

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 4: Legal sector pro bono work

This model is intended for the legal sector, including volunteers, law firms and chambers. It is best suited to measuring outcomes for volunteers and/or legal sector organisations participating in pro bono, for example on skills and motivation.

OUTCOMES AND INDICATORS

- For people working in the legal sector
- For legal sector organisations

ACTIVITY INDICATORS

EXAMPLE PRO BONO LAWYER QUESTIONNAIRE

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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

MEDIUM-TERM OUTCOMES

4. **Lawyers, law firms and chambers become increasingly motivated and committed to public service and philanthropy**
5. **Firms and chambers increasingly value the skills and experience which pro bono develops**
6. **Lawyers and others working in the legal system have a stronger foundation to build their profile and careers**

SHORT-TERM OUTCOMES

1. **Lawyers and others working in the legal system have increased understanding of societal inequalities and the lived experience of clients**
2. **Lawyers and others working in the legal system have an increased sense of fulfilment and wellbeing through supporting those in most need**
3. **Lawyers and others working in the legal system develop more skills and experience**

LONGER-TERM OUTCOMES

7. **The culture of providing pro bono becomes increasingly embedded in the legal sector**
8. **Lawyers and others working in the legal system choose to dedicate more time and resources to pro bono work**
9. **Law firms and chambers dedicate more time and resources to pro bono work as part of their business planning**
10. **Law firms and chambers reduce barriers for lawyers who want to deliver pro bono**
11. **Charities receive more skills, resources and funding from the legal profession**
12. **Lawyers, law firms and chambers increase their positive contribution and interconnectivity within society**

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

ADD YOUR ASSUMPTIONS HERE

Access this chart via [Canva](#) and adapt it to your own needs by copying it to your own document.



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 tables, 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.

Measurement of outcomes for people working in the legal sector through delivering pro bono

ToC ref.	Outcome (preceded by theory of change reference)	Indicator(s)	Data collection tools/methods
1	Lawyers and others working in the legal system have increased understanding of societal inequalities and the lived experience of clients	Extent to which volunteers feel their understanding of societal inequalities/ issues within the justice system have increased	Surveys or interviews
3	Lawyers and others working in the legal system develop more skills and experience	<ul style="list-style-type: none"> Whether or not volunteers increased their experience in a new/ less familiar area of law Extent (self-reported) to which volunteers developed new skills (wider legal career/ within pro bono sector) 	Surveys or interviews
4	Lawyers become increasingly motivated and committed to public service and philanthropy	<ul style="list-style-type: none"> Extent to which the volunteer feels motivated to do future pro bono work Whether or not the volunteer would recommend pro bono work to colleagues 	Surveys or interviews

Measurement of outcomes for legal sector organisations through delivering pro bono

ToC ref.	Outcome (preceded by theory of change reference)	Indicator(s)	Potential data collection tools and activities
4	Law firms and chambers become increasingly motivated and committed to public service and philanthropy	Extent to which law firms and chambers communicate about pro bono ▪ Type and frequency of recognition of lawyers and non-lawyers volunteering (pro bono) ▪ Level of staff engagement in pro bono	▪ Survey/ interview ▪ Review of partner organisation external communications Survey/ interview
9	Law firms and chambers dedicate more time and resources to pro bono work as part of their business plan - culture of pro bono	Whether or not law firms/ chambers maintain or increase volunteer hours to support pro bono/ pro bono charities ▪ Extent to which law firms/ chambers reduce barriers to volunteering ▪ Type and frequency of senior-level support and backing for pro bono ▪ Extent to which pro bono features in organisation plans ▪ Whether or not law firms/ chambers expand the remit of their pro bono work, e.g., policy influencing, campaigns	▪ Survey/ interview ▪ Database (e.g., Excel or other system) Survey/ interview

Activity indicators

You can also use indicators to measure your activities as well as outcomes. The table below identifies potential activity indicators for pro bono undertaken by professionals/ organisations in the legal system and suggests appropriate data collection methods for each. 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.

Measurement of activities for people working in the legal sector through delivering pro bono

Activity	Indicator(s)	Potential data collection tools/ methods
All pro bono activities	<ul style="list-style-type: none"> ▪ Profile of lawyer(s) and non-lawyers providing the service ▪ Number of legal sector partners, e.g., legal professionals, law firms and chambers ▪ Topic of advice/ casework ▪ Type of service, e.g., advice clinic/ legal consultation/ casework/ representation, etc. ▪ Number of occasions the service was provided ▪ Length of engagement with client 	Spreadsheets or databases
Volunteer feedback: helping you to understand volunteer satisfaction with different aspects of partnership working	Level of volunteer satisfaction	Surveys or interviews
Organisation feedback: helping you to understand organisation satisfaction with different aspects of partnership working	Level of legal sector partner satisfaction	Surveys or interviews

Example pro bono lawyer questionnaire

This is an example of some questions which you could use to explore the experience and any outcomes for pro bono lawyers. If the lawyer comes to you to offer one-off support, you could do it once their case is concluding, or you might prefer to do these every six months – it depends on the cycles of your work. All questions are optional and should be updated to reflect your service.

You can find more general advice on writing surveys – in particular introductions and profile questions – in a dedicated part of this toolkit.

Section 1: Introduction

Section 2: Skills, experience and understanding

Please tell us how far you agree or disagree with the following statements about your experience of volunteering with us.

Statements:

- | | |
|--|---|
| ▪ I developed skills or experience in an area of law that was new to me. | ▪ I developed skills or confidence in working with clients. |
| ▪ I developed skills or experience in an area of law I was less familiar with. | ▪ I have a better understanding of social inequalities as a result of my pro bono work. |
| ▪ Volunteering supported my future career development. | ▪ I have a better understanding of issues within the justice system. |

Scale (used throughout this section):

- | | | |
|------------------|---|-------------------------------------|
| ▪ Strongly agree | ▪ Neutral or neither agree nor disagree | ▪ Strongly disagree |
| ▪ Agree | ▪ Disagree | ▪ I do not know / prefer not to say |

Please use this space to tell us anything else about how volunteering has affected your skills, experience or understanding. [Comment box]

Section 3: How volunteering has influenced your future intentions

Please tell us how far you agree or disagree with the following statements.

Statements:

- Volunteering has motivated me to do more pro bono work in the future
- Volunteering has increased my interest in being involved in the charity sector
- I am likely to take on further pro bono opportunities

Scale as above

What was the outcome of your case, or its current status if it is still ongoing? [Comment box]

Section 4: Your overall experience of volunteering with us

How likely are you to recommend volunteering with our charity to a friend or colleague?

0 = Not at all likely

10 = Extremely likely

[0 1 2 3 4 5 6 7 8 9 10]

Please tell us the main reason for your score, if you would like. [Comment box]

Section 5: Improving our services

Do you have any suggestions for how we could improve: [Comment box]

- the volunteer experience?
- our legal pro bono services for clients?

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