



Legal Aid
Agency

- **Equality and Diversity Information**
 - **for**
- **Community Legal Advice Helpline**
2012-2013

Contents

About the Legal Services Commission	3
About the Information In This Paper	3
Table 1: CLA Helpline 2012-2013 Gender	4
Table 2: CLA Helpline 2012-2013 Age	5
Table 3: CLA Helpline 2012-2013 Ethnicity: aggregate	6
Table 4: CLA Helpline 2012-2013 Ethnicity: black disaggregate	7
Table 5: CLA Helpline 2012-2013 Ethnicity: Asian disaggregate	8
Table 6: CLA Helpline 2012-2013 Ethnicity: mixed disaggregate	8
Table 7: CLA Helpline 2012-2013 Ethnicity: white disaggregate	9
Table 8: CLA Helpline 2012-2013 Disability	10
CLA service for British Sign Language users	12
Contact us	13

About the Legal Aid Agency (LAA)

The LAA was established on 1 April 2013 as an Agency of the Ministry of Justice (MoJ). The LAA replaced the Legal Services Commission (LSC) which was a non-departmental public body sponsored by MoJ. The content of this report relates to information that was collated in relation to the services delivered by the LSC.

The LSC and LAA are responsible for the delivery of legal aid services 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 helped more than two million people to deal with their legal problems. The LSC and LAA work in partnership with solicitors and not-for-profit organisations to provide services to help people in need.

Up until 31 March 2013 the LSC operated the Community Legal Advice (0845 345 4345), a helpline offering free, confidential and independent legal advice. From 1 April 2013, the Community Legal Advice service was replaced by the Civil Legal Advice service.

About the information in this paper

In this paper we publish equality and diversity information about service users applying for legal aid via the Community Legal Advice helpline during the financial year 2012-13. People who apply for legal aid via CLA are asked a series of short equal opportunities questions. Responses are 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 third 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.asp

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>

Civil Legal Advice Helpline (0845 345 4345)

Table 1: CLA Helpline 2012-2013 Gender

Category of Law	Total	Male	Female	Unknown
Debt	21387	11367	10002	9
Education	21117	501	1621	0
Employment	7852	3755	4095	2
Family	21714	7323	14387	4
Housing	20589	7529	13056	4
Welfare Benefits	17591	7402	10183	6

Table 2: CLA Helpline 2012-2013 Age - All categories of law

Ages	
Under 20	2,639
21 - 30	24,614
31 - 40	23,874
41 - 50	20,919
51 - 60	12,675
61 - 70	4,673
Over 70	1,661
Unknown	209

Table 3: CLA Helpline 2012-2013 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	Gypsy or Traveller	Other	Unknown ²	PNS ³
Debt	21378	14686	2413	1694	28	644	12	914	144	843
Education	2140	1163	337	187	8	78	1	117	80	169
Employment	7852	5473	897	539	20	262	4	259	46	352
Family	21714	16252	1706	1396	37	600	7	791	96	829
Housing	20555	13003	3188	1228	44	839	17	1087	145	1004
Welfare Benefits	17591	12033	1661	1451	23	468	11	929	276	739

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 2012-2013 Ethnicity: black disaggregate

Category of law	Totals	Black or Black British African	Black or Black British Caribbean	Black or Black British Other
Debt	2413	1229	859	325
Education	337	183	110	44
Employment	897	463	326	108
Family	1706	813	704	189
Housing	3188	1637	1133	418
Welfare Benefits	1661	865	600	196

Table 5: CLA Helpline 2012-2013 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	1694	467	601	270	356
Education	187	48	71	28	40
Employment	539	201	165	61	109
Family	1400	392	529	169	306
Housing	1228	344	390	168	326
Welfare Benefits	1451	435	479	197	340

Table 6: CLA Helpline 2012-2013 Ethnicity: Mixed: disaggregate

Category of law	Totals	Mixed White & Black Caribbean	Mixed White & Black African	Mixed White & Asian	Mixed Other
Debt	644	196	83	72	293
Education	78	18	7	11	42
Employment	262	74	26	23	139
Family	600	179	72	72	277
Housing	839	256	111	82	390
Welfare Benefits	468	98	61	61	248

Table 7: CLA Helpline 2012-2013 Ethnicity: white disaggregate

Category of law	Totals	White British	White Irish	White other
Debt	14686	13410	208	1068
Education	1163	1058	18	87
Employment	5473	4834	76	563
Family	16252	15005	155	1092
Housing	13027	11395	267	1365
Welfare Benefits	12033	10681	191	1161

Table 8: CLA Helpline 2012-2013 Disability

Category of law	Totals	Cognitive	Ill-health	Learning disability	Mental health condition	Other	Physical Impairment	Sensory Impairment	Not considered disabled	Unknown	PNS
Debt	21364	26	1719	310	1001	558	1227	105	15513	156	749
Education	2140	2	160	55	87	58	99	17	1446	80	136
Employment	7850	6	443	136	247	179	256	40	6198	46	299
Family	21703	21	1144	258	701	387	815	117	17380	102	801
Housing	20562	25	2077	311	1281	637	1399	159	13641	152	856
Welfare Benefits	17569	39	3112	237	1526	827	2555	150	8200	281	642

CLA service for British Sign Language (BSL) users

During 2012/13 BSL users are able to access the CLA 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 typically accessed the service online. On the CLA page on Gov.uk the availability of the BSL service was advertised and a link provided which if clicked either gave the client the opportunity to communicate immediately with a legal adviser in BSL via web cam or else book an appointment to do so. Eligible clients would then go on to receive Specialist advice in BSL using a web cam to communicate with legal advisers who are fluent in BSL. During 2012/13 this service was available at specialist level in the categories of Debt, Housing, Employment and Welfare Benefits.

From March 2012 - April 2013 CLA advised on 110 cases⁵ where the client received advice in BSL. These cases resulted in 540.9 hours of casework⁶.

⁴ Formerly known as 'Type Talk'.

⁵ The 110 cases represent the number of BSL cases closed in 2012/13. A case may have been opened earlier but closed in this financial year.

⁶ The 540.9hrs is all casework hours on the case – no way of knowing what proportion this conducted in BSL

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:

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