

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



Impact reporting

Impact reports are one of the most common ways an organisation like yours will share their impact. However, you can also use other media including presentations, video, web pages, case studies or an impact dashboard.

In this resource, we include a template for a basic impact report. You can access an example, based on a real-world project by our pilot organisation University House, on Canva by [clicking here](#).

Optional extras:

- A short case study.
- Additional data tables.
- Methodological detail.

Basic impact report outline

Front page

- Report title
- Organisation name
- Period covered
- Date of publication

Section 1: About this report

- Brief overview of the organisation and the pro bono work covered.
- Purpose of the report (learning, accountability, sharing impact).
- Short reference to the theory of change and the evaluation framework used, for example:

This report is structured around the priorities from our theory of change and evaluation framework...

Section 2: What we delivered

(Activities and reach)

A short, factual section covering:

- Type(s) of pro bono delivered, e.g. advice, casework, representation, referrals.
- Who was supported, e.g. individuals (with profile data), organisations, charities.

Headline numbers:

- ▶ Number of clients or organisations supported.
- ▶ Number of pro bono lawyers involved.
- ▶ Total pro bono hours (if available).

Section 3: What changed

(Outcomes – structured by the framework)

Report against the relevant outcomes only.

Outcomes for clients or organisations

Examples (select as relevant):

- Improved understanding of legal rights or position
- Legal issues progressed or resolved
- Improved confidence, well-being, or organisational capacity

Include:

- 3–5 headline findings
- One short quote or example (optional)

Outcomes for pro bono lawyers

Examples:

- Increased skills or experience
- Greater understanding of access to justice issues
- Increased motivation to continue pro bono work.

Wider or partnership outcomes (if relevant)

Examples:

- Stronger relationships between charities and the legal sector
- Increased organisational confidence or sustainability
- Contribution to wider access to justice or systems change.

Section 4: How do we know?

Brief summary only:

- Data sources used (e.g., surveys, case records, interviews)
- Number and type of responses
- Any important limitations.

Section 5: Learning and reflections

- What worked well
- What was challenging
- What we would do differently next time.

Section 6: What's next?

- How learning will be used to improve future pro bono delivery
- Any planned changes to services, partnerships or evaluation
- A small number of forward-looking priorities.

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