

What's the Problem? Measuring Outcomes in the Advice Sector

Moot Room, Bentham House, University College London: 30th November 2018

Time	Session	Content	Speakers
9.30	<i>Registration</i>	<i>Coffee and mingle</i>	
10.00	Welcome and opening remarks	Housekeeping	Event Chair: Dr Mavis Maclean , Research Associate, Department of Social Policy and Intervention, University of Oxford
10.15	Perspectives on the problem	The academia perspective The advice sector perspective The funder perspective	Professor Dame Hazel Genn , Professor of Socio-Legal studies, Faculty of Laws, UCL Lindsey Poole , Director, Advice Services Alliance Alex Van Vliet , Research and Data Analyst, Lloyds Bank Foundation
11.15	Discussion Groups	What do we want from outcomes research?	Break off into groups of researchers, funders and practitioners to discuss and answer a few questions.
11.45	<i>Coffee</i>		
12.00	The wider picture from across sectors	The Alliance for Useful Evidence	Jonathan Breckon , Director, Alliance for Useful Evidence, Nesta
12.15	Some exemplars	Health outcomes Citizens Advice The Money Advice Service	Dr Charlotte Woodhead , Research Associate, Department of Applied Health Research, UCL Jamie Mitchell , Senior Impact and Evaluation Analyst, Citizens Advice Colin Kinloch , Debt Advice Strategy & Innovation Manager, The Money Advice Service
13.00	<i>Lunch</i>		
13.30	More Exemplars	The Welsh Government's approach to measuring advice outcomes	Dr Richard Thurston , Deputy Chief Research Officer, Siân Williams , Senior Research Officer, Paul Neave , Head of Advice Services, The Welsh Government
14.00	Looking forward to the future – strategic approaches	Access to Civil and Administrative Justice Lab Adopting a strategic approach to evaluation	Dr Natalie Byrom , Director of Research and Learning at the Legal Education Foundation & Expert Advisor on Open Data and Academic Engagement at HM Courts & Tribunals Service Professor Nick Tilley , Principal Research Associate, Department of Security and Crime Science, Jill Dando Institute, UCL
14.40	Another exemplar	The Public Law Project	Dr Joe Tomlinson , Research Director of the Public Law Project & Lecturer in Public Law, Dickson Poon School of Law, King's College London
15.00	Where do we go from here?		Lindsey Poole and Dr Mavis Maclean
15.15	Concluding remarks		Dr Mavis Maclean
15.30	End		

