

## How to use the Client Outcomes Survey template

### Ways that you can use the Client Outcomes Survey template

- To gather feedback from service users on the outcomes which have been achieved through provision of direct legal assistance and Community Legal Education services.
- To gather data to measure a range of indicators within the CLC Sector Outcomes Measurement Framework.
- Potentially, to assist with gathering data for reporting on CLC client surveys, as required under the *National Partnership Agreement on Legal Assistance Services 2015-2020 (NPA)*.

### What the template includes

- A combination of rating questions and open-ended questions, asking service users for their perspective on the service they received and the outcomes they experienced.
- All 7 standard client survey questions which are to be reported under the NPA (these are questions 6a, 6b, 6c, 6e, 6f, 8b and 8e in this template).

### How to use the template

- Although it is possible to use the Client Outcomes Survey in full, it is quite long. We recommend that you select the questions which are most relevant to your CLC, and remove the rest, to produce a shorter and more targeted survey. This may achieve better response rates.
- The template can also be used as a resource for developing your own surveys. You can take selected questions from this survey, and add them to other client surveys that you use.
- Remember that many of the questions in the template relate to indicators in the Sector Outcomes Measurement Framework. If you plan to report on indicators from the Framework, make sure you retain the linked questions!
- Add your organisation name and logo in the header.
- There are various ways to distribute the outcomes survey. For example, you could:
  - Give paper copies to clients in person or send it to them by mail
  - Develop an online version of it (e.g. in Survey Monkey) and email or SMS the link to people
  - Ask people to complete it on a tablet at reception, or by the door on their way out of the service
  - Use it as a script for a follow-up phone interview.
- There are also various options for timing of data collection. For example, you could:
  - Routinely provide it to all service users immediately following assistance
  - Collect it through a follow-up process with service users at a set time following the end of your engagement with them (e.g. 6 months after completion of service delivery)
  - Collect it from as many service users as possible during a snapshot period (e.g. 1 month)
  - Collect it from a sample of service users on a periodic basis (e.g. 30 service users each quarter).

- There is no single best method or time to collect this data. It will depend on your service context and the points at which service users are engaged and motivated to provide feedback. To maximise the amount of feedback you receive and its ability to provide a rich picture of outcomes, it may be worth trying to collect the data at several points – for example, immediately after assistance, and at a later follow-up date. If you do this, it will be important to separately identify the data from these different collection periods so that you can distinguish them during analysis. You may potentially see trends in the outcomes data when comparing immediate post-service feedback with later follow-up feedback.
- For easiest analysis, data collected using the survey should be entered to a custom spreadsheet, database or online survey tool.
- Remember that even though the survey does not ask for identifying information from people, the data should still be kept confidential.

## Notes on specific questions

- Questions 4 and 5 are related. While question 5 asks about outcomes, question 4 seeks to identify whether these outcomes were of relevance to the legal issues that people sought assistance with. Although it is possible to ask question 5 by itself, inclusion of question 4 will enable a more focused analysis of outcomes in relevant matters. This is consistent with the approach proposed in Intermediate Outcome 1.4 of the Sector Framework.
- The majority of question 6 is drawn verbatim from the standard client survey questions to be reported under the NPA.
- Question 7 seeks the service user’s perspective on the utility of information received from the CLC. This may be information that they have received through direct legal service provision (e.g. legal advice), but it may also encompass information received through CLE or through publications they have obtained from the CLC.

## Connection with Sector Outcomes Measurement Framework

Many of the questions in the survey help to measure specific indicators in the Sector Outcomes Measurement Framework. The following table shows the correspondences with the Outcomes Measurement Framework and the standard client survey questions under the NPA.

Client outcomes survey question	Outcomes Measurement Framework indicator	NPA client survey question
1	N/A (contextual question)	–
2	N/A (provides overall rating of usefulness)	–
3	N/A (qualitative information on outcomes)	–
4a–c and 5a–d	1.4a – Self-reported wellbeing	–
6a	Intermediate Outcome 1.1 – ‘Other possibilities for data collection’	1
6b	1.3b – Feel heard	2
6c	1.3a – Better informed decisions	3
6d	5.3a – Feel welcome and safe	–
6e	Intermediate Outcome 5.3 – ‘Other possibilities for data collection’	5

<b>Client outcomes survey question</b>	<b>Outcomes Measurement Framework indicator</b>	<b>NPA client survey question</b>
6f	Intermediate Outcome 5.3 – ‘Other possibilities for data collection’	5a
7a	2.1a – Relevant information	–
7b	2.1b – Accessible information	–
7c	2.2a – Understanding of rights and responsibilities	–
7d	2.2b – Ability to identify legal issues	–
8a	1.2a – Understanding of legal issues	–
8b	2.3a – Understanding how to obtain legal help	4
8c	2.3b – Confidence to seek legal help	–
8d	2.3c – Confidence to handle own legal issues	–
8e	5.4c – Likelihood to refer others	Overall
9a	Intermediate Outcome 3.3 – ‘Other possibilities for data collection’	–
10	N/A (qualitative information on areas for improvement)	–
11	N/A (opportunity for general qualitative input)	–