

Pro Bono Sector Impact Toolkit

A PRACTICAL GUIDE FOR MEASURING THE IMPACT
OF YOUR ORGANISATION'S LEGAL PRO BONO WORK

THE **NATIONAL**
PROBONO CENTRE

NCVO





Model 3: Collaboration with pro bono lawyers

This model is intended for pro bono charities that work with legal sector professionals, and is best suited to exploring the impact on pro bono charities as a result of working with pro bono lawyers, including on capacity and sustainability.

OUTCOMES AND INDICATORS

ACTIVITY INDICATORS

LEGAL SECTOR ACTIVITIES

Activities supporting legal pro bono work:

- Volunteering (lawyers and non-lawyers)
- Assistance in co-ordinating and managing pro bono projects and legal professionals
- Casework mentoring and coaching for volunteer lawyers and non-lawyers

Activities supporting pro bono charity operations:

- Legal training
- Special projects
- Financial support
- Support for fundraising
- Advice and training on compliance and best practice
- Mentoring for individuals

SHORT-TERM OUTCOMES

1. **Pro bono charities have increased capacity to provide legal support which meets the needs of the priority individuals, groups and causes**
2. **Legal skills – including specialist and uncommon skills – are more widely available to charities and their clients**
3. Charities have improved relationships and links with the legal sector
4. People working in pro bono charities have increased knowledge and skills
5. Pro bono charities have improved capacity and capability to run their organisation
6. Charities and the legal sector work more closely together sharing approaches and refining models

LONG-TERM OUTCOMES

- L1. People and communities have improved quality of life
- L2. People and communities have improved wellbeing
- L3. The law and its application are more equitable, fair and consistent
- L4. The public have increased trust in the justice system
- L5. Civil society is more resilient

IMPACT ↓

Society is more just, equal and inclusive

Bold text indicates an outcome which is created by legal pro bono as distinct from other forms of free legal support

MEDIUM-TERM OUTCOMES

7. **The quality and breadth of legal pro bono services provided by charities is improved**
8. **Charities and the people who work in them have increased trust in lawyers and the legal system**
9. Pro bono charities are more effective
10. Pro bono charities are more sustainable

LONGER-TERM OUTCOMES

1. **Pro bono charities are better able to support high priority/under-served individuals, communities and causes**
2. **Pro bono charities are better able to achieve outcomes and impact in line with their mission**
3. Public trust in charities increases

ADD YOUR ASSUMPTIONS HERE



Outcomes and indicators

As touched upon in our toolkit overview, you should measure progress towards the outcomes set out in your theory of change by using through **indicators** and an appropriate method of **data collection**.

In the following table, we include examples of indicators you can use to measure progress towards the outcomes included in this model, as well as suggestions of different potential options for collecting data.

You can use as many or as few of these as you like. You can adapt them to fit your service and capacity, or you can develop your own from scratch.

ToC ref.	Outcome	Indicator(s)	Data collection tools/methods
1	Pro bono charities have increased capacity to provide legal services which meet the needs of priority individuals, groups and causes	<ul style="list-style-type: none"> The extent to which the donation of pro bono hours enabled the charity to provide legal services. The extent to which the needs of population(s) / target groups were served as a result of pro bono services. 	Comparison of service delivery and client profile data over time (before and after pro bono support)
2	Legal skills are more widely available to charities and their clients	The profile of the volunteers you work with/ the type of legal skills available to support your client work	<ul style="list-style-type: none"> Surveys Spreadsheets or databases
9	Pro bono charities are more effective	<ul style="list-style-type: none"> The extent to which the organisation improved aspects of its delivery and operations The extent to which staff knowledge improved as a result of engaging with pro bono partner(s) 	Surveys or interviews
10	Pro bono charities are more sustainable	The extent to which support from the legal sector maintained/ improved sustainability.	Surveys or interviews

Activity indicators

You can also use indicators to measure your activities as well as outcomes. The table below identifies activity indicators and suggests different methods to support data collection. As above, these are examples. Feel free to use as many or as few as you like and to adapt them to fit your service and capacity.

Activity (preceded by theory of change reference)	Indicator(s)	Data collection tools/methods
All activities	<ul style="list-style-type: none"> Number of pro bono lawyers Number of hours dedicated by pro bono lawyers Financial value of hours dedicated by pro bono lawyers 	Spreadsheets or databases
	Profile of pro bono lawyer, e.g. career level/ job role/ specialist skills	Questionnaire
Advice and training	<ul style="list-style-type: none"> Topic of advice/ training Number of training sessions 	Spreadsheets or databases
Financial support	Number, value and purpose of donations	Spreadsheets or databases
Other support	Other types of support provided to the charity, e.g. project management support, mentoring, etc.	Spreadsheets or databases

THE
NATIONAL
PROBONO
CENTRE



www.nationalprobonocentre.org.uk | admin@nationalprobonocentre.org.uk

© National Pro Bono Centre and National Council for Voluntary Organisations 2026

Registered charity 1137708

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying or otherwise, without the prior permission of National Pro Bono Centre and National Council for Voluntary Organisations.

Design by Brenna Adams Baldwin