

Advice Services Alliance Conference 30th November 2018: What's the problem? Measuring Outcomes in the Advice Sector

Speaker Biographies

Event Chair

Dr Mavis Maclean, Research Associate Department of Social Policy and Intervention, University of Oxford

Mavis Maclean CBE is Joint Founding Director of the Oxford Centre for Family Law and Policy and Senior Research Associate in the Department of Social Policy and Intervention, University of Oxford, a Senior Research Fellow of St Hilda's College and was recently elected an Honorary Bencher of the Middle Temple. She is a former President of the Research Committee on the Sociology of Law and a Fellow of the International Institute for the Sociology of Law in Onati, Spain. She has written extensively on family law issues, the role of the legal professions in the delivery of family justice and legislative process. She was a Panel Member of the Bristol Royal Infirmary Inquiry and has acted as Academic Adviser to the Ministry of Justice for many years. Her recent books include "Making Family Law : a socio legal account of legislative process" with Jacek Kurczewski, 2011, "Managing Family Justice in Diverse Societies " (ed) with John Eekelaar Hart, Oxford, 2013 "Family Justice: the work of family judges in uncertain times" with Eekelaar ,Hart, Oxford 2013 , "Delivering Family Justice in the 21st Century" ed with Eekelaar and Bastard Hart, Oxford, 2015, and "Lawyers and Mediators" with Eekelaar Hart Oxford 2016..

Perspectives on the problem

The academia perspective - Professor Hazel Genn, Professor of Socio-Legal Studies, Faculty of Laws, UCL

Dame Hazel Genn is Professor of Socio-Legal Studies in the Faculty of Laws at UCL. She was Dean of the Faculty 2008-2017 and is currently Director of the UCL Centre for Access to Justice and Co-director of the UCL Judicial Institute. Dame Hazel is a leading authority on access to civil and administrative justice. She has conducted numerous empirical studies of public access to the justice system, including the seminal Paths to Justice: What People Do and Think About Going to Law. In 2013 she established the UCL Centre for Access to Justice, and in 2016 developed its activities into an innovative 'Health Justice Partnership' with a GP practice in Stratford delivering free social welfare legal advice to patients within the practice.

The sector perspective – Lindsey Poole, Director, Advice Services Alliance

Lindsey Poole has been Director of the Advice Services Alliance since 2013. She started her career working for advice organisations before retraining as a Social Researcher. She joined the probation service at the height of the 'what works' movement and from there went to the Home Office Research and Development Directorate, later moving to the Cabinet Office working with the Government Chief Social Researcher. On return to the advice sector she was stuck by the lack of evidence about what works best for whom and is on a personal mission to improve the quality of useful research to inform practice.

The funder perspective - Alex Van Vilet, Research and Data Analyst, Lloyds Bank Foundation

Alex is the Research and Learning Manager for the Lloyds Bank Foundation, an independent community grant maker that makes grants to over 700 small and medium-sized charities in England and Wales. He is responsible for how the Foundation measures and evaluates the impact of our giving, including supporting grantees to improve their measurement practice. He is also the convenor of the Association of Charitable Foundation's network on monitoring and evaluation. Prior to joining the Foundation, Alex worked on philanthropy, charities and research at New Philanthropy Capital.

The wider picture from across sectors

Jonathan Breckon, Director of the Alliance for Useful Evidence, Nesta

Jonathan Breckon has 15 years' experience in policy, research and public affairs. His expertise lies particularly in brokering relationships between decision-makers and researchers from across disciplines - social science, science and

the humanities. He joined Nesta from Arts and Humanities Research Council (AHRC) where he was Director of Policy and Public Affairs. He has also worked at the Royal Geographical Society, the British Academy, Universities UK and as a consultant developing quantitative skills in the social sciences. He is on the board of the Society for Evidence-Based Policing and is Honorary Senior Lecturer at University College London.

Exemplars

The Welsh Government's approaches to measuring advice outcomes -

Dr Richard Thurston, Deputy Chief Research Officer, Welsh Government

Richard is Deputy Chief Social Research Officer at the Welsh Government where he has worked as a member of the Government Social Research Service (GSR) for nearly 20 years. He currently leads on education, skills and public services research, and has a corporate role overseeing Welsh Government's research procurement. In previous roles he has led on Welsh Government evaluation, Spending Review analysis and the Living in Wales national survey. These roles have given him the opportunity to conduct over a hundred 100 research projects in collaboration with academic and private sector researchers and policy makers, leading to a wide range of applications in Welsh Government policy. Prior to working in government, Richard undertook research in community justice with the Probation Service and as a Visiting Fellow at Oxford University's Centre of Criminological Research. His early career research was focused on masculinities and violence undertaken as part of a Leverhulme Fellowship at the University of Glamorgan. Richard has held the position of President of the UK Evaluation Society (2007-08) and was a member of the Education panel of the Research Excellence Framework (REF 2014). He is also a member of the editorial board for the Wales Journal of Education.

Siân Williams, Senior Research Officer, Welsh Government

Siân Williams is Senior Research Officer in the Communities and Tackling Poverty Division of the Welsh Government. Siân started her career in 2002, working in Local Government as a Research and Information Officer for the Communities First Programme. Following a secondment to the Welsh Government's Social Research Division Siân returned to Local Government in 2012 to work as Partnership analyst for a multi-agency Local Service Board. In 2015 Siân joined the Education Research Team at Welsh Government and has been in her current post for 14 months. Siân leads on research on Financial and Digital Inclusion, Community Employment Programmes, Third Sector and Volunteering.

Paul Neave, Head of Advice Services, Welsh Government

Paul Neave has worked for over 30 years in the social welfare advice field. He began his career as a volunteer in the mid 1980's and from the early 1990's, Paul has worked within the public sector in a variety of roles ranging from Welfare Rights Officer to managing local authority in-house Advice and Homelessness Services. In May 2017, Paul was seconded from Flintshire County Council where he was the authority's Programme Manager, Tackling Poverty and Welfare Reform to join the Welsh Government as the Head of Advice Services. In his current role, Paul is responsible for leading the implementation of the Information and Advice Action Plan for Wales.

Health Outcomes – Dr Charlotte Woodhead, Research Associate, Department of Applied Health Research, UCL

Dr Charlotte Woodhead is currently a Research Associate at UCL, in the department of Applied Health Research. Using insights gained from psychiatric and social epidemiology, and applied health research, her research and public engagement activities focus on urban mental health, social determinants of inequalities in mental health and young adult mental health, using mixed methods approaches. Past research has examined issues such as inequalities in physical health among people with mental-physical comorbidities, the mental health of inner-city sexual minorities, and that of women in the Armed Forces. Most recently, Charlotte carried out a mixed methods evaluation of co-located welfare rights advice in health care settings. Current and future research interests focus on complex social interventions to support young people's mental health and reduce population inequalities in mental health and related outcomes. Charlotte is also one of the coordinators of the Health Inequalities Research Network (HERON).

Citizens Advice – Jamie Mitchell, Senior Impact and Evaluation Analyst, Citizens Advice

Jamie has been working for Citizens Advice since May 2017. He leads on CAs client experience survey, gathering feedback from around 80,000 clients per year, as well as funded evaluations for CA funded projects such as Universal Support and Big Energy Saving Network. Before that he spent nearly 4 years at the Children's Society as an Evaluation Lead helping to set up their newly created Impact and Evaluation function and creating the ability to measure outcomes across the organisation. This followed stints in programme management positions in 2 local authorities and at The Royal College of Psychiatrists.

Money Advice Service – Colin Kinloch, Debt Advice Strategy and Innovation Manager at the Money Advice Service

Colin is a senior manager in the debt advice team at the Money Advice Service, responsible for research, strategy development and policy. He trained as a debt adviser at Toynbee Hall in London, where he volunteered for many years, and is a trustee of Quaker Social Action.

Public Law Project – Dr Joe Tomlinson, Research Director at Public Law Project & Lecturer in Public Law at Dickson Poon School of Law, King's College London

Joe is PLP's Research Director. He is also Lecturer in Public Law at King's College London and a member of the Wider Core Team at the UK Administrative Justice Institute. He completed an LL.B and Ph.D in law at the University of Manchester, and has held visiting positions at King's College London and Osgoode Hall Law School. He researches widely on public law, and particularly the administrative justice system. Joe's work has been published in leading journals and been funded by a range of organisations, including the ESRC and the Nuffield Foundation. His work has been cited by a variety of bodies, including the Ministry of Justice, the All Parliamentary Group on the Rule of Law, and the House of Commons Library. His work (with Professor Robert Thomas) on administrative review will also form the basis of a Law Commission project. Before joining the PLP, he worked in the President's Chambers of the EFTA Court, at Joseph Hage Aaronson LLP, at the British Institute for International and Comparative Law, and as Legal Assistant to Gerard McDermott QC. At PLP, he is currently leading the development of a new research strategy.

Looking forward to the future

Access to Civil and Administrative Justice Lab - Dr Natalie Byrom, Director of Research and Learning at the Legal Education Foundation & Expert Advisor on Open Data and Academic Engagement at HM Courts and Tribunal Service

Natalie is Director of Research and Learning at The Legal Education Foundation- an independent grant making foundation with a portfolio of over 200 grants – where she leads work to better understand the ways in which people can be assisted to understand and use the justice system to secure their rights, protections and fair treatment. She recently completed a PhD exploring the impact of cuts to civil legal aid on vulnerable individuals, focusing on the experience of Law Centres. Natalie is passionate about improving public understanding of the legal system- in 2017 she was appointed to the BBC Expert Women Network and her research and writing have been featured in the Guardian, the New Statesman and the legal press. Natalie sits on the Administrative Justice Council and the Civil Justice Council's Litigant in Person Engagement Group. She is currently on secondment with Her Majesty's Courts and Tribunals Service as Expert Advisor on Open Data and Academic Engagement. As part of this role she is leading work to recommend improvements around access to data for justice system research and stakeholder engagement.

Adopting a strategic approach to evaluation - Professor Nick Tilley, Principal Research Associate, Department of Security and Crime Science, Jill Dando Institute, UCL

Nick Tilley is a member of the Jill Dando Institute of Crime Science at UCL, Emeritus Professor of Sociology at Nottingham Trent University and Adjunct Professor at the Griffith Criminology Institute in Brisbane. His long-term research interests lie in evaluation methodology, the international crime drop, problem-oriented policing and situational crime prevention. Recently he was involved in a research support programme for the What Works Centre for Crime Reduction. He is currently playing a part in projects relating to stalking-prevention, patterns of antisocial behaviour, and embedding problem-oriented policing.