

Equality and Diversity Information Community Legal Advice Helpline Users 2011-2012

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About the Legal Services Commission (LSC)

The LSC is a non-departmental public body sponsored by the Ministry of Justice (MoJ). The LSC looks after legal aid in England and Wales. Legal aid helps ensure access to justice by providing high quality advice, information and representation to people who would not otherwise be able to afford it. Each year the LSC helps more than two million people to deal with their legal problems.

We work in partnership with solicitors and not-for-profit organisations to provide services to help people in need. We also make sure that people get the information, advice and legal help they need to deal with a wide range of problems.

About the information in this paper

In this paper we publish equality and diversity information about our Community Legal Advice (CLA) service users. Community Legal Advice (0845 345 4345) is our helpline offering free, confidential and independent legal advice. We carry out routine equal opportunities monitoring of applications for legal aid and contact the CLA helpline. We invite people who apply for legal aid to complete a short equal opportunities questionnaire. This is entirely voluntary and has no bearing on their application for legal aid. The information provided is treated in confidence and used only for statistical purposes. It allows us to monitor the diversity profile of our service users and inform decisions about their likely needs.

This is the second such publication under the Equality Act 2010. For information about previous years see our Equalities Annual Reports that are archived on the National Archive website:

http://webarchive.nationalarchives.gov.uk/20120405104906/http://www.legalservices.gov.uk/aboutus/how/equality_and_diversity.aspx

Other MoJ Corporate Equality Information is available on the MoJ Justice website at <http://www.justice.gov.uk/information-access-rights/transparency-data/ministry-of-justice-equality-information-and-objectives/corporate-equality-information>

Table 1: CLA Helpline 2011-2012 Gender

Category of law	Total	Male	Female	Unknown
Debt	25097	13421	11240	436
Education	2484	592	1838	54
Employment	8825	4200	4426	199
Family	21623	7312	14098	213
Housing	18977	7295	11390	292
Welfare Benefits	17565	7224	9993	348

Table 2: CLA Helpline 2011-2012 Age - All categories of law

Ages	
Under 18	458
18 - 24	15289
25 - 34	25724
35 - 44	22945
45 - 59	22615
60 - 74	5818
74+	842
Unknown	756

Table 3: CLA Helpline 2011-2012 Ethnicity¹: aggregate

Category of law	Totals	White British, White Irish & White other	Black or Black British African or Black British Caribbean or Black British Other	Asian or Asian British Indian or Asian British Pakistani or Asian British Bangladeshi or Asian British Other	Chinese	Mixed White & Black Caribbean or Black African or Asian; & Mixed Other	Other	Unknown ²	PNS ³
Debt	25097	16751	3062	2065	34	781	1245	329	830
Education	2484	1337	355	229	5	93	183	145	137
Employment	8825	5979	961	623	23	266	453	220	300
Family	21623	15945	1764	1532	69	632	981	210	490
Housing	18729	12091	2688	1148	51	679	1054	235	783
Welfare Benefits	17565	12405	1427	1441	28	433	944	261	626

¹ The ethnicity categories used are based on those used by the National Census and recommended for use by public bodies operating in England and Wales by the Equality and Human Rights Commission.

² 'Unknown' refers to those people who did not wish to provide information in response to equal opportunity questions.

³ 'PNS' is the option 'Prefer Not To Say' that is offered in relation to equal opportunity questions.

Table 4: CLA Helpline 2011-2012 Ethnicity: black disaggregate

Category of law	Totals	Black or Black British African	Black or Black British Caribbean	Black or Black British Other
Debt	3062	1582	1119	361
Education	355	199	107	49
Employment	961	491	385	85
Family	1764	904	699	161
Housing	2688	1388	1034	266
Welfare Benefits	1427	719	548	160

Table 5: CLA Helpline 2011-2012 Ethnicity: Asian disaggregate

Category of law	Totals	Asian or Asian British Indian	Asian or Asian British Pakistani	Asian or Asian British Bangladeshi	Asian or Asian British Other
Debt	2065	572	705	372	416
Education	229	69	81	26	53
Employment	623	253	188	69	113
Family	1532	465	581	190	296
Housing	1148	348	374	160	266
Welfare Benefits	1441	408	501	197	335

Table 6: CLA Helpline 2011-2012 Ethnicity: Mixed: disaggregate

Category of law	Totals	Mixed White & Black Caribbean	Mixed White & Black African	Mixed White & Asian	Mixed Other
Debt	781	294	81	88	318
Education	93	17	10	14	52
Employment	266	73	33	42	118
Family	632	196	77	83	276
Housing	679	195	88	73	323
Welfare Benefits	433	108	68	51	206

Table 7: CLA Helpline 2011-2012 Ethnicity: white disaggregate

Category of law	Totals	White British	White Irish	White other
Debt	16751	15317	216	1218
Education	1337	1222	16	99
Employment	5979	5315	69	595
Family	15945	14545	182	1218
Housing	12091	10701	241	1149
Welfare Benefits	12405	11164	192	1049

Table 8: CLA Helpline 2011-2012 Disability

Category of law	Totals	Cognitive	Ill-health	Learning disability	Mental health condition	Other	Physical Impairment	Sensory Impairment	Not considered disabled	Unknown	PNS
Debt	25098	25	1931	326	967	768	1539	140	18299	376	727
Education	2484	4	151	64	84	112	118	14	1689	149	99
Employment	8825	11	451	107	248	256	284	55	6899	255	259
Family	21623	20	1138	211	598	468	814	90	17606	219	459
Housing	18853	17	1807	210	1020	622	1345	121	12763	277	671
Welfare Benefits	17564	36	2805	219	1313	739	2329	133	9185	293	512

CLA service for British Sign Language (BSL) users

BSL users are able to access the CLA telephone advice line through the following communication channels:

- Text Relay⁴ and Minicom
- Webcam for BSL users
- Standard helpline number (option for a 3rd party to act on client's behalf)
- Email advice

BSL users may access the advice line by using a text or web based 'call me back' service, and can then use web cameras to communicate with legal advisers who are fluent in BSL. During 2011/12 this service was available at specialist level in the categories of Debt, Housing, Employment and Welfare Benefits. BSL users may also search for a face-to-face legal advisor local to them that provides BSL translation through the CLA directory function on the LSC website.

From March 2011 - April 2012 CLA assessed 120 applications for legal aid via 'webchat'. 111 eligible clients were then provided with specialist advice which resulted 286 hours casework.

⁴ Formerly known as 'Type Talk'.

Contact Us

Copies of this document are available on the Justice website at <http://www.justice.gov.uk>

If you require a copy in an alternative format, this will be considered on request from:

Equality and Diversity Team

Legal Services Commission

102 Petty France

London SW1H 9AJ

Telephone Switchboard: 020 7783 7000

Email: diversity@legalservices.gsi.gov.uk

From 1 April 2013 our contact details will be:

Equality and Diversity Team

Legal Services Commission

102 Petty France

London SW1H 9AJ

Telephone Switchboard: 020 7783 7000

Email: diversity@legaid.gsi.gov.uk