



Ministry
of Justice

Improving Outcomes Through Legal Support Grant

Interim Report, February 2026

Leyla Bagherli and Helena Spiliotis

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Executive summary

Introduction

In March 2023, the Ministry of Justice (MoJ), in partnership with the Access to Justice Foundation (ATJF), launched the Improving Outcomes Through Legal Support (IOTLS) Grant.

There is a well-established evidence base from legal needs surveys and research that shows that legal problems are common, relate to most aspects of people's daily lives, and if left unaddressed often accumulate and become more serious and harmful. Providing timely support helps people to navigate challenges and resolve their issues more effectively, strengthening their economic and social resilience while delivering wider benefits for society and the justice system. IOTLS therefore sought to fund a range of legal support services, to support and improve access to early social welfare and family legal support.

From July 2023, 59 organisations across England and Wales were funded through IOTLS to deliver legal support with civil issues (including but not limited to housing, debt, family and immigration) at national, regional and local levels. These organisations were selected through a competitive process run by the Access to Justice Foundation (ATJF), who were appointed as the grant intermediary from March 2023, to manage the £10.4 million programme on the MoJ's behalf. The programme was initially due to conclude in March 2025. It was subsequently extended by 12 months to March 2026, supported by an additional £6,096,000 in funding, and later extended by a further 6 months to the end of September 2026, with an additional £3,048,000 in funding.

Monitoring and evaluation are a core part of IOTLS, informing its delivery and also building on the evidence from previous grants. The programme has aimed to strike a pragmatic balance between effective data collection and allowing organisations to focus on service delivery. The evaluation approach triangulates data from a range of sources, the core of which is regular quantitative and qualitative reporting from grantees on clients they have

reached through the grant and outcomes achieved. Outcomes of interest include clients' improved understanding of their legal problem, confidence and capability to deal with it, earlier problem resolution, and preparedness for court for those that need it. The evaluation also draws on client case studies reported by grantees, augmenting monitoring data with real life stories of people's issues and the impacts of IOTLS support.

This interim report presents findings from the evaluation of the grant so far, up until the end of the original funding period in March 2025. This draws on grantee reported data and interviews undertaken by MoJ analysts in February 2025. A subsequent final evaluation report will review delivery across the full grant period, so please note findings may change.

Key findings

Service delivery

Between October 2023 and March 2025, IOTLS funding was used to support 110,000 clients with 163,000 issues. These issues were primarily related to welfare rights (27%), housing (16%), family law (13%) and domestic abuse (12%). Nearly half of issues received initial generalist support (46%), followed by 'specialist advice or casework' (39%) and support pre-court and at-court (15%). Grantees have communicated with clients through a range of methods, with telephone being the most common (46%).

Grantee organisations have used IOTLS funding in a range of ways to deliver tailored client support, including to hire, retain and upskill staff, improve triage services, modernise facilities and expand services. The flexibility of the funding, in not narrowly prescribing the activities it could be used for, has allowed organisations to be agile and address gaps and explore new approaches. IOTLS has also helped grantees to maintain and strengthen partnerships with other support organisations, court services and wider organisations. However, high demand, difficulties with recruitment and wider sector issues have been key delivery challenges.

Impact achieved

The majority of clients (for which demographic information was captured) were: 25 to 65 years old (66%), identified as female (62%), had a disability (55%). Of those who disclosed

their ethnicity, a small majority of clients identified as white (53%), with 16% and 15% being from Asian and Black ethnic backgrounds respectively. At the frontline, grantees had different client intakes depending on their services and contexts, although there was cross-cutting feedback that IOTLS cases and clients had been complex.

IOTLS has supported people to better understand their legal issue and improved their confidence to deal with legal issues more generally. Of clients who received initial or case support (stage 1 and 2), 73% were reported to have understood their problem following support, and 70% to have displayed increased knowledge and confidence to deal with their issues. 80% of IOTLS clients at court (stage 3) displayed increased preparedness for their hearing.

Additionally, grantees reported that 69% of clients who received initial support with their issues (stage 1 and 2) resolved their problems earlier and avoided unnecessarily going to court. Evidence shows that grantees have also been able to deliver smoother journeys to resolution for clients. Due to well-known challenges measuring longer term outcomes and the need for a pragmatic approach with frontline advice organisations, quantitative data on wider socio-economic impacts were not captured, but there is powerful lived experience data of IOTLS services delivering these. Interviewed grantees observed IOTLS services delivering substantial positive outcomes, including helping to avoid homelessness, secure financial outcomes and wider sustainable change to circumstances, and improved mental health.

There were also positive outcomes for grantee organisations highlighted. For example, IOTLS has helped some organisations to expand their scope of services and to invest in improved facilities. Grantees have also used their IOTLS experience and data to leverage other funding and activities.

IOTLS is also indicated to deliver public value through those client outcomes which may prevent costs and support the capacity and resilience of the sector downstream, such as the examples of monetary pay outs and prevented court and homelessness. These outcomes also link to benefits to the justice system by reducing demand. There are additionally examples which suggest IOTLS may have helped reduce operational burden

on other public services, such as the NHS through positive mental health outcomes, and by helping to 'fill in gaps' between other public services.

Project management

In addition to monitoring and capturing the impact of grant delivery, it is critical to review the processes through which the programme was managed and implemented. This enables improvements to be made to IOTLS, as well as consolidating learning for other or future grant programmes in this space.

Grantees spoke positively about working with the grant intermediary. Points included the responsiveness of their support and how ATJF had given grantees space to deliver services independently. Response to the IOTLS grantee forums (meetings bringing together all grantees, facilitated by ATJF) was more mixed, with some grantees finding them valuable and others not engaging. Key project management issues raised were around the short duration of the funding and an ask for earlier communication when extending existing programmes.

ATJF interviewees were positive about their working relationship with MoJ across the grant, valuing the level of collaboration and openness in communication. However, they also noted some challenges, particularly around communication around programme change and some lack of clarity around MoJ's wider strategic aims.

Grantees have had mixed experiences with IOTLS monitoring and evaluation requirements. Some grantees found data collection challenging, in part related to whether it was compatible with their case management systems. Some grantees also struggled with complex practicalities, such as capturing client journeys who received multiple stages of support. Grantees had mixed views on the volume and frequency of the reporting requirements. However, the experience of data collection seemed to have improved over time. Grantees have also made use of IOTLS data beyond the grant, to engage with stakeholders and review their own services.

As part of interviews, grantees and ATJF staff were asked to reflect on key challenges and opportunities for the IOTLS extension period, and what they thought would be essential for future support services longer term. Grantees felt further IOTLS funding would provide

valuable opportunities to maintain and scale up services they know work. They also identified services they felt were needed and would seek to deliver given appropriate further funding, ranging from providing further support on specific areas of law to greater use of digital tools. In future, grantees and the grant intermediary recommended that longer term funding would better support sector delivery and highlighted the importance of timely and regular communication on any programme funding changes, to reduce uncertainty and support planning. Continuing to have pilot periods to support grantees to adjust to any new requirements was also recommended.

Conclusions

The evaluation shows that IOTLS has supported legal support services to reach and support a substantial number and diversity of people. It provides evidence of improved client understanding of legal problems, readiness for court, and smoother problem resolution. It also shows the likely significant value of the grant for individuals and the wider public, through clear examples of where services have supported employment, prevented homelessness, reduced debt, and reduced demand for other services, including health services. Feedback from IOTLS grantees suggests that the funding has also been vital for maintaining some services and even enabled the leveraging of further funding and championing of the sector.

The evidence from the grant so far also provides practical lessons about the effective management of grants in this sector. It reiterates the importance of flexible funding in this diverse and complex sector. It recognises the value of communication and a shared vision across grant stakeholders. It confirms the value in having a grant pilot or 'bedding in' period to support grantees to adjust and embed requirements. The report also highlights on-going issues that legal support services continue to tackle, including with staff retention and recruitment, increasing demand and pressure on services and uncertainty in funding.

This report also includes insights on the realities of monitoring data collection, improving awareness of the variation in data contexts and capacity across legal support organisations, challenges on the ground and the value of qualitative data alongside metrics. Despite mixed views on the process of IOTLS data collection, it also shows the

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value of the data collected goes beyond the grant, to support organisations' operations and wider promotion of the sector.

Introduction

In July 2023, the Ministry of Justice (MoJ) launched the Improving Outcomes Through Legal Support (IOTLS) Grant, in collaboration with the Access to Justice Foundation (ATJF). This programme seeks to fund a range of legal support services, to support and improve access to early social welfare and family legal support and advice.

This interim report presents findings from the evaluation of the grant so far, at the end of the original funding period, March 2025.

Thank you to the grantee organisations and the ATJF for their collaboration throughout the monitoring and evaluation of this grant.

Grant context and background

The IOTLS grant aims to improve access to early legal support, to help people to manage civil, family and tribunal legal issues (e.g. housing, debt, family etc) before they escalate and prevent court or tribunal proceedings where they are unnecessary. Where court proceedings are necessary, it seeks to support people in navigating that process, including helping them to be prepared for court and providing in-court assistance.

There is a well-established evidence base that shows that legal problems are common and relate to most aspects of our daily lives. The latest MoJ legal problem and resolution survey (2023) showed that half of adults will experience at least one civil, administrative or family problem over an 18-month period¹, and just over half (52%) of those will experience multiple issues. When multiple problems cluster, if not resolved they can potentially lead to ‘cycles of decline’ which can be hard to break². Offering timely support helps individuals to

¹ [Legal Problem and Resolution Survey 2023 – Summary report](#). It showed 50% of adults experienced a legal problem (excluding divorce and probate). This increases to 51% including divorce and probate.

² Pleasence, P, Balmer, NJ, Buck, A, O’Grady, A and Genn, H (2004) ‘Multiple justiciable problems: common clusters, problem order and social and demographic indicators’, *Journal of Empirical Legal Studies*, 1(2), pp. 301–329

navigate challenges and resolve issues that directly affect their economic and social resilience more smoothly, as well as delivering wider public benefits.

In partnership with the ATJF, the IOTLS grant follows and builds on previous MoJ legal support grant programmes including the Legal Support for Litigants in Person Grant (LSLIP)³ and the Help Accessing Legal Support (HALS) Grant⁴. As the grant intermediary, ATJF was awarded £10.4 million to set up, manage and fund IOTLS in March 2023. From July 2023, it distributed just under £10 million to 59 organisations across England and Wales, to offer legal support with civil issues at national, regional, and local levels. Initially a two-year programme, it was extended to March 2026, with an additional £6,096,000 funding, of which £5,859,800 was awarded to frontline services for the extension period. It was later further extended by 6 months to the end of September 2026, with an additional £3,048,000 funding, of which £2,902,948 was awarded to frontline services.

The IOTLS grant launched with four central objectives:

1. **Support** – to provide and improve services that support the earliest possible interventions for individuals, reducing the risk of their problems escalating and the need to go to court. Where a court or tribunal is necessary, provide and improve services that support litigants in person to navigate the process effectively, including to prepare for court and/or support at court.
2. **Connect** – to deliver services based on user needs, improving the effectiveness and efficiency of digital and remote delivery, and safeguarding in-person services for those who need them.
3. **Collaborate** – to develop and sustain collaborative partnerships across the justice and advice sector to improve the quality and breadth of advice provided.
4. **Evaluate** – to build an evidence base of what works and what doesn't, by evaluating the effectiveness of the support delivered by this grant and the benefits to the justice system, including in terms of value for money.

³ [Legal Support for Litigants in Person Grant \(LSLIP\)](#) The LSLIP grant was a two-year grant programme launched in April 2020, with the aim of funding a range of earlier intervention services for litigants in person.

⁴ [Legal Support Grant Report](#) The Help Accessing Legal Support (HALS) grant was a 9-month programme, administered by the Access to Justice Foundation on behalf of the Ministry of Justice between 1 October 2022 to 31 June 2023.

The logic model for the grant in Annex B sets out the key aims and intended outcomes of the programme in more detail.

Funded services

Award process and programme

Following a commercial competition process, ATJF was commissioned to be the IOTLS grant intermediary. Their role, working in collaboration with MoJ, was to manage a secondary grant competition process to award grant funding to frontline legal support delivery organisations. There were 221 applications from legal support organisations to take part in this programme.

The process sought to award funding to organisations throughout England and Wales that provide legal support to help people resolve their civil, family or tribunal legal issue as early as possible, at different stages of their user journey. This was to include organisations that operated at local, regional and national levels, and to encourage partnership working and collaboration between these organisations where possible. The grant also included a 15% ring-fenced proportion of funding for at-court support services. Grantees were able to apply for this ring-fenced funding as well as for the 85% remainder of the funding separately.

A key requirement of grant funding was also a set of monitoring data requirements, which sought to generate new evidence into how people with different problems accessed advice throughout the problem resolution journey and on the impact achieved from legal support services, upstream of the formal justice system. As well as core management and delivery information, the monitoring in this grant was designed to capture outcomes, including to what extent clients gained an improved understanding of their legal problem, confidence and capability to deal with it, earlier problem resolution, and preparedness for court for those that need it.

To support grant delivery an initial pilot period was included to enable mobilisation of new services and to allow grantees time to become familiar with and put in place any new data

collection processes to meet, the data requirements of the grant. This ran for the first quarter of the grant, from July 2023 to Sept 2023.

Over the course of the grant, the intermediary was required to collect qualitative feedback from grantees through methods such as case studies/testimonials, interviews, workshops and focus groups. Bringing grantees together via ‘grantee forums’ has been one method through which this has been achieved, and a tool to support collaboration and networking. Grantee forums are meetings facilitated by ATJF and attended by MoJ. Content has included programme updates and guidance and opportunities to share learning and issues. In the early part of the grant, the forums were used to develop and test the evaluation processes.

Summary of grantees

Amongst the 59 successful grantees are 12 local Citizens Advice hubs which offer generalist legal advice and support, 12 Law Centres which provide a range of legal support services including specialist legal advice, 4 joint Local Citizens Advice and Law Centres, and 31 independent organisations which address specific legal needs such as domestic abuse, welfare benefits, and housing.

Grantee organisations are based across England and Wales, as shown in Figure 1. The highest number of grantees are based in London (10), with the lowest number of grantees in the East of England and West Midland regions (3 respectively). 9 grantees operate nationally.

On average, the original funding allocation to grantees was around £169,000, and most were awarded between £100,000 and £200,000, as shown in Table 1. The smallest original grant amount was just over £88,000 and the largest grant amount awarded was almost £506,000.

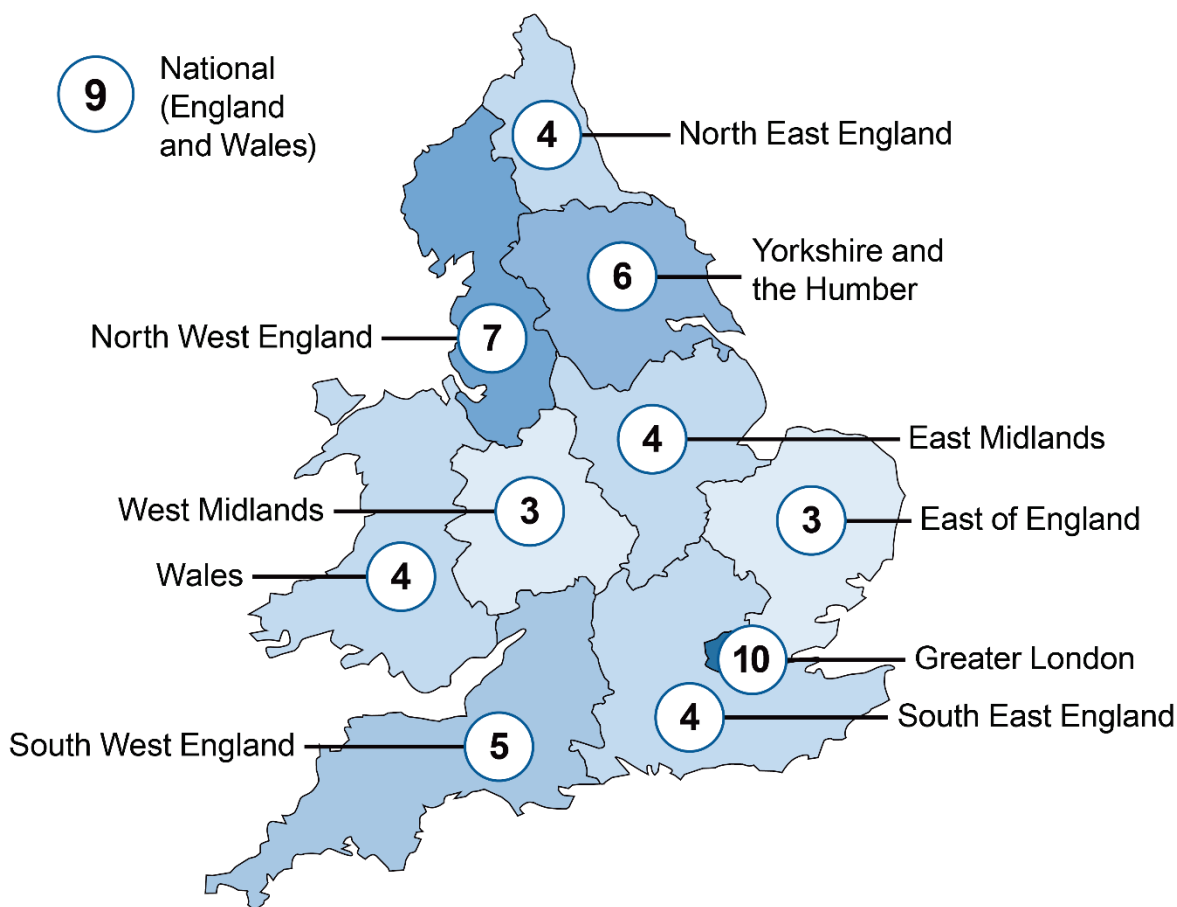
Table 1: Number of IOTLS grantees by funding award range (based on original award)

Funding range	Number of IOTLS grantees
£50,000–£100,000	2
£100,000–£150,000	20
£150,000–£200,000	29

Funding range	Number of IOTLS grantees
£200,000–£250,000	6
£250,000+	2
Total	59

Please note these ranges are just for illustrative purposes, not used to award funding.

Figure 1: Number of IOTLS grantees working in each region of England and Wales



Evaluation approach

Monitoring and evaluation (M&E) is a core part of the IOTLS grant. A robust reporting framework was developed at the start of the grant, designed to accommodate the diverse delivery models, case management systems and capabilities of the 59 funded organisations. It seeks to understand the grant’s impact on both clients and support providers and inform future grant funding and legal support policy.

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The programme has aimed to strike a pragmatic balance between effective data collection and allowing organisations to focus on service delivery. Each grantee has collected and reported qualitative and quantitative data on the support they've provided, including clients reached, and outcomes achieved, across delivery. This has been supplemented by interviews with grantees and colleagues at the ATJF undertaken by the MoJ legal support analysts in February 2025. Please see Table 2 for further information on data collection streams.

Within data collection, to capture the impact of services provided at various stages of problem-resolution in a consistent way, grantees have reported by three stages of support, defined in Table 3. These are also referred to throughout this report.

Table 2: Further information on IOTLS evaluation data collection streams

Data collection stream	Frequency & coverage	Overview of data collected
6-monthly quantitative monitoring reports	Reported by all grantees every 6 months	<ul style="list-style-type: none"> • Numbers of clients and legal issues supported at each stage of the user journey, by area of law and type on engagement • Client characteristics (age, gender, race, disability) • Client outcomes (advisor perception)
6-monthly qualitative reports & client case studies	Reported by all grantees every 6 months	<ul style="list-style-type: none"> • Grantee reflections on the delivery of their services, challenges, trends • Examples of good practice and achievements and user experiences, reported by grantees.
Expenditure reports	Reported by all grantees every 6 months	<ul style="list-style-type: none"> • Tracking use of grant funds across key cost areas, such as staff, M&E, office/premises, running costs
Semi-structured qualitative interviews	Undertaken with a sample of 11 grantees and 3 ATJF staff by MoJ analytical team (February 2025)	<ul style="list-style-type: none"> • Reflections on delivery, client reach and partnership working • Feedback on data/reporting, programme management and recommendations

Table 3: stages of advice and support provided by IOTLS grantees

Stage	Support provided
Stage 1: Initial generalist advice	Supporting early intervention through online and community engagement, providing guidance and information to identify specific legal issues, available remedies, and next steps.
Stage 2: Specialist advice and casework	Providing specialist advice and support, casework, or digital tools/ information/ resources, to move the case towards resolution.
Stage 3: Court/ Tribunal support and representation	Services at court/tribunal including supporting applications, preparing for proceedings, emotional support, and/or legal representation

This report

For this interim report, the legal support analytical team reviewed and analysed data from October 2023 to March 2025 (data from the bedding in period July to October 2023 has not been included, as it is naturally less robust). Evidence was considered against a set of core evaluation questions. The questions we have sought to answer are about:

- A. **Service delivery:** what has been delivered under the IOTLS grant so far, including the types of activities, grantees’ experience of delivery and partnerships.
- B. **Impact:** who received support and whether the grant improved access to early advice, resolution and broader socio-economic outcomes. It also looks at any benefits for grantees themselves and the legal support sector, as well as considering evidence of public value.
- C. **Project management:** grantees’ and grant intermediary’s experiences of the management, including data collection, collaborative working, and lessons for future programmes.

See Annex A for the full list of evaluation questions.

A subsequent final evaluation report will cover the full grant period.

Analysis and limitations

Quantitative data from the 6-monthly reports (October 2023 to March 2025) was analysed using descriptive statistics. ATJF and MoJ have worked to minimise variation in data

capture across grantees, but there may still be differences in interpretation that may affect how clients and outcomes have been recorded. A rounding convention has therefore been applied throughout the report to balance accuracy and readability, please see Table 5 in Annex C. The percentages reported reflect precise, unrounded figures. Additionally, it should be noted that client outcomes are reported on from the perspective of grantees.

Qualitative data from the 6-monthly reports (October 2023 to March 2025) was reviewed to provide further insight into client journeys and what IOTLS support looks like on the ground. A small sample of client case studies have been summarised. Please note these will not be representative of all client experiences and are based on examples grantees have selected to report.

Insights from semi structured interviews conducted with grantees and ATJF in February have been analysed using thematic analysis. Transcripts were analysed by each evaluation question, from which themes and key quotes were pulled out. These have also been presented in a way that protects the anonymity of interviewees. Please note that these interviews were undertaken by MoJ analysts, and while assurances around the anonymity of interviewees were made, this may have created some response bias. Additionally, interviews were undertaken with a small sample of grantees, so may not capture the views and experiences of all.

Overall, this report triangulates data from a range of sources to draw out insights so far. Please note therefore that findings may change at the point of the final evaluation. The approach is based and builds on those of previous MoJ legal support grants, with a focus on understanding individual and sector outcomes. However, it should be noted this report will still be limited in the extent to which it can comment on impact, as a robust impact evaluation approach (i.e. using a comparison or counterfactual group) was not used and no longer-term outcomes captured. This is due to the level of difficulty and complexity in implementing these approaches in the legal support sector, and the likely disruption to service delivery.

A. IOTLS client case studies

The following four case studies are small selection of those reported by IOTLS grantees. They illustrate the realities of peoples' circumstances, legal problems and the type of support they received through IOTLS funding. Client pseudonyms have been used to protect privacy. These case studies are presented separately here as these narratives are relevant across the evaluation questions.

Figure 2: Client case study A – IOTLS support given for a housing application

Case study A: IOTLS support given to a client who was facing financial hardship and was feeling unheard and overwhelmed

Problem

Amina sought help with a housing application. She was struggling to manage bills and had been denied financial support previously. She also suffered from long-term health issues, which were impacting her daily life and ability to work.

Additionally, feeling unheard and overwhelmed about her situation was affecting her wellbeing.

Action

The caseworker explored Amina's situation and supported her applications for welfare benefits (PIP, UC50) and for water bill and council tax reductions. They helped her to understand the PIP descriptors and to submit detailed evidence.

The caseworker also arranged for the organisation's energy team to provide her with bespoke cost-saving guidance. Additionally, Amina was connected to emotional and practical family support.

Outcome

Unlike her previous attempts, Amina's applications were successful. She was awarded PIP, avoiding the need to appeal, and Universal Credit, improving her monthly income. Altogether, her annual financial uplift was £14,000. Her essential bills also became more manageable.

Amina said "I was struggling with my health conditions as well as making ends meet. This extra money will help me in so many ways."

Figure 3: Client case study B – IOTLS support given to someone previously refused welfare benefits who had become destitute

Case study B: IOTLS support given to someone previously refused welfare benefits who had become destitute

Problem

Isaac was severely disabled, with pre-settled status under the EU settlement scheme. Isaac's spouse had left, and he had no income. He had applied for benefits but was refused based on not being habitually resident.

Isaac had increasing rent arrears and risked homelessness. He was unable to heat his home and as a result had chest infections, which due to his health conditions was a risk to life. Furthermore, Isaac was unable to pay for specialist transport he needed, his care, and essentials.

Action

Isaac was seen at a drop-in session and immediately escalated to the legal support service. Isaac had limited English, so an interpretation service was used to establish his full circumstances.

The support service researched Isaac's entitlement to benefits and supported him to appeal the Department of Work and Pensions' original decision. They also obtained intervention by the local MP.

Outcome

Within a week the DWP agreed with the submission. Isaac was also granted settled status, which would avoid this re-occurring in the future.

This meant Isaac's rent arrears could be paid and he avoided becoming homeless. Isaac was also able to use the heating, reducing his infections and improving his overall health. Isaac was now able to afford to meet his requirements, engage with others and live more independently.

Figure 4: Client case study C – IOTLS support given to someone struggling with domestic abuse and concern for safety of children

Case study C: IOTLS support given to client struggling with domestic abuse and concern for safety of children

Problem

John was married with two children under 5 years old, and his relationship became abusive after the children were born. The police had been called for several serious physical incidents, the latest involving their two-year-old child which resulted in his wife being arrested. John is scared for his and his children's safety.

Action

The legal support service supported John with the process of applying for an urgent ex-parte Non-Molestation Order. They explained the process step by step and supported John through pre-hearing preparation meetings and completing Witness Statements. They provided emotional and practical support to John throughout the process.

The service also linked up with Social Services to ensure the children were safeguarded.

Outcome

As a result, an urgent hearing was held within 5 days of the application, and a non-molestation order was granted. This gave John and his children immediate protection.

Subsequently, John's wife put in a counter application, resulting in a further 4 hearings. Despite English not being his first language, with continued help from the support services John was able to represent himself well at court and gained a 12-month non-molestation order.

B. Service delivery

This section explores what activities have been delivered through the IOTLS grant up to March 2025. This includes insights on how grantees have experienced setup and delivery so far, and what collaborative working has taken place between services.

Key findings

Grantee organisations have used IOTLS funding in a range of ways to deliver tailored client support, including to hire, retain and upskill staff, improve triage services, modernise facilities and expand services.

Between October 2023 and March 2025, IOTLS supported 110,000 clients with 163,000 issues, primarily related to welfare rights (27%), housing (16%), family law (13%) and domestic abuse (12%). Nearly half of issues received initial generalist support (stage 1, 46%). Grantees have communicated with clients through a range of methods, telephone being the most common (46%).

Grantees interviewed felt they were achieving the goals they set out to with IOTLS. The flexibility of the funding has allowed organisations to address gaps and explore new approaches. However, high demand, difficulties with recruitment and wider sector issues have key delivery challenges.

IOTLS has helped grantees to maintain and strengthen partnerships, however, factors such as partner capacity and funding competition have been challenges.

EQ1: What activities have been delivered through the grant?

What has the grant been used for?

Grantees have used IOTLS funding in a range of ways to deliver tailored support for their clients, including to hire or retain key staff. This ranges from administrative staff, triage advisors, community navigators, and more specific legal support roles. One grantee

interviewed described hiring a role to help co-ordinate and add resilience to their services, to enable services to stay open and running when staff were off sick and on leave.

It [IOTLS] is the only funding we now have, currently, for specialist welfare benefits, despite making lots and lots of applications to funders to try to expand that area of work... it's enabled us to keep that specialism going.

Grantee interview 2025

The grant has also supported organisations to train and upskill staff through specific training, as well as sharing skills brought in by new staff. For example, one grantee undertook McKenzie Friend training courses to better support people through the court process. Another grantee interviewed discussed providing training to other organisations and the sector more widely.

Grantees have used IOTLS to build or strengthen triage services to make support more efficient and available. Further to hiring triage advisors, some grantees have invested funding in live online chats and chatbots, and in improving signposting and referral processes to wrap around and bolster their services.

IOTLS has enabled us to introduce that role [service support assistant], and that's given us a lot more capacity and resilience across the organisation.

Grantee interview 2025

So, the funding has been able to help us modernise our service, we are now accessible 24/7. **Grantee interview 2025**

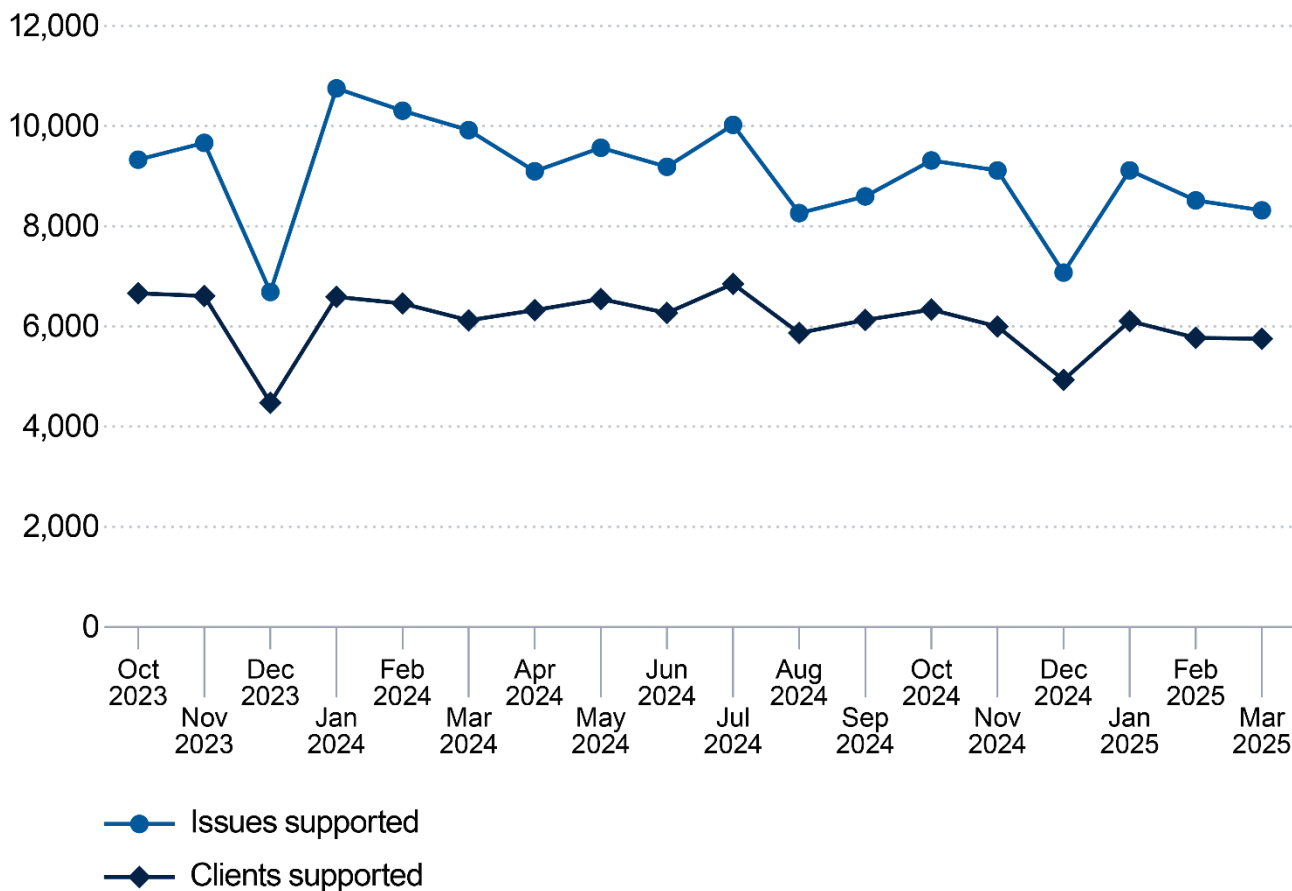
The grant has also been used to expand organisations' services. Some grantees have delivered additional projects using IOTLS, reaching new client groups. There are also examples of developing digital services, such as chatbots and a virtual courtroom. Some grantees interviewed also highlighted that while not used directly to do so, IOTLS had given them additional capacity to develop other aspects of their services.

It's a service [involvement in a youth hub] that we think is extremely valuable, because the people who are accessing that service were not traditionally the people that were accessing our service. **Grantee interview 2025**

What services have been delivered?

Between October 2023 and March 2025, IOTLS grantees supported 110,000 clients with 163,000 issues. The amount of support delivered month by month has been quite steady, aside from a regular drop in December anticipated to be due to seasonal closures, and slight downward overall trend, as shown in Figure 5. On average, 6,100 people per month have been supported with 9,000 issues.

Figure 5: Number of clients and issues supported, IOTLS October 2023 – March 2025



Based on IOTLS data reported on 110,000 clients and 163,000 issues supported.

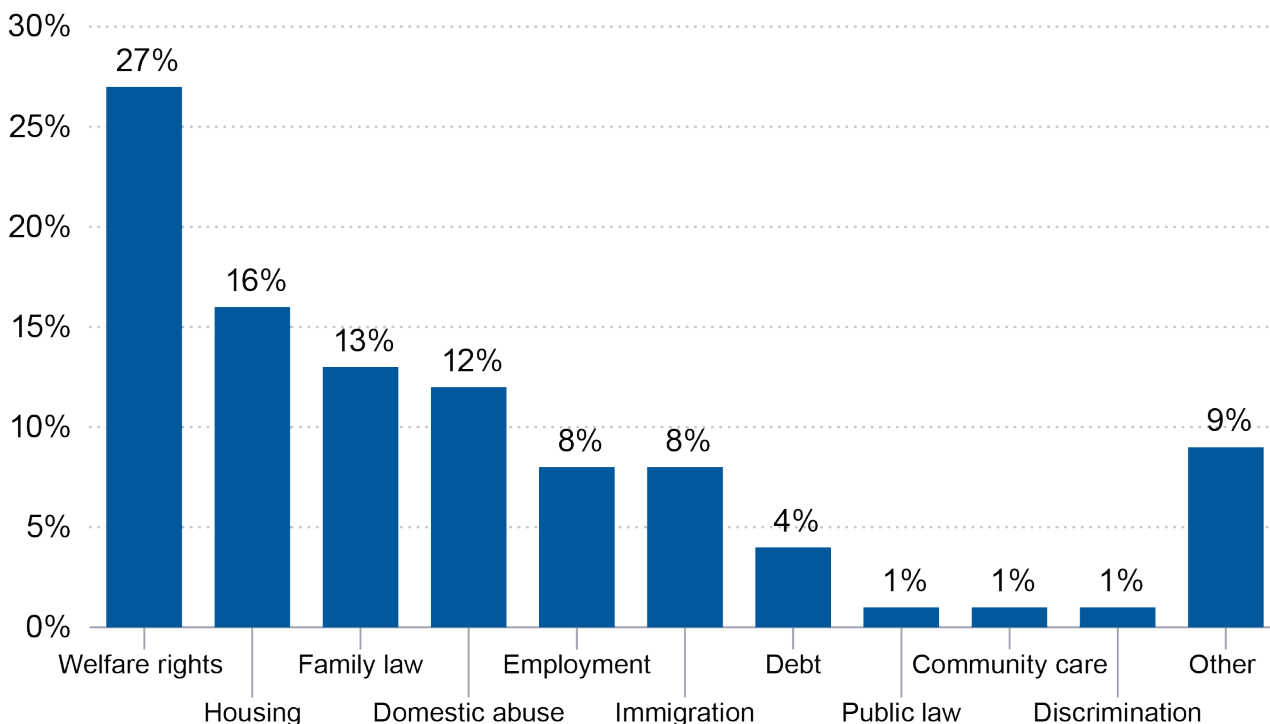
The majority of support has been for welfare rights (27%), housing (16%), family law (13%) or domestic abuse issues (12%), as shown in Figure 6. This has largely been consistent across the grant period to date. The main exception being a decrease in the number of domestic abuse issues⁵, at least partially attributable to changes in data

⁵ IOTLS monitoring data reported 10,300 domestic abuse issues from October to March 2024. This figure was down to 4,300 for the following October to March 2025.

collection. There has also been some steady increase in welfare rights and family issues supported.⁶

Figure 6: Proportion of issues supported by area of law, IOTLS October 2023 – March 2025

Percentage of issues supported



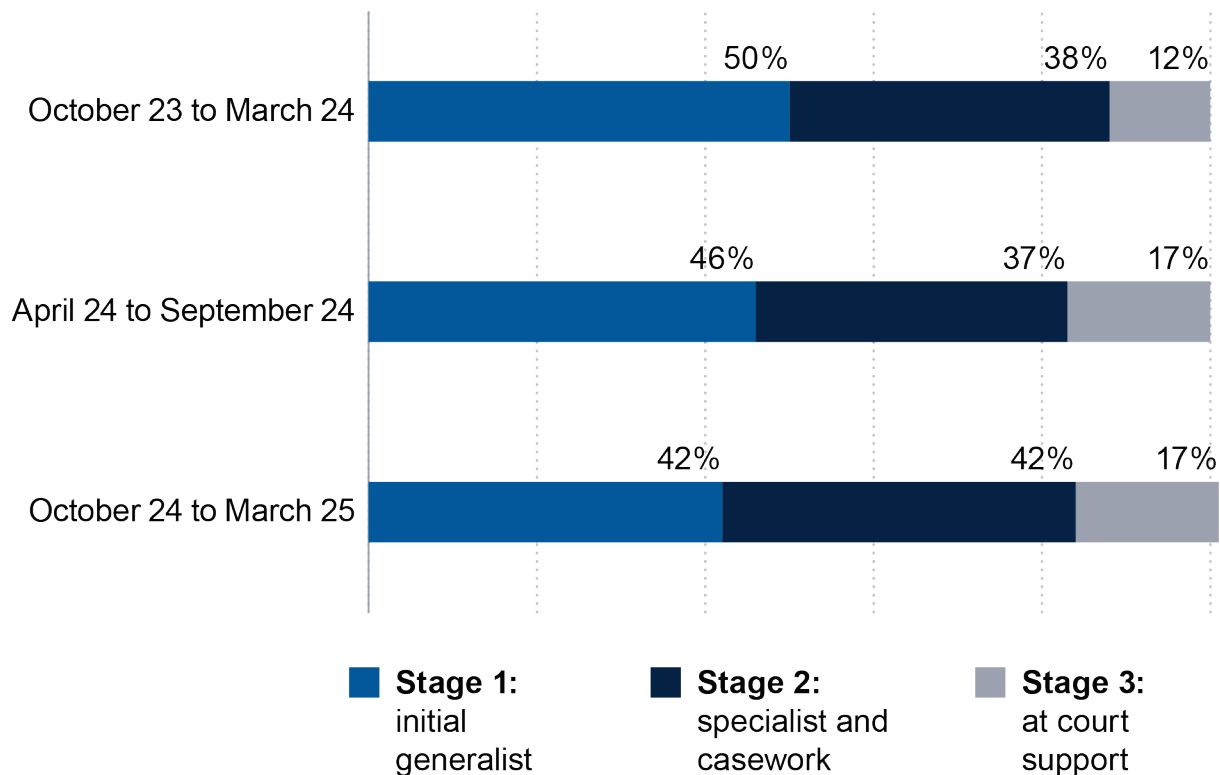
Based on IOTLS reported data on 163,000 issues supported.

Overall, almost half of issues have received ‘initial generalist’ support (46%). Initial generalist support is the most frequent type, followed by ‘specialist advice or casework’ (39%) and support pre-court and at-court (15%). However, recently the number of issues receiving generalist support has lessened over the grant, to a level that matches more specialist support, as shown in Figure 7. The amount of related court support has increased.

⁶ IOTLS monitoring data reported 13,000 welfare issues from October to March 2024, to 15,000 from October to March 2025. These figures were 6,300 to 7,800 respectively for these periods for family issues.

Figure 7: Proportion of issues supported by stage of support, IOTLS October 2023 – March 2025

Percentage of issues

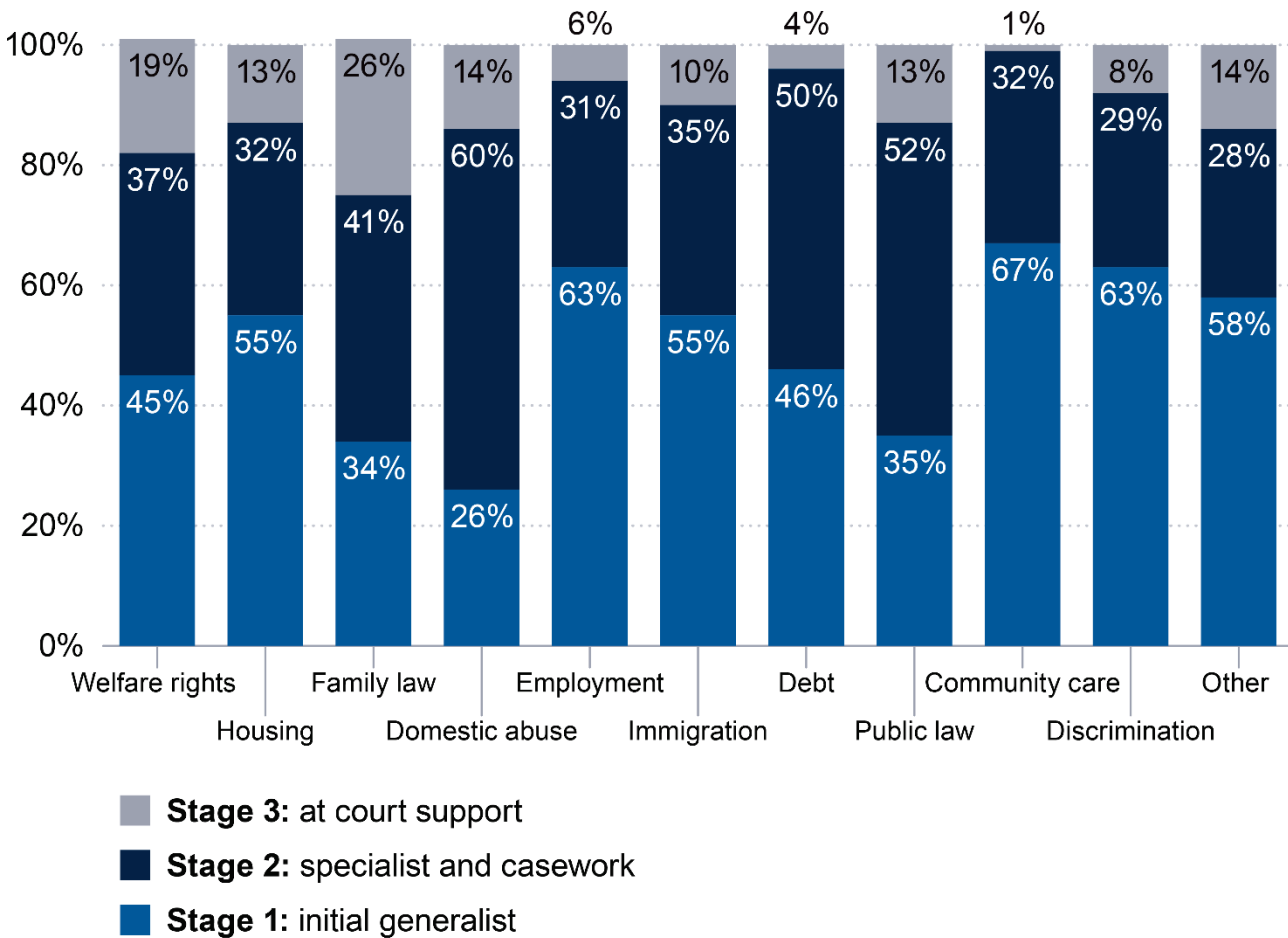


Based on IOTLS reported data on 163,000 issues supported (small number missing).

There are differences by area of law in the type of legal support that was delivered.

While generalist support was most common overall, specialist or case work support was more often received for issues related to debt, domestic abuse and public law (more than 50% at stage 2), as shown in Figure 8. A particularly high proportion of at court support was delivered to issues related to welfare rights and family law (19% and 26% respectively).

Figure 8: Proportion of issues supported by stage of support and area of law, IOTLS October 2023 – March 2025



Based on IOTLS reported data on 163,000 issues supported (small number missing).

Of clients with issues at court (stage 3), data suggests that the majority (86%) were supported in advance of the hearing or tribunal. The others received on the day support (14%, based on data on 13,000 clients with stage 3 issues).

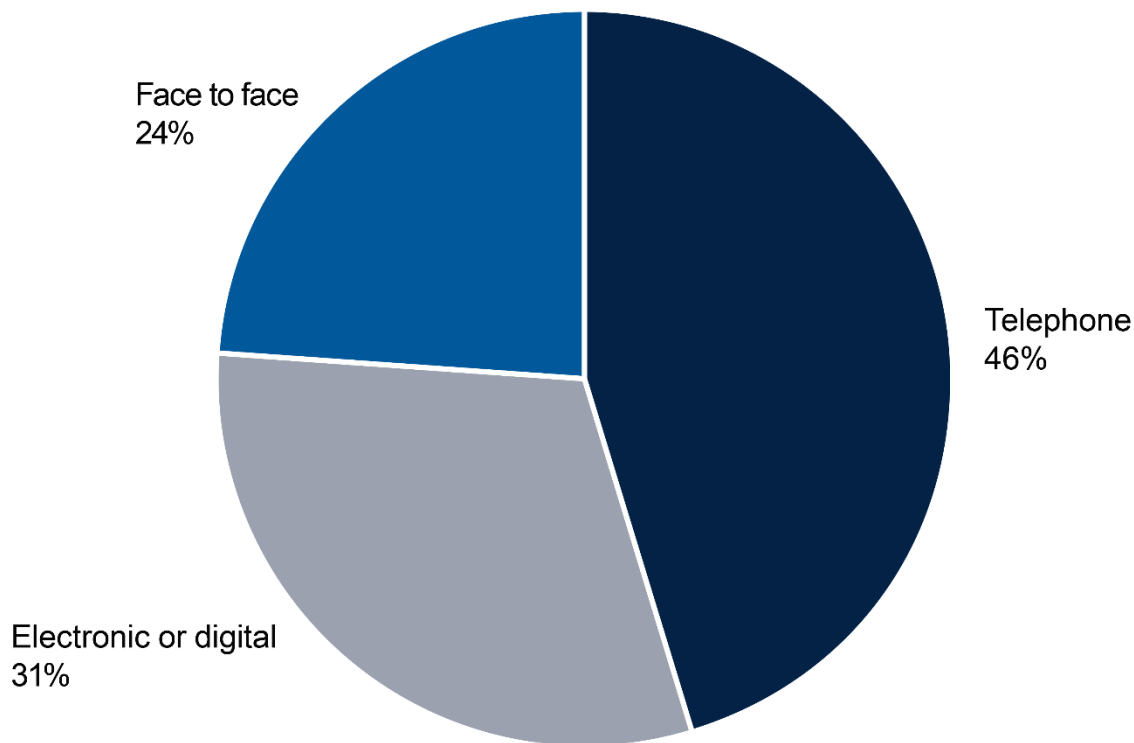
IOTLS grantees communicated with clients on their issues through a range of methods, the most common being via telephone (46%). This was followed by electronic or digital⁷ (31%), and then face to face (24%), based on grantee reporting, as shown in Figure 9.⁸ In interviews, grantees made some reference to different methods

⁷ IOTLS grantees were requested to report the number of electronic or digital advice (including email, webchat, webform, videoconference) sessions

⁸ These categories were used in IOTLS monitoring to provide a view of communications methods. We may not be able to reliably comment on activities that may apply to multiple, for example video calls.

being useful for different purposes and some using some combination. For example, saving in person appointments for clients who struggle to use online resources, and those clients who are more vulnerable.

Figure 9: Proportion of contact by communication method, IOTLS October 2023 – March 2025



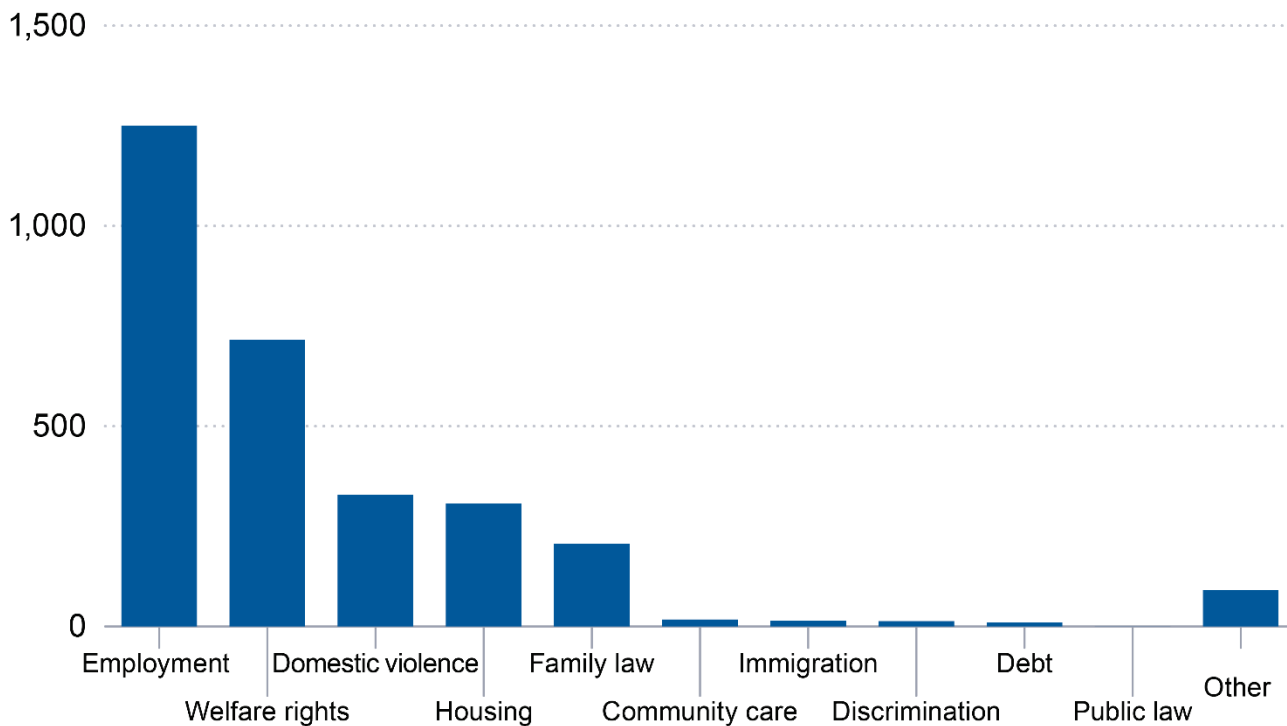
Based on IOTLS reported data on 221,000 communications.

In addition to direct client support, some grantees provided online resources and guidance. **Eleven grantees collectively reported their online resources receiving almost 3 million views, most frequently to employment related resources (42%), shown in Figure 10.** This was followed by welfare rights (24%) and domestic violence (11%).

We try and make our advice online pages as accessible to everyone. Triage will send people specific pages and specific links as well, so they're getting specific advice as soon as possible. **Grantee interview 2025**

Figure 10: Number of views of web resources by subject, IOTLS October 2023 – March 2025

Number of web resource views ('000)



Based on recorded views to web resources provided by 11 IOTLS grantees. Total of almost 3 million views.

EQ2: How have grantees experienced the initial project setup and delivery of the IOTLS grant?

Grantees feel they are achieving what they had proposed to under IOTLS. Grantees interviewed largely felt that they had been delivering what they aimed to. Where some grantees were unable to, this was often due to specific organisational factors and plans had been adjusted. Grantees interviewed expressed positive views on the grant’s purpose and that it was making a difference to people’s lives. Interviewees from ATJF, the grant intermediary, reflected that the objectives of the grant were well communicated and having an initial pilot period to bed in set up had worked well to support delivery.

What we’re doing is really quality and making a difference, and that feedback is just phenomenal. **Grantee interview 2025**

Flexibility in the funding has allowed grantees to fill key gaps and explore new approaches, to deliver services they weren't before. Grantees interviewed commented that the flexibility, in not narrowly prescribing activities it could be used for, allowed them to make the most out of the funding. Some raised that the nature of the grant had broadened what they could do with it, including the opportunity to fund activities they couldn't otherwise and experiment within services. Grant intermediary staff interviewed described the funding as vital for organisations' services.

It's allowed us to, if you like, dip a toe into some things which otherwise we may not have been able to. **Grantee interview 2025**

However, high demand for services and limited capacity has continued to be a key challenge. Although IOTLS has increased capacity, interviews highlighted that grantees are still facing high levels of demand, needing to manage high numbers of urgent cases and client expectations. Some grantees interviewed discussed needing little to no push of their IOTLS services, as the demand was already there.

I mean we could clone her [legal support worker] ten times over, and I think we could fill that time, because there are so many, you know, so many victims coming through our victim's services. **Grantee interview February 2025**

Grantees have also faced difficulty with recruiting and retaining staff. Although not exclusive to the IOTLS programme, this was raised as a key challenge during the grant period. This included difficulty finding people with the required skills and knowledge in social welfare law and being able to offer competitive salaries. That posts are tied to funding and therefore fixed term also affected retention, as did the challenging nature of support work. Some grantees interviewed mentioned training existing staff to fill roles as an alternative to recruitment.

At one point we were thinking, oh would we have to, you know, close one of our services if we can't find a manager, because you can't run a quality service without one. **Grantee interview February 2025**

External factors within the wider legal support landscape have also created challenges for grantees. Factors raised by grantees included residual effects from covid, increasing client case complexity and changes to legal aid. Difficulty accessing, and cuts to other funding, was also highlighted as having had a significant impact, alongside rising costs, such as the national insurance contribution rise. Although some grantees were able to use their IOTLS experience or evidence to secure other funding, there were examples of other grantees who expected to but had not been able to secure further funding, which meant urgent changes.

The intention was always that we would be able to use that [IOTLS funded services] as a jumping – as a point of stability from which that we could then get additional funding. And that hasn't happened. **Grantee interview February 2025**

Grantees also experienced issues and challenges with M&E collection across delivery. Please refer to EQ11 for further detail.

EQ3: What collaborative working has taken place between services?

Grantees have maintained or increased referral routes with other organisations through IOTLS. Interviewed grantees mentioned referral routes being smoother and stronger, through sustaining existing connections and expanding to work with new organisations. Not all were directly initiated by IOTLS, but some connections were directly built through the programme, including through the networks of new staff.

Being able to develop a network that people can actually get assistance [through], you know, we're assisting people through this programme that wouldn't be.

Grantee interview February 2025

It's difficult to gauge whether the referral routes have been strengthened, because I believe they were already there and strong, so I feel it's just enabled us to really sustain it. **Grantee interview February 2025**

Grantees have also built connections within court services and court-based organisations. IOTLS-funded roles present in courts have improved connections and referrals and in some cases the ability to provide more direct feedback to improve facilities. IOTLS has enabled some grantees work to collaboratively with court based legal support organisations. This also included connections being made between grantees through the grant and grantee forums. For example, one grantee mentioned being relatively geographically isolated and finding being part of IOTLS a useful opportunity to connect with other services.

What that does mean is it's really smooth when we arrive at court. The teams there now know us. **Grantee interview February 2025**

We're able to now give feedback to the courts if things don't go so well, we're able to talk about that. **Grantee interview February 2025**

Grantees have partnered with wider organisations, including collaborations with local services and charities and universities. The grant has supported organisations to being or develop their partnerships with other services such as legal aid services, local authorities, schools, hospitals, foodbanks and charities. There are also examples of mutually beneficial arrangements with universities, where law students volunteer with legal support services, gaining training and experience.

As the teams have made those sort of perhaps sort of wider connections with partners across the area, they're also getting direct referrals in, which may be from things like mental health services. **Grantee interview February 2025**

Grantees have also been active in wider advice networks and raising awareness of legal support issues using IOTLS evidence. Some grantees have been involved in networks with other advice organisations and stakeholders, to advocate for legal support services and raise awareness of sector issues. Grantees interviewed mentioned using IOTLS data as part of this, and to also further or start interactions with wider stakeholders such as local authorities, police and crime commissioner and pro bono committees.

We use that [IOTLS data] as a starting point for conversations concerning access to justice in our communities. **Grantee interview February 2025**

However, grantees also highlighted some key challenges around partnership working, including organisational and partner capacity. Several grantees struggled with receiving or making referrals due to their capacity and that of their partner organisations. Some grantees also raised challenges with the quality of service in other organisations, and one commented on the general competition between organisations for funding creating barriers to collaboration.

It can be difficult, even if we refer out and it's an appropriate case, whether they have capacity to pick up a case isn't always easy.

Grantee interview February 2025

C. Impact achieved

This section explores who received IOTLS services and whether these clients got to an earlier and more effective resolution of their problems as a result. Additionally, it considers evidence of any improved outcomes for grantee organisations and wider public value.

Please note that some quantitative insights are based on smaller samples of clients, as outcomes data was only captured for a limited number (primarily for EQ6 and EQ7).

Key findings

Based on the data captured, the majority of people supported by IOTLS were 25 to 65 years old (66%), identified as female (62%), and just over half (55%) had a disability. 53% were white, with 16% and 15% from Asian and black ethnic backgrounds respectively. Grantee organisations had different client intakes depending on their services and contexts. Grantees interviewed, working in a variety of contexts, raised that IOTLS cases and clients have been complex.

The majority of IOTLS clients (71%) self-referred to services. Access to legal support services seems to have improved over the grant. There are also examples of where grantees have specifically been able to support earlier access to advice.

IOTLS has supported people to better understand their legal issue and have improved confidence to deal with legal issues more generally. Of clients who received stage 1 and 2 support, 73% were reported to have understood their problem following support, and 70% to have displayed increased knowledge and confidence to deal with their issues. 80% of IOTLS stage 3 clients displayed increased preparedness for their hearing.

Grantees reported that 69% of stage 1 and 2 clients resolved their problems earlier and avoided unnecessarily going to court. Evidence shows that grantees have also been able to deliver smoother journeys to resolution for clients, however they have faced challenges including high demand and frustrated clients. Client socio-economic outcomes were not captured, but grantees observed that it has helped clients to avoid homelessness, secure financial outcomes, make sustainable change and improve mental health. The client case studies also show the impacts of IOTLS support in stark terms.

There are additionally positive outcomes for grantees. For example, it has helped some improve the scope of services and to invest in improved facilities. Grantees have also used their IOTLS experience and data to leverage other funding and activities.

IOTLS is suggested to deliver public value through its client outcomes, such as monetary pay outs and prevented court and homelessness costs, which might also support the resilience of the sector. These client outcomes might also suggest benefits to the justice system, by supporting the capacity of courts. There are also examples to suggest IOTLS may have reduced the operational burden on other public services, such as the NHS.

EQ4: Who has received support and how?

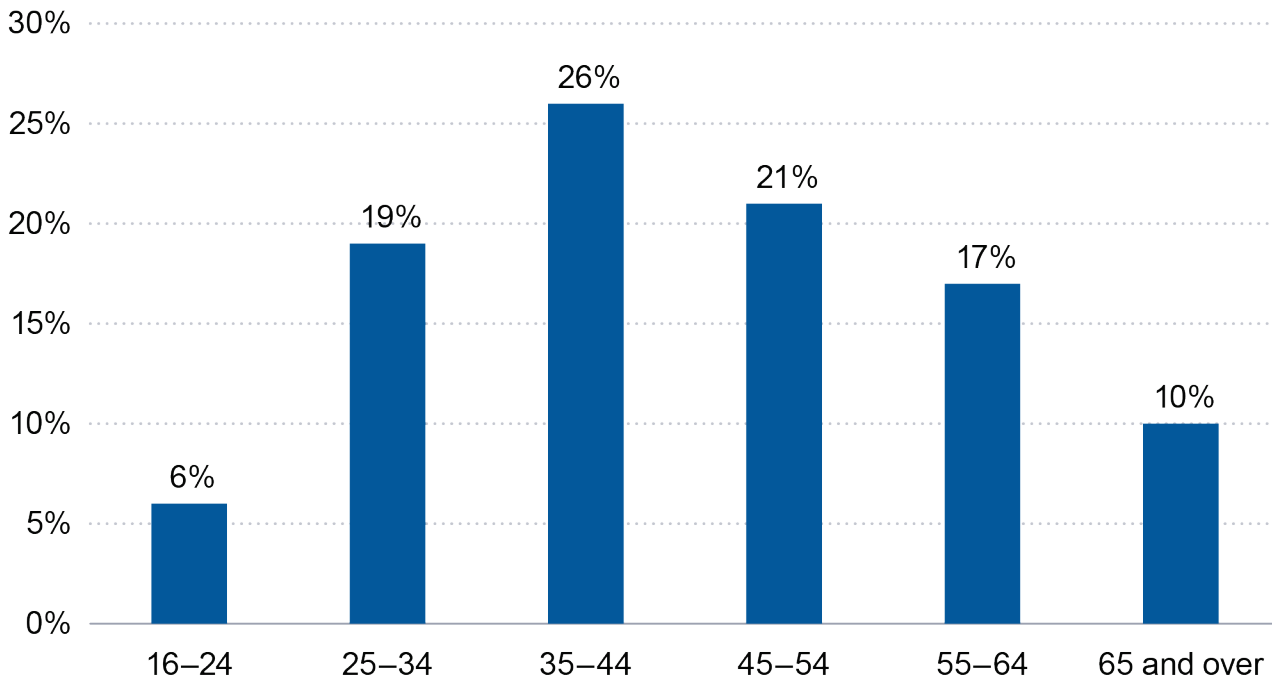
Who has IOTLS provided support to?

Two thirds (66%) of the clients supported, and who disclosed their age, were 25 to 65 years old. The age distribution of IOTLS clients (based on the 87% there is data for) is shown in Figure 11 and is similar the MoJ's previous Help Accessing Legal Support (HALS) grant.⁹

⁹ [Legal Support Grant Report](#) Help Accessing Legal Support Grant (HALS), Final Report, December 2024, MoJ

Figure 11: Proportion of clients by age group, IOTLS October 2023 – March 2025

Percentage of clients (who disclosed)



Based on 95,300 IOTLS clients for which information on age was disclosed (87% of total clients).

The majority of clients were recorded as female (62%), also consistent with previous grants.¹⁰ Of those that disclosed this information (91% of clients), 38% were male and less than 1% identified as another gender identity.

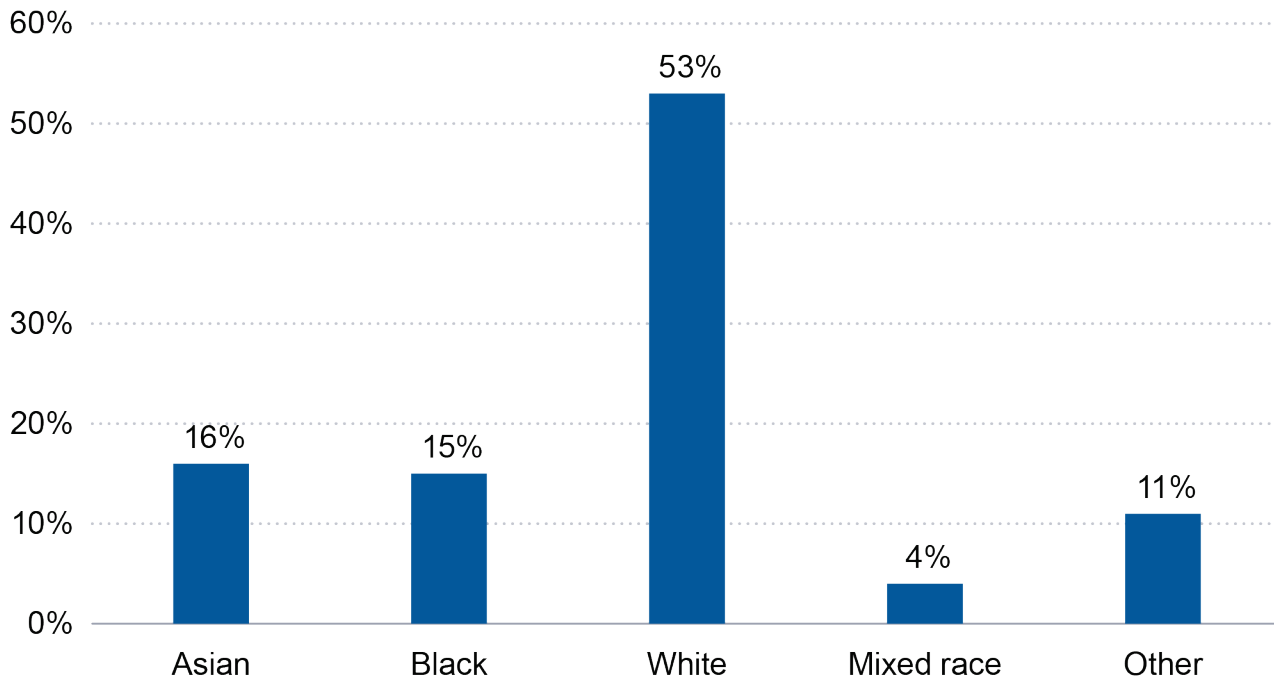
Of those who disclosed their ethnicity, a small majority of clients identified as white (53%), and then 16% and 15% were from Asian and black ethnic backgrounds respectively. This distribution, shown in Figure 12, suggests possibly more ethnic diversity in the reach of IOTLS, where MoJ’s previous HALS grant had a larger majority of clients from white ethnic backgrounds (64%).¹¹

¹⁰ [Legal Support Grant Report](#) 58% HALS clients reported to identify as female

¹¹ [Legal Support Grant Report](#) 64% HALS clients reported to have been from a white ethnic background

Figure 12: Proportion of clients by ethnic group, IOTLS October 2023 – March 2025

Percentage of clients (who disclosed)



Based on 86,500 IOTLS clients for which information on ethnicity was disclosed (79% of total clients).

It is estimated that just over half (55%) of clients had a disability. This is indicative as fewer than 80% of clients disclosed disability information and it is also challenging to quality assure this data due to how multiple disabilities are captured.¹² However, the data suggests that 55% had one or more mental health, physical, cognitive, sensory or other type of disability.

Within the overall picture, individual grantees have had quite different client intakes depending on their services and contexts. Some grantees have worked with very diverse client bases, while others have more regularly supported particular demographic groups. This was often related to types of legal issues supported. Some interviewed grantees also noted that their client demographic was determined by local factors, such as local issues and the geographical spread and availability of other services.

¹² Based on that 36% of clients reported having no disability and 21% were recorded as preferring not to say. From a total of 110,000 IOTLS clients, with 124,300 responses on disability (due to those with multiple disabilities).

The client demographics is pretty much everyone you can think of coming through.

Grantee interview February 2025

Grantees also reported that, on the ground, IOTLS cases and client situations have been complex. Grantees interviewed observed that clients were often dealing with multiple issues, legal (e.g. housing and debt) or non-legal (e.g. health issues) and urgent situations, such as facing homelessness. Many clients were considered 'vulnerable' or in need of additional support, adding to the complexity of cases. It was also suggested in interviews that there has been a general increase in mental health issues amongst those needing support.

We think there's something like 25,000 clients who are in the highest band for homelessness in the city... and so everybody is an urgent case.

Grantee interview February 2025

Most people have multiple issues going on in their life, and underneath it all is either a lack of access to funds, you know, poverty basically, or a lack of access to support services, in my view. **Grantee interview February 2025**

We haven't really recovered from [COVID-19 pandemic] and then we have the cost-of-living crisis, the energy crisis and, you know, it comes to a point that how much can our clients take? **Grantee interview February 2025**

How have clients been engaging with the services?

Overall, the majority of IOTLS clients (71%) were reported to have self-referred to legal support services. This was followed by 16% being referred in by non-legal advice organisations, 10% by legal advice organisations and 3% by court staff (of the of 96% of clients this data was available for).

Some grantees actively sought to engage clients through or for IOTLS services; for others this was not a priority, to manage demand. Improved partnerships, referrals and signposting have already been mentioned in this report. Additionally, some grantees used funding for outreach, for example, one grantee worked with a youth hub project as part of IOTLS, asserting that these clients wouldn't have known about the service otherwise. On

the other hand, some grantees interviewed mentioned doing minimal or no additional communication for IOTLS services, due to existing high levels of demand.

Because we have that reach into the community, most of our clients are self-referrals and they are – you know, they know about the service through word of mouth and recommendations that the other clients have done.

Grantee interview February 2025

Grantees commented on the varied experiences of clients in when and how they reached services. In interviews, grantees mentioned that some clients had had advice prior to the services, from family and friends or other services, including those within a court or the same support organisation. They also raised the issue of an ‘advice merry-go-round’, whereby many of their clients had gone through multiple services before finding their services.

We had a guy from [place], twenty-one organisations he’d been to for legal advice on employment, and that would be before he came to us. Imagine the level of resilience that’s required for that. **Grantee interview February 2025**

EQ5: Did the grant improve access to earlier advice and support?

Access to grantee legal support services has been improved over the grant.

Interviewed grantees highlighted being able to support clients that they would not otherwise have been able to. Developments to triage services funded through IOTLS were also noted to have improved access to and efficiency of support.

It’s vastly broadened the number of people to whom we can say yes, both geographically and in the scope of what they’re bringing.

Grantee interview February 2025

My impression was that there was a will through this funding to try and improve those sort of advice deserts, and I think we’ve done something to do that.

Grantee interview February 2025

There are also examples of where grantees have specifically been able to support earlier access to advice. For example, interviewed grantees that had an existing focus on early intervention, such as community embedded organisations, raised that they were supported to expand and strengthen services. Other grantees also mentioned that improved referral connections, networks and promotion over the grant were felt to have supported them to attract and resolve more clients with earlier stage cases. One grantee raised that in enabling them to broaden the scope of support, IOTLS had newly allowed them to assist clients at the first sign of an issue.

This funding allows us to get to them at the first hint, the first whiff of trouble, as it were, and we know what questions to ask to diagnose the likely deeper problems.

Grantee interview February 2025

It drives us to get involved very early with people, in a way that we might yet not consider to be our niche, our specialism. **Grantee interview February 2025**

EQ6: Did the grant enhance people's legal awareness and capability?

Evidence suggests IOTLS has supported people to better understand their legal issue and gain legal capability. Grantees reported that 73% of clients who received initial generalist or casework support displayed an understanding of their problem following support (this is among stage 1 or 2 clients and where outcomes data was captured). Shown in Figure 13 (A). This was supported by grantee interviews, where grantees discussed observing clients gaining improved legal capability and confidence. Examples included clients having more understanding of the law and legal system, understanding their legal issue and case, being clear on the next steps they need to take and understanding where they can go for support.

The benefit is that clients know exactly what they need to do next.

Grantee interview February 2025

There was similarly evidence of clients having improved confidence to deal with legal issues. Of those clients who received initial generalist or casework support (i.e.

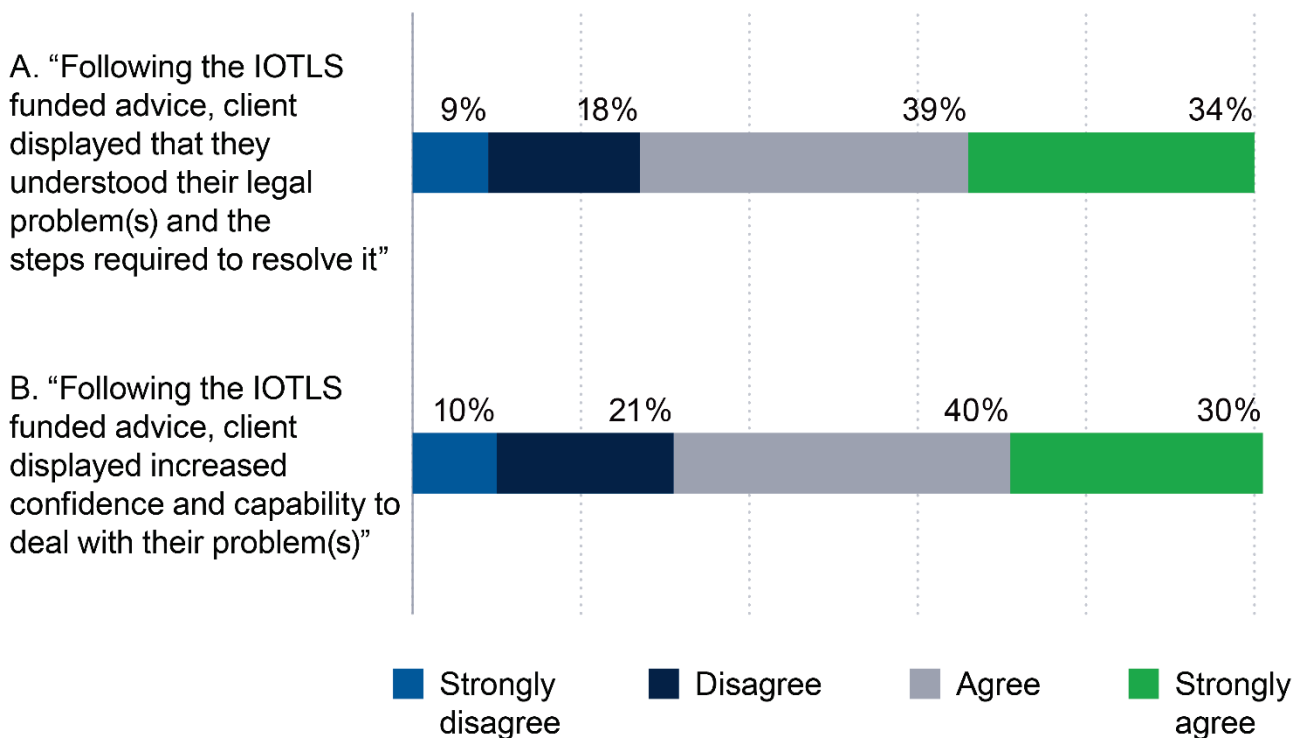
stage 1 or 2 and for which outcomes data was captured), grantees reported that 70% displayed increased knowledge and confidence to deal with their issues. Shown in Figure 13 (B). Interviewed grantees also discussed examples of clients feeling more confident in their legal abilities and self-empowered. They described clients becoming less anxious and more confident in their ability to handle their issue and gaining trust in the legal system.

We have really high levels of feedback telling us that our support has helped clients to feel less anxious, to help them to feel more confident, and that they better understand court procedures after our support.

Grantee interview February 2025

One of the strongest things with this project, is – yeah, is seeing and helping empower and build the strength of the clients. **Grantee interview February 2025**

Figure 13: Legal understanding and confidence outcomes for clients who received stage 1 or 2 support, IOTLS October 2023 – March 2025



Based on a sample of IOTLS clients who received stage 1 or 2 support, that data was recorded for. Question A based on 35,300 clients, question B on 33,700.

There is also evidence of IOTLS services supporting improved preparedness for court. Most clients who received support around court (i.e. stage 3 and for which

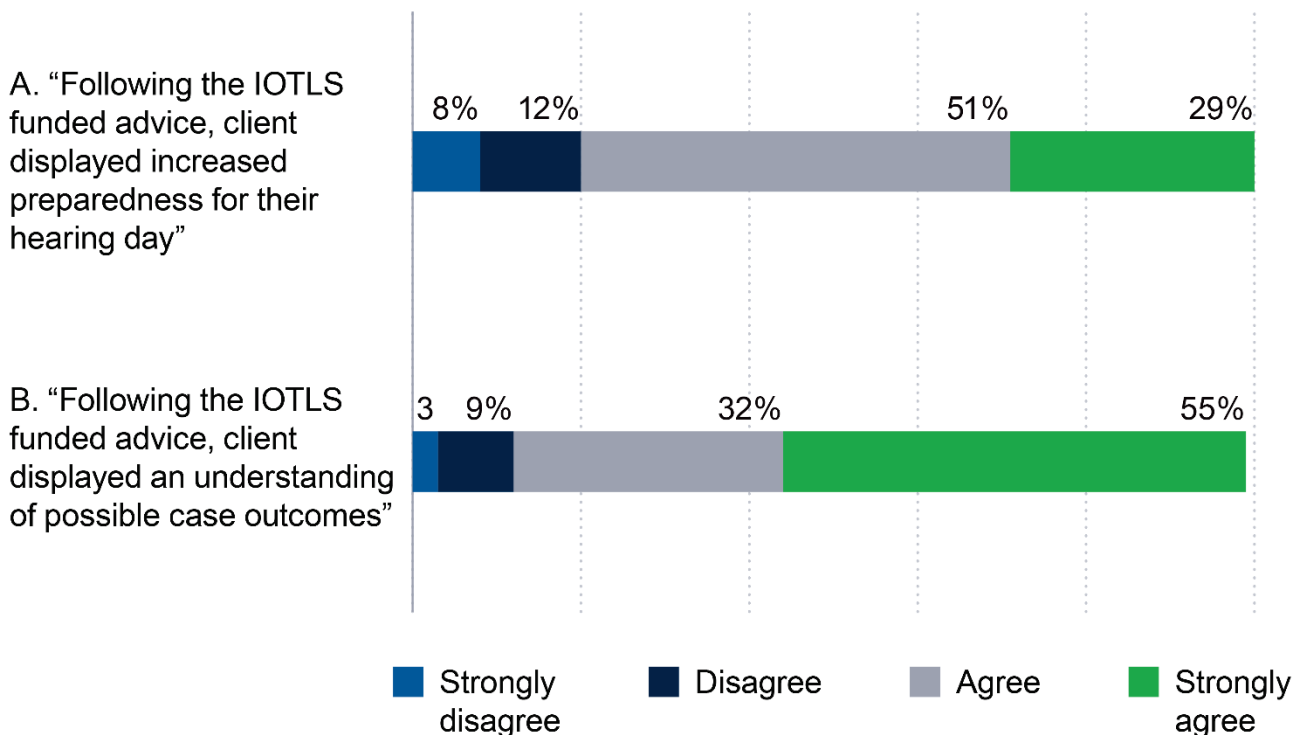
outcomes data was captured) displayed increased preparedness for their hearing (80%) and understanding of possible case outcomes (87%). This is shown in Figure 14.

Interviewed grantees discussed clients having a better understanding of court procedures, what to expect and the practical elements of attending court.

Just that sort of knowledge about the process [at court], what to expect, managing expectations, what to expect, really important. **Grantee interview February 2025**

Quite a lot of the anxiety before a court hearing is based on the unknown, they don't know what's going to happen. [...] So, it's the little things, actually, that have made a massive impact to people. **Grantee interview February 2025**

Figure 14: Preparedness for court and understanding of outcomes for clients who received stage 3 support, IOTLS October 2023 – March 2025



Based on a sample of IOTLS clients who have received stage 3 support, that data was recorded. Question A based on 8,200 clients, question B on 7,700 clients.

EQ7: Did the grant support more effective resolution of people's problems?

Evidence suggests that IOTLS has supported people to resolve problems earlier, including before court where appropriate. Of those clients who received initial generalist or casework support, grantees reported that the majority resolved their problems earlier and avoided unnecessarily going to court (69% of stage 1 or 2 clients, for which outcomes data was captured). This is shown in Figure 15.

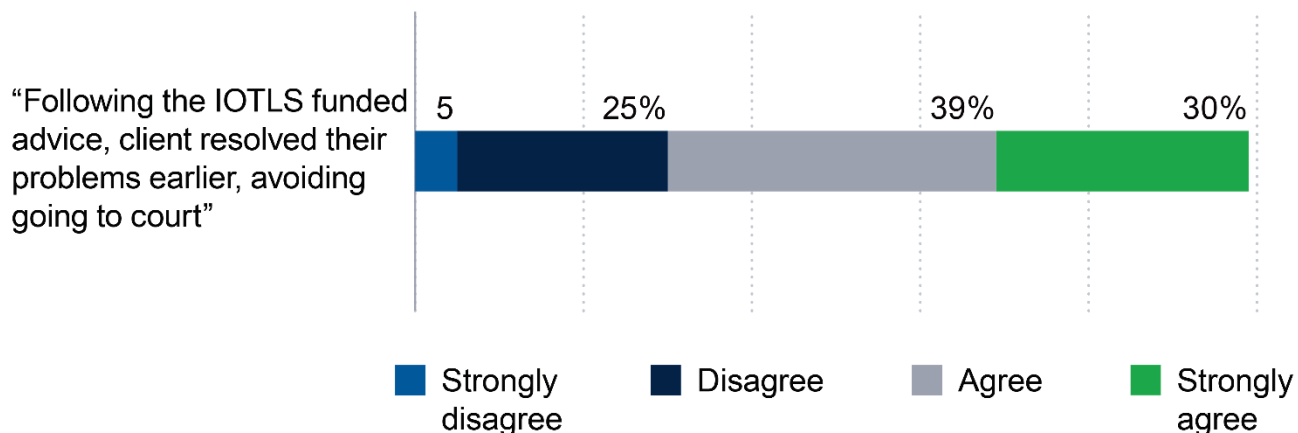
Interviewed grantees also described IOTLS services as preventing clients from reaching a crisis point and 'nipping issues in the bud'. One interviewee also noted that due to IOTLS their organisation had more generally shifted to supporting more earlier stage clients, as fewer were getting to the point of needing stage 3 services. This grantee felt that using staff with stage 3 expertise to deliver that earlier support had been key to resolving issues effectively.

It's preventing that escalation to crisis point where people are extremely vulnerable and it takes a lot more work to get those problems fixed.

Grantee interview February 2025

Overwhelmingly we are resolving things at Stage 2, [...] even at Stage 1, and it's the early referral that does that. **Grantee interview February 2025**

Figure 15: Problem resolution before court for clients who received stage 1 or 2 support, IOTLS October 2023 – March 2025



Based on a sample of IOTLS clients who have received stage 1 or 2 support and outcome data was recorded. Based on 35,000 clients.

Grantees have also been able to deliver smoother and less stressful journeys for clients. In interviews, grantees highlighted how by keeping processes moving and getting people to advice quicker they had supported less drawn-out journeys and reduced frustration for clients. One grantee, for example, assigned one caseworker per client, preventing clients from needing to repeat their needs to different people at different stages. Additionally, some grantees delivered holistic support, helping people with other legal and life issues. In addition to supporting some issues directly, grantees reported having signposted (84%) or referred (16%) over 25,000 issues to other organisations. Please also see case studies in Figures 2 to 4 for specific examples of IOTLS support improving client journeys.

Once you’ve told us your story, we understand it and we’re able to pick it up, and we make sure that you get the right support by the right person at the right time.

Grantee interview February 2025

The soft outcomes are very important to us, as are the financial outcomes, and providing that wraparound integrated support. **Grantee interview February 2025**

However, grantees have also faced barriers in supporting the resolution of people’s problems. In interviews, grantees raised that there were still lots of clients that they were

not able to support, and they had faced challenges managing this demand and the frustration from clients who they appropriately signposted elsewhere.

Often when you say, “No, we can’t help, I’m sorry.” It’s not what people want to hear, and they can at that point display challenging behaviour.

Grantee interview February 2025

EQ8: Has the grant improved wider socio-economic outcomes for clients?

Grantees were not asked to record and submit data related to specific socio-economic outcomes achieved for clients, due to the complexity in capturing and recording these consistently. However, in interviews, grantees mentioned some examples of improved socio-economic outcomes, which included:

- **Helping to prevent homelessness.** For example, grantees have supported clients with housing issues and prevented potential homelessness or loss of housing.
- **Securing financial outcomes which might also improve clients’ status longer term.** For example, through substantial monetary pay outs, debts being written off, reduced or better managed, and an end to financial abuse.
- **Supporting wider, sustainable change to clients’ situations.** For example, one grantee interviewed aimed to prevent people being stuck in a cycle of ‘temporary relief’ and provided holistic support to support sustainable life improvements, such as finding education and employment.
- **Improving clients with their mental health and confidence.** Grantees interviewed mentioned how support with their legal issues has improved clients’ mental wellbeing and stress and capacity.

The IOTLS client case studies also support these examples. Please see Figures 2 to 4.

EQ9: Has the grant supported improved outcomes for grantees and/or the legal support sector?

IOTLS helped to increase the support and reach of grantee services. In interviews, grantees provided examples of the funding allowing them to broaden their client scope and coverage, and test new services. Investing in triage services had also added to capacity.

IOTLS funding has supported some longer-term developments for grantee services and infrastructure. Some organisations invested in infrastructure that might continue to support their delivery in the longer term. For examples, one grantee said IOTLS gave them the capacity to make vital improvements to buildings and environments for staff and clients. Additionally, there are also examples of stronger local connections through which organisations might continue to advocate for advice services and the improvement of facilities and policy. The flexibility of the grant seems to have allowed for a variety of activities that may have improved longer term outcomes.

...vital basic improvements to the environment we work in. It makes a big difference to clients and staff. **Grantee interview February 2025**

We've put a formal complaint in about victim blaming language being used by family court judges, we've advocated for an improvement of the actual facilities. **Grantee interview February 2025**

Grantees have also used IOTLS programme to leverage other funding and activities. There are examples of where being part of IOTLS has given grantees the confidence and experience needed to apply for other funding, including legal aid contracts. In interviews, grantees also mentioned using IOTLS monitoring data to advocate for services and to engage with other funders to make the case for additional funding.

We've now got a specialist service because I was able to use that [IOTLS activities] and use the resource mapping that they'd undertaken and the resource mapping that we'd done, to lever in some additional funding from a trust and foundation. **Grantee interview February 2025**

EQ10: What evidence is there of the public value of this programme, or legal support more generally?

Robustly estimating the value of the impact of this grant is out of the scope of the evaluation. However, there is some evidence to indicate how this programme may have delivered public value.

IOTLS was considered to deliver value for money, by grantees. For example, in interviews grantees highlighted high monetary returns from client cases supported, particularly in relation to benefit awards and back payments. As mentioned previously in the report, there was also evidence from grantees that IOTLS had helped keep people out of court when it was not required and prevented homelessness, which suggested substantial savings.

The outcomes delivered for individuals suggest benefits for the justice system by reducing the demand on courts. As reported previously in Figure 15, the evidence indicates that IOTLS has supported people to resolve problems before court, where appropriate. This suggests IOTLS potentially helping to reduce the volume of cases going to courts. Additionally, where IOTLS services supported people at court to be more prepared, shown in Figure 14 and Figure 4 case study, logically this may have helped those proceedings to run more effectively.

Roughly, for every pound that expend on the [IOTLS] services, they are returning between £6 and £9 for clients through benefit awards, back payments, etc.

Grantee interview February 2025

Strands of funding from MOJ, like this, are unbelievably important, even vital, certainly in locations like this, to stop homelessness, which is fantastically expensive all round once it happens. **Grantee interview February 2025**

IOTLS can be linked to examples of improving resilience and funding for legal support. As mentioned, some grantee organisations' have retained or increased the resilience of their services due to IOTLS, and some have used their experience or data to

leverage further funding. There were also examples from grantees of them being better placed to advocate for the advice sector services and future funding.

We estimate that we bring in about an extra £800,000 worth of resources off the back of the IOTLS funding, so that funding from the MoJ means that we can bring in extra resources. **Grantee interview February 2025**

It [IOTLS data] does help sort of to push either existing funders or potentially new funders, to improve the offer that we give for particular communities and for particular issues. **Grantee interview February 2025**

There are also examples of the grant potentially building wider capacity in the sector. For example, the furthering of volunteer training and partnerships with university law programmes. Additionally, there are examples of where IOTLS work has furthered legal aid delivery; one interviewed grantee highlighted a partnership that had provided legal aid supervision, and another used IOTLS delivery experience to apply for a legal aid contract.

IOTLS was also noted to support outcomes that may help take burden and cost from other public services. For example, supporting positive health and mental health outcomes was linked by one interviewed grantee to an expected reduced burden on health services, such as the NHS. There are also examples highlighted of where IOTLS services have helped to ‘fill in gaps’ between other public services, for example people with specific circumstances that don’t have bespoke support, such as young people or those with neurodiversity.

D. Programme management

This section presents feedback on IOTLS's data collection requirements and programme management, as well as suggestions and learning for future grants. This feedback is from interviews with grantees and grant intermediary staff at the ATJF.

Key findings

Some grantees have found the IOTLS required data collection process complex. This has been in part related to varied compatibility with current case management systems. The practicalities of recording complex data also created challenges, such as client journeys that had multiple or different stages of support. Grantees also had mixed views on the volume and frequency of the reporting requirements. However, it seems that the experience of data collection improved over time. Grantees have also made use of IOTLS data beyond the grant, to engage with stakeholders and review their own services.

Grantees spoke positively about working with the grant intermediary, the ATJF. They appreciated receiving responsive support whilst having space to deliver services. Response to the IOTLS grantee forums was more mixed, with some grantees finding them valuable, and others not engaging. Key issues raised about project management in interviews were around the short timeframe of the funding and the need for earlier communication around the extension. The ATJF was positive about their working relationship with MoJ, although noting some challenges over the grant so far, largely around communications.

Reflecting on future legal support grants, grantees felt further IOTLS funding would provide opportunities to maintain and scale up services they know work. They also identified services they felt were needed and would seek to deliver given appropriate further funding, from specific areas of law to more use of digital tools. In future, grantees and the grant intermediary recommended that longer term funding would better support sector delivery. Grantees also highlighted the importance of early and regular communication in legal support funding programmes and a pilot period to adjust to any new funding and data models.

EQ11: How have grantees experienced the data collection and monitoring requirements?

Some grantees had found the data collection process complex, and there was mixed clarity on its aims. In interviews, some grantees raised they had had challenges in understanding aspects of the data collection and submitting it, hindering the process of data collection. Grant intermediary staff at the ATJF also reflected on this in interviews and noted the importance of approach they had developed over the grant, which sought to make the data collection more user friendly, including online guidance and clear terminology. Relatedly, some grantees interviewed discussed that they had been unclear on data objectives and lacked confidence that what they had captured was in line with expectations. On the other hand, others raised that they had understood the purpose and felt it to be useful.

We understand the necessity for it and, you know, there was budget allocated to support that, but it was very detailed, it was very comprehensive, and it was very complex. **Grantee interview February 2025**

Grantees had varied experiences in using their current case management systems to deliver required data. Some grantees interviewed said that they had found it relatively straight forward, as their system recorded most of the data required already, or they had been able to add 'custom questions' to make them more compatible. On the other hand, others had faced difficulty, where their case management systems were partially or totally

incompatible with the requirements. Some systems could not capture certain data, or to make changes would have been too costly and time-consuming.

We have client profile details, so a lot of the demographics that are asked for, I don't have a problem with that because it's already recorded. I think if we had a different system or someone who wasn't quite so thorough, that would be tricky.

Grantee interview February 2025

Some grantees used or developed additional data collection processes to capture data not recorded by their case management systems. Those interviewed mentioned using separate questionnaires and tools such as SurveyMonkey to collect data from clients. The challenge of balancing data collection asks on front line staff versus central teams was raised. One grantee mentioned that they had hired an additional specialist role to plan and carry out data collection with clients, for IOTLS and their services more widely.

Client journeys that had multiple or different stages of support were challenging to capture in monitoring data. In interviews, grantees raised specific challenges such as how to report on a client case that goes across reporting periods or how to both follow and effectively report on a client journey that goes through multiples stages of support and multiple issues. On the other hand, multiple grantees who specialised in one area or stage of law mentioned their reporting had been relatively straight forward.

We might take a particular issue to Stage 3 and then back to Stage 2 and then back to Stage 1 before it finishes. This is really difficult to track, and what I've had to do is my best, but I haven't yet come up with a foolproof system.

Grantee interview February 2025

Data collection improved over time, once bedded in. Grantees interviewed mentioned they had needed initially time to adjust to new requirements, set up systems, get used to any changes and allow staff time to adjust and buy-in. It was also raised that there were initial teething problems in reporting processes and data collection that had since been worked through. Grant intermediary interviews corroborated this point and the value of the IOTLS pilot period to test and improve grantee and grant processes. During quality assurance of the latest IOTLS monitoring data, ATJF and MOJ analysts anecdotally

observed that more recent reporting issues seemed often to either relate to personnel changes or unexpected issues with systems.

There were mixed views raised around the volume and frequency of the reporting requirements. Some grantees interviewed found reporting manageable, one mentioning that the level of detail captured their delivery well. On the other hand, others raised issues, for example views that: there was a lack of proportionality in the data ask across levels of support; 6-monthly reporting was possibly too infrequent and made the task more burdensome; and qualitative reporting was quite a large task and sometimes repetitive. It was also raised that although an anticipated part of the grant, grantees had found it challenging to manage organisational capacity to deliver data requirements. This was raised by grantees interviewed and noted by the grant intermediary.

Our services can get extremely busy. And sometimes that does mean that data collection can fall through the cracks, you know, a volunteer forgets to complete the form after they've seen a client, occasionally.

Grantee interview February 2025

Grantees have made use of IOTLS data beyond the grant. As noted previously in this report, grantees have used IOTLS data to engage with wider stakeholders and funders. Some grantees have also used the data to gain more understanding of their own services and impact and to fill analysis gaps. Others interviewed mentioned not having made use of data yet but have plans to use it more strategically in the future.

Grantees also had suggestions for additional data collection activity that they felt could be meaningful for IOTLS or similar grants. These included capturing:

- clients' capability to 'self-empower' and navigate legal services
- health-related information, as this may link with client legal issues
- what clients would have done without the services, and how they would have managed their issue otherwise
- client outcomes metrics over time, before and after support
- financial outcomes
- views from other stakeholders within a client's journey, and

- outcomes data by different strands and services of legal support delivery.

EQ12: What have been the experiences of programme management between grantees, ATJF and MoJ?

Grantees have received responsive support from ATJF, whilst having space to deliver services. Interviewed grantees said they found project management smooth and the ATJF responsive to queries and issues. Relatedly, ATJF interviewees felt their transparent communication and trusting approach had helped to encourage grantees to raise challenges. Additionally, it was appreciated that grantees were given independence in their delivery, and grantees also raised that ATJF's familiarity with legal support sector face was an advantage. ATJF grant managers similarly reflected that giving grantees space to deliver whilst managing overall delivery had been key to balance, if challenging.

The programme managers have been really helpful when I've needed to contact them, particularly near the beginning when I had a few questions about how we were going to record [the data], particularly with our level one advice.

Grantee interview February 2025

Response to the IOTLS grantee forums has been mixed, from some grantees finding them valuable to others having not engaged. Some grantees interviewed spoke positively about forum meetings and networks. For example, having found these group meetings helpful for networking, sharing experiences and approaches to the grant and data requirements, and asking questions. It was raised by one interviewee that workshops on monitoring and evaluation had been particularly useful, and another grantee noted that the sessions had improved over time as grantees were then able to bring their experiences. ATJF interviewees also felt that MoJ involvement in grant events was well received.

On the other hand, some interviewed grantees did not find the forums and network as helpful, and there were some who had not engaged at all. Reasons raised included not knowing enough about the other grantees and what they were delivering and finding the large number of grantees difficult to build connections within.

The group meetings have more recently been really helpful for networking and sharing with people. **Grantee interview February 2025**

Grantees raised issues around the duration of the funding and communication around the extension. Grantees interviewed raised that the length of IOTLS had created challenges. For example, the timeframe limiting grantees' ability to plan strategically, and meaning they needed to untangle IOTLS activities from other delivery at the end of funding. Relatedly, grantees highlighted that the extension was very welcome, but information about it was provided with too short notice for some to maintain stability. For example, some grantees could not retain staff and had to prepare for funding to not be continued anyway. This was also an issue described by the grant intermediary.

I don't know how long that extension's for, I don't know any details of it. [...] If it's potentially a cut in funding but there's an extension, I still don't know that. I've got to have those conversations on the 1st of March if it impacts on an individual member of staff. **Grantee interview February 2025**

The ATJF was positive about their working relationship with MoJ, although noting there were also challenges. In interviews, the ATJF described meetings with the MoJ as helpful, open and honest, and the work between the two organisations being collaborative. ATJF mentioned the value of meeting regularly, sharing learning, and collaborating on reporting. On the other hand, ATJF also noted some challenges they'd experienced. These included managing some rapid changes, including to allocation of funding, some lack of communication, for example over project staff changes, and feeling a lack of clarity around MoJ's wider strategic aims.

It's been really valuable to be able to meet with the MoJ, [...] quite honest and open conversations and discussions about how we collaborate, how we move forward. **Grant intermediary interview February 2025**

EQ13: Are there any lessons for future grant programmes?

As part of interviews grantees and ATJF staff were asked to reflect on key challenges and opportunities for the extension period, and what they thought would be essential for future support services longer term.

Grantees felt further IOTLS funding would provide opportunities to maintain and scale up services they know work. Examples of services grantees mentioned they would seek to continue include triage services, keeping specialist staff and early intervention work. Interviewed grantees also mentioned further upskilling staff and scaling up admin and specialist teams, and triage and digital services. Some grantees also intended to use the IOTLS extension as a stable funding base to expand into other areas, such as legal aid.

We would really love to scale up our welfare benefits. [...] Yeah, it's an area of huge demand and very difficult for us to deliver on.

Grantee interview February 2025

Grantees also identified services they felt were needed and would like to be able to deliver in future, given appropriate further funding. Interviewed grantees readily identified specific activities and areas of law they saw unmet demand for, examples included housing, employment and welfare benefits specialists, at court support and representation. Other examples raised included triage systems, preventative work with families, developing self-help resources, staff training and investing in technology such as a new client record system. A few grantees also expressed interest in exploring how artificial intelligence might support their services.

Going forward, I think the biggest social impact we can have per pound spent is to get back amongst that really high need group [struggling families], not only because of the needs they have today, but because of the legacy that they will leave if they break up. **Grantee interview February 2025**

The context of on-going and upcoming sector challenges is important to consider in future grant funding. Interviewed grantees anticipated further challenges to delivering

services and maintaining capacity in the future, due to high demand, the struggles of obtaining funding, and increasing the supply of their services. Changes to legislation, such as the Renters' Reform Bill and upcoming Employment Right's Bill, will also mean organisations have to adjust their services and adapt. Grantees also raised the challenge of rising costs and the struggle to manage delivery when funding was not in line.

Grantees and the grant intermediary believe that longer term funding would better support sector delivery. Interviewed grantees advocated for the need of more longer-term funding streams, highlighting how vital they are to legal support services. The grant intermediary also raised this point. The grant intermediary interviews additionally suggested that core funding, that allows grantees full flexibility in how they use their funding towards a programme's aims, over more restricted project funding, may better support services. It was suggested that this may also create opportunities to gather further insight into the longer-term impacts of support.

It's less easy for us to deal with short-term funding, and it's particularly less easy when we get to the sort of current situation, where we've now got a year's extension, but we don't quite know where that's going, and we don't quite know what we're doing. **Grantee interview February 2025**

Grantees highlighted the importance of early and regular communication in legal support funding programmes. Interviewed grantees highlighted the need for timely and regular communication in a programme, particularly around key aspects such as funding. For example, although outside of the programme's control due in this instance due to dependency on government spending review timings, it was reflected on that earlier notice of the IOTLS extension and budget amounts would have helped reduce uncertainty and support service planning and capacity. Other communication practices ATJF recommended included use of workshops and co-designed forums to support grantees, including MoJ engaging with grantees directly. They also suggested that the grant intermediary be involved early to better support grant strategy and maintain regular management meetings with MoJ.

Piloting any new funding and data models was also recommended, and it was also suggested it would be helpful to have standardised data requirements. Interviewed

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grantees and intermediary staff recommended including time for grantees to adjust to any new delivery and data requirements. It was noted that not all organisations necessarily have dedicated data specialists, and they have different data capacity. Standardised and consistent data requirements between funders was a suggested route to support capacity. The grant intermediary also highlighted the importance of automated monitoring forms to improve central efficiency for grant reporting and suggested that an independent evaluator might be valuable to extract further insights.

I think it would be great if the funders got together and created a standardised, streamlined kind of service, so each one didn't have its own requirement.

Grantee interview February 2025

Conclusions

The evidence from the IOTLS grant so far builds on the learning and evidence gathered from previous MoJ legal support grants. Similarly to previous MoJ grants, such as the Help Accessing Legal Support grant (HALS),¹³ this report shows that the IOTLS grant has supported services to reach and support a substantial number and diversity of people. Although the evaluation approach cannot robustly quantify impact, it does provide key data on outcomes and, through this, compelling evidence of improved client understanding of legal problems, readiness for court, and smoother problem resolution. The client case studies also provide powerful examples of how this type of grant changes individuals' lives.

This report also shows that the IOTLS grant is likely to have significant value for individuals, the justice system and the wider public. There are clear examples of where IOTLS services have supported employment, prevented homelessness, reduced debt, and been linked to reduced demand for other services, including health services.¹⁴ The evidence also suggests benefits and efficiencies for the justice system, as grantees reported issues being resolved earlier and prevented from going to court unnecessarily, or people being better prepared where they needed to. Additionally, the report shows positive outcomes for those delivering the support services, which have been under increasing pressure. This includes feedback that the funding has been vital for maintaining some services and examples of where IOTLS has also enabled organisations to secure further funding and better champion for the sector, including through wider networks and influencing future funding.

The evidence so far also provides practical lessons about the effective administration and management of grants in this sector. It reiterates a key learning from previous grants on the importance of funding flexibly in this diverse and complex sector, as noted in HALS

¹³ Help Accessing Legal Support evaluation report (HALS), MoJ 2024 [Legal Support Grant Report](#)

¹⁴ For example, similar to key factors in Citizen's Advice's approach to valuing impact of their services. Financial modelling technical annex, Citizen's Advice 2023/4 [2023-24-Financial modelling technical annex - Google Docs](#)

and Legal Support for Litigants in Person (LSLIP)¹⁵ grants. The flexibility of IOTLS funding in not prescribing delivery activities seems to have successfully allowed services to tailor their response to unmet demand and fill capacity gaps in a wide range of ways. It has also supported innovation, allowing organisations to ‘test and learn’ and invest in models that may also see wider sector benefits, such as university partnerships.

The feedback additionally confirms the value in having a grant pilot or ‘bedding in’ period to support grantees to adjust and embed requirements, a key recommendation from the HALS evaluation. The findings in this report then encourage MoJ to further consider what on-going support may be needed, for example, to manage issues with data collection systems later in a programme.

The report highlights the importance of communication and a shared vision across stakeholders. Open communication between MoJ and ATJF seems to have positively facilitated learning and working. Further opportunities for MoJ to communicate strategic objectives and accommodate co-design might be considered in future, to ensure consistent understanding of programme processes. Early communication of programme changes where possible may also help to further support continuity and delivery, although noting this will be subject to MoJ internal restrictions.

Some issues raised in this report are on-going and long-standing, and similar have been raised in previous grant evaluations. For example, issues with staff retention and recruitment for grantee organisations are reported to continue to be a challenge in this grant. Additionally, grantees continue to manage the increasing demand and pressure on services and uncertainty in funding options. Feedback from grantees and the intermediary recommended longer term funding as a route to improving the stability and potential of services, although this might not be possible through the MoJ due to government restrictions, such as spending reviews.

Insights in this report also include learning on practical and realistic data collection and the measurement of impact. These include the reality of data collection capacity in

¹⁵ Legal Support for Litigants in Person grant (LSLIP), MoJ 2023 [Legal Support for Litigants in Person Grant \(LSLIP\)](#)

organisations and the variation in it. Also, issues for data capture on the ground, such as how stages of legal support, the movement between them are captured, and how communication methods are categorised. Standardising data requirements between funders was suggested as an option to reduce key burden. This report has also highlighted the value of qualitative data alongside quantitative metrics. Hearing the voices of delivery staff and clients has been raised, and shown in this report, as being essential to understanding the range and complexity of legal support services, clients and outcomes.

Despite the challenges and mixed views on various aspects of it, the report overall highlights the value of the data collected through IOTLS. This is in the learning and evidence presented in this report and in its use by grantees themselves i.e. to improve their own service delivery and further awareness, partnerships and opportunities in the sector.

Annex

A. List of IOTLS evaluation questions

Advice delivery

1. What activities have been delivered through the grant? What were the models of delivery?
2. How have grantees experienced the initial project setup and delivery of the IOTLS grant?
3. What collaborative working has taken place between services?

Impact achieved

4. Who has received advice/support? How have clients been engaging with the services?
5. Did the grant improve access to earlier advice and support?
6. Did the grant enhance people's legal awareness and capability?
7. Did the grant support more effective resolution of people's problems?
8. Has the grant improved wider socio-economic outcomes for clients?
9. Has the grant supported improved outcomes for grantees and/or the legal support sector?
10. What evidence is there of the public value of this programme, or legal support more generally?

Project management

11. How have grantees experienced the data collection and monitoring requirements?
What are supporting or hindering factors when collecting data and evidence?
12. What have been the experiences of programme management between grantees', ATJF and MoJ?

Are there any lessons for future grant programmes?

B. IOTLS logic model

Goal statements

13. **IF** people can be signposted to appropriate services during the initial stages of their legal problem, **THEN** we can reduce the risk of their legal problems clustering.
 14. **IF** people have better advice and information about their legal issue and resolution methods, **THEN** they can be better equipped to proceed to the appropriate problem resolution method, and their case is more likely to settle before it reaches court.
 15. **IF** cases proceed to court and the individual has received legal support, **THEN** their cases will be dealt with more quickly, more effectively and with improved outcomes.
 16. **IF** Grantees are provided with flexibility about what and how they deliver services and they can apply for grants that have fewer requirements than contracts, **THEN** they are able to provide a service that better meets their users' needs, and they have more capacity to deliver these services.
 17. **IF** there is investment upstream into earlier intervention, **THEN** there are downstream benefits in terms of savings to the justice system and wider public value.
- IF** we gather more evidence on the effectiveness and impact of different legal support services, **THEN** this will inform our future thinking on the appropriate mix of services the advice sector should provide.

Table 4: IOTLS logic model

Inputs	Activities	Outputs	Shorter term outcomes	Longer term outcomes
<p>The MoJ is providing funding from July 2023 to March 2025, plus extensions to September 2026. Funding covers grant intermediary, ATJF, administration costs and grant funding for organisations.</p> <p>The programme aims to support organisations working to sustain and improve access to early social welfare and family legal support and advice.</p> <p>To support this aim, grant funding will be provided to organisations providing: triage and referral systems, early-stage social welfare/ family legal advice, provision of online resources or assisted digital legal support, outreach services to reach people that wouldn't otherwise access legal support and advice and partnership working to ensure</p>	<p>Funding for earlier intervention will encompass activities that target people at the initial stages of their journey to resolving their legal issue:</p> <p>Stage 1 – earlier intervention: Support early intervention through community and online engagement, providing guidance and information to identify specific legal issues, available remedies and next steps.</p> <p>Stage 2 – support & advice: Provide advice and support, casework or digital tools/ information/ resources, to move the case towards resolution, or provide guidance for court/ tribunal proceedings to help prepare clients to self-represent.</p>	<ul style="list-style-type: none"> • Number of clients advised/supported on their legal issues, by stage of advice, type of legal problem and by protected characteristics • Number of clients supported on multiple legal issues • Number of clients that were referred /signposted to other services • Origin of referral/signpost to the service • % Clients advised via face to face, remotely, or a hybrid of the two 	<p>Stage 1 & 2 support outcomes:</p> <p>Improved access to early advice:</p> <ul style="list-style-type: none"> • People are able to find appropriate assistance through the advice and support provided • People are able to access legal support at an early stage <p>Enhanced legal awareness and capability:</p> <ul style="list-style-type: none"> • Clients understand their current problem and are aware that it might have a legal remedy. • Clients are aware of any action they must take to prepare for the next step of their problem resolution journey. • Clients feel more capable and confident dealing with and addressing their legal problem. <p>Earlier problem resolution before court/tribunal:</p> <ul style="list-style-type: none"> • Clients resolve their problems earlier, avoiding going to court, except where legally necessary 	<p>Improved outcomes for clients:</p> <ul style="list-style-type: none"> • Improved health and well-being of those supported • Improved socio-economic outcomes for clients e.g. through financial settlement gained • Improved capability to deal with future legal issues and enforce legal rights • Improved ability to access information needed without support from the sector <p>Improved outcomes for Grantees:</p> <ul style="list-style-type: none"> • Grantees report improved data collection and evidence gathering capabilities • Grantees can offer a range of services and a more flexible service built

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Inputs	Activities	Outputs	Shorter term outcomes	Longer term outcomes
<p>vulnerable people access the right service at the right time.</p> <p>Where court or tribunal proceedings are needed, the grant will provide the support needed to help people navigate the process effectively, including support at court. To support this aim, 15% of grant funding will be ring fenced and provided to organisations providing at-court support i.e. for support services which are provided at-court to users who are seeking to use the court system to resolve their issue.</p> <p>All grantees will be required to demonstrate dedicated resource for data collection and evidence gathering. Legal support and/or advice services can be delivered face to face, remotely, or a hybrid of the two, depending on the needs of the clients and the nature of the services being delivered.</p>	<p>Grantees collect data and evidence in line with reporting requirements.</p> <p>Grantees provide legal support and/or advice using a range of delivery methods.</p> <p>Funding for at court support will involve activities that support clients in resolving their legal issue more efficiently at the court/tribunal stage:</p> <p>Stage 3 – court/Tribunal based support: Services at court/tribunal including supporting applications, preparing for proceedings and emotional support on the day of their hearing, for those seeking to use court system to resolve their issue.</p>	<p>Stage 3 outputs ADDITIONALLY include:</p> <ul style="list-style-type: none"> • Timing of accessing support for hearing day (on-day or advance) • Number of clients advised / supported at stage 3 that have received no prior legal support on their issue 	<p>to resolve their case, with the support of generalist advice and specialist casework.</p> <p>Stage 3 support outcomes:</p> <p>Improved understanding of processes at court/tribunal:</p> <ul style="list-style-type: none"> • Clients feel more confident and prepared for hearings • Clients report improved understanding of their case outcomes • Clients have improved perceptions of fairness of their case <p>Improved capability to navigate proceedings on hearing day:</p> <ul style="list-style-type: none"> • Clients avoid delays in case resolution e.g. due to adjournments • Judges/court staff report more time saved on hearing day • Judges/court staff report court forms completed more accurately 	<p>around specific users' needs (rather than according to any prescription) – including users with multiple legal problems</p> <ul style="list-style-type: none"> • Grantees report increased confidence and capacity to reach/support people. <p>Wider benefits/impacts:</p> <ul style="list-style-type: none"> • Cost savings to the justice sector due to shorter hearings, more cases resolved before reaching court, problems remain resolved and wider public value e.g. people stay employed or housed.

C. Rounding convention

Table 5: Rounding convention within this report

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

D. Key statistics

Table 6: Number of clients and issues supported by month, IOTLS October 2023 – March 2025 (data underlying Figure 5)

Months	Clients supported	Issues supported
Oct-23	6,700	9,300
Nov-23	6,600	9,700
Dec-23	4,500	6,700
Jan-24	6,600	10,800
Feb-24	6,500	10,300
Mar-24	6,100	9,900
Apr-24	6,300	9,100
May-24	6,500	9,600
Jun-24	6,300	9,200
Jul-24	6,800	10,000
Aug-24	5,900	8,300
Sep-24	6,100	8,600
Oct-24	6,300	9,300
Nov-24	6,000	9,100
Dec-24	4,900	7,100
Jan-25	6,100	9,100
Feb-25	5,800	8,500
Mar-25	5,800	8,300
Total	110,000	163,000

Please note figures have been rounded individually (as per rounding convention in Table 5) and therefore totals will not align.