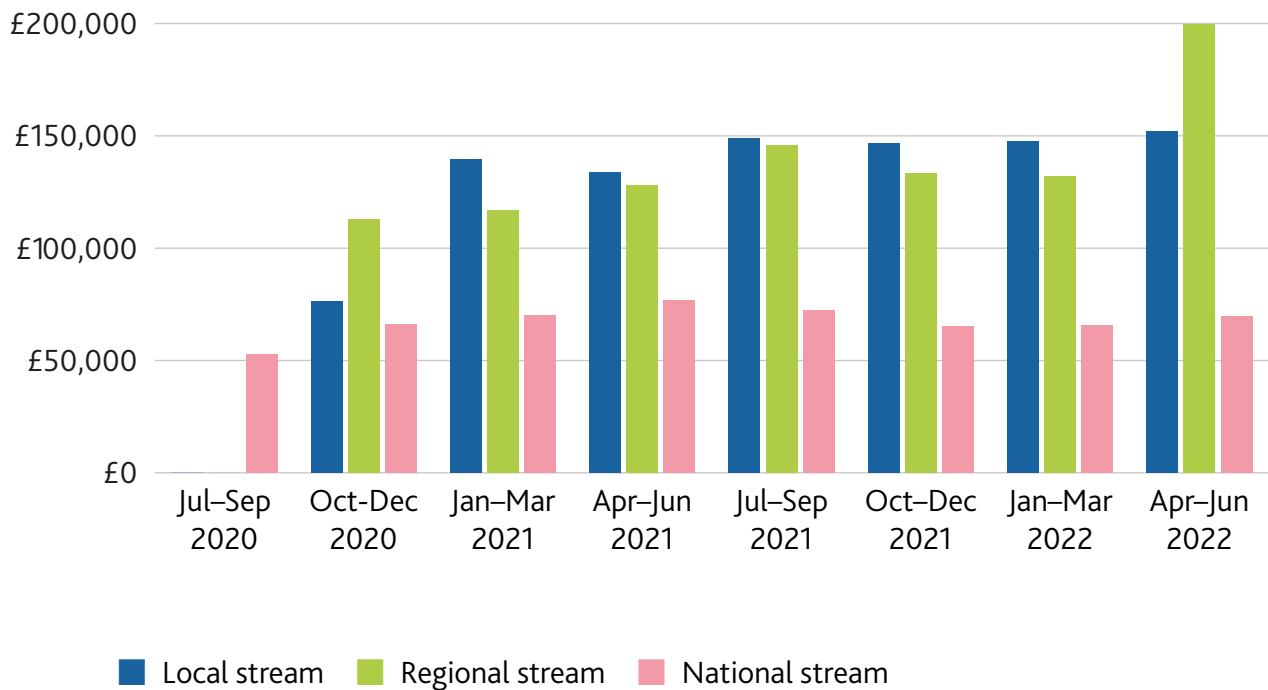


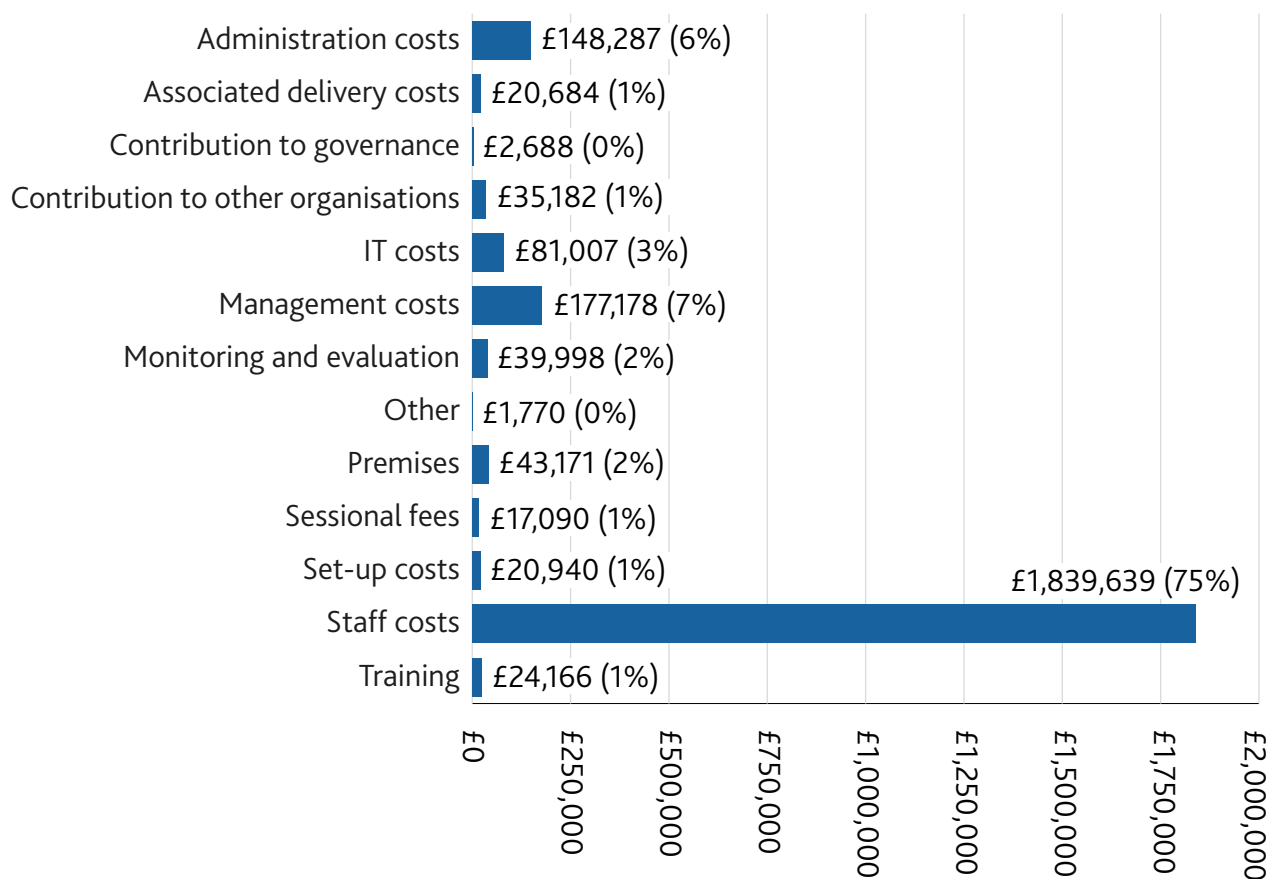
Figure 24 shows the total spend across each quarter by the three funding streams. The local funding stream expenditure was £944,536 (38.5% of the total grant), the regional stream was £968,389 (39.5% of the total grant), and the national stream was £538,874 (22% of the total grant). Whilst there is no specific trend quarter on quarter across each funding stream, there are two points of interest. Firstly, both the local and regional streams reported zero spend in the first quarter as they focused on setting up their services. Secondly, in the final quarter, there was a 7-percentage point increase by the regional stream in comparison to the previous quarter. This increase can be largely explained by one grantee allocating the entirety of their administration costs in the final quarter.

Figure 24: Grantee expenditure, per funding stream and quarter



Data presented in Figure 25 shows the total spend per cost type with staffing costs accounting for the highest cost type across all of the grantees (75%), followed by management costs (7%), and administration costs (6%).

Figure 25: Total grantee expenditure, per cost type



Data presented in Table 24 shows a breakdown of these costs across each of the funding streams. It shows that grantees across all the streams allocated very small proportions of funding to monitoring and evaluation (i.e. between 1-2%). Grantees made several recommendations for future grants, including allocating a larger proportion of funding to monitoring and evaluation. This would enable them to build the capacity, resources and skills of services and staff via mentoring, training, coaching and upskilling, to better collect, analyse and utilise the large volume of data gathered in the future.

Table 24: Total grantee expenditure, per cost type and funding stream

	Local Stream Total Spend	Proportion (%)	Regional Stream Total Spend	Proportion (%)	National Stream Total Spend	Proportion (%)
Set up costs	£15,373	2%	£3,219	<1%	£2,348	<1%
Staff costs	£759,061	80%	£763,686	79%	£316,892	59%
Premises	£17,360	2%	£5,183	1%	£20,628	4%
Administration costs	£32,625	3%	£69,819	7%	£45,844	9%
Management costs	£43,188	5%	£71,411	7%	£62,579	12%
Monitoring & Evaluation	£22,230	2%	£11,768	1%	£6,000	1%
Associated delivery costs	£11,842	1%	£8,842	1%	£0	0%
IT Costs	£8,408	1%	£2,292	<1%	£70,307	13%
Contribution to governance	£355	<1%	£2,333	<1%	£0	0%
Training	£3,547	<1%	£18,345	2%	£2,273	<1%
Contribution to other organisations	£14,000	1%	£9,766	1%	£11,416	2%
Sessional fees	£16,548	2%	£542	<1%	£0	0%
Other	£0	0%	£1,183	<1%	£587	<1%

9.2 Value for money

Accurately quantifying the economic benefits of early legal advice and other forms of legal support is a well-known challenge due to several constraints and complexities, including establishing the counterfactual (e.g. what would have happened in the absence of the advice), identifying and measuring wider benefits and 'softer outcomes' such as reduced stress and improved wellbeing, and using modelling techniques that are based on theoretical assumptions that may not accurately resemble the complexity of the real world.

Due to these constraints, project scope limitations and the complicated nature of the grant activities (covering a large range of client issues, areas of law, type of advice/support and specific outcomes), a robust and reliable value for money estimate cannot be generated for LSLIP activities. However, there are several studies conducted by the advice sector that attempt to quantify the savings associated with early legal advice and support, that can point to the possible cost savings generated by the grant activities.

Recently, the Community Justice Fund commissioned a report by Pragmatix Advisory and the Centre for Economics and Research (2021)⁴⁰ which modelled the financial benefits of early legal advice to HM Treasury. The model estimated that every client in receipt of free legal advice would save HM Treasury between £2,000 and £8,000 in the first year, which would lead to a saving of between £214 million and £814 million over 12 months if 100,000 clients received free legal advice.

The Citizens Advice Impact Report (2022)⁴¹ estimated that every £1 invested in Citizens Advice in 2021-2022 generated savings of £2.20 for government and public services from reducing pressure on public services like health, housing or out of work benefits, £14 in wider economic and social benefits from increasing wellbeing, participation and productivity, and savings of £7.90 in financial outcomes for clients such as debts written off, income increased and solving consumer problems.

The Money Advice Service (2018)⁴² published an economic impact report that compared the experiences of debt advice seekers with an alternative scenario of indebted individuals who did not access advice. Using secondary research, stakeholder engagement, and a survey of around 3,800 respondents, the study estimated that debt advice produces a positive economic impact of between £301 and £568 million. These benefits were largely comprised of benefits for creditors but also included £74m-£145m savings for mental health care and £67m-£137m savings for employment and productivity.

These studies used a range of different approaches to quantify the economic benefits of early legal advice and therefore caution is required when attempting to generalise the findings. Most studies of this nature have similar constraints and limitations, including the complexity of establishing the counterfactual, trying to identify and measure specific outcomes with accuracy, using data that is often outdated or collected from secondary sources, and using modelling techniques that are based on theoretical assumptions.

Despite the limitations, it is a consistent finding that early intervention is key to prevent problems escalating and generating further costs more widely. More robust evidence is needed to accurately determine the scale of the benefits, where they fall and to whom.

40 [Defending-the-public-purse-The-economic-value-of-the-free-legal-advice-sector-September-2021.pdf \(atjf.org.uk\)](#)

41 [2021-2022 Financial Modelling Technical Annex.pdf - Google Drive](#)

42 [Money Advice Service \(2018\)](#)

10. Conclusion



Key points

- Whilst managing the ongoing delivery challenges posed by the Covid-19 pandemic, Cost of Living situation and winding down of services as the funding period came to an end, grantees continued to deliver innovative and substantial levels of support amongst their LSLIP partnerships and wider networks to achieve positive outcomes for clients.
- Key findings from this report evidence the positive benefits and impact generated by early advice to prevent clients' legal issues from escalating and compounding further. Further considerations highlight how the utility of hybrid or blended delivery methods can be used in future service delivery to better support clients and the need to continue building the evidence base of the effectiveness of early legal support and advice for services, key staff and clients.

Since the mid-grant review, grantees continued to deliver substantial levels of support amongst their LSLIP partnerships whilst managing the ongoing delivery challenges posed by the Covid-19 pandemic, Cost of Living situation and winding down of services as the funding period came to an end. Grantees have evidenced throughout the delivery period how they have worked innovatively across their partnerships and wider networks to achieve positive outcomes for clients.

The data and evidence collected throughout the duration of the grant demonstrates the positive impact that advice and support has provided directly to clients to prevent their legal issues from escalating and compounding further. This includes helping to alleviate the stress and anxiety as clients deal with the complex circumstances surrounding their legal issue including a potential clustering of issues, supporting clients to have a course of action, support to take forward or resolve their issue, and reaching a wide range of positive settlements that obtained both social and economic benefits that helped to improve client's overall quality of life.

Evidence from this report has outlined the key benefits generated by LSLIP grantees as a result of the partnership working between local, regional and national organisations. These key benefits have included enhancing their capacity to holistically support clients through their journeys, utilising hybrid or blended delivery methods such as remote, digital or face-to-face means of support to cater to clients' differing needs, and the expansive network development including delivering a range of training to upskill key staff, sharing learning and best practice both within and across partnerships, and revising new or improved referral processes to ensure clients access support as efficiently as possible.

Key findings from this report also highlight several key considerations for the delivery of legal support in the future, including how hybrid or blended delivery methods can be used in future service delivery to address differing client needs. Several other key learnings outline the importance of continuing to support and guide frontline services with their data collection processes through sector wide activities, such as developing and adopting a Common Data Standard. This will support and enable a continued focus on building the evidence base on the effectiveness of early legal support and advice.

Looking to the future, the Cost of Living situation has posed several challenges for frontline advice providers as they are seeing more people requiring help with crisis support and energy problems⁴³. Some LSLIP grantees have fed back that the situation may also cause difficulties for their staff on lower salaries, which will exacerbate staff recruitment and retention issues in the not-for-profit advice sector.

Finally, acknowledgement is given to Access to Justice Foundation's programme management and facilitation of a range of complex partnerships and projects. These collaborative efforts and ongoing communication with grantees and the MoJ have contributed significantly to the success of the grant programme.

⁴³ Citizens Advice cost-of-living data dashboard | by Tom Brooke Bullard | We are Citizens Advice

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Appendix A: LSLIP logic model



Inputs	Activities	Initial outcomes	Longer term outcomes
<p>This grant will aim to enhance services that support the earliest possible interventions for LIPs, and increase our understanding of the stages they move through as they interact with the justice system. The grant will be formed of three funding streams:</p> <ol style="list-style-type: none"> Scaling up provision of organisations or hubs. Developing services for LIPs in geographic areas where there are currently gaps in provision. Supporting national projects across England and Wales. <p>These projects will be administered by the ATJF, in partnership with MOJ.</p>	<p>Funding streams 1 and 2 will encompass activities that target LIPs at three stages of their journey to resolving their legal issue...</p> <p>Stage 1 – earlier intervention via community navigation: Engage people who may have a legal remedy to their problem/s but are unaware of this. Resolve the causes of their financial hardship at the earliest opportunity through skilled triage or generalist advice to diagnose the problems, followed by assistance to prevent the need for court action.</p> <p>Stage 2 – later intervention via specialist casework: Provide specialist casework to the most vulnerable clients who approach advice agencies about possible action, uncovering all their legal needs to resolve problem-clusters before court.</p> <p>Stage 3 – at court: Provide legal advice and representation.</p> <p>Funding stream 3 will involve national scale projects with activities such as...</p> <p>Delivering advice, information or support through non face-to-face methods through the use of technology. Using existing or developing new infrastructure to increase the reach of existing national initiatives/services. Proactively embedding the use of these national initiatives/ services with grantees to promote their use and value to litigants in person.</p> <p>Target population</p> <p>Individuals on low income that do not have the means to pay for private services but are not eligible for legal aid. Existing data and evidence shows that this group have high levels of vulnerability.</p>	<p>Streams 1 & 2 outcomes</p> <p>Stage 1 and 2</p> <ul style="list-style-type: none"> LIPs understand their current problem and are aware that it might have a legal remedy. LIPs have an understanding of the legally possible outcomes of their problem. LIPs are aware of any action they must take to prepare for the next step of their problem resolution journey. This includes any preparation required before going to court (such as evidence requirements and entitlements). Where appropriate, individuals are referred internally or externally to other sources of advice in a timely manner, including pro bono advice, and/or signposted to other problem resolution methods such as ADR. (Note: The utility of signposting will be subject to the capacity of other providers). LIPs resolve their problems earlier, avoiding going to court, with the support of generalist advice and casework or specialist legal assistance. <p>Stage 3⁴⁴</p> <ul style="list-style-type: none"> Court cases are resolved more swiftly with advice and/or representation from an 'on the day' scheme. <p>Stream 3 (national projects) outcomes</p> <ul style="list-style-type: none"> LIPs report increased understanding of court processes and what to expect when self-representing in court. LIPs report increased confidence and ability to deal with their own problems or find appropriate face-to-face assistance locally. 	<p>Better quality of outcomes for LIPs:</p> <ul style="list-style-type: none"> LIPs are more able to enforce their rights in accordance with the law. Problems are resolved more quickly at lower financial and emotional cost. Problems remain resolved. Positive self-assessment of quality of services and satisfaction with outcomes. <p>Legal advice/service impacts</p> <ul style="list-style-type: none"> More cases are settled before reaching court, reducing court time. Stronger ties between frontline agencies and national support, results in agencies feeling better equipped and more confident to utilise alternative forms of support, including: online resources, specialist forms of support and pro bono representation.

44 After consultation in the early design stages of the programme, stage 3 was subsequently divided into stages 3a and 3b.

Appendix B: Monitoring for LSLIP extension period



LSLIP funding was extended for a three-month extension period from 1st July to 30th September 2022, providing a further £379,500 to support the same eight local and regional partnerships and three national grantees. As grantees were notified of the extension at the end of June 2022, data collection requirements were reduced for proportionality. In June, organisations were in the process of winding down projects and were required to make short-term changes to continue delivery of services. The numbers reported in this period were impacted significantly by these changes and therefore are reported separately from the main grant period (October 2020 to June 2022 for local and regional grantees, and from July 2020 to June 2022 for national grantees).

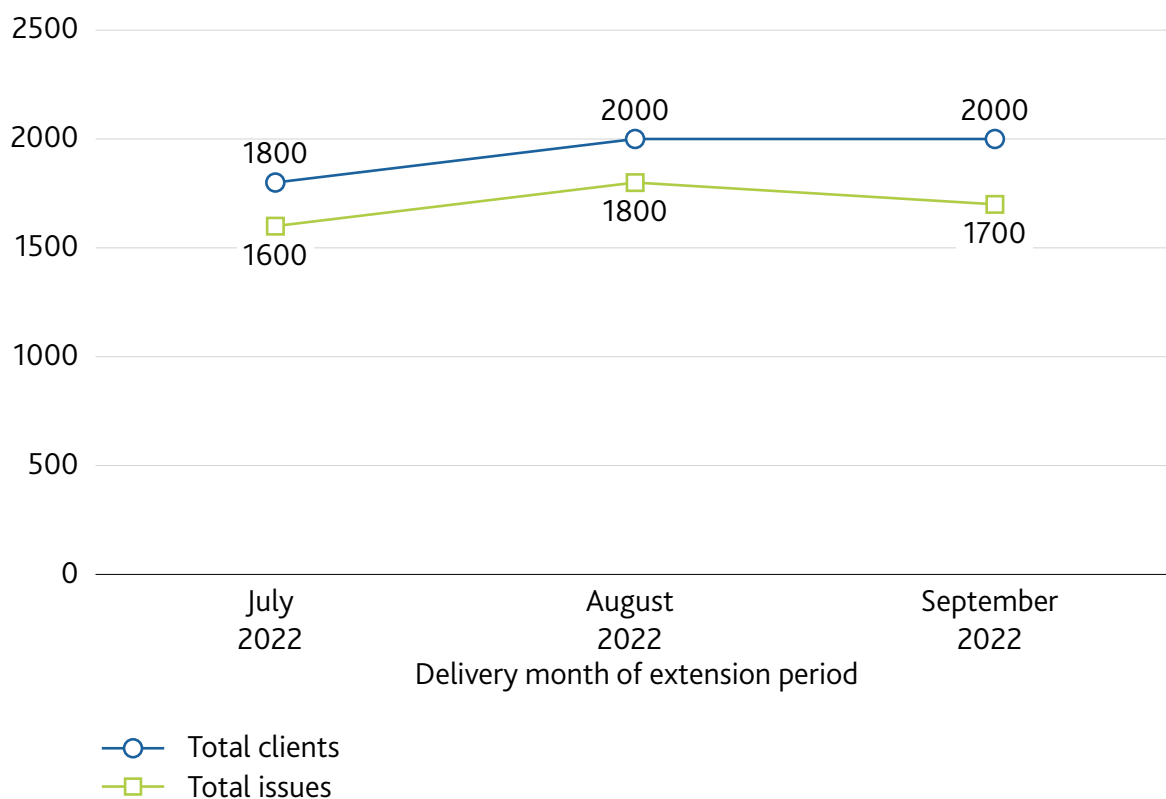
Volume of clients and problems advised by LSLIP extension services

Local and Regional LSLIP partners

Between July 2022 and September 2022, **local and regional grantees gave 5,100 clients advice and support on 5,800 legal issues, with monthly figures remaining stable throughout the extension period.**

Figure 26: Clients and issues advised by local and regional grantees, per extension month

Number of clients and issues advised



Overall, this is around a 20% decrease in both total number of clients and number of issues supported compared to the previous quarter i.e. 6,400 clients on 7,000 issues between April to June 2022, as shown in Figure 3 section 5.1. Most grantees were already in the process of winding down their projects when reporting began in July 2022, resulting in decreased capacity to take on new referrals and loss of staff.

National LSLIP partners

LawWorks

Between July and September 2022, LawWorks provided 81 clients with legal advice through its Free Legal Answers (FLA) platform, a 29% drop compared to the previous quarter i.e. April to June 2022.

Support Through Court and RCJ Advice

The Support Through Court and RCJ Advice partnership provided support to a total of 314 users respectively distributed as 279 for STC and 35 for RCJA. It was noted that STC had been facing wider challenges with funding which negatively impacted grant activities including data collection and reporting capacity.

Law for Life

Google analytics recorded 190,00 'users' of the Advicenow website between July and September 2022. Despite a slight decrease from 210,000 users in the previous quarter i.e. April to June 2022 (Figure 6), the drop was not as steep as in earlier quarters of the grant project. Advicenow services are funded through several sources and therefore, the number of users remained steady despite changes during the extension. It should also be noted that it is not possible to reliably attribute the volume of users reached as a direct result of the LSLIP extension due to several funding sources.

Types of problems advised by LSLIP extension services

Local and Regional LSLIP partners

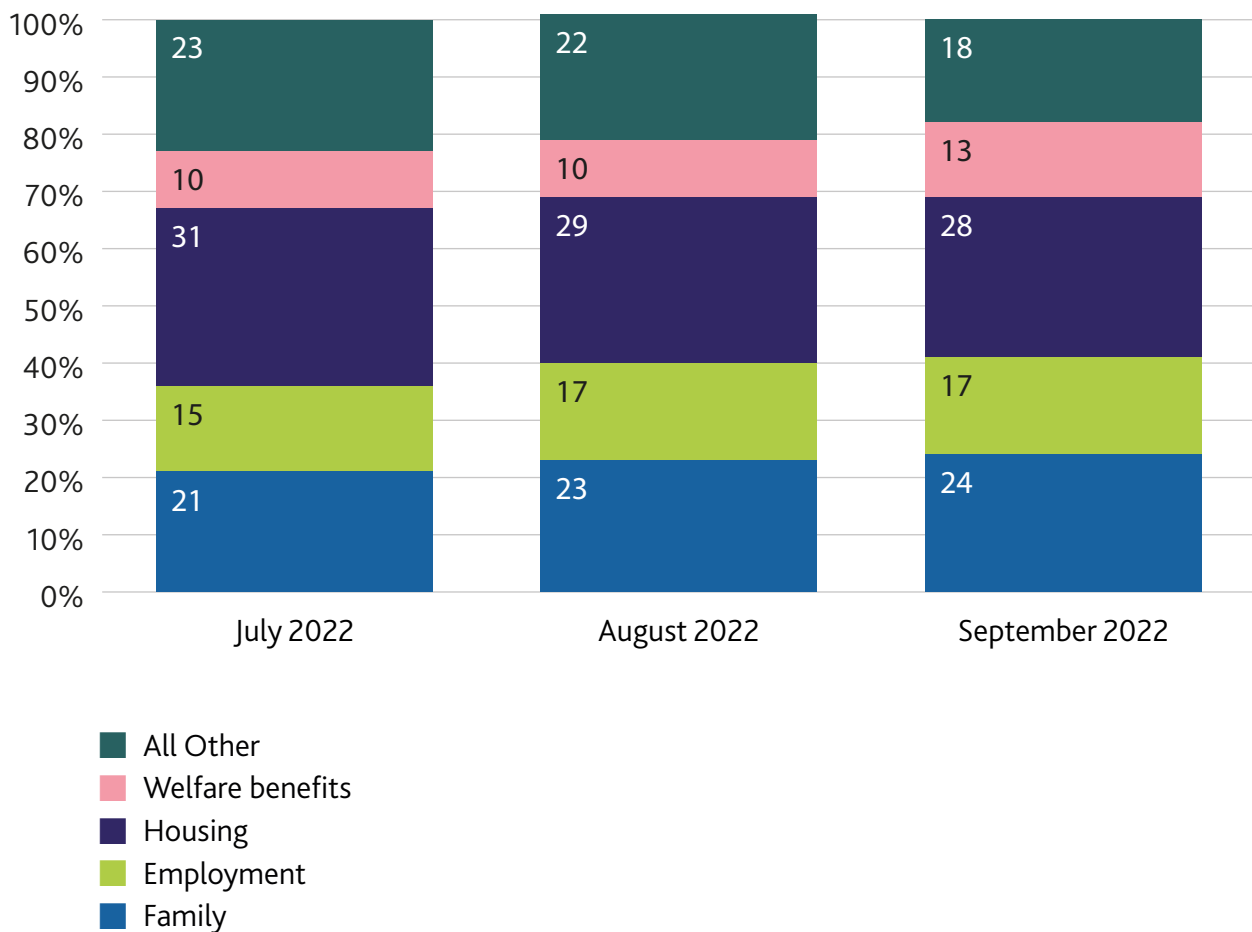
Most advice and support provided was at the **earliest stage of initial generalist advice (76%)** followed by casework (15%); this is consistent with the distribution seen throughout the main grant period.

Table 25: Support provided by local and regional grantees at each stage during the July – September 2022 extension period

Stage	Support provided	Total volume of issues advised	Proportion of all issues
Stage 1	Initial generalist advice and triage	4400	76%
Stage 2	Casework	900	15%
Stage 3a	Pre-court advice, guidance and support	470	8%
Stage 3b	Legal advice and representation at court	40	1%

The majority of advice (80%) provided was on Housing (29%), Family Law (23%), Employment (16%) and Welfare Benefits (11%); this distribution is consistent with the four areas of law with the highest proportions of advice observed throughout the main grant period.

Figure 27: Overall mix of advice provided by local and regional grantees, per extension month



National LSLIP partners

Based on the data available, the majority of support provided by the national LSLIP grantees was in housing and family law.

LawWorks Free Legal Answers tool mostly supported clients with housing (32%), family (27%) and employment issues (16%). In addition, they also helped a number of users with debt problems (14%) and consumer issues (11%). Compared to the previous quarter, Free Legal Answers provided a lower proportion of consumer support.

Support Through Court services primarily provided practical, procedural and emotional support on family issues, specifically on divorce and child arrangements.

Characteristics of LSLIP extension clients

Local and Regional LSLIP partners

Similar to the trends observed in the main grant period, excluding those that preferred not to disclose information, the majority of clients were female (61%), between 25 and 55 years of age (67%) and white (88%). The proportion of clients with a disability remained stable at 27% during the extension period.

- **Age:** 72% of the local and regional LSLIP clients disclosed their age. Removing those that prefer not to say, around two thirds (67%) of all clients were between 25 and 55 years.
- **Sex:** 83% of the local and regional LSLIP clients disclosed their sex. Removing those that prefer not to say, around two thirds of clients were female (61%).
- **Race:** 61% of the local and regional LSLIP clients disclosed their race. Removing those that prefer not to say, the majority of clients were white (88%).
- **Disability:** approximately 27% of local and regional LSLIP clients disclosed having a physical, sensory, cognitive, mental health or other type of disability. However, removing responses that were not disclosed or were non-applicable, this proportion increased to 52%.
- **LawWorks**
- **Age:** 80% of reporting FLA clients were between 25 and 64 years. During the extension period, only 3% within 75+ age bracket submitted a question, while the 16-24 age bracket accounted for 6%.
- **Sex:** there are some differences between the proportion of men and women sending FLA questions between the extension period and the previous quarter (28% male and 65% female compared to 34% male and 56% female). However, this difference confirms the ongoing trend of fewer men than women submitting FLA questions.
- **Race:** the majority of questions were sent by white clients (61%) which is similar to the trends observed in the previous quarter (65% of clients were white).

Law for Life⁴⁵

- **Age:** based on Google Analytics (GA), the majority of Advicenow users (74%) were between 25 and 54 years.
- **Sex:** based on data from self-reporting online surveys (SRAs), 45% of users were female and 45% of users were male compared to 57% of female and 29% of male users in the previous quarter.
- **Disability:** data from SRAs shows that 45% of users reported having a disability compared to 38% in the previous quarter.

Due to high proportions of Support Through Court and RCJ Advice clients with undisclosed characteristics, the protected characteristics of clients could not be reliably included for the extension period.

⁴⁵ Law for Life collects data protected characteristics from two sources: Google analytics (GA) and self-reporting online surveys (SRAs).



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