



Measuring outcomes in the advice sector

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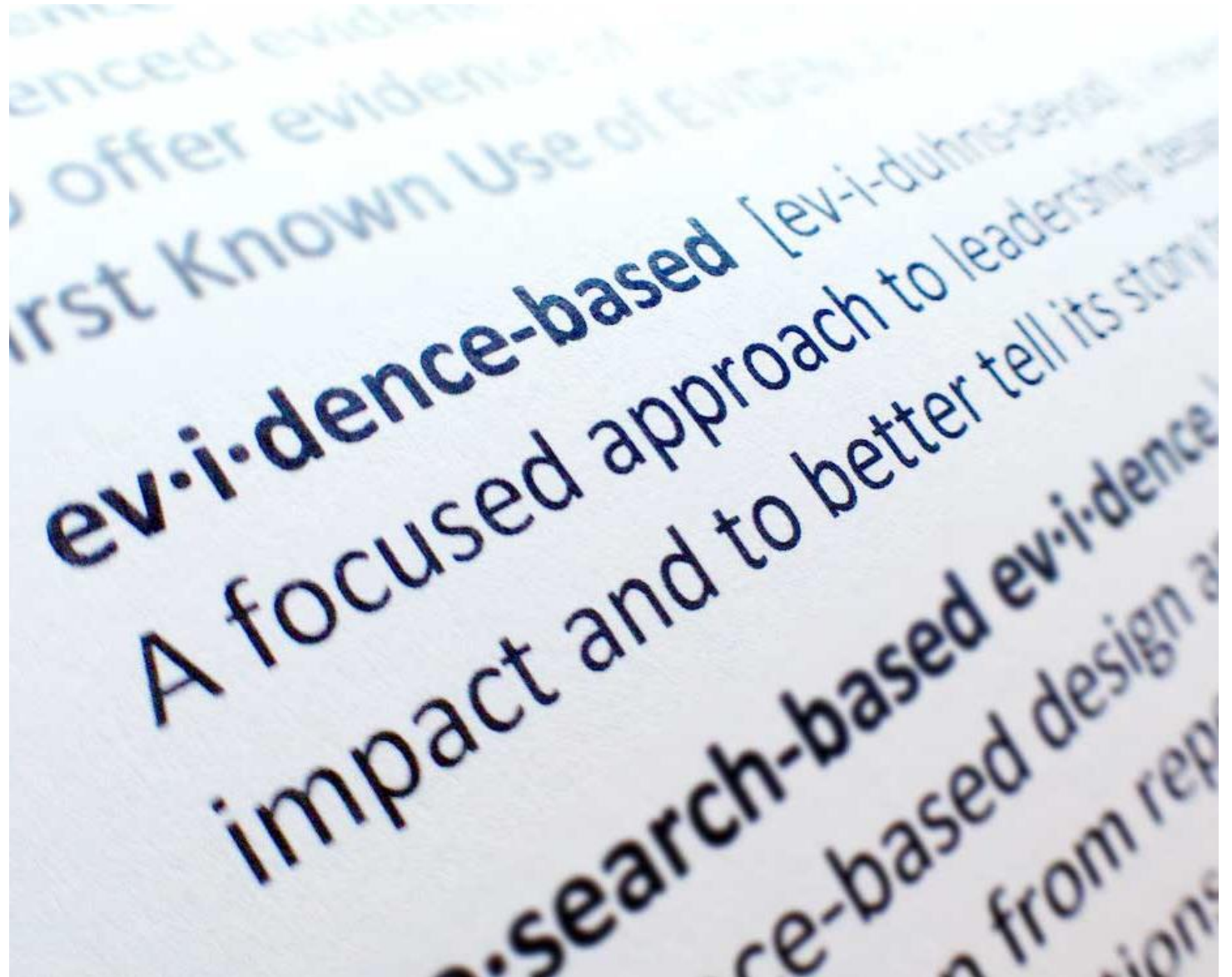
Why do we need to measure outcomes?

Service quality
Efficacy
Efficiency
Allocate resources
Fund raising



What is the problem?

Law and legal services are not evidence based



Adapted from 'Seven Alternatives to Evidence Based Medicine'
Isaacs and Fitzgerald, BMJ 1999

Basis for clinical decisions	Marker	Measuring device	Unit of measurement
Evidence	Randomised control trial	Meta-analysis	Odds ratio
Eminence	Radiance of white hair	Luminometer	Optical density
Eloquence (or elegance)	Smoothness of tongue or nap of suit	Teflometer	Adhesin score
Vehemence	Level of stridency	Audiometer	Decibels
Confidence**	Bravado	Sweat test	No sweat

**Applies only to surgeons



What can we
learn from health?

How to measure impact and quality
How to anticipate and respond to
trends using data
How to invest in legal interventions
with a focus on prevention



Outputs (process)

“Provide high-quality legal advice and representation to low-income people.”

"Ensure that no individual or family in the community is deprived of access to legal assistance because of an inability to pay."

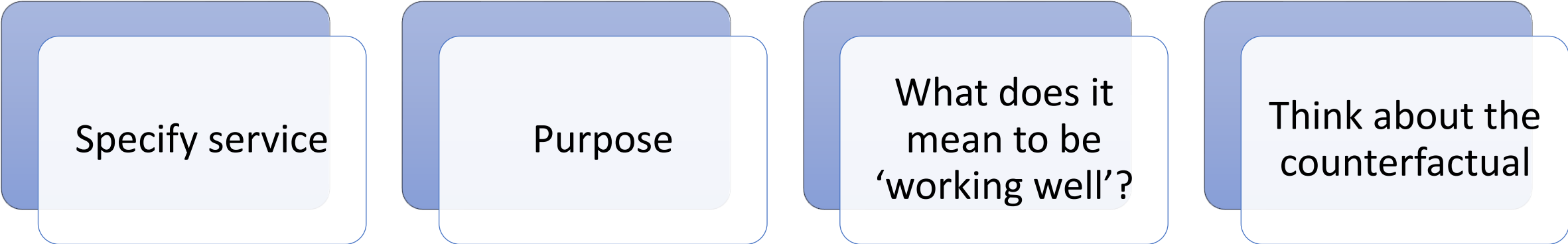
Outcomes

“Resolve the legal problems of low-income people, promote economic and family stability and reduce poverty through effective legal assistance.”

“Ensure that laws affecting low-income people are enforced and reduce the systemic barriers to justice that low-income people face.”

“Empower individuals, protect fundamental rights, strengthen communities, create opportunities, and achieve justice.”

What needs to be done?



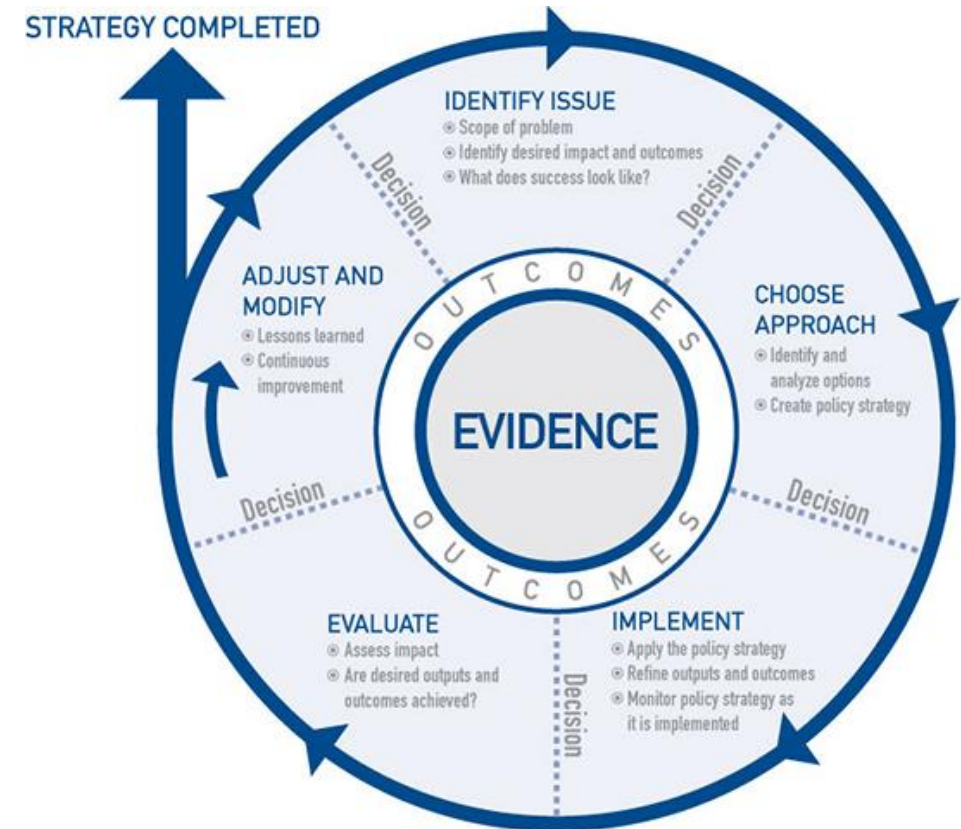
Specify service

Purpose

What does it
mean to be
'working well'?

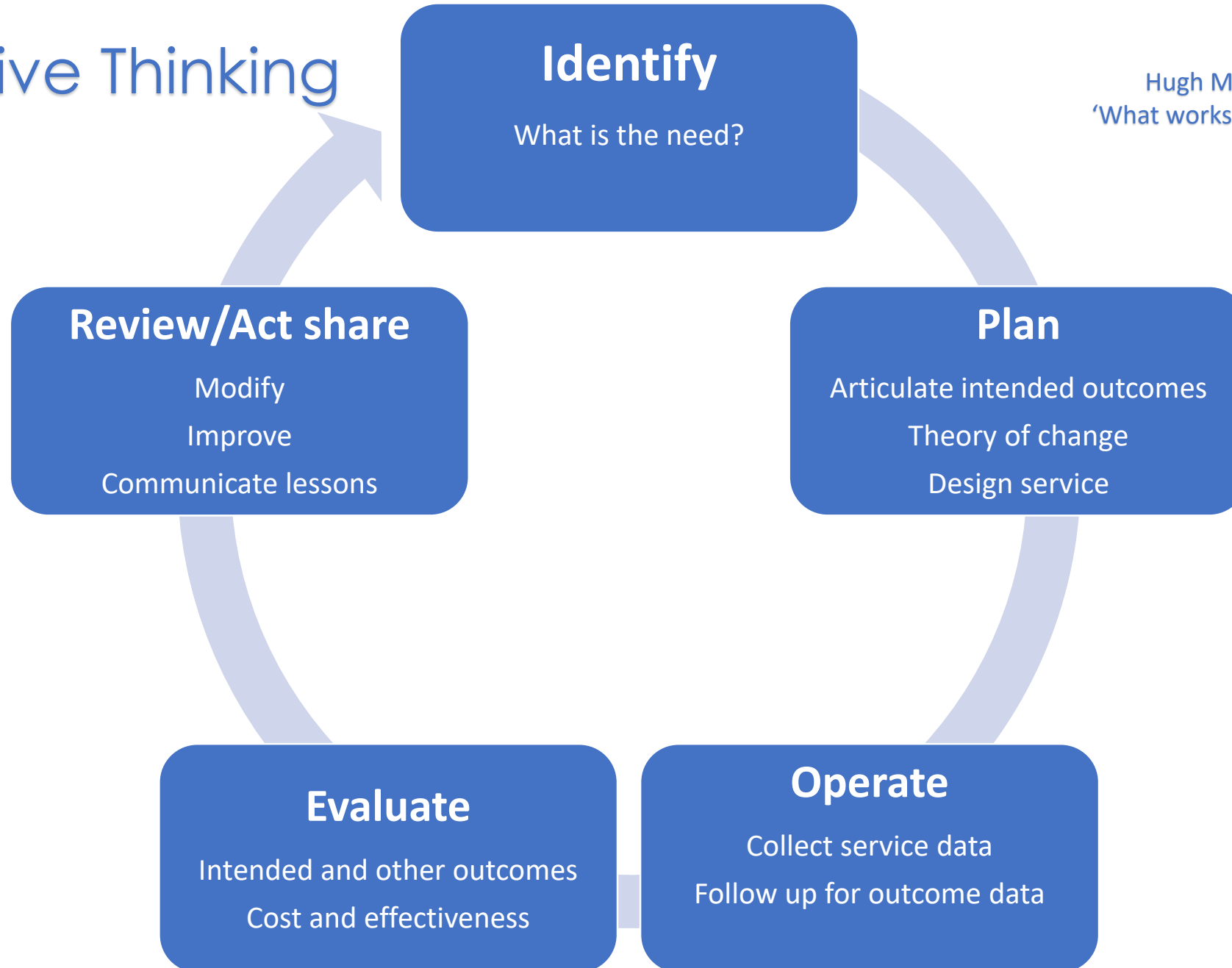
Think about the
counterfactual

Evaluation v Evaluative Thinking



Evaluative Thinking

Adapted from
Hugh McDonald & Suzie Forell
'What works in legal assistance' 2018



Technological opportunities

Management systems

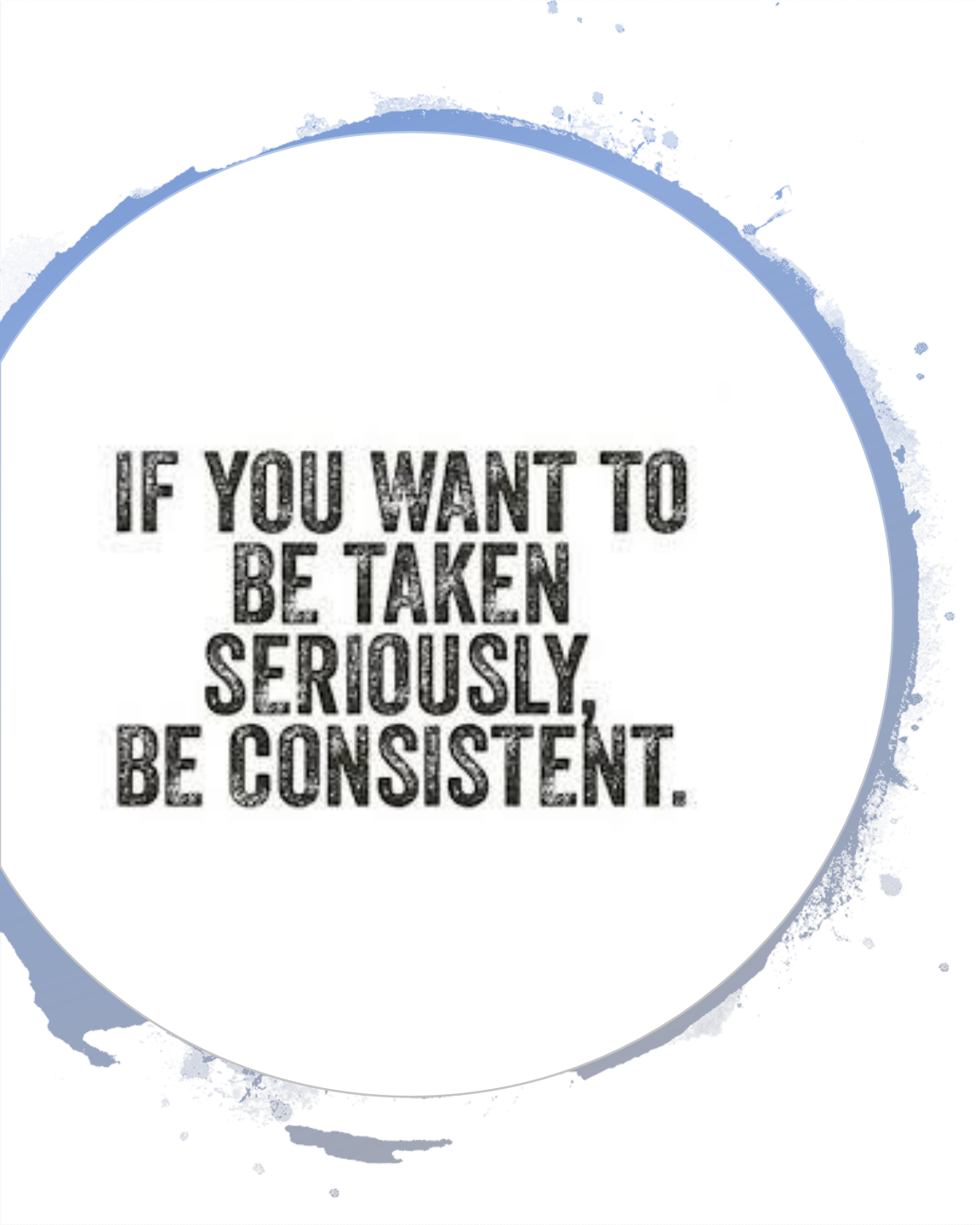
Apps

Online services

Online courts

Data harvesting





**IF YOU WANT TO
BE TAKEN
SERIOUSLY,
BE CONSISTENT.**

What do we
need?

National effort
Collaboration
Consistency