

Seventh Annual Diversity Report

Legal Services Research Centre

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Executive Summary

Methodology

The 2006 LSRC diversity data collection exercise, as with the 2005 exercise, was integrated into RIS data collection. The methodology continued to be successful, with an improved response rate for diversity related questions. The dataset continues to allow confidence in diversity reporting. The report is split into two parts. Part A (Chapters 2 to 8) present routine diversity monitoring information and follows the basic format of previous reports. Part B presents a selection of LSRC reports prepared for policy colleagues over the past year (Chapters 9 and 13), along with the results of a series of client specific diversity analyses (Chapters 10 to 12). The reports are those that can be read in isolation of other documentation.

Part A – Routine Diversity Monitoring

Chapter 2 examines ethnicity by organisation type. 12.5% of those with managerial responsibility in solicitors' offices were BME and 13.8% of offices had BME majority managerial control. Both of these figures represented an increase on 2006 (10.2% and 11.2% respectively). Looking at civil and criminal contract holders separately, the larger increase in BME majority managerial control was for crime contract holders (15.2% from 11.8% in 2006), with a far smaller increase for civil contract holders (10.5% from 9.2% in 2006). For NfPs, there was far less evidence of differences since 2006. Again, as in previous exercises, BME majority managerial control was less common for NfPs with contracts. The highest levels of BME majority managerial control, as well as BME paid employees and volunteers was for General Help Quality Mark holders.

Chapter 3 looks at gender by organisation type. In general, there has been very little change in gender of majority managerial control since 2006. Percentage of male and female majority managerial control has remained almost identical for solicitors' offices. When looking at civil and crime contract holders individually, more female managerial control can be found in civil, though neither changed much since 2006. While female managerial control is far more common for NfPs, changes in the percentage of male and female majority managerial control have been very small. There was also little evidence of differences in gender of managerial control between contract holders and other NfPs. Examining individual quality mark levels, as previously, Female majority managerial control was highest among Information Level Quality Mark holders (70%).

Chapter 4 examines long-term illness or disability by organisation type.

As we reported previously, long-term ill or disabled majority managerial control was rare among solicitors' offices (0.6% in 2007). There was however, some suggestion of an increase in the percentage of long-term ill or disabled employees with managerial responsibilities (3.9% in 2006 to 4.5% in 2007). This was mirrored by an increase in the percentage of long-term ill or disabled solicitor fee earners (3.0% in 2006 compared to 4.5% in 2007).

For NfPs, long-term ill or disabled majority managerial control was far more common (5.1% in 2007), though the percentage was lower for Specialist Level Quality Mark holders (2.0%). Percentage of long-term ill or disabled paid employees showed little change since 2006.

Chapter 5 examines age by organisation type. The findings set out are broadly similar to those in the 2006 diversity report. Amongst those with managerial control of

solicitors' offices and NfPs, NfPs showed a generally wider age range and a greater proportion of organisations managed by older people. For solicitors' offices, spread of age did not differ between civil and criminal contract holders. For NfPs, organisations holding contracts had a very similar managerial control age profile to NfPs in general, while splitting NfPs by Quality Mark level suggested that those with managerial control of mediation Quality Marked organisations were older than for other Quality Mark levels.

Chapter 6 summarises diversity differences between 'civil only' solicitors offices, 'criminal only' offices and offices doing both civil and criminal work. As in previous years, BME majority managerial control was most common in 'criminal only' offices, followed by 'civil' only offices then offices doing civil and criminal work. In all three categories, however, the percentage of BME majority managerial control increased from 2006, with the largest increase for 'criminal only' offices (18% to 23%). There was also some evidence of a rise in the percentage of BME solicitor fee earners for 'criminal only' offices and offices doing both criminal and civil work. For gender, female majority managerial control was most common in 'civil only' offices, though none of the three groups changed significantly in gender of majority managerial control since 2006. For solicitor fee earners, there has been a gradual increase in percentage of females since 2005. For age, 'criminal only' offices had a slightly younger age profile among those with managerial responsibilities, while long-term ill or disabled majority managerial control was rare in all three groups.

Chapter 7 examines diversity differences among suppliers holding different contract types. As in previous years, the proportions of BME and female managed suppliers varied significantly by contract type, as did the age profile of those with managerial control. Not surprisingly, BME majority managerial control was highest among suppliers with immigration contracts (55.4%), followed by those with housing contracts (18.4% and crime contracts (15.2 %). For gender, female majority managerial control was common for a small number of community mediation suppliers (47.6%) as well as debt contract holders (42.5%) and welfare benefits contract holders (44.0%). Long-term ill or disabled majority managerial control was rare throughout, though it did account for 2 of only 21 community mediation suppliers. There was also some evidence of differences in the age distribution of those with managerial responsibilities by contract type.

Chapter 8 presents supplier diversity differences by region. For solicitors' offices, not surprisingly, London had the highest percentage of BME majority managerial control. In the case of South London, there was also an increase since 2006 (29.1% BME majority managerial control in 2006 to 42.4% in 2007). There was also some evidence of increases in BME majority managerial control in the South East and Yorkshire and Humberside. Gender of majority managerial control by region was broadly the same as in 2006, though there was an increase in female majority managerial control in Merseyside, which had the lowest percentage in 2006 (8.1% female majority managerial control in 2006 to 22.4% in 2007). Long-term ill or disabled majority managerial control remained rare across all regions, while, as in 2006, North London had a younger age profile among those with managerial responsibilities than other regions.

For NfPs, ethnicity of majority managerial control by region was comparable to 2006, with the highest percentages of BME majority managerial control in London. Gender was also comparable to 2006, with the areas with the highest BME majority managerial control (London North, London South and the West Midlands) also having the lowest percentage of Female majority managerial control. While long-term ill or disabled majority managerial control was again rare, it was more common than

for solicitors' firms, with the highest percentage in the Merseyside (9.8%) and Southern regions (9.0%).

Part B – Reports and Client Specific Analyses

Chapter 9 sets out a report that examined the use of duty and own solicitors by criminal clients in a diversity context. It found that while there was a strong relationship between ethnicity of client and supplier, when BME clients chose an 'own' solicitor, they were no more likely to use a BME majority managed firm than BME clients who use a duty solicitor. This suggested that ethnicity of supplier may not be key determinant of BME client choice of own solicitors.

Chapter 10 examines the relationship between client and supplier ethnicity in crime. Based on limited CDS client diversity data, there appears to be a strong association between client ethnicity and ethnicity of majority managerial control of the solicitors' office that they use. This association was apparent both inside and outside London. However, whether the association is a product of choice or geography cannot be ascertained from the data used within the report.

Chapter 11 looks at the relationship between client and supplier diversity for civil clients. Again, there is a strong association between the ethnicity of majority managerial control and client ethnicity. BME clients were far more likely to use BME majority managed suppliers than white clients. BME suppliers were far more likely than white British majority managed suppliers to have BME clients. However, it is still unclear at this stage how much of the relationship between client and provider ethnicity is a function of client choice and how much is explained by geographical factors. In addition, while there was little relationship between client and provider gender, long-term ill or disabled majority managed suppliers were far more likely than other suppliers to have disabled clients.

Chapter 12 looks at target client groups specified by providers as part of the RIS survey, and whether these related to supplier diversity characteristics. Only 3.0% of solicitors directed their service towards specific client groups; compared to 51.2% of NfPs, so analysis was focussed upon NfPs. Significantly, a clear relationship emerged between services that seek to serve BME populations and the ethnic make up of the majority managerial control of those organisations. While majority BME management only accounts for 13.6% of NfP organisations overall, the percentage increased to 73.8% when looking at organisations that explicitly geared services towards BME populations.

For gender, organisations with majority female managerial control accounted for 59.5% of NfPs overall, but were noticeably more likely to specify women, (87.8% of those specifying women were female managed), men (90.9%), children (73.5%), families (62.9) and/or single parents (77.8%) as client groups. A relationship between NfPs with majority long-term ill/disabled managerial control and those that specifically geared services towards long term ill/disabled groups also emerged. Overall, majority long-term illness/disability managerial control only accounted for 5.1% of NfP. However, the percentage goes up to 32.6% and 26.1% of organisations with services geared towards people with a physical or sensory disability, respectively.

Chapter 13 sets out three reports that examined diversity issues associated with the Peer Review process. The final (most comprehensive) report showed that,

overall, BME majority managed organisations had worse peer review scores than white British organisations, and that this was predominantly a result of civil rather than crime reviews. The chapter also looked at gender differences, though these were generally quite small. Using peer reviewer diversity data, the report also found no evidence of white British peer reviewers awarding disproportionately better scores to white British majority managed organisations. Similarly, there was no evidence that BME peer reviewers were awarding disproportionately better scores to BME majority managed organisations.

1. Introduction and methodology

1.1 Overview

The Legal Services Research Centre (LSRC) has conducted diversity monitoring for the Legal Services Commission (LSC) since 2000. The first diversity report, published in 2001, was a benchmark survey of all solicitors' offices both applying for and awarded contracts for civil legal aid work in 2000. The 2002 report consisted of an equal opportunities review of the contracting process, focusing specifically on management audits. The third report added to earlier analysis by detailing the results of a survey of not-for-profit (NfP) organisations holding the LSC's Quality Mark (QM) and profiling solicitors' offices holding contracts for criminal legal aid work. The 2004 report detailed changes since the 2000 report, compared data to the Law Society's REGIS database, contrasted civil and criminal suppliers, examined the impact of civil contract changes and profiled offices by cost audit category. Both the 2005 and 2006 reports examined ethnicity, gender, age and disability for solicitors' offices, NfP's and by contract type. They also analysed differences in diversity by region, examined diversity as a function of legal aid receipts and cost compliance audit category, and provided early indications of the relationship between client and supplier ethnicity. All reports are available from the LSRC's website (www.lsrc.org.uk).

As with the 2005 and 2006 reports, this report covers civil solicitors' offices, criminal solicitors' offices and NfP suppliers, giving a comprehensive and accurate picture of the diversity of the LSC's supplier base.

The analysis conducted for this report was carried throughout 2007¹. It reflects the data that was available at the time of analysis, which is indicated throughout. The same diversity data has also been used to assess the impact of a wide range of policies and interventions. Where external datasets have been used in conjunction with LSRC diversity data, these will sometimes have been subsequently updated.

The 2007 report follows a slightly different format to previous years, and is split into two parts (Part A and Part B). Part A (Chapters 2 to 8) presents routine diversity monitoring and follows the basic format of previous reports. Part B presents a selection of LSRC reports prepared for policy colleagues over the past year (Chapters 9 and 13), along with the results of a series of client specific diversity analyses (Chapters 10 to 12). The reports are those that can be read in isolation of other documentation.

1.2 Methodology

1.2.1 The equal opportunities monitoring form

The latest equal opportunities monitoring forms can be found in Appendix A. They do not differ greatly from those used since 2005. The forms maintain the sector specific format previously used, reflecting differing characteristics between solicitors' offices and NfPs. The ethnicity categories used within the forms are drawn from the census, with the organisational structure a development of earlier monitoring forms.

Questions are asked in numerical form, allowing 'split' control to be added to majority managerial control. Since this is the third year where 'split' control analysis has been possible, figures excluding 'split control' are no longer presented.

¹ The second half of 2007 in the case of the routine monitoring in Part A.

As previously, the diversity monitoring form included questions relating to the gender, age, ethnicity and long-term illness or disability of those staff with control of offices, employees/partners who were solicitors, those who were not solicitors and volunteers.

1.2.2 Dispatch of monitoring forms

The diversity monitoring forms were incorporated into the Community Legal Services/Criminal Defence Service Database Questionnaire. The questionnaire, which is used to update the Community Legal Service Directory, is sent out by the Resource Information Service (RIS), a survey and database management organisation that is responsible for maintaining and updating the CLS Directory.

The Community Legal Services/Criminal Defence Service Database Questionnaire was sent by post to all Community Legal Service (CLS) and Criminal Defence Service (CDS) suppliers with an active LSC contract or CLS Quality Mark. All responses to the questionnaire were returned to the data-handling organisation RIS, who were also responsible for inputting data into the Directory database². To ensure confidentiality, all diversity information was stored on a separate secure server and delivered directly to the LSRC.

In the event of a supplier having failed to return a questionnaire, two postal reminders were sent out, and failing this, the supplier was contacted directly by telephone. However, completion of the diversity monitoring section of the questionnaire was voluntary, and thus information requested in this section was not always completed.

1.2.3 Response rates

Community Legal Service/Criminal Defence Service questionnaires were sent to 7,489 suppliers listed in the LSC's CLS Directory. 4,468 (59.7%) of the questionnaires were returned with the relevant parts of the Equal Opportunities Monitoring section completed. Of these, 2,575 (56.0%) of the questionnaires returned related to suppliers who held a CLS or CDS contract at the time of the survey. Table 1.1 (*below*) shows the response rates split by different types of CLS or CDS contracts.

Table 1.1 Response rates by different types of CLS or CDS contracted suppliers

Supplier Type	Questionnaire Responses	Total Number of Suppliers	Response Rate
Civil Only Contract Holder	1272	2303	55.2%
Civil & Criminal Contract Holder	739	1330	55.5%
Criminal Only Contract Holder	564	965	58.4%
All Contracted Suppliers	2575	4598	56.0%

Of the 192 suppliers with a Mediation contract at the time of the survey 121 (63.0%) responded to the diversity monitoring section of the questionnaire. Diversity

² Note, that the 2007 diversity report will be the last to use RIS data, since RIS are no longer conducting the Community Legal Services/Criminal Defence Service Database Questionnaire.

information was also gathered for 1,893 non-contracted CLS Quality Marked suppliers.

1.2.4 Integration of other datasets

A number of external datasets were integrated into the diversity dataset. These included information on peer review and diversity of both civil and criminal clients. These data were not collected by the LSRC.

Part A – Routine Diversity Monitoring

2. Ethnicity by organisation type

2.1 Managerial control – solicitors' offices

2.1.1 All solicitors' offices

Table 2.1 shows the frequency and percentage of each ethnicity category among all those with managerial control of 2,101³ solicitors' offices in the diversity dataset.

Table 2.1. Breakdown (frequency and percentage) by ethnicity of solicitors with managerial control of offices

Ethnicity		N	%	% excluding White British	% in 2006
White	British	6020	87.5	-	89.8
	Irish	86	1.3	10.0	1.1
	Other	111	1.6	12.9	1.2
Mixed	White/Black Caribbean	21	0.3	2.4	0.2
	White/Black African	12	0.2	1.4	0.1
	White/Asian	16	0.2	1.9	0.3
	Other	6	0.1	0.7	0.1
Asian/Asian British	Indian	251	3.6	29.2	3.2
	Pakistani	119	1.7	13.9	1.2
	Bangladeshi	12	0.2	1.4	0.1
	Other	43	0.6	5.0	0.7
Black/Black British	Caribbean	66	1.0	7.7	0.7
	African	87	1.3	10.1	1.0
	Other	1	0.0	0.1	0.0
Chinese or other	Chinese	25	0.4	2.9	0.2
	Other	3	0.0	0.3	0.1

859 (12.5%) of 6,879 solicitors with (part or full) managerial control of offices were BME. This compared to 10.2% in 2006. 289 (13.8%) of 2,101 offices reported that they had BME majority managerial control, with a further 97 (4.6%) reporting that managerial control was equally split between white British and BME employees. This compares to 11.2% BME and 3.6% split in 2006. Also as in 2006, there was overlap between offices with BME managerial control and offices with fifty percent or more BME solicitor or non-solicitor fee earners. 80.5% of offices with BME managerial control contained fifty percent or more BME solicitor or non-solicitor fee earners (83.5% in 2006). Of firms with 10 or more fee earners, 70.5% of offices with BME managerial control contained fifty percent or more BME solicitor or non-solicitor fee earners.

³ 2101 firms had useable ethnicity data for this purpose.

2.1.2 Solicitors' offices holding civil contracts⁴

Table 2.2 shows the frequency and percentage of each ethnicity category amongst all those with managerial control of 1,559⁵ solicitors' offices holding civil contracts in the diversity dataset.

Table 2.2. Breakdown (frequency and percentage) by ethnicity of solicitors with managerial control of offices with civil contracts

Ethnicity		N	%	% excluding White British	% in 2006
White	British	5079	90.3	-	91.8
	Irish	57	1.0	10.4	0.9
	Other	70	1.2	12.8	1.0
Mixed	White/Black Caribbean	17	0.3	3.1	0.2
	White/Black African	10	0.2	1.8	0.1
	White/Asian	9	0.2	1.6	0.2
	Other	3	0.1	0.5	0.0
Asian/Asian British	Indian	172	3.1	31.4	2.6
	Pakistani	54	1.0	9.9	0.8
	Bangladeshi	8	0.1	1.5	0.1
	Other	34	0.6	6.2	0.7
Black/Black British	Caribbean	43	0.8	7.9	0.5
	African	52	0.9	9.5	0.9
	Other	1	0.0	0.2	0.0
Chinese or other	Chinese	15	0.3	2.7	0.1
	Other	2	0.0	0.4	0.1

547 (9.7%) of 5,626 solicitors with (part or full) managerial control of offices were BME. 164 (10.5%) of 1,559 solicitors' offices with civil contracts reported that they had majority BME managerial control, with a further 58 (3.7%) reporting that managerial control was equally split between white British and BME employees. These figures were 9.2% BME majority managerial control and 3.0% split control in 2006.

As with previous exercises, there was an overlap between those with BME managerial control and those with a majority of BME employees. 80.7% of offices with BME managerial control contained fifty percent or more BME solicitor or non-solicitor fee earners.

2.1.3 Solicitors' offices holding crime contracts

Table 2.3 shows the frequency and percentage of each ethnicity category amongst all those with managerial control of 1,258⁶ solicitors' offices holding crime contracts in the diversity dataset.

⁴ Specialist or mediation contract in area other than crime, and valid account number, link ID or family mediation ID.

⁵ 1559 firms had useable ethnicity data for this purpose.

⁶ 1258 firms had useable ethnicity data for this purpose.

570 (14.6%) of 3,902 solicitors with (part or full) managerial control of offices were BME. 191 (15.2%) of 1,258 offices with crime contracts reported that they had BME managerial control, with a further 73 (5.8%) reporting that managerial control was equally split between white British and BME employees. In 2006, these figures were 11.8% BME and 4.6% split offices.

Table 2.3. Breakdown (frequency and percentage) by ethnicity of solicitors with managerial control of offices with crime contracts

Ethnicity		N	%	% excluding White British	% in 2006
White	British	3332	85.4	-	88.5
	Irish	51	1.3	8.9	1.1
	Other	69	1.8	12.1	1.3
Mixed	White/Black Caribbean	11	0.3	1.9	0.2
	White/Black African	8	0.2	1.4	0.2
	White/Asian	10	0.3	1.8	0.3
	Other	3	0.1	0.5	0.1
Asian/Asian British	Indian	166	4.3	29.1	3.8
	Pakistani	98	2.5	17.2	1.6
	Bangladeshi	7	0.2	1.2	0.1
	Other	20	0.5	3.5	0.7
Black/Black British	Caribbean	50	1.3	8.8	0.9
	African	58	1.5	10.2	1.0
	Other	1	0.0	0.2	0.0
Chinese or other	Chinese	16	0.4	2.8	0.2
	Other	2	0.1	0.4	0.1

Again an overlap was observed between those with BME managerial control and those with a majority of BME employees. 79.8% of offices with BME managerial control contained a majority of BME employees (74.8% in 2006).

2.2 Managerial control – NfPs

2.2.1 All NfPs

Table 2.4 shows the frequency and percentage of each ethnicity category amongst all those with managerial control of 2,186⁷ Quality Marked not for profit organisations in the diversity dataset.

1,567 (22.0%) of the 7,135 people with (part or full) managerial control of NfPs were BME. 297 (13.6%) of 2,186 Quality Marked NfP organisations reported that they had BME managerial control, with a further 77 (3.5%) reporting that managerial control was equally split between white British and BME employees. In 2006 these figures were 12.5% BME majority managed and 4.7% with split control.

⁷ 2186 organisations had useable ethnicity data for this purpose.

Table 2.4. Breakdown (frequency and percentage) by ethnicity of those with managerial control of not for profit organisations

Ethnicity		N	%	% excluding White British	% in 2006
White	British	5568	78.0	-	77.0
	Irish	109	1.5	7.0	2.0
	Other	252	3.5	16.1	3.2
Mixed	White/Black Caribbean	31	0.4	2.0	0.5
	White/Black African	26	0.4	1.7	0.3
	White/Asian	26	0.4	1.7	0.4
	Other	8	0.1	0.5	0.2
Asian/Asian British	Indian	245	3.4	15.6	3.9
	Pakistani	125	1.8	8.0	2.0
	Bangladeshi	124	1.7	7.9	1.6
	Other	67	0.9	4.3	1.1
Black/Black British	Caribbean	164	2.3	10.5	2.6
	African	286	4.0	18.3	3.8
	Other	7	0.1	0.4	0.2
Chinese or other	Chinese	59	0.8	3.8	0.7
	Other	38	0.5	2.4	0.4

As with solicitors' offices an overlap was observed between those with BME managerial control and those with fifty percent or more of BME paid employees or volunteers. 239 (84.5%) of 283 organisations with BME managerial control contained a fifty percent or more BME paid employees/volunteers (77.7% in 2006).

2.2.2 NfPs holding contracts⁸

Table 2.5 shows frequency and percentage of each ethnicity amongst all those with managerial control of 406⁹ Quality Marked not for profit organisations also holding contracts of any type in the diversity dataset.

207 (15.5%) of the 1,332 people with (part or full) managerial control of NfPs holding contracts were BME. 32 (7.9%) of 406 contract holding Quality Marked NfP organisations reported that they had BME managerial control, with a further 17 (4.2%) reporting that managerial control was equally split between white British and BME employees. In 2006, figures were 9.3% with BME and 6.7% with split managerial control.

⁸ Specialist or mediation contract in any area and a valid account number, link ID or family mediation ID.

⁹ 406 organisations had useable ethnicity data for this purpose.

Table 2.5. Breakdown (frequency and percentage) of not for profit organisations holding contracts by ethnicity of those with managerial control

Ethnicity		N	%	% excluding White British	% in 2006
White	British	1125	84.5	-	78.1
	Irish	9	0.7	4.3	1.0
	Other	26	2.0	12.6	2.9
Mixed	White/Black Caribbean	4	0.3	1.9	0.5
	White/Black African	3	0.2	1.4	0.1
	White/Asian	4	0.3	1.9	0.3
	Other	0	0.0	0.0	0.1
Asian/Asian British	Indian	47	3.5	22.7	6.4
	Pakistani	22	1.7	10.6	2.9
	Bangladeshi	14	1.1	6.8	0.9
	Other	7	0.5	3.4	0.7
Black/Black British	Caribbean	20	1.5	9.7	2.6
	African	44	3.3	21.3	2.7
	Other	3	0.2	1.4	0.0
Chinese or other	Chinese	3	0.2	1.4	0.4
	Other	1	0.1	0.5	0.4

2.2.3 Quality Mark levels

Of 2,186¹⁰ NfP organisations in the diversity dataset, 509 (23.3%) had an 'Information Level' Quality Mark, 1,243 (56.9%) a 'General Help Level' Quality Mark, 54 (2.5%) had the 'mediation' Quality Mark and 380 (17.4%) had a 'specialist Level' Quality Mark. Ethnicity of majority managerial control differed significantly between these quality levels, with these differences summarised in Table 2.6.

Table 2.6. Ethnicity of majority managerial control for each Quality Mark level

	White British	BME	Split
General Help Level Quality Mark	968	225	50
	77.9%	18.1%	4.0%
Information Level Quality Mark	460	40	9
	90.4%	7.9%	1.8%
Mediation Quality Mark	51	2	1
	94.4%	3.7%	1.9%
Specialist Level Quality Mark	333	30	17
	87.6%	7.9%	4.5%

As in previous exercises, the General Help group had by far the highest percentage of BME managed organisations.

¹⁰ With valid data on ethnicity of managerial control

2.3 Solicitor fee earners/Non-solicitor fee earners – solicitors’ offices

2.3.1 All solicitors’ offices

1,151 (59.4%) of 1,938¹¹ offices contained no BME solicitor fee earners. This compares with 61.1% in 2006 and 63.2% in 2005. In contrast, 181 (9.3%) of the 1,938 offices contained no white solicitor fee earners. This compares with 8.5% in 2006 and 8.6% in 2005. Of 787 offices with at least one BME solicitor fee earner, 388 (49.3%) reported containing exactly one (compared to 52.5% in 2006). The 1,938 offices contained 11,705 solicitor fee earners – an average of 6.0 solicitor fee earners per office, compared with 6.1 in 2006. Of these solicitor fee earners 1,933 (16.5%) were BME. This compares with 14.5% in 2006 and 15.0% in 2005.

Table 2.7 shows the ethnicity of solicitor fee earners and non-solicitor fee earners in 2007.

Table 2.7. Ethnicity of solicitor fee earners and non-solicitor fee earners in 2007

Ethnicity		Solicitor fee-earners		Non-solicitor fee-earners	
		Count	%	Count	%
White	British	9772	83.5	7914	85.1
	Irish	138	1.2	86	0.9
	Other	213	1.8	150	1.6
Mixed	White/Black Caribbean	44	0.4	68	0.7
	White/Black African	32	0.3	13	0.1
	White/Asian	48	0.4	26	0.3
	Other	13	0.1	7	0.1
Asian/Asian British	Indian	553	4.7	303	3.3
	Pakistani	317	2.7	229	2.5
	Bangladeshi	35	0.3	32	0.3
	Other	104	0.9	84	0.9
Black/Black British	Caribbean	146	1.2	173	1.9
	African	212	1.8	144	1.5
	Other	6	0.1	19	0.2
Chinese or other	Chinese	52	0.4	30	0.3
	Other	20	0.2	18	0.2

Overall, there was a slightly higher percentage of white British employees amongst non-solicitor fee earners, though percentages were generally similar.

¹¹ Solicitors’ firms with ethnicity data for solicitor fee earners.

2.3.2 Solicitors' firms holding civil contracts

914 (62.7%) of the 1,457¹² offices undertaking civil legal aid work contained no BME solicitor fee earners. This figure was similar to both 2006 (63.0%) and 2005 (64.8%). 104 (7.1%) of the 1,457 offices contained no white solicitor fee earners. This figure was again similar to 2006 (6.8%) and 2005 (7.1%). Of 543 offices with at least one BME solicitor fee earner, 261 (48.1%) reported containing no more than one. Again, this was broadly similar to the 51.6% in the 2006 exercise.

The 1,457 offices contained 9,753 solicitor fee earners – an average of 6.7 solicitor fee earners per office (this similar to the 6.6 solicitor fee earners per office in 2006 and slightly more than the 5.8 per office in the 2005 and 5.0 per office in the 2004 exercise). Of these solicitor fee earners 1,397 (14.3%) were BME, a slight increase on the 13.0% in 2006 and 2005.

2.3.3 Solicitors' offices holding crime contracts

662 (56.6%) of 1,170 offices holding crime contracts contained no BME solicitor fee earners. This compares with 59.1% in 2006 and 61.2% in 2005. In contrast, 117 (10.0%) of the 1,170 offices contained no white solicitor fee earners. This compares with 8.5% in 2006 and 8.4% in 2005. Of 508 offices with at least one BME solicitor fee earner, 236 (46.3%) reported containing no more than one. This compares with 49.6% in 2006. The 1,170 offices contained 6,801 solicitor fee earners – an average of 5.8 solicitor fee earners per office (6.0 per office in 2006). Of these solicitor fee earners 1,296 (19.1%) were BME, compared to 16.0% in 2006.

2.4 Paid employees/volunteers – NfPs

2.4.1 All NfPs

1,105 (53.1%) of 2,082 NfPs with paid employees¹³ contained no BME paid employees (56.7% in 2006). In contrast, 161 (7.7%) of the 2,082 contained no white paid employees (7.1% in 2006). Of 977 organisations with at least one BME paid employee, 375 (38.4%) reported having only one (37.2% in 2006). The 2,082 organisations contained 21,109 paid employees – an average of 10.1 per organisation, compared to 10.3 in 2006. Of these paid employees 3,787 (17.9%) were BME. This compares with 16.9% in 2006.

1,281 NfP organisations had volunteers about whom ethnicity data was provided. Of these, 546 (42.6%) contained no BME volunteers (45.6% in 2006 and 46.7% in 2005). 179 (14.0%) of the 1,281 contained no white volunteers (12.7% in 2006 and 14.2% in 2005). Of 735 organisations with at least one BME volunteer, 223 (30.3%) reported having only one (30.2% in 2006). The 1,281 organisations contained 20,479 volunteers – an average of 16.0 per office, compared to 15.8 in 2006. Of these volunteers 3,909 (19.1%) were BME, compared to 21.2% in 2006 and 16.7% in 2005.

2.4.2 NfPs holding contracts

176 (45.8%) of 384 NfPs holding contracts and that had with paid employees (with valid ethnicity data) contained no BME paid employees. This compares with 47.1% in 2006 and 45.8% in 2005. As in previous exercises this figure was slightly smaller than the the 53.1% for NfPs as a whole in 2007 (see above). In contrast, 14 (3.6%) of

¹² With valid solicitor fee earner ethnicity data.

¹³ With some valid ethnicity data.

the 384 contained no white paid employees, a smaller percentage than the 7.7% for all NfPs. Of 208 organisations with at least one BME paid employee, 80 (38.5%) reported having only one (36.3% in 2006). The 384 organisations contained 4,396 paid employees – an average of 11.4 per organisation. As in 2006, NfPs holding contracts were slightly larger than other NfPs, which may go some way to explaining reductions in the percentages of organisations with no white or BME paid employees. Overall, of 4,396 paid employees 775 (17.6%) were BME. This compares with 19.5% in 2006 and 16.9% in 2005.

281 NfP organisations with contracts had volunteers (with ethnicity data). Of these, 106 (37.7%) contained no BME volunteers and 24 (8.5%) contained no white volunteers. This compares with 38.0% and 7.0% in 2006. Of 175 organisations with at least one BME volunteer, 62 (35.4%) reported having only one. This was a slight increase on previous years (26.0% in 2006 and 24.3% in 2005). The 281 NfPs holding contracts contained 5,651 volunteers – an average of 20.1 per organisation, compared to 18.9 per organisation in 2006. Of these volunteers 814 (14.4%) were BME, compared with 15.5% in 2006 and 13.5% in 2005.

Table 2.8 shows the percentage of people in each ethnicity category amongst all paid employees (PE) and volunteers (VOL) in NfPs as a whole and in NfPs holding contracts. For a comparison with 2006 and 2005, see Table 2.9 in previous reports.

Table 2.8. Percentage of people of each ethnicity amongst all paid employees and volunteers in NfPs as a whole and NfPs holding contracts

Ethnicity		PE NfPs	PE NfPs with contracts	VOL NfPs	VOL NfPs with contracts
White	British	82.1	82.4	80.9	85.6
	Irish	1.2	1.0	1.2	0.6
	Other	2.6	2.4	3.3	1.5
Mixed	White/Black Caribbean	0.6	0.7	0.5	0.6
	White/Black African	0.2	0.2	0.3	0.2
	White/Asian	0.3	0.2	0.3	0.2
	Other	0.1	0.0	0.1	0.1
Asian/Asian British	Indian	2.6	3.0	2.6	2.5
	Pakistani	2.1	2.8	2.0	1.8
	Bangladeshi	1.8	1.4	1.0	0.9
	Other	0.6	0.3	0.7	0.4
Black/Black British	Caribbean	2.1	2.3	2.1	2.1
	African	2.4	2.5	3.5	2.2
	Other	0.2	0.2	0.2	0.3
Chinese or other	Chinese	0.7	0.3	1.0	0.6
	Other	0.4	0.3	0.5	0.2

2.4.3 Quality Mark levels

Tables 2.9 and 2.10 show the frequency and percentage of white and BME paid employees and volunteers of NfPs, split into four Quality Mark levels.

Table 2.9. Frequency and percentage of white British and BME paid employees by Quality Mark level

Quality Mark level	Paid employees			
	2006		2007	
	White British	BME	White British	BME
General Help Level Quality Mark	9026	2146	8888	2531
	80.8%	19.2%	77.8%	22.2%
Information Level Quality Mark	3745	434	4504	434
	89.2%	10.8%	91.2%	8.8%
Mediation Quality Mark	365	37	353	28
	90.8%	9.2%	92.7%	7.3%
Specialist Level Quality Mark	2975	760	3577	794
	73.4%	26.6%	81.8%	18.2%

Table 2.10. Frequency and percentage of white British and BME volunteers by Quality Mark level

Quality Mark level	Volunteers			
	2006		2007	
	White British	BME	White British	BME
General Help Level Quality Mark	8617	2817	9522	2623
	75.4%	24.6%	78.4%	21.6%
Information Level Quality Mark	1413	250	1666	362
	85.0%	15.0%	82.1%	17.9%
Mediation Quality Mark	271	52	286	44
	83.9%	16.1%	86.7%	13.3%
Specialist Level Quality Mark	3875	704	5096	880
	84.6%	15.4%	85.3%	14.7%

As in previous exercises, BME paid employees were far more common amongst organisations with the General Help (including General Help with casework) level or Specialist Level Quality Marks and less common for mediation or Information Level Quality Mark holders. Percentages were again slightly more consistent across the levels for volunteers. Changes in percentage since 2006 were generally relatively small.

2.5 Summary

Overall, 12.5% of those with managerial responsibility in solicitors offices were BME and 13.8% of offices had BME majority managerial control. Both of these figures represented an increase on 2006 (10.2% and 11.2% respectively). Looking at civil and criminal contract holders separately, the larger increase in BME majority managerial control was for crime contract holders (15.2% from 11.8% in 2006), with a far smaller increase for civil contract holders (10.5% from 9.2% in 2006).

For NfPs, there was far less evidence of differences since 2006. Again, as in previous exercises, BME majority managerial control was less common for NfPs with contracts. The highest levels of BME majority managerial control, as well as BME paid employees and volunteers was for General Help Quality Mark holders.

3. Gender by organisation type

3.1 Managerial control – solicitors’ offices

Of all solicitors’ offices, 1,419 (67.3%) of 2,110¹⁴ had majority male, 351 (16.6%) majority female and 340 (16.1%) split managerial control. These percentages were 67.9%, 16.4% and 15.6% respectively in 2006.

Of offices holding civil contracts, 1010 (64.6%) of 1,563 had majority male, 288 (18.4%) majority female and 265 (17.0%) split managerial control. These percentages were 66.5%, 17.4% and 16.1% respectively in 2006. Of offices holding crime contracts, 917 (72.7%) of 1,262 had majority male, 163 (12.9%) majority female and 182 (14.4%) split managerial control. These percentages were very similar to 2006 (72.8%, 12.7% and 14.5% respectively).

3.2 Managerial control – NfPs

Of 2,198¹⁵ NfPs in the 2007 exercise, 607 (27.6%) had majority male, 1,307 (59.5%) majority female and 284 (12.9%) split managerial control. This compares with 27.2% male, 58.9% female and 14.0% split control in 2006.

Of NfPs holding contracts, 119 (29.0%) of 410¹⁶ organisations had majority male, 217 (52.9%) majority female and 74 (18.0%) split managerial control. In 2006, figures were 29.4% male, 49.3% female and 21.3% split managerial control.

Table 3.1 compares gender of majority managerial control by Quality Mark level between 2006 and 2007 diversity survey, with row percentages showing the percentage of male, female and split managerial control amongst holders of each Quality Mark. Information Quality Mark holders had the highest percentage of female managerial control, while there was some evidence of an increase in female majority control amongst a small number of mediation quality mark holders since 2006.

Table 3.1 Gender of majority managerial control by Quality Mark level (frequency and percentage)

Quality Mark level	Gender of majority managerial control					
	2006			2007		
	Male	Female	Split	Male	Female	Split
General Help Level Quality Mark	354	643	140	390	710	142
	31.1%	56.6%	12.3%	31.4%	57.2%	11.4%
Information Level Quality Mark	70	325	56	93	363	62
	15.5%	72.1%	12.4%	18.0%	70.1%	12.0%
Mediation Quality Mark	16	27	12	14	34	6
	29.1%	49.1%	21.8%	25.9%	63.0%	11.1%
Specialist Level Quality Mark	96	165	67	110	200	74
	29.3%	50.3%	20.4%	28.6%	52.1%	19.3%

3.3 Solicitor fee earners/non-solicitor fee earners – solicitors’ offices

¹⁴ With some valid data on gender of those with managerial control.

¹⁵ NfPs with some valid data on gender of those with managerial control.

¹⁶ With any contract and valid data on gender of those with managerial control.

Of all solicitor fee earners in all solicitors' offices, 5590 of 11651 (48.0%) were female, compared with 47.5 % in 2006. Of all non-solicitor fee earners, a far higher proportion, 6859 of 9226 (74.3%) were female. For offices with civil contracts, 4867 of 9759 solicitor fee earners (50.0%) were female, compared to 48.9% in 2006. Of all non-solicitor fee earners in offices with civil contracts, 5695 of 7511 (75.8%) were female. For offices with crime contracts, 3053 of 6782 were female (45.0%), compared to 43.5% in 2006. Of all non-solicitor fee earners in offices with crime contracts, 4237 of 5807 (73.0%) were female.

3.4 Paid employees/volunteers – NfPs

As in 2006, females made up the majority of both paid employees and volunteers for NfPs. For all NfPs, females accounted for 15877 of 21813 (72.8%) paid employees (73.7% in 2006) and 13993 of 20694 (67.7%) volunteers (67.9% in 2006). For NfPs with contracts, females made up 3139 of 4292 (73.1%) paid employees (73.9% in 2006) and 3201 of 5038 (63.7%) volunteers (66.3% in 2006). Tables 3.2 and 3.3 show the frequency and percentage of male and female paid employees and volunteers, split into four Quality Mark levels.

Table 3.2. Frequency and percentage of male and female paid employees by Quality Mark level

Quality Mark level	Paid employees			
	2006		2007	
	Female	Male	Female	Male
General Help Level Quality Mark	8152	3267	8445	3452
	71.4	28.6	71.0	29.0
Information Level Quality Mark	3460	869	4035	1247
	79.9	20.1	76.4	23.6
Mediation Quality Mark	343	70	323	56
	83.1	16.9	85.2	14.8
Specialist Level Quality Mark	2704	1011	3074	1181
	72.8	27.2	72.2	27.8

Table 3.3. Frequency and percentage of male and female volunteers by Quality Mark level

Quality Mark level	Volunteers			
	2006		2007	
	Female	Male	Female	Male
General Help Level Quality Mark	8307	3812	8832	4022
	68.5	31.5	68.7	31.3
Information Level Quality Mark	1213	545	1523	596
	69.0	31.0	71.9	28.1
Mediation Quality Mark	200	89	206	84
	69.2	30.8	71.0	29.0
Specialist Level Quality Mark	3299	1699	3432	1977
	66.0	34.0	63.4	36.6

Female employees accounted for the largest percentage of paid employees in mediation Quality Mark holders, followed by Information Level Quality Mark holders. Percentages were more consistent across the Quality Mark levels for female volunteers.

3.5 Summary

Overall, there has been very little change in gender of majority managerial control since 2006. Percentage of male and female majority managerial control has remained almost identical for solicitors' offices. When looking at civil and crime contract holders individually, more female managerial control can be found in civil, though neither changed much since 2006.

While female managerial control is far more common for NfPs, changes in the percentage of male and female majority managerial control have been very small. There was also little evidence of differences in gender of managerial control between contract holders and other NfPs. Examining individual quality mark levels, as previously, Female majority managerial control was highest among Information Level Quality Mark holders (70%).

4. Long-term limiting illness or disability by organisation type

4.1 Managerial control – solicitors’ offices¹⁷

In the 2006 diversity monitoring exercise, there were 12 offices (0.7%) with majority long-term ill or disabled managerial control and 17 (0.9%) with ‘split’ control; out of a total of 1,825 offices. In all, 72 offices (3.9%) had one or more long-term ill or disabled employee amongst those with managerial control; 69 with one and 3 with two. In 2007, there were 13 offices (0.6%) with majority long-term ill or disabled managerial control and 22 (1.0%) with ‘split’ control; out of a total of 2,132 offices with useable data. In all, 95 offices (4.5%) had one or more long-term ill or disabled employee amongst those with managerial control; 90 with one and 5 with two.

Of offices holding civil contracts, there were 7 offices (0.4%) with majority long-term ill or disabled managerial control and a further 15 with ‘split’ control; out of a total of 1,579 offices. For offices holding crime contracts, there were 8 offices (0.6%) with majority long-term ill or disabled managerial control and a further 12 with ‘split’ control; out of a total of 1,249 offices.

4.2 Managerial control – NfPs

Of 2,231 NfPs¹⁸ in the 2007 exercise, 114 (5.1%) had majority long-term ill or disabled managerial control and 69 (3.1%) split control. 371 (16.7%) of these organisations had at least one long-term ill or disabled employee amongst those with managerial control, with 246 of these 371 having only one. Of NfPs holding contracts, 12 of 416 (2.9%) had majority long-term ill or disabled managerial control and a further 8 (1.9%) had split control. As in previous exercises, this represented a sizable difference in percentage of long-term ill or disabled majority managerial control between NfP organisations holding and not holding contracts.

Table 4.1 breaks long-term illness or disability status of majority managerial control down by broad Quality Mark level, again demonstrating slightly smaller percentage of organisations with long-term ill or disabled majority control amongst organisations with a Mediation or Specialist Level Quality Mark.

Table 4.1 Long-term illness or disability status of majority managerial control by Quality Mark level

	Illness/disability status of majority managerial control		
	Ill/disabled	Not ill/disabled	Split
General Help (inc. General Help with Casework) Level Quality Mark	69	1156	39
	5.5%	91.5%	3.1%
Information Level Quality Mark	33	470	19
	6.3%	90.0%	3.6%
Mediation Quality Mark	4	50	0
	7.4%	92.6%	.0%
Specialist Level Quality Mark	8	372	11
	2.0%	95.1%	2.8%

¹⁷ Organisations were only asked about number of staff with a long-term illness or disability and not numbers without. Therefore to determine, for example, disability of majority ownership totals were derived from ethnicity or gender data.

¹⁸ Where a total with managerial control could be derived.

4.3 Solicitor fee earners/non-solicitor fee earners – solicitors' offices

Of 2,057 solicitors' offices, 92 (4.5%) reported one or more long-term ill or disabled solicitor fee earner with 130 overall. This compared to 3.0% in 2006. Of these 92, 82 reported just one long-term ill or disabled solicitor fee earner, 7 two, 2 three and 1 twenty-eight. Figures were similar for offices holding civil and offices holding criminal contracts, with 69 of 1,606 (4.3%) reporting one or more long-term ill or disabled solicitor fee earner for civil contract holders and 54 of 1,301 (4.2%) for criminal contract holders.

82 of 2,057 (4.0%) reported one or more long-term ill or disabled non-solicitor fee earners. Of these, 82 reported only one and 10 two or more. Figures were again similar for offices holding civil and offices holding criminal contracts, with 68 of 1,606 (4.2%) reporting one or more long-term ill or disabled non-solicitor fee earner for civil contract holders and 57 of 1,301 (4.4%) for criminal contract holders.

4.4 Paid employees/volunteers – NfPs

Of 2,215 not for profit organisations, 476 (21.5%) had one or more long-term ill or disabled paid employee. This was similar to the 22.4% reported in 2006. 271 organisations had only one long-term ill or disabled paid employee and there were a total of 874. Meanwhile, 632 organisations had at least one long-term ill or disabled volunteer, with a total of 2,418 long-term ill or disabled volunteers overall.

4.5 Summary

As we reported previously, long-term ill or disabled majority managerial control was rare among solicitors' offices (0.6% in 2007). There was however, some suggestion of an increase in the percentage of long-term ill or disabled employees with managerial responsibilities (3.9% in 2006 to 4.5% in 2007). This was mirrored by an increase in the percentage of long-term ill or disabled solicitor fee earners (3.0% in 2006 compared to 4.5% in 2007).

For NfPs, long-term ill or disabled majority managerial control was far more common (5.1% in 2007), though the percentage was lower for Specialist Level Quality Mark holders (2.0%). Percentage of long-term ill or disabled paid employees showed little change since 2006.

5. Age by organisation type

5.1 Managerial control – solicitors' offices

Figure 5.1 shows the percentage of people in each age group amongst those with majority managerial control of solicitors' offices in 2007.

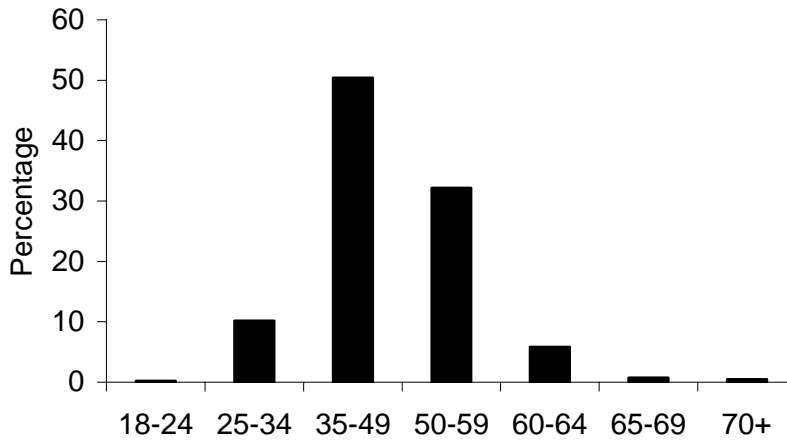


Figure 5.1. Age distribution of those with majority managerial control of offices

Figure 5.2 shows the percentage of people in each age group amongst those with managerial control of offices holding civil and offices holding crime contracts.¹⁹ Differences in age distribution between civil and criminal contract holders were small.

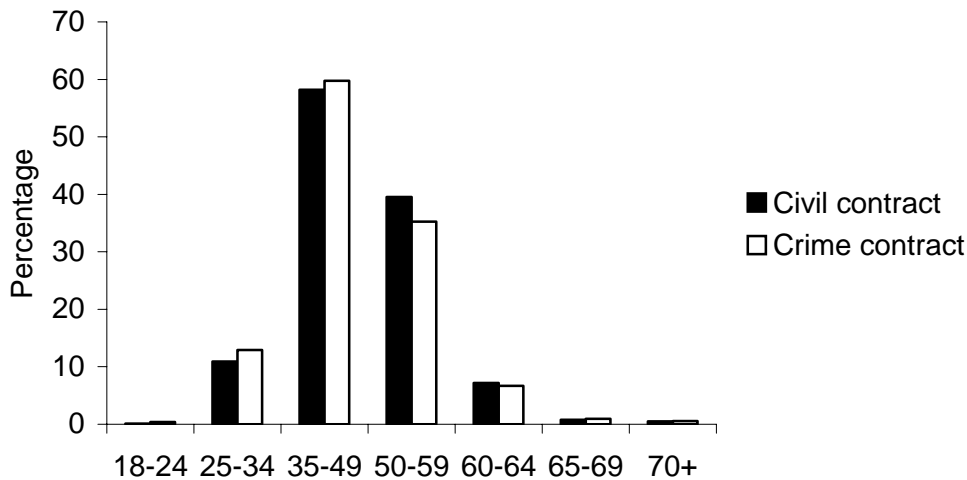


Figure 5.2. Age distribution of all those with managerial control of solicitors' offices holding civil and crime contracts

5.2 Managerial control – NfPs

Figure 5.3 shows the percentage of each age group of those with majority managerial control of all NfPs in 2007. NfPs show a flatter age profile than solicitors'

¹⁹ Note that firms holding civil contracts and firms holding crime contracts need not be mutually exclusive.

offices, with a wider spread of ages (note the change in scale from Figures 5.1 and 5.2).

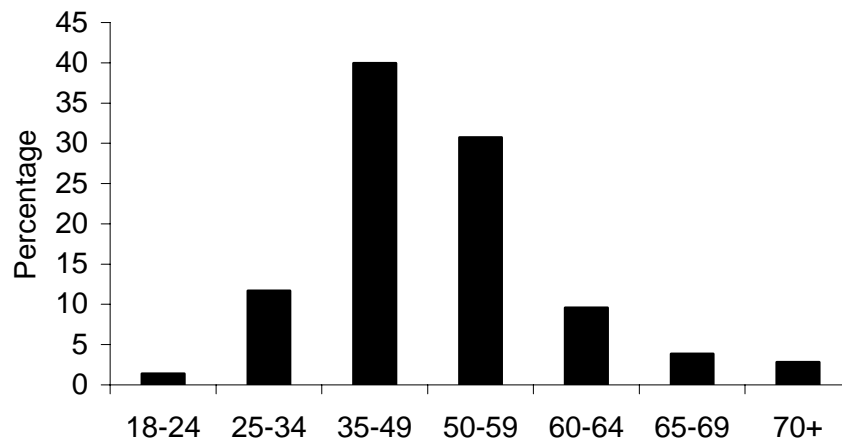


Figure 5.3. Age distribution of all those with managerial control of all NfPs in 2007

Figure 5.4 restricts NfPs to only those holding contracts, and shows a very similar spread of ages to NfPs overall.

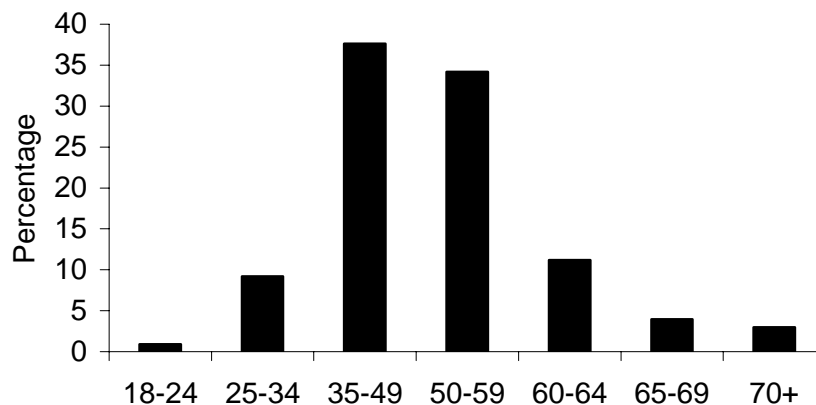


Figure 5.4. Age distribution of all those with managerial control of NfPs holding contracts in 2005 and 2006

Finally, Figure 5.5 shows ages of those with managerial control of NfPs, split by Quality Mark level. Overall, very similar age spreads were observed for organisations with General Help (including General Help with casework), information and Specialist Level Quality Marks. The only apparent difference is a slightly older age spread for holders of the mediation Quality Mark when compared to other groups. As in previous years, mediation Quality Mark holders had a smaller percentage of 35-49 year olds amongst those with managerial control, and somewhat more 50-59 year olds.

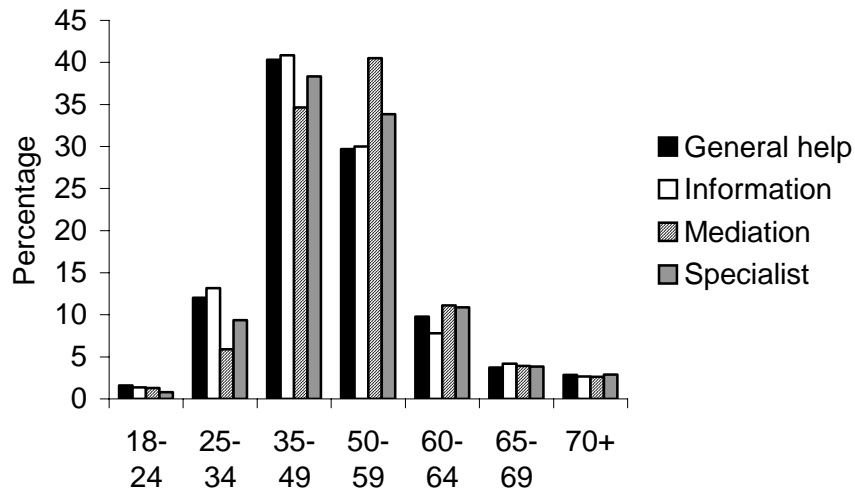


Figure 5.5. Age distribution of all those with managerial control of NfPs, split by Quality Mark level

5.3 Summary

As in 2006, amongst those with managerial control of solicitors' offices and NfPs, NfPs showed a generally wider age range and a greater proportion of organisations managed by older people. For solicitors' offices, spread of age did not differ between civil and criminal contract holders. For NfPs, organisations holding contracts had a very similar managerial control age profile to NfPs in general, while splitting NfPs by Quality Mark level suggested that those with managerial control of mediation Quality Marked organisations were older than for other Quality Mark levels.

6. Comparison of civil and criminal offices

As in previous reports, we were able to categorise and analyse offices as 'civil only', 'criminal only' or 'both'. This chapter describes these three types of office in terms of ethnicity, gender, age and long-term illness or disability. As in previous exercises, analysis is restricted to solicitor's offices

6.1 Ethnicity

6.1.1 Majority managerial control

As in 2006, and as can be seen from Table 6.1, there were differences between civil, criminal and 'both' offices in terms of ethnicity of managerial control. Overall, there were small increases in the percentage of offices with BME majority managerial control in all categories. This followed a small drop in the percentage of BME managed offices holding civil, criminal or both civil and criminal contracts from 2005 to 2006. More generally, as previously, black and minority ethnic majority managerial control was most common in criminal only offices, and least common in offices holding both civil and criminal contracts.

Table 6.1. Ethnicity of managerial control by office type in 2006 and 2007.

	BME (2006)	White British (2006)	Split Control (2006)	Total (2006)	BME (2007)	White British (2007)	Split Control (2007)	Total (2007)
Criminal	76	322	25	423	125	378	39	542
	17.97%	76.12%	5.91%	100%	23.1%	69.7%	7.2%	100.0%
Both	47	551	23	621	66	616	34	716
	7.57%	88.73%	3.70%	100%	9.2%	86.0%	4.7%	100.0%
Civil	76	628	17	721	98	721	24	843
	10.54%	87.10%	2.36%	100%	11.6%	85.5%	2.8%	100.0%
Total	199	1501	65	1765	289	1715	97	2101
	11.27%	85.04%	3.68%	100%	13.8%	81.6%	4.6%	100.0%

Ethnic category of all of those with managerial responsibility of offices for each of 'civil only', 'criminal only' and 'both' offices is shown Table 6.2.

Table 6.2. Majority managerial control of offices, split by ethnic category and office type, in 2006 and 2007.

Ethnicity		2006			2007		
		Civil	Crime	Both	Civil	Crime	Both
White	British	2099	772	2197	2688	941	2391
	Irish	26	18	18	35	29	22
	Other	26	22	21	42	41	28
Mixed	White/Black Caribbean	4	1	5	10	4	7
	White/Black African	2	4	2	4	2	6
	White/Asian	4	7	4	6	7	3
	Other	1	1	1	3	3	.
Asian/Asian British	Indian	60	62	64	85	79	87
	Pakistani	16	35	20	21	65	33
	Bangladeshi	2	1	2	5	4	3
	Other	18	10	13	23	9	11
Black/Black British	Caribbean	8	15	14	16	23	27
	African	25	16	17	29	35	23
	Other	0	0	1	0	0	1
Chinese or other	Chinese	4	5	3	9	10	6
	Other	2	2	2	1	1	1

6.1.2 Solicitor fee earners

Figure 6.1 shows the percentage of offices with BME managerial control and the total percentage of BME solicitor fee earners, split into 'civil only', 'criminal only' and 'both'.

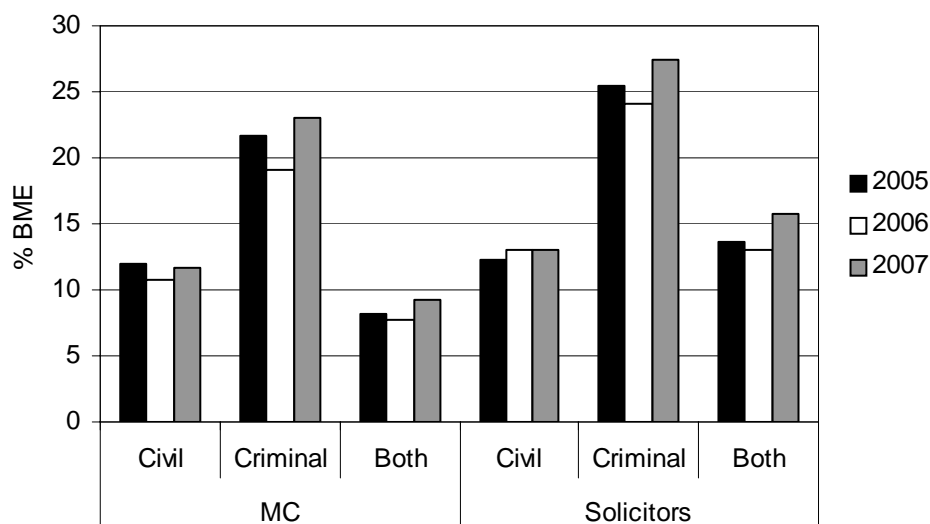


Figure 6.1 Percentage of black and minority ethnic managed offices (MC), and solicitor fee earners, split by office type.

As in 2006, the picture for solicitors is broadly similar to that of managerial control, with BME solicitor fee earners making up a greater percentage of criminal only offices. There have been only small changes in most areas between 2006 and 2007, though there were small increases in percentage of BME managerial control and solicitor fee earners in criminal only offices.

6.2 Gender

6.2.1 Majority managerial control

Table 6.3 shows majority managerial control by gender, again split by 'civil only', 'criminal only' and 'both' in 2006 and 2007.

Table 6.3. Gender of managerial control, split by contract type in 2005 and 2006.

	Female (2006)	Male (2006)	Split Control (2006)	Total (2006)	Female (2007)	Male (2007)	Split Control (2007)	Total (2007)
Criminal	51	315	62	428	63	409	75	547
	11.9%	73.6%	14.5%	100%	11.5%	74.8%	13.7%	100.0%
Both	82	449	90	621	100	508	107	715
	13.2%	72.3%	14.5%	100%	14.0%	71.0%	15.0%	100.0%
Civil	151	441	126	718	188	502	158	848
	21.0%	61.4%	17.6%	100%	22.2%	59.2%	18.6%	100.0%
Total	284	1205	278	1767	351	1419	340	2110
	16.1%	68.2%	15.7%	100%	16.6%	67.3%	16.1%	100.0%

As we found in previous exercises, majority female managerial control was more common for 'civil only' offices, and less common for 'criminal only' and offices with civil and criminal contracts. Overall, change between 2006 and 2007 was relatively small.

6.2.2. Solicitor fee earners

Figure 6.2 shows the percentage of offices with female managerial control and the total percentage of female solicitor fee earners, split into 'civil only', 'criminal only' and 'both'.

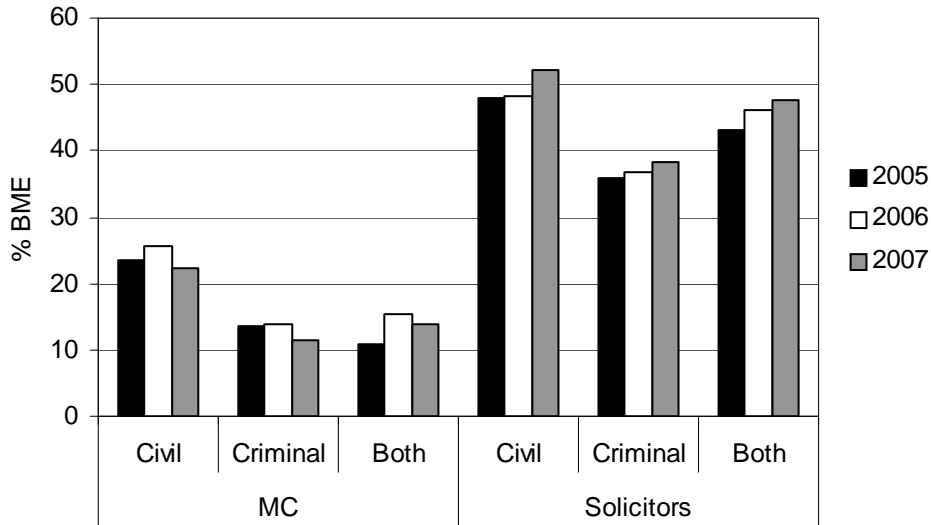


Figure 6.2. Percentage of firms with female managerial control and of solicitor fee earners by office type.

For managerial control, there were small reductions in the percentage of offices with female managerial control, across all contract types. For solicitor fee earners, there was a small increase in female percentage for each contract type.

6.3 Age

Figure 6.3 shows the percentages of people in each of seven age groups amongst those with managerial control of each of the three office types²⁰.

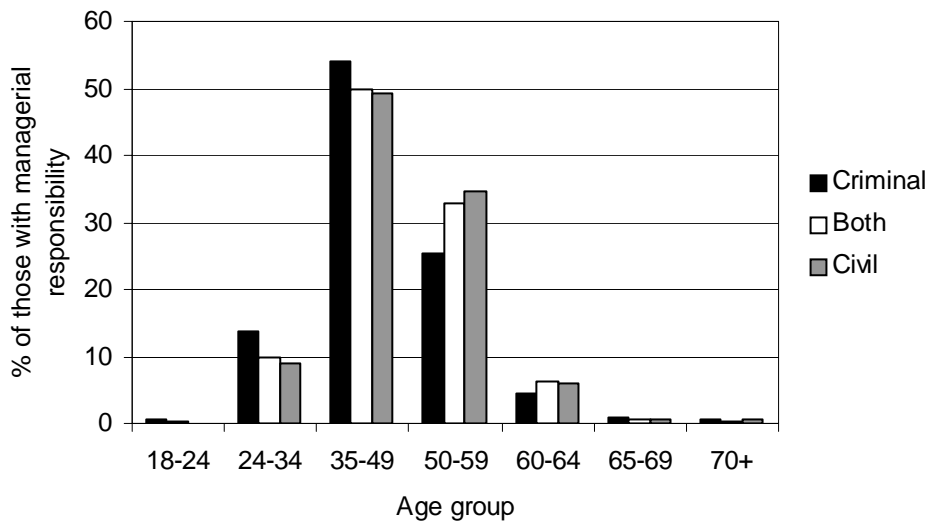


Figure 6.3. Age group of those with majority managerial control by office type.

The age profile of those with managerial control was broadly similar across office type, though, as in previous exercises, 'criminal only' offices did have a slightly

²⁰ As in previous exercises, figures for solicitors and non-solicitor fee earners have been excluded for brevity. Not surprisingly, solicitor and non-solicitor fee earners have increasingly young age profiles.

younger age profile than other offices. Overall, 2006 and 2007 findings were very similar.

6.4 Long-term limiting illness or disability

Table 6.4 shows long-term illness or disability status of majority managerial control, split into 'criminal only', 'civil only' and 'criminal and civil' offices. Numbers were similar in 2006 and 2007, with long-term ill or disabled majority managerial control rare in all cases.

Table 6.4. Firms managed by a majority of people with a long-term illness or disability, split by office type.

	Long term illness or disability				Long term illness or disability			
	No (2006)	Yes (2006)	Split Control (2006)	Total (2006)	No (2007)	Yes (2007)	Split Control (2007)	Total (2007)
Criminal	424	5	3	432	540	6	7	553
	98.2%	1.2%	0.7%	100%	97.6%	1.1%	1.3%	100.0%
Both	623	1	6	630	718	2	5	725
	98.8%	0.2%	1.0%	100%	99.0%	0.3%	0.7%	100.0%
Civil	721	6	8	735	839	5	10	854
	98.1%	0.8%	1.1%	100%	98.2%	0.6%	1.2%	100.0%
Total	1768	12	17	1797	2097	13	22	2132
	98.4%	0.7%	1.0%	100%	98.4%	0.6%	1.0%	100.0%

6.5 Summary

As in previous exercises, BME majority managerial control was most common in 'criminal only' offices, followed by 'civil' only offices then offices doing civil and criminal work. In all three categories, however, percentage of BME majority managerial control increased from 2006, with the largest increase for 'criminal only' offices (18% to 23%). There was also some evidence of a rise in percentage of BME solicitor fee earners for 'criminal only' offices and offices doing both criminal and civil work. For gender, female majority managerial control was most common in 'civil only' offices, though none of the three groups changes significantly in gender of majority managerial control since 2006. For solicitor fee earners, there has been a gradual increase in percentage of females since 2005. For age, 'criminal only' offices had a slightly younger age profile among those with managerial responsibilities, while long-term ill or disabled majority managerial control was rare in all three groups.

7. Contract types

7.1 Ethnicity

There were clear differences in the percentage of BME suppliers as between holders of each contract type. These differences are summarised in table 7.1. For this purpose, and throughout this chapter, holders of contracts are restricted to specialist suppliers or mediation suppliers (where applicable) for each contract type.

Table 7.1. Ethnicity of majority managerial control by contract type held

Contract type	Ethnicity of majority managerial control					
	White British		BME		Split	
	N	Row %	N	Row %	N	Row %
Actions against the police	34	85.0%	2	5.0%	4	10.0%
Clinical negligence	86	97.7%	2	2.3%	0	.0%
Community care	33	84.6%	4	10.3%	2	5.1%
Community mediation	19	90.5%	2	9.5%	0	.0%
Consumer/general	23	95.8%	1	4.2%	0	.0%
Crime	996	79.0%	191	15.2%	73	5.8%
Debt	195	88.2%	17	7.7%	9	4.1%
Education	22	88.0%	2	8.0%	1	4.0%
Employment	126	92.0%	8	5.8%	3	2.2%
Family	1226	90.5%	83	6.1%	45	3.3%
Family mediation	180	90.5%	13	6.5%	6	3.0%
Housing	251	77.0%	60	18.4%	15	4.6%
Immigration	62	37.3%	92	55.4%	12	7.2%
Mental health	126	84.0%	18	12.0%	6	4.0%
Personal injury	261	95.6%	8	2.9%	4	1.5%
Public law	24	82.8%	1	3.4%	4	13.8%
Welfare benefits	214	80.8%	34	12.8%	17	6.4%

As we have reported previously, suppliers holding immigration contracts had by far the highest percentage of BME majority managerial control. Beyond immigration, there were also somewhat higher percentages of BME managerial control for suppliers with housing, crime, welfare benefits, mental health and community care specialist contracts. In contrast, few BME majority managed suppliers held personal injury and clinical negligence contracts.

7.2 Gender

Table 7.2 shows majority managerial control by gender for suppliers with each contract types.

Table 7.2 Gender of majority managerial control by contract type held

Contract type	Gender of majority managerial control					
	Male		Female		Split	
	N	Row %	N	Row %	N	Row %
Actions against the police	25	61.0%	9	22.0%	7	17.1%
Clinical negligence	66	75.0%	12	13.6%	10	11.4%
Community Care	19	45.2%	12	28.6%	11	26.2%
Community mediation	8	38.1%	10	47.6%	3	14.3%
Consumer/general	19	76.0%	3	12.0%	3	12.0%
Crime	917	72.5%	164	13.0%	183	14.5%
Debt	87	39.4%	94	42.5%	40	18.1%
Education	11	45.8%	9	37.5%	4	16.7%
Employment	79	58.1%	36	26.5%	21	15.4%
Family	891	65.6%	244	18.0%	223	16.4%
Family mediation	91	44.6%	76	37.3%	37	18.1%
Housing	168	51.7%	94	28.9%	63	19.4%
Immigration	78	47.0%	45	27.1%	43	25.9%
Mental health	87	57.6%	33	21.9%	31	20.5%
Personal injury	208	76.5%	35	12.9%	29	10.7%
Public law	16	50.0%	7	21.9%	9	28.1%
Welfare benefits	94	35.3%	117	44.0%	55	20.7%

There were particularly high percentages of female majority managerial control for suppliers with community mediation, welfare benefits, debt, education and family mediation specialist or mediation contracts. In contrast, offices with consumer/general, personal injury, crime and clinical negligence specialist contracts had relatively low incidence of majority female managerial control. Female practitioners were more common than BME practitioners, and there are concomitantly a larger percentage of split gender majority managerial controlled firms than split ethnicity managerial controlled firms.

7.3 Long-term limiting illness or disability

Table 7.3 shows long-term illness or disability status of majority managerial control for suppliers with each contract type.

As we have shown previously, there were very few suppliers with majority long-term ill or disabled managerial control, and again, while some areas had a slightly greater proportion than others, numbers are too small to draw conclusions.

Table 7.3 Long-term illness or disability status of majority managerial control by contract type held

Contract type	Illness/disability status of majority managerial control					
	Ill/disabled		Not ill/disabled		Split	
	N	Row %	N	Row %	N	Row %
Actions against the police	0	.0%	41	100.0%	0	.0%
Clinical negligence	0	.0%	87	98.9%	1	1.1%
Community Care	0	.0%	42	100.0%	0	.0%
Community mediation	2	9.5%	19	90.5%	0	.0%
Consumer/general	0	.0%	25	100.0%	0	.0%
Crime	8	.6%	1260	98.4%	12	.9%
Debt	2	.9%	217	96.4%	6	2.7%
Education	0	.0%	25	100.0%	0	.0%
Employment	0	.0%	137	98.6%	2	1.4%
Family	5	.4%	1355	98.8%	11	.8%
Family mediation	3	1.5%	200	98.0%	1	.5%
Housing	2	.6%	327	98.8%	2	.6%
Immigration	1	.6%	171	98.8%	1	.6%
Mental health	2	1.3%	148	98.0%	1	.7%
Personal injury	0	.0%	273	99.6%	1	.4%
Public law	0	.0%	32	100.0%	0	.0%
Welfare benefits	4	1.5%	259	95.9%	7	2.6%

7.4 Age

Table 7.4 shows the percentage of each of seven age groups amongst all employees with managerial control of suppliers with each contract type. All employees with managerial control were included in the analysis.

The age profile of those with managerial control differs considerably across contract types. For example, community mediation has a greater spread of ages amongst those with managerial control, particularly in relation to older age groups. Family mediation also has a greater representation in older age groups and relatively few younger managers. In contrast, suppliers with community care, actions against the police, clinical negligence and public law contracts had higher proportions of 35-49 year olds with managerial control.

Table 7.4 Age groups of all employees with managerial control of suppliers by contract type held

	Percentage (row) of each age group amongst all employees with managerial control						
Contract type	18-24	25-34	35-49	50-59	60-64	65-70	70+
Actions against the police	0.6	11.8	61.3	23.0	2.6	0.6	0.0
Clinical negligence	0.0	7.0	58.8	29.4	4.1	0.6	0.0
Community Care	0.0	9.6	62.3	26.3	1.2	0.6	0.0
Community mediation	2.3	8.0	35.6	34.5	10.3	4.6	4.6
Consumer/general	0.0	10.9	57.1	27.1	4.5	0.4	0.0
Crime	0.3	11.2	51.3	30.2	5.7	0.8	0.5
Debt	0.9	8.3	39.9	33.3	12.1	3.1	2.4
Education	0.0	10.1	46.5	29.3	12.1	1.0	1.0
Employment	0.7	9.3	46.0	33.6	7.6	1.7	1.1
Family	0.2	8.9	48.3	35.0	6.5	0.7	0.5
Family mediation	0.2	6.0	45.0	40.9	5.7	1.4	0.9
Housing	0.6	10.6	49.1	30.6	6.8	1.5	0.9
Immigration	1.5	14.3	52.5	22.9	5.5	1.9	1.5
Mental health	0.5	10.8	52.8	29.8	5.3	0.7	0.0
Personal injury	0.1	7.0	55.1	32.4	4.8	0.5	0.1
Public law	0.0	9.9	58.6	27.9	2.7	0.9	0.0
Welfare benefits	0.9	10.1	39.8	31.6	11.0	3.6	3.0

7.5 Summary

As in previous years, the proportions of BME and female managed suppliers varied significantly by contract type, as did the age profile of those with managerial control. Not surprisingly, BME majority managerial control was highest among suppliers with immigration contracts (55.4%), followed by those with housing contracts (18.4% and crime contracts (15.2 %). For gender, female majority managerial control was common for a small number of community mediation supplier (47.6%) as well as debt contract holders (42.5%) and welfare benefits contract holders (44.0%). Long-term ill or disabled majority managerial control was rare throughout, though they did account for 2 of only 21 community mediation suppliers. There was also some evidence of differences in age distribution of those with managerial responsibilities by contract type.

8. Regions

8.1 Solicitors' offices

8.1.1 Ethnicity

There were substantial differences in the percentage of BME majority managed offices across thirteen regions of England and Wales (see Table 8.1).

Table 8.1 Ethnicity of majority managerial control of Solicitor Offices by region in 2006 and 2007

Region	Ethnicity of majority managerial control								
	White British			BME			Split		
	N	% 2007	% 2006	N	% 2007	% 2006	N	% 2007	% 2006
Wales	171	92.4	93.2	9	4.9	4.1	5	2.7	2.7
East	163	84.9	87.4	21	10.9	9.3	8	4.2	3.3
East Midlands	131	87.9	89.4	10	6.7	5.3	8	5.4	5.3
London – North	109	41.3	47.3	126	47.7	43.3	29	11.0	9.4
London – South	44	47.8	59.5	39	42.4	29.1	9	9.8	11.4
North East	114	99.1	100	1	.9	.0	0	.0	.0
North West	235	92.9	94.3	11	4.3	3.8	7	2.8	1.9
Merseyside	48	96.0	97.4	1	2.0	2.6	1	2.0	.0
South Eastern	102	92.7	97.1	5	4.5	2.9	3	2.7	.0
Southern	105	84.7	88.8	9	7.3	7.5	10	8.1	3.7
South West	170	98.3	98.3	1	.6	.6	2	1.2	1.2
West Midlands	139	77.2	77.6	33	18.3	18.4	8	4.4	4.0
Yorkshire & Humberside	184	87.6	91.8	19	9.0	5.8	7	3.3	2.3

Not surprisingly, North and South London had by far the highest percentages of offices with BME majority managerial control. Interestingly, in the case of South London, there appeared to be an increase in the percentage of BME majority managed firms since 2006. Beyond London, the West Midlands had the next highest percentage of BME managerial control, with a similar percentage to 2006. There was also some evidence of increases in the percentage of BME majority managed organisations in the South East and in Yorkshire and Humberside.

8.1.2 Gender

Table 8.2 shows majority managerial control by gender across the thirteen regions in 2006 and 2007.

Table 8.2 Gender of majority managerial control of Solicitor Offices by region in 2006 and 2007

Region	Gender of majority managerial control								
	Male			Female			Split		
	N	% 2007	% 2006	N	% 2007	% 2006	N	% 2007	% 2006
Wales	132	71.4	75.0	24	13.0	10.8	29	15.7	14.2
East	120	62.5	67.8	38	19.8	20.4	34	17.7	11.8
East Midlands	102	69.4	71.5	22	15.0	17.7	23	15.6	10.8
London – North	147	54.9	59.6	74	27.6	23.2	47	17.5	17.2
London – South	54	57.4	55.1	23	24.5	20.5	17	18.1	24.4
North East	81	70.4	63.6	17	14.8	18.7	17	14.8	17.8
North West	188	74.0	75.4	26	10.2	12.1	40	15.7	12.6
Merseyside	32	65.3	73.0	11	22.4	8.1	6	12.2	18.9
South Eastern	73	67.0	61.2	20	18.3	22.3	16	14.7	16.5
Southern	77	63.1	66.4	23	18.9	20.6	22	18.0	13.1
South West	126	72.0	71.9	23	13.1	11.7	26	14.9	16.4
West Midlands	134	73.6	69.1	23	12.6	12.6	25	13.7	18.3
Yorkshire & Humberside	150	70.1	67.6	26	12.1	15.3	38	17.8	17.0

Percentages of female majority managerial control were broadly consistent across regions (see Table 8.2). As in previous exercises, however, female majority managerial control was more frequent in London (North and South). Interestingly, there was an increase in the percentage of female majority managerial control in Merseyside, which had the lowest percentage in 2006.

8.1.3 Long-term limiting illness or disability

Table 8.3 shows the number and percentage of offices with majority long-term ill or disabled, majority not long-term ill or disabled and split managerial control in each of thirteen regions in 2006 and 2007.

As in previous exercises, majority long-term ill or disabled managerial control was rare in all regions, and too rare to allow meaningful comparison between regions (see Table 8.3). Therefore, Table 8.4 shows frequency of those with managerial control, solicitor fee earners and all other employees in each region. The final column in table 8.4 gives an indication of the number of offices in each region to allow comparison between regions²¹, though numbers remain small.

²¹ Note that a small number of these firms may not contain data for each of managerial control, solicitor fee earners and other employees. Total number is derived from gender and ethnicity managerial control data.

Table 8.3 Long-term illness or disability status of majority managerial control by region in 2006 and 2007

Region	Illness/disability status of majority managerial control								
	Ill/disabled			Not ill/disabled			Split		
	N	% 2007	% 2006	N	% 2007	% 2006	N	% 2007	% 2006
Wales	1	.5	1.3	184	98.4	98.0	2	1.1	.7
East	0	.0	.7	188	96.4	98.0	7	3.6	1.3
East Midlands	1	.7	.0	146	98.0	98.5	2	1.3	1.5
London – North	0	.0	.0	272	99.6	100	1	.4	.0
London – South	0	.0	.0	94	98.9	96.2	1	1.1	3.8
North East	0	.0	.0	114	99.1	99.1	1	.9	.9
North West	4	1.6	1.9	249	98.0	97.2	1	.4	.9
Merseyside	1	2.0	.0	49	98.0	100	0	.0	.0
South Eastern	2	1.8	1.0	107	96.4	99.0	2	1.8	.0
Southern	1	.8	.0	124	99.2	99.1	0	.0	.9
South West	0	.0	1.2	174	99.4	97.7	1	.6	1.2
West Midlands	0	.0	.0	182	98.9	99.4	2	1.1	.6
Yorkshire & Humberside	3	1.4	1.1	210	97.7	97.7	2	.9	1.1

Table 8.4 Frequency of long-term ill or disabled employees amongst those with managerial control, solicitor fee-earners and non-solicitor fee earners

	Managerial control	Solicitor fee-earners	Non-solicitor fee-earners	Number of offices
	Number	Number	Number	Valid N
Wales	8	4	5	192
East	7	8	8	201
East Midlands	7	5	13	151
London – North	8	10	36	275
London – South	5	3	4	97
North East	5	4	2	119
North West	17	18	10	258
Merseyside	3	3	4	52
South Eastern	5	6	10	113
Southern	9	6	4	126
South West	5	8	18	178
West Midlands	8	6	3	185
Yorkshire & Humberside	13	10	13	217

8.1.4 Age

Table 8.5 shows the percentage of people in each of seven age groups amongst those with managerial control of offices in each of thirteen regions. As previously, all those with managerial control are included in the analysis. Figures for previous years can be found in past diversity reports.

Table 8.5 Age groups of all employees with managerial control of suppliers by region

Region	Percentage of each age group amongst all employees with managerial control						
	18-24	25-34	35-49	50-59	60-64	65-70	70+
Wales	0.3	10.5	47.9	34.4	5.4	0.9	0.5
East	0.4	8.9	47.9	36.5	5.1	1.1	0.0
East Midlands	0.0	15.1	50.9	28.1	4.5	0.5	0.8
London – North	0.1	13.8	61.6	21.1	2.6	0.5	0.3
London – South	0.0	9.7	53.9	26.2	7.8	1.9	0.5
North East	0.3	11.7	46.2	33.3	8.0	0.0	0.6
North West	0.2	9.9	49.1	35.6	4.6	0.3	0.3
Merseyside	1.0	12.5	52.1	28.6	5.7	0.0	0.0
South Eastern	0.0	8.8	47.1	35.9	5.8	1.7	0.7
Southern	0.0	6.7	47.2	37.7	7.0	0.3	1.2
South West	0.0	6.7	47.1	36.4	8.3	0.9	0.5
West Midlands	0.2	6.4	52.4	31.4	7.3	1.2	1.2
Yorkshire & Humberside	0.3	10.1	48.9	31.9	8.1	0.8	0.0

Age distribution of those with managerial control of solicitors' offices varied across regions. The most marked differences were between North London and other regions. North London showed far higher percentages of 25-34 and 35-49 year olds with managerial control, and lower percentages of 50-59 and 60-64 year olds. This was comparable to the younger distribution observed for North London in 2006.

8.2 NfPs

8.2.1 Ethnicity

As with solicitors' offices, there were clear differences in the percentage of BME majority managed NfP organisations between regions. These differences are shown in table 8.6.

As can be seen from Table 8.6, there have been only small changes in the ethnic profile of NfP majority managerial control between 2006 and 2007. The two London regions are by far the most likely to have BME managed organisations and significantly more likely than all other regions. Within London, North London had the highest percentage of BME majority managed organisations. The 'North East', 'North West', 'South East', 'South West' and 'Wales' all had low percentages of BME majority managed organisations. The percentage of 'split' managed organisations was broadly proportional to the percentage of BME managed organisations.

Table 8.6 Ethnicity of majority managerial control by region (NfPs).

Region	Ethnicity of majority managerial control								
	White British			BME			Split		
	N	% 2007	% 2006	N	% 2007	% 2006	N	% 2007	% 2006
Wales	175	96.2	92.4	6	3.3	5.8	1	.5	1.7
East	140	88.1	84.7	12	7.5	8.3	7	4.4	6.9
East Midlands	171	87.2	86.9	20	10.2	9.1	5	2.6	4.0
London – North	82	36.9	39.6	122	55.0	50.0	18	8.1	10.4
London – South	56	59.6	57.3	32	34.0	34.8	6	6.4	7.9
North East	139	97.2	96.2	1	.7	1.5	3	2.1	2.3
North West	252	94.7	92.8	11	4.1	4.3	3	1.1	3.0
Merseyside	66	83.5	91.2	8	10.1	8.8	5	6.3	.0
South Eastern	131	93.6	92.7	4	2.9	3.2	5	3.6	4.0
Southern	90	90.9	92.9	9	9.1	6.1	0	.0	1.0
South West	151	95.6	93.8	4	2.5	2.7	3	1.9	3.4
West Midlands	120	82.8	78.9	18	12.4	12.8	7	4.8	8.3
Yorkshire & Humberside	215	87.8	88.5	19	7.8	7.3	11	4.5	4.1

8.2.2 Gender

Table 8.7 shows majority managerial control by gender across the thirteen regions.

Table 8.7 Majority managerial control by gender and region (NfPs).

Region	Gender of majority managerial control								
	Male			Female			Split		
	N	% 2007	% 2006	N	% 2007	% 2006	N	% 2007	% 2006
Wales	51	27.9	24.9	112	61.2	63.8	20	10.9	11.3
East	41	26.1	29.9	102	65.0	59.0	14	8.9	11.1
East Midlands	52	25.6	26.3	128	63.1	60.3	23	11.3	13.4
London – North	84	37.7	38.2	114	51.1	52.3	25	11.2	9.5
London – South	33	35.1	40.2	47	50.0	42.4	14	14.9	17.4
North East	31	21.2	24.4	94	64.4	61.8	21	14.4	13.7
North West	65	24.5	25.3	165	62.3	61.6	35	13.2	13.1
Merseyside	20	24.7	25.4	47	58.0	56.7	14	17.3	17.9
South Eastern	22	15.8	16.9	94	67.6	69.4	23	16.5	13.7
Southern	24	24.5	22.4	62	63.3	59.2	12	12.2	18.4
South West	44	27.5	18.5	88	55.0	61.6	28	17.5	19.9
West Midlands	52	35.6	34.8	80	54.8	52.6	14	9.6	12.6
Yorkshire & Humberside	61	24.9	24.9	150	61.2	58.8	34	13.9	16.3

The gender of majority managerial control varied to some extent across regions. As in 2006, the three regions with the highest rates of BME majority managerial control (London North, London South and West Midlands) had the lowest rates of female managerial control. In contrast, the South Eastern region had a noticeably higher

likelihood of organisations being female majority managed. The same was true of the Southern and South Western regions.

8.2.3 Long-term limiting illness or disability

Table 8.8 shows the number and percentage of organisations with majority long-term ill or disabled, majority not long-term ill or disabled and split managerial control in the thirteen regions.

Table 8.8 Long-term illness or disability status of management by region (NfPs)

Region	Illness/disability status of majority managerial control								
	Ill/disabled			Not ill/disabled			Split		
	N	% 2007	% 2006	N	% 2007	% 2006	N	% 2007	% 2006
Wales	7	3.7	3.4	178	95.2	96.1	2	1.1	0.6
East	6	3.8	3.4	144	90.0	89.7	10	6.3	6.9
East Midlands	16	7.9	6.1	181	89.2	93.3	6	3.0	0.6
London – North	17	7.4	3.5	209	91.3	95.6	3	1.3	0.9
London – South	1	1.0	2.2	94	96.9	95.7	2	2.1	2.2
North East	4	2.7	3.8	137	93.8	91.7	5	3.4	4.5
North West	13	4.8	5.8	254	93.7	91.7	4	1.5	2.5
Merseyside	8	9.8	8.6	71	86.6	88.6	3	3.7	2.9
South Eastern	6	4.2	4.8	126	88.7	92.1	10	7.0	3.2
Southern	9	9.0	5.1	88	88.0	89.9	3	3.0	5.1
South West	3	1.9	2.7	151	94.4	94.6	6	3.8	2.7
West Midlands	8	5.5	5.2	134	91.8	90.4	4	2.7	4.4
Yorkshire & Humberside	15	6.0	8.0	225	90.0	88.4	10	4.0	3.6

As discussed previously, organisations with long-term ill or disabled majority managerial control were rare, even for NfPs. Nonetheless, high percentages of long-term ill or disabled majority managerial control can be seen in the East Midlands, North London, the Southern region and particularly. In the case of North London and the Southern region, 2007 percentages were an increase on 2006, though numbers are too small to make meaningful conclusions.

8.2.4 Age

Table 8.9 shows the percentage of people in each of seven age groups amongst all those with managerial control of NfP organisations in each of the thirteen regions. Again, all those with managerial control were included in the analysis.

Table 8.9 Age groups of all people with managerial control of organisations by region (NfPs)

Region	Percentage of each age group amongst all employees with managerial control						
	18-24	25-34	35-49	50-59	60-64	65-70	70+
Wales	1.1	15.5	39.0	30.5	8.3	3.6	1.9
East	1.0	8.9	37.7	35.7	8.7	3.2	4.8
East Midlands	2.6	9.6	39.0	28.4	11.4	4.4	4.6
London – North	1.3	15.3	43.3	24.1	8.8	4.6	2.6
London – South	1.4	11.2	37.5	28.6	10.4	5.6	5.3
North East	1.4	12.8	41.3	36.1	4.6	2.7	1.1
North West	0.8	11.8	43.2	33.2	6.8	3.0	1.2
Merseyside	1.2	11.4	43.4	28.9	7.2	5.4	2.4
South Eastern	0.7	9.1	38.8	35.2	12.2	2.4	1.7
Southern	1.3	8.9	36.4	31.6	13.1	4.2	4.5
South West	2.9	8.0	37.6	30.0	12.2	6.7	2.7
West Midlands	1.2	11.7	39.0	33.9	9.5	3.2	1.5
Yorkshire & Humberside	1.1	11.2	36.7	30.8	13.5	3.5	3.1

Age distribution of those with managerial control of NfPs varied noticeably across different regions. For example, the East Midlands, the East and South London all had high percentages of 65-70 year olds with managerial responsibility. In contrast, high percentages of 25-34 year olds can be seen in Wales and North London.

8.3 Summary

For solicitors' offices, not surprisingly, London had the highest percentage of BME majority managerial control. In the case of South London, there was also an increase since 2006 (29.1% BME majority managerial control in 2006 to 42.4% in 2007). There was also some evidence of increases in BME majority managerial control in the South East and Yorkshire and Humberside. Gender of majority managerial control by region was broadly the same as in 2006, though there was an increase in female majority managerial control in Merseyside, which had the lowest percentage in 2006 (8.1% female majority managerial control in 2006 to 22.4% in 2007). Long-term ill or disabled majority managerial control remained rare across all regions, while, as in 2006, North London had a younger age profile among those with managerial responsibilities than other regions.

For NfPs, ethnicity of majority managerial control by region was comparable to 2006, with the highest percentages of BME majority managerial control in London. Gender was also comparable to 2006, with the areas with the highest BME majority managerial control (London North, London South and the West Midlands) also having the lowest percentage of Female majority managerial control. While long-term ill or disabled majority managerial control was again rare, it was more common than for solicitors' firms, with the highest percentage in Merseyside (9.8%) and Southern regions (9.0%).

Part B – Policy and Client Specific Analyses

9. CDS client choice – preliminary analysis (May 2007)

This chapter sets out a report (Ref: DIVNJB-110507) that examined the use of duty and own solicitors by criminal clients in a diversity context

9.1 Key findings

The main aim of the client choice analysis was to examine diversity factors in the choice of own over duty solicitors. Key findings are as follows;

- a) BME clients are far more likely than white British clients to use solicitors with BME majority managerial control.
- b) BME clients are more likely than white British clients to use duty rather than own solicitors.
- c) BME majority managed solicitors are more likely than white British firms to do duty rather than own work.
- d) When BME clients choose own solicitor, they are no more likely to use a BME majority managed firm than BME clients who use a duty solicitor. This indicates that ethnicity of supplier may not be key determinant of BME client choice.

9.2 Introduction

Administrative client level ethnicity data has been collected by CDS since October 2006. Having merged LSRC supplier level diversity data onto the client level data, the combined dataset provides the opportunity to look at the relationship between client and supplier ethnicity. Most importantly, a duty/own solicitor indicator provides an indication of client choice. This allows examination of whether clients appear to choose solicitors on the basis of ethnicity. Essentially, we examine whether BME clients using own solicitors are more likely than BME clients using duty solicitors to use BME solicitors. This aims to give an early indication of whether ethnicity of supplier appears to be an important element in choice of legal adviser, or whether there are other factors at play, such as the relationship being a function of geography.

9.2.1 Aims of the analysis

This preliminary analysis aimed to;

- i) Determine to what extent client ethnicity is related to supplier ethnicity (e.g. majority managerial control)
- ii) Assess whether BME clients were more or less likely than white British clients to use own as opposed to duty solicitors.
- iii) Assess whether BME suppliers (i.e. suppliers with BME majority managerial control) were more or less likely than white British suppliers to do own rather than duty work.
- iv) Crucially, examine whether, where clients make the choice of own rather than duty solicitor, they appear do so on the basis of supplier ethnicity.

This analysis presents preliminary work, which will be expanded upon as part of the LSRC's diversity work programme.

9.2.2 Client level data

The LSRC was supplied with a sample of information from CDS6 returns from October 2006 to February 2007. The data covers all investigations work, but not proceedings work. The dataset included a duty solicitor indicator (i.e. whether clients used own or duty solicitor), a youth indicator, client ethnicity, account number of the solicitors' firms used, as well as profit costs, travel costs and waiting costs. It should be noted that there were a large percentage of clients where ethnicity was unknown or missing.

The CDS client level data contained 311,116 entries (clients). Of these, ethnicity of majority managerial control of suppliers could be matched for 129,789 clients (41.7%). These clients were spread across 954 firms with known ethnicity of majority managerial control.

9.3. Results

9.3.1 The relationship between client and supplier ethnicity

As can be seen in Table 9.1, there was a strong relationship between supplier ethnicity (of majority managerial control) and client ethnicity. 23 per cent of BME clients used BME suppliers, compared to only 6 per cent of white British clients. The figures in Table 9.1 provide an overall picture. Chapter 10 provides some analysis at regional level, which indicates the position varies on a regional basis.²²

Table 9.1. Client ethnicity by supplier ethnicity of majority managerial control

Client ethnicity	Ethnicity of majority managerial control			Total
	White British	BME	Split	
White British	51716	3646	3050	58412
	88.5%	6.2%	5.2%	100.0%
BME	9834	3570	1992	15396
	63.9%	23.2%	12.9%	100.0%
Unknown	46064	7031	2886	55981
	82.3%	12.6%	5.2%	100.0%
Total	107614	14247	7928	129789
	82.9%	11.0%	6.1%	100.0%

9.3.2 Use of duty solicitor by client ethnicity

As can be seen in Table 9.2, BME clients were more likely than white British clients to use a duty solicitor.

²² These last two sentences were added to the original report.

Table 9.2. Use of a duty solicitor by client ethnicity

Client ethnicity	Use of a duty solicitor		Total
	No	Yes	
White British	89555	44482	134037
	66.8%	33.2%	100.0%
BME	19706	18418	38124
	51.7%	48.3%	100.0%
Unknown	82251	56684	138935
	59.2%	40.8%	100.0%
Total	191512	119584	311096
	61.6%	38.4%	100.0%

9.3.3 Duty solicitor work by supplier ethnicity of majority managerial control

As shown in Table 9.3, BME majority managed firms are more likely than white British firms to do duty solicitor work.

Table 9.3. Duty solicitor work by supplier ethnicity of majority managerial control

Duty solicitor	Ethnicity of majority managerial control			Total
	White British	BME	Split	
No	68265	7677	4857	80799
	63.4%	53.9%	61.3%	62.3%
Yes	39341	6570	3070	48981
	36.6%	46.1%	38.7%	37.7%
Total	107606	14247	7927	129780
	100.0%	100.0%	100.0%	100.0%

9.3.4 Client choice by ethnicity of client and supplier

When BME clients chose their own solicitor, there was little difference between those using a duty solicitor in the percentage using a BME majority managed solicitor. For BME clients using the duty solicitor, 22.8% used a BME majority managed solicitor, compared to 23.5% of those choosing own solicitor (see Table 9.4).

White British clients choosing own solicitor were less likely than those using a duty solicitor to use a BME majority managed solicitor (5.0% compared to 8.9%), though much of the difference is likely to be explained by the higher proportion of BME firms doing duty work.

Table 9.4. Client choice by ethnicity of client and supplier

Duty solicitor	Client ethnicity	Ethnicity of majority managerial control			Total
		White British	BME	Split	
No	White British	35289	1957	2148	39394
		89.6%	5.0%	5.5%	100.0%
	BME	5101	1875	995	7971
		64.0%	23.5%	12.5%	100.0%
	Unknown	27875	3845	1714	33434
		83.4%	11.5%	5.1%	100.0%
	Total	68265	7677	4857	80799
		84.5%	9.5%	6.0%	100.0%
	Yes	White British	16427	1689	902
86.4%			8.9%	4.7%	100.0%
BME		4733	1695	997	7425
		63.7%	22.8%	13.4%	100.0%
Unknown		18181	3186	1171	22538
		80.7%	14.1%	5.2%	100.0%
Total		39341	6570	3070	48981
		80.3%	13.4%	6.3%	100.0%

10. Ethnicity of criminal clients (September 2007)

Client ethnicity data for criminal clients was obtained from the CDS. It covers the 2006/2007 financial year. The data contains a large percentage of missing or unknown values and, as a result, conclusions should be drawn only with caution.

10.1 Ethnicity of clients vs. ethnicity of majority managerial control

Of 2,219 crime suppliers in the CDS client dataset (whether ethnicity was known, unknown or missing), 1,242 had provider level ethnicity data for managerial control. Of these, 979 (78.8%) were white British majority managed, 189 (15.2%) BME majority managed and 74 (6.0%) split managed. Table 10.1 breaks down ethnicity of clients, collapsed into white British, BME and missing/unknown, for white British managed suppliers, BME managed suppliers and suppliers with split managerial control.

Table 10.1 Broad ethnicity of clients by ethnicity of majority managerial control

Ethnicity of majority managerial control	Client ethnicity	Mean	Number
White British N = 979	White British Clients	55.56	54394
	BME Clients	14.08	13781
	Unknown	406.30	397763
BME N = 189	White British Clients	25.45	4810
	BME Clients	26.84	5072
	Unknown	326.68	61742
Split N = 74	White British Clients	54.24	4014
	BME Clients	35.66	2639
	Unknown	431.36	31921

At client level²³, there were 84,710 clients with known ethnicity²⁴. Of these, 63,218 were white British (74.6%) and 21,492 BME (25.4%).

Of the BME clients, 13,781 (64.1%) went to white British majority managed offices, 5,072 (23.6%) to BME majority managed offices and 2,639 (12.3%) to split managed offices.

Of the 63,218 white British clients, 54,394 (86.0%) went to white British majority managed offices, 4,810 (7.6%) to BME majority managed offices and 4,014 (6.3%) to split managed offices.

At supplier level, of 189 BME managed suppliers, 5,072 of 9,882 (51.3%) clients were BME.

Of 979 white British managed suppliers, 54,394 of 68,175 (79.8%) clients were white British.

Of 74 suppliers with split managerial control, 4,014 of 6,653 (60.3%) clients were white British and 2,639 (39.7%) clients were BME.

²³ Removing offices where ethnicity of majority managerial control was unknown.

²⁴ A further 491,426 had unknown/missing ethnicity, illustrating the limitations of CDS client ethnicity data.

Evidently, at both a office and client level, there was a clear relationship between broad ethnicity of majority managerial control and ethnicity of clients. It is unclear from this data how much of the relationship between client and provider ethnicity is a function of client choice and how much is explained by geographical factors, though the new work on CDS client choice in this report begins to attempt to address this question.

10.2 London vs. other regions

Table 10.2 examines the relationship between client and supplier ethnicity, having split the data further into London and other regions. The Table includes both row and column percentages to allow data to be interpreted from both client and supplier perspectives.

Table 10.2 Broad ethnicity of clients by ethnicity of majority managerial control, split into London and other regions.

Region	Ethnicity of majority managerial control	White British clients			BME clients		
		N	Column %	Row %	N	Column %	Row %
London	White British	2975	50.8	45.1	3616	44.2	54.9
	BME	1772	30.2	36.0	3151	38.5	64.0
	Split	1112	19.0	43.9	1420	17.3	56.1
Elsewhere	White British	51419	89.6	83.5	10165	76.4	16.5
	BME	3038	5.3	61.3	1921	14.4	38.7
	Split	2902	5.1	70.4	1219	9.2	29.6

For clients, for example, in London, 30.2% of white British clients use BME majority managed offices, compared to 38.5% of BME clients. Outside London, 5.3% of white British clients use BME offices compared to 14.4% of BME clients. Note, that data is restricted to clients with known ethnicity and offices with known ethnicity of majority managerial control.

For suppliers, for example, in London, 54.9% of white British managed offices clients are BME compared to 16.5% outside London. Meanwhile BME managed firms have 64.0% BME clients in London and 38.7% outside London.

Whether the association between client and provider ethnicity both inside and outside London is attributable to choice or geography cannot be ascertained from the data used within this analysis.

10.3 Summary

Based on limited CDS client diversity data, there appears to be a strong association between broad ethnicity of clients and ethnicity of majority managerial control of the office that they use. This association was apparent both inside and outside London.

11. Diversity of civil clients

11.1 Introduction

This Chapter explores the relationship between client and supplier diversity in relation to civil cases. Analysis is at the supplier level. Civil client data covered the 2006/2007 financial year²⁵ and included counts of claims for each supplier by client ethnicity, gender and disability.

11.2 Ethnicity of clients vs. ethnicity of majority managerial control

Tables 11.1 and 11.2 show the relationship between client and supplier ethnicity. The final row of each table sums all non-white British clients into a single BME category. In table 11.1 percentages are row percentages, while table 11.2 shows column percentages. For example, 92.7% of white British clients went to white British majority managed offices, compared to 60.6% of BME clients. In contrast, only 4.1% of white British clients went to BME suppliers, compared to 32.4% of BME clients.

In Table 11.2, excluding clients with unknown ethnicity, white British clients make up 77.7% of the clients of white British majority managed offices, with BME clients accounting for 22.3%. For BME majority managed offices, white British clients account for only 22.5%, with BME clients making up 77.5% of clients. Clearly, there is a strong association between client and supplier ethnicity.

Table 11.3 shows the relationship between client and supplier ethnicity, split into London and elsewhere. As can be seen, BME clients make up a much higher proportion of white British firms in London compared to outside London.

²⁵ Data covered civil licensed work in the following categories; AAP, COM, CON, DEB, EDU, EMP, HOU, IMMAS, IMMOT, MAT, MED, MHE, MSC, PI, PUB, WB, PLC and PVF.

Table 11.1 Client ethnicity by ethnicity of majority managerial control of offices.
 Percentages show the percentage of each client group going to each supplier group.

		Supplier ethnicity					
		White British		BME		Split	
Client ethnicity		N	Row%	N	Row%	N	Row%
White	British	248018	92.7	11040	4.1	8472	3.2
	Irish	1861	74.7	443	17.8	187	7.5
	Other	6669	65.3	2865	28.1	676	6.6
Mixed	White/Black Caribbean	1692	75.4	434	19.3	118	5.3
	White/Black African	628	51.9	486	40.1	97	8.0
	White/Asian	459	71.4	120	18.7	64	10.0
	Other	717	70.2	236	23.1	69	6.8
Asian/Asian British	Indian	3373	57.6	2037	34.8	442	7.6
	Pakistani	6848	67.8	2609	25.8	639	6.3
	Bangladeshi	2876	67.1	1036	24.2	373	8.7
	Other	2651	48.3	2437	44.4	398	7.3
Black/Black British	Caribbean	6375	55.0	4237	36.6	980	8.5
	African	14863	55.2	10562	39.2	1512	5.6
	Other	1789	67.4	639	24.1	226	8.5
Chinese or other	Chinese	946	53.7	716	40.6	101	5.7
	Other	19449	62.8	9181	29.7	2323	7.5
Unknown		25397	87.7	2197	7.6	1371	4.7
<i>White British</i>		<i>248018</i>	<i>92.7</i>	<i>11040</i>	<i>4.1</i>	<i>8472</i>	<i>3.2</i>
<i>BME</i>		<i>71196</i>	<i>60.6</i>	<i>38038</i>	<i>32.4</i>	<i>8205</i>	<i>7.0</i>

Table 11.2 Client ethnicity by ethnicity of majority managerial control of offices. Percentages show the percentage of each client ethnicity for each supplier group.

		Supplier ethnicity					
		White British		BME		Split	
Client ethnicity		N	Col%	N	Col%	N	Col%
White	British	248018	77.7	11040	22.5	8472	50.8
	Irish	1861	0.6	443	0.9	187	1.1
	Other	6669	2.1	2865	5.8	676	4.1
Mixed	White/Black Caribbean	1692	0.5	434	0.9	118	0.7
	White/Black African	628	0.2	486	1.0	97	0.6
	White/Asian	459	0.1	120	0.2	64	0.4
	Other	717	0.2	236	0.5	69	0.4
Asian/Asian British	Indian	3373	1.1	2037	4.2	442	2.7
	Pakistani	6848	2.1	2609	5.3	639	3.8
	Bangladeshi	2876	0.9	1036	2.1	373	2.2
	Other	2651	0.8	2437	5.0	398	2.4
Black/Black British	Caribbean	6375	2.0	4237	8.6	980	5.9
	African	14863	4.7	10562	21.5	1512	9.1
	Other	1789	0.6	639	1.3	226	1.4
Chinese or other	Chinese	946	0.3	716	1.5	101	0.6
	Other	19449	6.1	9181	18.7	2323	13.9
Unknown		25397	-	2197	-	1371	-
<i>White British</i>		<i>248018</i>	<i>77.7</i>	<i>11040</i>	<i>22.5</i>	<i>8472</i>	<i>50.8</i>
<i>BME</i>		<i>71196</i>	<i>22.3</i>	<i>38038</i>	<i>77.5</i>	<i>8205</i>	<i>49.2</i>

Table 11.3 Client ethnicity by ethnicity of majority managerial control of offices, split into London and elsewhere. Percentages show the percentage of each client ethnicity for each supplier group.

		Supplier ethnicity					
		White British		BME		Split	
Client ethnicity		N	Row%	N	Row%	N	Row%
London	White British	10769	57.3	6409	34.1	1620	8.6
	BME	22458	40.8	28686	52.2	3859	7.0
Elsewhere	White British	237249	95.4	4631	1.9	6852	2.8
	BME	48738	78.1	9352	15.0	4346	7.0

11.3 Gender of clients vs. gender of majority managerial control

Tables 11.4 and 11.5 show the relationship between client and supplier gender. As previously, in table 11.4 percentages are row percentages, while table 11.5 shows column percentages.

As can be seen in Table 11.4, there was no evidence of female clients tending to use female majority managed suppliers more often or male clients using male majority managed suppliers more often. Similarly in Table 11.5, there was little difference in the ratio of male to female clients for male and female majority managed suppliers.

Table 11.4 Client gender by gender of majority managerial control of offices. Percentages show the percentage of each client group going to each supplier group.

	Gender of majority managerial control					
	Male		Female		Split	
Client gender	N	Row %	N	Row %	N	Row %
Male	77239	47.6	49726	30.6	35336	21.8
Female	71938	49.8	43806	30.4	28575	19.8
Unknown	39106	50.4	22987	29.6	15439	19.9

Table 11.5 Client gender by gender of majority managerial control of offices. Percentages show the percentage of each client ethnicity for each supplier group.

	Gender of majority managerial control					
	Male		Female		Split	
Client gender	N	Col. %	N	Col. %	N	Col. %
Male	77239	51.8	49726	53.2	35336	55.3
Female	71938	48.2	43806	46.8	28575	44.7
Unknown	39106	-	22987	-	15439	-

11.4 Disability of clients vs. long-term illness or disability of majority managerial control

Tables 11.6 and 11.7 show the relationship between client and supplier disability. As previously, in table 11.6 percentages are row percentages, while table 11.7 shows column percentages.

As can be seen in Table 11.6, while use of majority long-term ill or disabled managed supply was rare for all groups (due to their rarity), disabled clients were more likely than other groups to use long-term ill/disabled supply (1.7% doing so, compared to 0.4% of those with no disability). Similarly, from a supplier perspective, suppliers with majority long-term ill or disabled supply were far more likely to have disabled clients (55.5% of clients having a disability, compared to 22.8% for firms with majority non-long-term ill or disabled control).

Table 11.6 Client disability by long-term illness/disability of majority managerial control of offices. Percentages show the percentage of each client group going to each supplier group.

	Long-term illness/disability of majority managerial control					
	Ill/disabled		Non-ill/disabled		Split	
Client disability	N	Row %	N	Row %	N	Row %
No	866	0.4	211619	98.6	2052	1.0
Yes	1082	1.7	62458	95.8	1676	2.6
Unknown	196	0.2	108046	98.2	1765	1.6

Table 11.7 Client disability by long-term illness/disability of majority managerial control of offices. Percentages show the percentage of each client ethnicity for each supplier group.

	Long-term illness/disability of majority managerial control					
	Ill/disabled		Non-ill/disabled		Split	
Client disability	N	Col. %	N	Col. %	N	Col. %
No	866	44.5	211619	77.2	2052	55.0
Yes	1082	55.5	62458	22.8	1676	45.0
Unknown	196	-	108046	-	1765	-

11.5 Summary

As with previous exercises, findings indicate a powerful relationship between the ethnicity of majority managerial control and client ethnicity. BME clients were far more likely to use BME majority managed suppliers than white clients, and BME suppliers were far more likely than white British majority managed suppliers to have BME clients. It is still unclear at this stage how much of the relationship between client and provider ethnicity is a function of client choice and how much is explained by geographical factors. In addition, while there was little relationship between client and provider gender, long-term ill or disabled majority managed suppliers were far more likely than other suppliers to have disabled clients.

12. Self specified client groups

12.1 Introduction

The RIS survey asked respondents whether their service was geared towards specific client groups. Of the 7,489 organisations, 1,705 (22.8%) indicated that their service was geared towards a specific client group.²⁶ However, when organisations were split by organisation type, a clear difference emerged between solicitors and Not-for-Profit organisations. While only 65 (3.0%) of solicitors for whom data was available directed their service towards specific client groups; 1,178 (51.2%) of all NfP organisations that targeted their service. Further, while 2,146 (99.0%) of solicitors only dealt with *one* type of client group (be it the general public or other specific group) NfP organisations were far more likely to deliver services toward multiple client groups. Thus, it was evident that solicitors tend not to actively target specific groups within the general population. This chapter is predominantly focused upon NfP organisations.

12.2 Results

12.2.1 Specific client groups

It can be seen from Table 12.1, that 673 (29.2%) of NfP organisations stated that their service is geared towards two or more specific client groups.

Table 12.1. Number and type of client groups targeted split by organisation type

Target client groups		Solicitors Offices	NfP Organisations
General Public only		2103 (97.0%)	1122 (48.8%)
Number of target groups listed	1 specific group	43 (2.0%)	505 (22.0%)
	2 specific groups	16 (0.7%)	401 (17.4%)
	3 specific groups	3 (0.1%)	179 (7.8%)
	4 specific groups	2 (0.1%)	57 (2.5%)
	5 specific groups	Nil	21 (0.9%)
	6 specific groups	1 (0.0%)	9 (0.4%)
	7 specific groups	Nil	3 (0.1%)
	8 or more groups	Nil	3 (0.1%)
Total		2168 (100.0%)	2300 (100.0%)

Given the low number of solicitor suppliers who deliver services to specific client groups, it is not possible to draw out any findings about the relationship between the supplier and the groups that they serve. For this reason, the remainder of this chapter will only refer to NfP sector organisations.

²⁶ The client group options presented to respondents included men, women, children, young people, older people, care leavers, students, carers, families, black or minority ethnic people, people with physical disabilities, people with sensory disabilities, people with mental health problems, people with HIV/AIDS, patients, people with alcohol problems, drug users, prisoners, ex-offenders, homeless people, people with learning difficulties, lesbians, gay men and bisexuals, refugees and asylum seekers, single parents, transvestites and transsexuals, travellers and unemployed people.

12.2.2 Ethnicity and client groups

A clear relationship exists between services that seek to serve BME populations and the ethnic make up of the majority managerial control of those organisations. While majority BME management only accounts for 297 (13.6%) of NfP organisations overall, it is evident from Table 12.2 that of the 183 suppliers whose service is geared towards particular BME groups, 135 (73.8%) have majority BME managerial control, with a further 8 (4.4%) with split control.

Table 12.2. Majority managerial control by ethnicity and client group targeted

Client group	Majority Ownership or Control			Total
	White British	BME	Split	
Not specifically BME population	1772 (88.5%)	162 (8.1%)	69 (3.4%)	2003 (100.0%)
BME Population	40 (21.9%)	135 (73.8%)	8 (4.4%)	183 (100.0%)
All organisations	1812 (82.9%)	297 (13.6%)	77 (3.5%)	2186 (100.0%)

12.2.3 Gender and client groups

There were some differences between NfP organisations split by gender of managerial control. While the level of majority female managerial control amongst NfP organisations is high (1307 (59.5%) organisations compared to 607 (27.6%) organisations with majority male and 284 (12.9%) with split managerial control), there were further increases when split by specific population groups served. Table 12.3 shows that the percentage of majority female managerial control increased amongst organisations that specifically assisted children, families and/or single parents. Particularly high rates of female managerial control were evident amongst services that provided assistance to women and men (while only eleven organisations indicated offering services directed towards men, all but one had majority female managerial control) as distinct groups.

Table 12.3. Majority managerial control by gender and client group targeted

Client group	Gender of majority managerial control			Total
	Male	Female	Split	
Women	6 (6.1%)	86 (87.8%)	6 (6.1%)	98 (100.0%)
Men	1 (9.1%)	10 (90.9%)	0 (0.0%)	11 (100.0%)
Children	30 (17.6%)	125 (73.5%)	15 (8.8%)	170 (100.0%)
Families	30 (21.4%)	88 (62.9%)	22 (15.7%)	140 (100.0%)
Single parents	0 (0.0%)	7 (77.8%)	2 (22.2%)	9 (100.0%)
All organisations	607 (27.6%)	1307 (59.5%)	284 (12.9%)	2198 (100.0%)

12.2.4 Long term illness or disability and client groups

When looking at the long-term ill health or disability profile of those with managerial control of organisations, it is again evident that a relationship exists between the client groups served and the managerial profile of the organisation.

While NfP organisation with majority long-term ill/disabled managerial control only accounted for 114 (5.1%) of organisations compared to 2048 (91.8%) of organisations with non-long-term ill/disabled managerial control (with split managerial control accounting for the remaining 69 (3.1%) of organisations), they accounted for 56 (32.6%) of organisations with services geared towards people with a physical disability, and 47 (26.1%) of organisations with services geared towards people with a sensory disability.

Table 12.4. Majority managerial control by long term ill health/disability and client group targeted

Client group	Gender of majority managerial control			
	Ill/Disabled	Non-ill/Disabled	Split	Total
Disabled Physical	56 (32.6%)	108 (62.8%)	8 (4.1%)	172 (100.0%)
Disabled Sensory	47 (26.1%)	123 (68.3%)	10 (5.6%)	180 (100.0%)
All organisations	114 (5.1%)	2048 (91.8%)	69 (3.1%)	2231 (100.0%)

12.3 Summary

Overall, 22.8% of survey respondents targeted services towards specific client groups. When split by organisation type, a clear difference emerged between solicitors and NfP organisations. Only 3.0% of solicitors directed their service towards specific client groups; compared to 51.2% of NfPs. Also, while 99.0% of solicitors only dealt with *one* client group (be it the general public or other specific group), 70.8% of NfPs did likewise. The low number of solicitors who deliver services to specific client groups, made it unviable to carry out any further analysis on them.

When looking at NfPs, a clear relationship emerged between services that seek to serve BME populations and the ethnic make up of the majority managerial control of those organisations. While majority BME management only accounts for 13.6% of NfP organisations overall, the percentage increased to 73.8% when looking at organisations that explicitly geared services towards BME populations. Organisations with majority female managerial control accounted for 59.5% of NfPs overall, but were noticeably more like likely to serve women, (87.8%), men (90.9%), children (73.5%), families (62.9) and/or single parents (77.8%). A relationship between NfPs with majority long-term ill/disabled managerial control and those that specifically geared services towards long term ill/disabled groups also emerged. Overall, majority long-term illness/disability managerial control only accounted for 5.1% of NfP. However, the percentage goes up to 32.6% and 26.1% of organisations with services geared towards people with a physical or sensory disability, respectively.

13. Diversity aspects of Peer Review

This chapter sets out three reports that examined diversity issues associated with the Peer Review process

13.1 Introduction

The LSRC has produced a number of reports and analyses on diversity aspects of peer review for the LSC's peer review team over the past year. These have included two reports on general peer review (DIVNJB-081106 (November 2006), DIVNJB-230507 (May 2007)) and a report on peer review in the case of very high cost cases (VHCC) (NJBDIV-160207 (February 2007)). These are set out below.

For reference, peer review scores are on a five point scale, which translates to the following ratings;

1. Excellence
2. Competence plus
3. Threshold competence
4. Below competence
5. Failure in performance

13.2 Key findings – all peer review analyses

The aim of all of the analyses was to examine diversity aspects of the peer review process and peer review scores.

The first report, conducted in November 2006 (**section 13.3**), examined diversity issues for a small sample of 175 peer review scores. It examined ethnicity, gender, age and disability status of suppliers, as well as considering aspects of fund take and regional variation. Most importantly, it found that BME majority managed firms scored worse at peer review. In addition, the analysis presented some evidence of regional variation and differences in fund take by peer review rating.

The analysis conducted in February 2007 (**section 13.4**) aimed to examine peer review score by ethnicity of majority managerial control for a sample of 189 VHCC peer reviews. There was no evidence of differences in rating by ethnicity.

Most importantly, the report conducted in May 2007 (**section 13.5**) represented the most comprehensive analysis of diversity aspects of peer review to date. The key findings of the analysis are as follows;

- a) Overall, BME majority managed organisations had worse peer review scores than white British organisations. When scores were collapsed into pass (1-3) and fail (4-5) differences were statistically significant, with BME majority managed organisations more likely than white British organisations to have a 'fail' score.
- b) Splitting peer review scores into civil and crime reviews showed that while BME majority managed organisations scored worse (more likely to have a score of 4 or 5) than white British managed organisations in civil reviews, there was very little difference in crime reviews.
- c) There was very little difference in peer review scores between male and female majority managed organisations, though 'split' managed organisations were more likely to have 'fail' scores.

- d) There was no evidence of differences in peer review score between white British and BME peer reviewers, while female peer reviewers typically gave slightly worse scores than male peer reviewers.
- e) There was no evidence of white British peer reviewers awarding disproportionately better scores to white British majority managed organisations. Similarly, there was no evidence that BME peer reviewers were awarding disproportionately better scores to BME majority managed organisations.
- f) There was no evidence of male peer reviewers awarding disproportionately better scores to male majority managed organisations (when compared to female peer reviewers).
- g) Female peer reviewers awarded fail scores to female majority managed organisations less often than male peer reviewers, though this did not reach significance.
- h) Female peer reviewers were significantly more likely than male peer reviewers to give fail scores to 'split' managed organisations

13.3 Analysis of diversity issues associated with peer review (November 2006)

This section sets out a general report on the peer review process (*DIVNJB-081106*).

13.3.1 Peer review scores

This analysis used a sample of 364 peer review scores, onto which the LSRC diversity dataset was merged where possible. All peer review scores were after April 2005. Peer review scores are on a five point scale, which translates to the following ratings;

6. Excellence
7. Competence plus
8. Threshold competence
9. Below competence
10. Failure in performance

13.3.2 Univariate examination of peer review scores

First, peer review scores are examined for individual factors (e.g. gender of majority managerial control). This is followed by a multivariate model which takes into account how individual variables interact in the prediction of peer review score. For example, if BME managed organizations had lower peer review scores than white managed organisations, but this was simply a consequence of far harsher reviewing in London, where BME firms are more common, then the multivariate approach would identify this. The univariate approach (i.e. simple cross tabulations) would simply identify an imbalance for both ethnicity and region, though both approaches are informative.

13.3.2.1 Majority managerial control

13.3.2.1.1 Ethnicity

Table 13.1 shows peer review rating by ethnicity of majority managerial control. There were significant differences in ratings by ethnicity of majority managerial control; $\chi^2_8 = 19.24$, $p = 0.021$. This was predominantly a result of BME majority managed firms having a far higher rate of 'below competence scores' (standardized Pearson residual = 2.9, with values over around 2 indicating a lack of fit of the null hypothesis of no difference in the cell).

Table 13.1. Peer review rating by ethnicity of majority managerial control

Ethnicity of majority managerial control	Peer review rating					Total
	1.00	2.00	3.00	4.00	5.00	
White British	5	42	67	16	2	132
	3.8%	31.8%	50.8%	12.1%	1.5%	100.0%
BME	0	6	12	12	0	30
	.0%	20.0%	40.0%	40.0%	.0%	100.0%
Split	2	3	5	3	0	13
	15.4%	23.1%	38.5%	23.1%	.0%	100.0%
Total	7	51	84	31	2	175
	4.0%	29.1%	48.0%	17.7%	1.1%	100.0%

13.3.2.1.2 Gender

Table 13.2 shows peer review rating by gender of majority managerial control. Differences in rating by gender were not statistically significant overall; $\chi^2_8 = 7.12$, $p = 0.52$. Split controlled firms were somewhat more likely to attain 'below competence' scores, though differences were relatively modest (standardized Pearson residual associated with 'below competence' for split control = 1.6).

Table 13.2. Peer review rating by gender of majority managerial control

Gender of majority managerial control	Peer review rating					Total
	1.00	2.00	3.00	4.00	5.00	
Male	3 3.0%	29 29.3%	50 50.5%	16 16.2%	1 1.0%	99 100.0%
Female	2 4.7%	14 32.6%	22 51.2%	5 11.6%	0 .0%	43 100.0%
Split	2 6.5%	7 22.6%	12 38.7%	9 29.0%	1 3.2%	31 100.0%
Total	7 4.0%	50 28.9%	84 48.6%	30 17.3%	2 1.2%	173 100.0%

13.3.2.1.3 Disability

Given the relatively small number of peer review scores, it was not possible to examine peer review scores by disability status of majority managerial control.

13.3.2.2 Sum of employees with managerial control

13.3.2.2.1 Ethnicity

Ignoring ratings of 1 and 5, which were rare, BME representation was higher for firms with a rating of 4 (below competence) (see Table 13.3). This corresponds to the overall majority managerial control findings earlier.

Table 13.3. Ethnicity of managerial control by peer review rating

Peer review rating	White British		BME		Valid N
	Sum	%	Sum	%	
1	27	75.0	9	25.0	7
2	167	79.9	42	20.1	51
3	237	80.6	57	19.4	84
4	62	68.9	28	31.1	31
5	5	100.0	0	0.0	2

13.3.2.2.2 Gender

Variation in relative proportion of male or female employees with managerial control by peer review rating was relatively small as can be seen in Table 13.4.

Table 13.4. Gender of managerial control by peer review rating

Peer review rating	Female		Male		Valid N
	Sum	%	Sum	%	
1	15	42.9	20	57.1	7
2	64	31.2	141	68.8	50
3	105	36.3	184	63.7	84
4	30	34.1	58	65.9	30
5	2	40.0	3	60.0	2

13.3.2.2.3 Disability

There were very few instances of any long-term ill or disabled employees with managerial control of organizations. Table 13.5 summarises the few cases that there were.

Table 13.5. Sum of long-term ill or disables employees with managerial control, split by peer review rating

Peer review rating	Sum	Valid N
1	0	7
2	9	51
3	7	86
4	0	31
5	0	2

13.3.2.2.4 Age

There was some variation in age of those with managerial control across peer review scores, though much of this was for ratings of '1' or '5' where numbers are too small to draw meaningful conclusions. Table 13.6 summarises age differences by peer review ratings.

Table 13.6. Age of those with managerial control by peer review rating

Rating	18-24		25-34		35-49		50-59		60-64		65-69		70+	
	Sum	%	Sum	%	Sum	%	Sum	%	Sum	%	Sum	%	Sum	%
1	0	0.0	0	0.0	3	7.0	1	2.3	27	62.8	7	16.3	5	11.6
2	1	0.4	1	0.4	17	7.5	12	5.3	103	45.2	43	18.9	51	22.4
3	0	0.0	0	0.0	34	9.4	22	6.1	145	40.2	69	19.1	91	25.2
4	0	0.0	0	0.0	7	7.2	6	6.2	39	40.2	26	26.8	19	19.6
5	0	0.0	0	0.0	1	16.7	1	16.7	2	33.3	1	16.7	1	16.7

13.3.2.3 Regional variation

There was some evidence of variation in peer review scores by region. This is summarized in Table 13.7 below.

Table 13.7. Peer review ratings by region

Region	Peer review rating					Total
	1	2	3	4	5	
Wales	0	7	10	8	0	25
	.0%	28.0%	40.0%	32.0%	.0%	100.0%
East	1	8	8	5	0	22
	4.5%	36.4%	36.4%	22.7%	.0%	100.0%
East Midlands	0	10	11	2	1	24
	.0%	41.7%	45.8%	8.3%	4.2%	100.0%
London - North	5	18	20	14	1	58
	8.6%	31.0%	34.5%	24.1%	1.7%	100.0%
London - South	5	6	8	3	0	22
	22.7%	27.3%	36.4%	13.6%	.0%	100.0%
North East	1	3	13	7	0	24
	4.2%	12.5%	54.2%	29.2%	.0%	100.0%
North West	0	9	13	5	1	28
	.0%	32.1%	46.4%	17.9%	3.6%	100.0%
Merseyside	0	3	8	1	0	12
	.0%	25.0%	66.7%	8.3%	.0%	100.0%
South Eastern	1	4	9	0	0	14
	7.1%	28.6%	64.3%	.0%	.0%	100.0%
Southern	0	5	6	4	0	15
	.0%	33.3%	40.0%	26.7%	.0%	100.0%
South West	1	9	20	3	1	34
	2.9%	26.5%	58.8%	8.8%	2.9%	100.0%
West Midlands	0	12	27	3	0	42
	.0%	28.6%	64.3%	7.1%	.0%	100.0%
Yorkshire & Humberside	0	7	8	8	0	23
	.0%	30.4%	34.8%	34.8%	.0%	100.0%
Total	14	101	161	63	4	343
	4.1%	29.4%	46.9%	18.4%	1.2%	100.0%

13.3.2.4 Impact of fund take

Peer review scores were related to firms fund take. Figure 13.1 shows a box plot of fund take by categorical peer review rating, with accompanying statistics following in Table 13.8. Essentially, as peer review rating increased from excellence towards failure in performance, both mean and median fund take fell. Mean and median fund take values for each rating are in bold in Table 13.8.

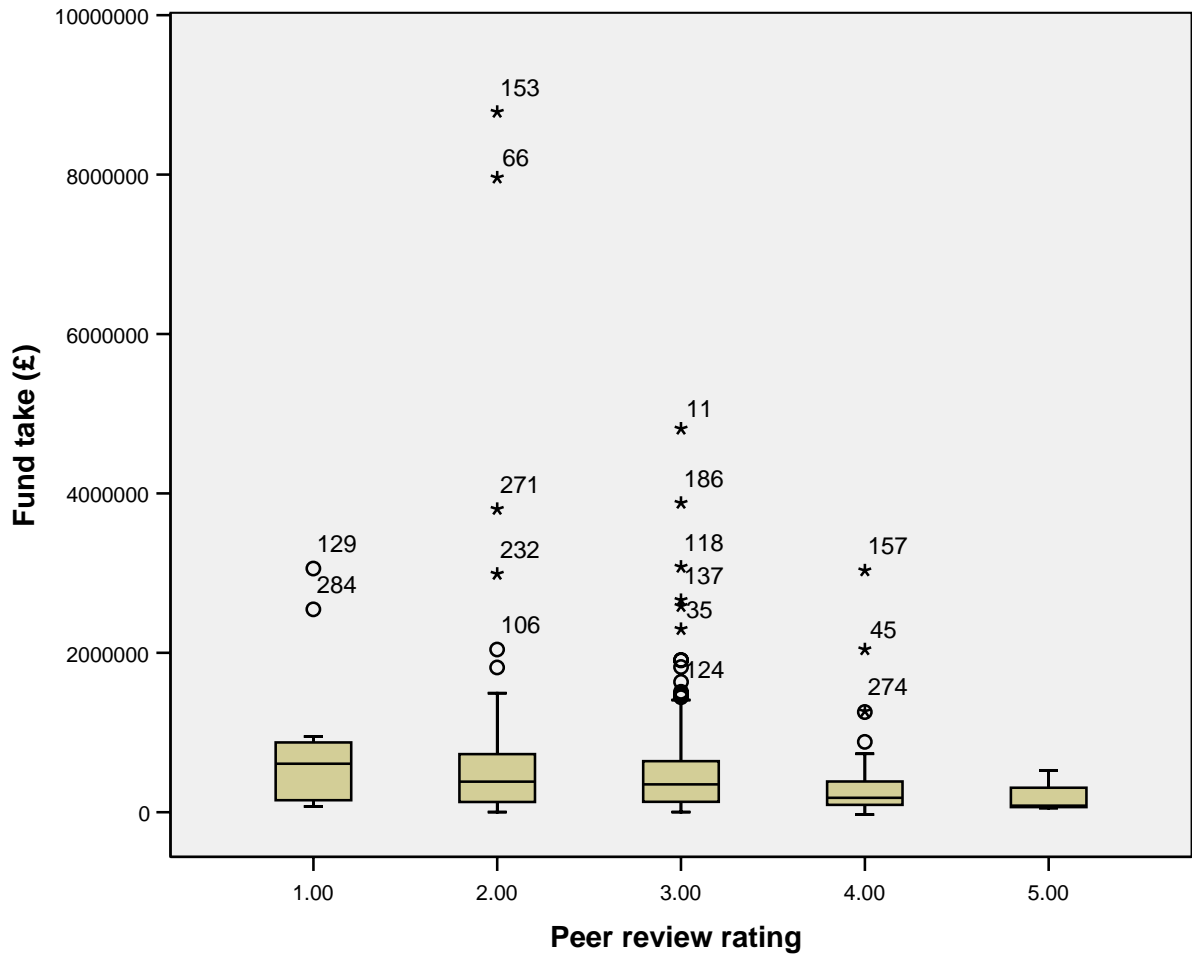


Figure 13.1. Boxplot of fund take by peer review rating

Table 13.8. Descriptive statistics of fund take for each peer review rating (note that numbers were very small for rating 1, $n = 14$ and rating 5, $n = 4$).

Peer review rating			Statistic	Std. Error
1	Mean		794557.8	242987.9
	95% CI for Mean	Lower Bound	269614.5	
		Upper Bound	1319501	
	5% Trimmed Mean		709045.4	
	Median		606771.2	
	Interquartile Range		746214.3	
2	Mean		684170.5	125393.6
	95% CI for Mean	Lower Bound	435362.4	
		Upper Bound	932978.7	
	5% Trimmed Mean		474620.4	
	Median		383364.8	
	Interquartile Range		602873.4	
3	Mean		550347.1	54589.13
	95% CI for Mean	Lower Bound	442533.8	
		Upper Bound	658160.4	
	5% Trimmed Mean		449636.5	
	Median		348227.1	
	Interquartile Range		517986.6	
4	Mean		341181.7	62205.53
	95% CI for Mean	Lower Bound	216834.6	
		Upper Bound	465528.8	
	5% Trimmed Mean		263894	
	Median		179708.9	
	Interquartile Range		305868.8	
5	Mean		184911.3	113555.5
	95% CI for Mean	Lower Bound	-176473	
		Upper Bound	546295.7	
	5% Trimmed Mean		173408.7	
	Median		81388.18	
	Interquartile Range		357802.5	

13.3.3 Multivariate examination of peer review scores

The relatively small number of ratings available limits multivariate analysis of peer review scores. As further data become available, these models can be developed. In the current model, peer review rating is collapsed into three categories. Excellence and competence plus (1 and 2) are collapsed into a single category as are below competence and failure in performance (4 and 5). Threshold competence (3) remains a single category. As more data become available it may also be possible to fit a model using all five categories, though at present 1 and 5 ratings are too rare. For brevity, these three categories will be referred to as 'pass', 'neutral' and 'fail'.

The model fitted was a multinomial logistic regression model, where the likelihood of attaining 'neutral' or 'fail' was compared to the likelihood of a 'pass' (pass forming the reference category). Predictors were somewhat limited given the small dataset, with ethnicity of majority managerial control, gender of majority managerial control, fund take (log transformed), London vs. elsewhere and a subset of contract types (crime,

debt, family, housing, immigration, PI, welfare benefits) entered. The model fitted was a backward stepwise model, where non-significant predictors are removed until a parsimonious model is reached, where all predictors make a contribution to peer review rating. A full model with all predictors entered is available upon request. Table 3.9 shows multinomial logistic regression output, with interpretation following. Each categorical predictor has a reference category to which other groups are compared, with white British used for ethnicity of majority managerial control.

Table 13.9. Multinomial logistic regression (backward stepwise) of collapsed peer review ratings

Peer review rating	Level	B	Std. Error	Wald	df	Sig.	Exp(B)
Neutral vs. Pass	Intercept	.482	.240	4.026	1	.045	
	Split	-.013	.770	.000	1	.987	.987
	BME	2.032	.739	7.568	1	.006	7.629
	White British	0(b)	.	.	0	.	.
	Debt contract	2.005	.795	6.354	1	.012	7.428
	Welfare contract	-1.710	.758	5.093	1	.024	.181
Fail vs. Pass	London	-1.678	.562	8.926	1	.003	.187
	Intercept	-.894	.337	7.020	1	.008	
	Split	.823	.825	.996	1	.318	2.278
	BME	2.672	.790	11.445	1	.001	14.467
	White British	0(b)	.	.	0	.	.
	Debt contract	.665	.842	.624	1	.430	1.945
	Welfare contract	-.458	.744	.379	1	.538	.632
London	-.944	.640	2.178	1	.140	.389	

Following backward stepwise elimination, only four remained which had a significant impact upon peer review rating. Interestingly, once other predictors were introduced, fund take was no longer a significant predictor of rating.

Specifically, BME majority managed firms were significantly more likely than white British firms to belong to 'neutral' rather than 'pass' and highly significantly more likely to belong to 'fail' rather than pass. This effect remains, and remains highly significant, in the full model without backward elimination. So despite controlling for a range of possible explanatory variables, BME majority managed firms perform significantly worse at peer review.

Of the other remaining variables, debt contract holders were significantly more likely, and welfare benefits contract holders significantly less likely to belong to 'neutral' rather than 'pass'. London firms were significantly less likely to belong to 'neutral' rather than 'pass' (i.e. London firms had a high proportion in excellence or competence plus ratings) and less likely to belong to 'fail' rather than 'pass', though not significantly so.

13.4. Peer Review in Very High Cost Cases (VHCC) (February 2007)

This section sets out a report on the peer review process in very high cost cases (Ref: NJBDIV-160207).

13.4.1 Introduction

Two datasets were received, the first listing VHCC peer review ratings. This dataset was cleaned and a new 'combined peer review rating' constructed, containing final rating where available and initial rating where not. The second data contained additional diversity information for peer reviewed organisation (in addition to, but following the same format as LSRC diversity data). This data was cleaned and an ethnicity of majority managerial control variable was created. Ethnicity variables from the LSRC diversity data and the additional diversity data were merged on to the peer review rating dataset by account number. This gave two ethnicity variables, and where these disagreed (in a small number of cases), the new 'additional' data was used as it was more recent than the LSRC data.

Using both sources of diversity data allowed ethnicity of majority managerial control to be matched to peer reviewed organisations in 190 of 265 cases (71.7%).

13.4.2 Results – peer review score by supplier ethnicity

Table 13.10 shows peer review rating split by ethnicity of majority managerial control. Conducting a simple exact chi-squared test on the 4x3 table indicated that there was no evidence of significant differences in peer review scores between organisations with different ethnicity of majority managerial control; $\chi^2_6 = 1.62$, $p = 0.96$. Figure 3.2 presents the data in Table 13.10 graphically.

Table 13.10. Peer review rating split by ethnicity of majority managerial control.

Peer review rating	Ethnicity of majority managerial control			Total
	White British	BME	Split	
1	5	2	0	7
	3.7%	5.3%	.0%	3.7%
2	62	16	8	86
	45.9%	42.1%	50.0%	45.5%
3	53	17	6	76
	39.3%	44.7%	37.5%	40.2%
4	15	3	2	20
	11.1%	7.9%	12.5%	10.6%
Total	135	38	16	189
	100.0%	100.0%	100.0%	100.0%

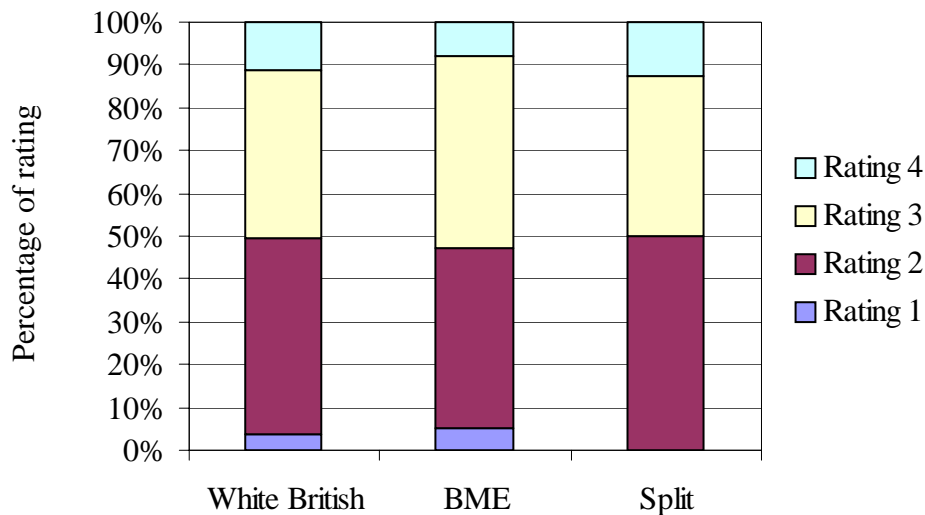


Figure 13.2. Peer review rating split by ethnicity of majority managerial control.

13.5 Diversity And Peer Review (May 2007)

This section sets out a comprehensive report on the peer review process (*DIVNJB-230507b*).

13.5.1 Introduction

This report examines general diversity issues associated with peer review. The report uses data on supplier and peer reviewer diversity individually and simultaneously. The report focuses primarily upon ethnicity and gender. Key findings are set out in section 13.2.

13.5.2 Datasets

The analysis in this report used four key datasets, one of which was owned by the LSRC (LSRC supplier diversity data from the RIS database), and three supplied by the peer review team (peer review scores dataset, additional supplier diversity dataset and peer reviewer diversity dataset). The four individual datasets were merged to form a single peer review score level dataset, where each row was an individual peer review score. Where possible, this dataset also included supplier diversity data for the organisation under review and peer reviewer diversity data for the peer reviewer conducting the review. The individual datasets are described below.

13.5.2.1 LSRC supplier diversity data

Details of the LSRC supplier diversity data are set out in Chapter 1, above.

13.5.2.2 External datasets

13.5.2.2.1 Peer review scores

Analysis uses a sample of 900 peer review scores, onto which the LSRC diversity dataset, and additional external datasets, were merged where possible. Peer review scores were the results of reviews carried out from 1 April 05 to 11 May 07 and

reported back to suppliers. Analysis did not include scores associated with peer review of peer reviewers, file assessment related reviews, consistency reviews and new category pilot reviews that had not been reported back.

For the purpose of the analysis set out below peer review scores are sometimes collapsed into pass (1-3) and fail (4-5).

13.5.2.2.2 Additional supplier diversity data

In order to ensure a high response rate for supplier diversity monitoring forms, the peer review team sent out LSRC diversity monitoring forms as part of the peer review process (from November 2006 onwards). Where diversity data was available from both the LSRC data (from the RIS database) and from additional forms sent out by the peer review team, LSRC data was used. The additional monitoring resulted in a higher response rate, with, for example, data on ethnicity of majority managerial control for 524 of 900 peer reviewed organisations (58.2%).

13.5.2.2.3 Peer reviewer diversity data

Diversity questionnaires were returned from 125 of the current 133 active peer reviewers (94%). Data collected included details of peer reviewer ethnicity, gender, age, illness/disability, religion and sexual orientation.

13.5.3. Results

13.5.3.1 Peer review scores by supplier diversity

13.5.3.1.1 Ethnicity

Peer review score by ethnicity of majority managerial control is shown in Table 13.11. As can be seen, BME firms had a higher percentage than white British firms with a peer review score of 4.

Table 13.11. Peer review score by ethnicity of majority managerial control

Peer review score	Ethnicity of majority managerial control			Total
	White British	BME	Split	
1	20	1	2	23
	4.9%	1.2%	6.9%	4.5%
2	170	34	14	218
	42.0%	41.5%	48.3%	42.2%
3	177	33	10	220
	43.7%	40.2%	34.5%	42.6%
4	37	14	3	54
	9.1%	17.1%	10.3%	10.5%
5	1	0	0	1
	.2%	.0%	.0%	.2%
Total	405	82	29	516
	100.0%	100.0%	100.0%	100.0%

If we exclude 'split' managed firms and compare the scores given to white British and BME firms using a simple nonparametric Mann-Whitney test, we find that, overall, differences were not significant ($Z = -1.46$, $p = 0.14$). However, if we collapse peer review scores into pass (1-3) and fail (4-5) we find significant differences between

white British and BME majority managed organisations ($\chi^2_1 = 4.23$, $p = 0.040$, again excluding 'split' managed organisations). As can be seen in Table 13.12, BME majority managed organisations had a higher percentage in fail categories than white British majority managed organisations (17.1% vs. 9.4%).

Table 13.12. Collapsed peer review score (pass vs. fail) by ethnicity of majority managerial control

Peer review score	Ethnicity of majority managerial control			Total
	White British	BME	Split	
1-3 Pass	367	68	26	461
	90.6%	82.9%	89.7%	89.3%
4-5 Fail	38	14	3	55
	9.4%	17.1%	10.3%	10.7%
Total	405	82	29	516
	100.0%	100.0%	100.0%	100.0%

13.5.3.1.1.1 Ethnicity split into civil and crime

This section splits peer review scores by supplier ethnicity into civil and crime reviews. Table 13.13 shows peer review score by ethnicity of supplier split into civil and crime, with collapsed (pass vs. fail) scores in Table 13.14.

Table 13.13. Peer review score by ethnicity of majority managerial control, split into civil and crime

Peer review score (CIVIL)	Ethnicity of majority managerial control			Total
	White British	BME	Split	
1	13	0	2	15
	7.6%	.0%	15.4%	7.0%
2	48	8	5	61
	27.9%	28.6%	38.5%	28.6%
3	92	12	4	108
	53.5%	42.9%	30.8%	50.7%
4	18	8	2	28
	10.5%	28.6%	15.4%	13.1%
5	1	0	0	1
	.6%	.0%	.0%	.5%
Peer review score (CRIME)	Ethnicity of majority managerial control			Total
	White British	BME	Split	
1	7	1	0	8
	3.0%	1.9%	.0%	2.6%
2	122	26	9	157
	52.4%	48.1%	56.3%	51.8%
3	85	21	6	112
	36.5%	38.9%	37.5%	37.0%
4	19	6	1	26
	8.2%	11.1%	6.3%	8.6%

Table 13.14. Collapsed peer review score (pass vs. fail) by ethnicity of majority managerial control, split into civil and crime

Peer review score (CIVIL)	Ethnicity of majority managerial control			Total
	White British	BME	Split	
1-3 Pass	153	20	11	184
	89.0%	71.4%	84.6%	86.4%
4-5 Fail	19	8	2	29
	11.0%	28.6%	15.4%	13.6%
Peer review score (CRIME)	Ethnicity of majority managerial control			Total
	White British	BME	Split	
1-3 Pass	214	48	15	277
	91.8%	88.9%	93.8%	91.4%
4-5 Fail	19	6	1	26
	8.2%	11.1%	6.3%	8.6%

As can be seen in Table 13.13, while BME majority managed organisations had lower scores in civil reviews (and in particular more scores of 4, see Table 13.14), this was not the case in crime reviews. It should also be noted that peer review scores were generally lower in crime (see both Tables 13.13 and 13.14).

For civil reviews, restricting analysis to only white British and BME majority managed organisations, we find that differences in score by ethnicity were close to significance (using a Mann-Whitney test; $Z = -1.803$, $p = 0.071$). If we collapse scores into pass (1-3) and fail (4-5), differences between BME and white British firms in civil reviews reached statistical significance ($\chi^2_1 = 6.33$, $p = 0.038$, again excluding 'split' managed organisations). In civil reviews, BME majority managed organisations generally scored worse than white British managed organisations, and were significantly more likely to have a failing score.

For crime reviews, again restricting analysis to only white British and BME majority managed organisations, we find little evidence of differences between white British and BME majority managed organisations either in absolute ($Z = -0.85$, $p = 0.39$) or collapsed ($\chi^2_1 = 0.61$, $p = 0.74$) peer review score. In crime reviews, there was little or no evidence of BME majority managed organisations scoring worse than white British.

13.5.3.1.2 Gender

Peer review score by gender of majority managerial control is shown in Table 13.15. Differences between male and female majority managed organisations was fairly small, though interestingly, 'split' managed organisations appeared to have a higher percentage of '4' scores.

Table 13.15. Peer review score by gender of majority managerial control

Peer review score	Gender of majority managerial control			Total
	Male	Female	Split	
1	13	7	3	23
	3.8%	8.1%	3.1%	4.4%
2	137	38	45	220
	40.3%	44.2%	45.9%	42.0%
3	158	34	33	225
	46.5%	39.5%	33.7%	42.9%
4	31	7	17	55
	9.1%	8.1%	17.3%	10.5%
5	1	0	0	1
	.3%	.0%	.0%	.2%
Total	340	86	98	524
	100.0%	100.0%	100.0%	100.0%

If we exclude 'split' managed firms and compare the scores given to male and female majority managed organisations using a simple nonparametric Mann-Whitney test, we find that, overall, differences were not significant ($Z = -1.53$, $p = 0.17$). Collapsed peer review score (1-3 pass vs. 4-5 fail) by gender of majority managerial control is shown in Table 13.16.

Table 13.16. Collapsed peer review score (pass vs. fail) by gender of majority managerial control

Peer review score	Gender of majority managerial control			Total
	Male	Female	Split	
1-3 Pass	308	79	81	468
	90.6%	91.9%	82.7%	89.3%
4-5 Fail	32	7	17	56
	9.4%	8.1%	17.3%	10.7%
Total	340	86	98	524
	100.0%	100.0%	100.0%	100.0%

Having collapsed peer review scores into pass and fail, there was little or no differences between male and female majority managed organisations in rates of passing and failing ($\chi^2_1 = 0.13$, $p = 0.84$, again excluding 'split' managed organisations). However, as highlighted above, 'split' managed organisations had a higher rate of failing than male or female majority managed organisations (see Table 13.16).

13.5.3.2 Peer reviewer diversity

Of 125 unique peer reviewers, 56 (%) were female and 68 (%) male²⁷. Age distribution is shown in Table 13.17, with details of ethnicity in Table 13.18. In all, 95 (76.6%) were white British and 29 (23.4%) BME²⁸.

²⁷ One respondent had missing data for gender.

²⁸ One respondent had missing data for ethnicity.

Table 13.17. Age distribution of peer reviewers

Age	Frequency	Percent
25-34	3	2.4
35-49	85	68.0
50-59	33	26.4
60-64	3	2.4
65-70	1	.8
Total	125	100.0

Table 13.18. Ethnicity of peer reviewers

Ethnicity	Frequency	Percent
Asian/Asian British Indian	5	2.0
Asian/Asian British Other	3	1.2
Asian/Asian British Pakistani	2	0.8
Black/Black British Caribbean	3	1.2
Mixed Other	1	0.4
Mixed White and Asian	2	0.8
White British	95	38.2
White Irish	7	2.8
White Other	6	2.4
Total	125	50.2

Only one respondent reported having a long-term illness or disability. Data was also collected on specific types of long-term illness and disability, as well as religion and sexual orientation.

13.5.3.2.1 Peer review scores by peer reviewer diversity

It should be noted, that peer reviewers conducted multiple peer reviews, and as a result, are counted between 1 and 34 times. To analyse differences by diversity of peer reviewer thoroughly, multilevel models, which control for clustering in scores by reviewer are required. The analysis below presents simple descriptions of scores by peer reviewer diversity (collapsed ethnicity and gender). The results of a multilevel logit model of pass vs. fail (1-3 vs. 4-5) on the basis of peer reviewer gender and ethnicity is also presented. Multilevel model output is available on request²⁹.

Peer review scores by peer reviewer ethnicity (collapsed into two categories) are shown in Table 13.19.

²⁹ Quote 'DIVNJB-230507 Add in analysis 3.2.1.ws'.

Table 13.19. Peer review score by ethnicity of peer reviewer

Peer review score	Peer reviewer ethnicity		Total
	White British	BME	
1	20	6	26
	3.4%	3.4%	3.4%
2	247	66	313
	41.7%	36.9%	40.6%
3	249	89	338
	42.1%	49.7%	43.8%
4	76	18	94
	12.8%	10.1%	12.2%
Total	592	179	771
	100.0%	100.0%	100.0%

Differences in peer review scores by ethnicity of peer reviewers were small. As neither group gave any scores of '5', as can be seen in Table 13.19, white British reviewers 'failed' 12.8% of reviews, compared to 10.1% for BME peer reviewers. Peer review score by peer reviewer gender is shown in Table 13.20.

Table 13.20. Peer review score by gender of peer reviewer

Peer review score	Peer reviewer gender		Total
	Female	Male	
1	11	15	26
	3.3%	3.4%	3.4%
2	119	192	311
	36.1%	44.0%	40.6%
3	152	184	336
	46.1%	42.2%	43.9%
4	48	45	93
	14.5%	10.3%	12.1%
Total	330	436	766
	100.0%	100.0%	100.0%

There were some small differences between male and female reviewers, with female reviewers generally tending toward worse peer review scores. Collapsing scores into pass (1-3) and fail (4-5), female reviewers were slightly more likely than male reviewers to award failing reviews (14.5% vs. 10.3%).

A multilevel logit model of the likelihood of a failing rather than a passing score was fitted, on the basis of gender and ethnicity (in two categories). The model suggested that female reviewers were typically more likely than male reviewers to award a fail score, though this difference did not quite reach statistical significance (testing the model parameter; $\chi^2_1 = 3.51$, $p = 0.061$). While BME reviewers were slightly less likely to give fail scores, this fell short of statistical significance ($\chi^2_1 = 1.88$, $p = 0.17$). There was, however, a significant reviewer level variance term ($\chi^2_1 = 6.83$, $p = 0.009$), suggesting that there was some evidence of clustering of scores by reviewer. Essentially, this suggests that there is some evidence of more or less lenient reviewers.

13.5.3.3 Peer review scores and the interaction between supplier and peer reviewer diversity

The following sections examine the impact of supplier and peer review diversity on peer review score simultaneously. The aim of the analysis is to determine whether any higher or lower scores for particular supplier groups could be attributed to peer reviewer characteristics.

13.5.3.3.1 Ethnicity

Table 13.21 shows collapsed peer review score (pass vs. fail) by ethnicity of majority managerial control, and split by ethnicity of peer reviewer. Since data is being split by both peer reviewer and supplier ethnicity, only collapsed peer review scores are presented.

Table 13.21. Collapsed peer review score (pass vs. fail) by ethnicity of majority managerial control, split by ethnicity of peer reviewer

Peer reviewer gender	Ethnicity of majority managerial control	Collapsed peer review score		Total
		1-3 Pass	4-5 Fail	
White British	White British	261	31	292
		89.4%	10.6%	100.0%
	BME	40	7	47
		85.1%	14.9%	100.0%
	Split	15	1	16
		93.8%	6.3%	100.0%
Total		316	39	355
		89.0%	11.0%	100.0%
Peer reviewer gender	Ethnicity of majority managerial control	Collapsed peer review score		Total
		1-3 Pass	4-5 Fail	
BME	White British	62	4	66
		93.9%	6.1%	100.0%
	BME	18	5	23
		78.3%	21.7%	100.0%
	Split	6	2	8
		75.0%	25.0%	100.0%
Total		86	11	97
		88.7%	11.3%	100.0%

There was no evidence of white British peer reviewers awarding disproportionately better scores to white British majority managed organisations. Similarly, there was no evidence that BME peer reviewers were awarding disproportionately better scores to BME majority managed organisations.

In fact, BME peer reviewers were slightly more likely than white British reviewers to award fail scores to BME majority managed organisations (21.7% vs. 14.9%). Similarly, white British peer reviewers were slightly more likely than BME peer reviewers to award fail scores to white British majority managed organisations (10.6% vs. 6.1%). In both cases, however, the difference was non-significant³⁰.

³⁰ For further details of the multilevel model used to examine the impact of peer reviewer and supplier ethnicity on collapsed peer review score, quote 'DIVNJB-230507 Add in analysis 13.3.1.ws'.

13.5.3.3.2 Gender

Table 13.22 shows collapsed peer review score (pass vs. fail) by gender of majority managerial control, and split by gender of peer reviewer. Again, since data is being split by both peer reviewer and supplier gender, only collapsed peer review scores are presented.

Table 13.22. Collapsed peer review score (pass vs. fail) by gender of majority managerial control, split by gender of peer reviewer

Peer reviewer gender	Gender of majority managerial control	Collapsed peer review score		Total
		1-3 Pass	4-5 Fail	
Female	Male	110	12	122
		90.2%	9.8%	100.0%
	Female	28	1	29
		96.6%	3.4%	100.0%
	Split	32	13	45
		71.1%	28.9%	100.0%
Total		170	26	196
		86.7%	13.3%	100.0%
Peer reviewer gender	Gender of majority managerial control	Collapsed peer review score		Total
		1-3 Pass	4-5 Fail	
Male	Male	164	18	182
		90.1%	9.9%	100.0%
	Female	35	6	41
		85.4%	14.6%	100.0%
	Split	44	2	46
		95.7%	4.3%	100.0%
Total		243	26	269
		90.3%	9.7%	100.0%

There was no evidence of male peer reviewers awarding disproportionately better scores to male majority managed organisations (when compared to female peer reviewers). Female peer reviewers were less likely to award fail scores to female majority managed organisations than male peer reviewers (3.4% vs. 14.6%), though this interaction term (female peer reviewer by female majority managed organisation) did not reach significance ($\chi^2_1 = 1.64$, $p = 0.20$). Interestingly, however, female peer reviewers were significantly more likely than male peer reviewers to give fail scores to 'split' managed organisations (28.9% vs. 4.3%). Testing the female peer reviewer by 'split' managed organisation interaction term, $\chi^2_1 = 5.49$, $p = 0.019$ ³¹.

³¹ For further details of the multilevel model used to examine the impact of peer reviewer and supplier ethnicity on collapsed peer review score, quote 'DIVNJB-230507 Add in analysis 13.3.2.ws'.

Appendix A – The equal opportunities monitoring forms

Appendix A contains the monitoring forms used for both solicitors' firms and NfPs.

Equal Opportunities Monitoring

The Legal Services Commission (LSC) aims to ensure that all sections of the community have access to quality legal services regardless of disability, ethnic origin, age or gender. With this objective in mind, the Legal Service Research Centre (LSRC) has conducted Equal Opportunities monitoring for advice sector organisations since 2000. To date, four Equal Opportunities reports have been published by the LSRC. Now the LSRC is again collecting information from the advice sector to update its database.

Please answer the following questions on the gender, age, ethnicity and illness/disabilities of your employees. The information provided will be kept in the strictest confidence, and shall only be used for the purposes of equal opportunities monitoring in accordance with the Race Relations Act (1976), s.71 as amended by the Race Relations (Amendment) Act (2000).

This information will be recorded electronically with your other data in accordance with the Data Protection Act (1998), but used only for monitoring our business practices. All information disclosed will be kept in the strictest confidence. The data will be utilised by the LSRC alone, and will not be made available to any person involved in the decision-making process affecting the applications to the LSC of any description.

Completion of the following section is voluntary and will have no bearing upon any decision relating to your relationship with the LSC. However, **your participation is important**, as the ability of the LSC to accurately monitor the profile of services providers and users depends on the availability of full information.

For more information about Equal Opportunities Monitoring and other projects currently being undertaken by the Legal Services Research Centre (LSRC), please visit us at www.lsrc.org.uk. Please direct any queries you may have regarding Equal Opportunities monitoring to the LSRC. We can be reached at Legal Services Research Centre, 85 Gray's Inn Road, London, WC1X 8TX, alternatively e-mail Dr Nigel Balmer at Nigel.balmer@legalservices.gov.uk or call on (020) 7759 0453.

How many people **Own** or have **Managerial Control** of your **office**: of these, how many are:

White		Mixed		Asian/Asian British		Black/Black British		Chinese or other	
British	<input type="text"/>	White/Black Caribbean	<input type="text"/>	Indian	<input type="text"/>	Caribbean	<input type="text"/>	Chinese	<input type="text"/>
Irish	<input type="text"/>	White/Black African	<input type="text"/>	Pakistani	<input type="text"/>	African	<input type="text"/>	Other (Please specify)	<input type="text"/>
Other (Please specify)	<input type="text"/>	White/Asian	<input type="text"/>	Bangladeshi	<input type="text"/>	Other (Please specify)	<input type="text"/>		
		Other (Please specify)	<input type="text"/>	Other (Please specify)	<input type="text"/>				

Of those who **Own** or have **Managerial Control** of your **office**, how many are:

Male

Female

Of those who **Own** or have **Managerial Control** of your office, how many are aged between:

18-24 **25-34** **35-49** **50-59** **60-64** **65-70** **70+**

Of those who **Own** or have **Managerial Control** of your **office**, how many have a long-term illness, health problem or disability that limits their daily activity or the work they can do:

How many **Employees/Partners** who are **Solicitors** are there in your office: of these, how many are:

White		Mixed		Asian/Asian British		Black/Black British		Chinese or other	
British	<input type="text"/>	White/Black Caribbean	<input type="text"/>	Indian	<input type="text"/>	Caribbean	<input type="text"/>	Chinese	<input type="text"/>
Irish	<input type="text"/>	White/Black African	<input type="text"/>	Pakistani	<input type="text"/>	African	<input type="text"/>	Other (Please Specify)	<input type="text"/>
Other (Please Specify)	<input type="text"/>	White/Asian	<input type="text"/>	Bangladeshi	<input type="text"/>	Other (Please Specify)	<input type="text"/>		
		Other (Please specify)	<input type="text"/>	Other (Please Specify)	<input type="text"/>				

Of those **Employees/Partners** who are **Solicitors** in your office, how many are: Male Female

Of those **Employees/Partners** who are **Solicitors** in your office, how many are aged between: 18-24 25-34 35-49 50-59 60-64 65-70 70+

Of those **Employees/Partners** who are **Solicitors** in your office, how many have a long-term illness, health problem or disability that limits their daily activity or the work they can do:

How many **Employees/Partners** who are **non-Solicitor fee earners** are there in your office: of these, how many are:

White		Mixed		Asian/Asian British		Black/Black British		Chinese or other	
British	<input type="text"/>	White/Black Caribbean	<input type="text"/>	Indian	<input type="text"/>	Caribbean	<input type="text"/>	Chinese	<input type="text"/>
Irish	<input type="text"/>	White/Black African	<input type="text"/>	Pakistani	<input type="text"/>	African	<input type="text"/>	Other (Please Specify)	<input type="text"/>
Other (Please Specify)	<input type="text"/>	White/Asian	<input type="text"/>	Bangladeshi	<input type="text"/>	Other (Please Specify)	<input type="text"/>		
		Other (Please specify)	<input type="text"/>	Other (Please Specify)	<input type="text"/>				

Of those **Employees/Partners** who are **non-Solicitor fee earners** in your office, how many are: Male Female

Of those **Employees/Partners** who are **non-Solicitor fee earners**, how many are aged between: 18-24 25-34 35-49 50-59 60-64 65-70 70+

Of those **Employees/Partners** who are **not Solicitors** in your office, how many have a long-term illness, health problem or disability that limits their daily activity or the work they can do:

Equal Opportunities Monitoring

The Legal Services Commission (LSC) aims to ensure that all sections of the community have access to quality legal services regardless of disability, ethnic origin, age or gender. With this objective in mind, the Legal Service Research Centre (LSRC) has conducted Equal Opportunities monitoring for advice sector organisations since 2000. To date, four Equal Opportunities reports have been published by the LSRC. Now the LSRC is again collecting information from the advice sector to update its database.

Please answer the following questions on the gender, age, ethnicity and illness/disabilities of your employees. The information provided will be kept in the strictest confidence, and shall only be used for the purposes of equal opportunities monitoring in accordance with the Race Relations Act (1976), s.71 as amended by the Race Relations (Amendment) Act (2000).

This information will be recorded electronically with your other data in accordance with the Data Protection Act (1998), but used only for monitoring our business practices. All information disclosed will be kept in the strictest confidence. The data will be utilised by the LSRC alone, and will not be made available to any person involved in the decision-making process affecting the applications to the LSC of any description.

Completion of the following section is voluntary and will have no bearing upon any decision relating to your relationship with the LSC. However, **your participation is important**, as the ability of the of the LSC to accurately monitor the profile of services providers and users depends on the availability of full information.

For more information about Equal Opportunities Monitoring and other projects currently being undertaken by the Legal Services Research Centre (LSRC), please visit us at www.lsrc.org.uk. Please direct any queries you may have regarding Equal Opportunities monitoring to the LSRC. We can be reached at Legal Services Research Centre, 85 Gray's Inn Road, London, WC1X 8TX, alternatively e-mail Dr Nigel Balmer at Nigel.balmer@legalservices.gov.uk or call on (020) 7759 0453.

How many people have **Managerial Control** of your office: of these, how many are:

White		Mixed		Asian/Asian British		Black/Black British		Chinese or other	
British	<input type="text"/>	White/Black Caribbean	<input type="text"/>	Indian	<input type="text"/>	Caribbean	<input type="text"/>	Chinese	<input type="text"/>
Irish	<input type="text"/>	White/Black African	<input type="text"/>	Pakistani	<input type="text"/>	African	<input type="text"/>	Other (Please specify)	<input type="text"/>
Other (Please specify)	<input type="text"/>	White/Asian	<input type="text"/>	Bangladeshi	<input type="text"/>	Other (Please specify)	<input type="text"/>		
		Other (Please specify)	<input type="text"/>	Other (Please specify)	<input type="text"/>				

Of those who have **Managerial Control** of your office, how many are:

Male

Female

Of those who have **Managerial Control** of your office, how many are aged between:

18-24

25-34

35-49

50-59

60-64

65-70

70+

Of those who have **Managerial Control** of your office, how many have a long-term illness, health problem or disability that limits their daily activity or the work they can do:

How many **Paid Employees** are there in your office: of these, how many are:

White		Mixed		Asian/Asian British		Black/Black British		Chinese or other	
British	<input type="text"/>	White/Black Caribbean	<input type="text"/>	Indian	<input type="text"/>	Caribbean	<input type="text"/>	Chinese	<input type="text"/>
Irish	<input type="text"/>	White/Black African	<input type="text"/>	Pakistani	<input type="text"/>	African	<input type="text"/>	Other (Please Specify) -----	<input type="text"/>
Other (Please Specify) -----	<input type="text"/>	White/ Asian	<input type="text"/>	Bangladeshi	<input type="text"/>	Other (Please Specify) -----	<input type="text"/>		
		Other (Please specify) -----	<input type="text"/>	Other (Please Specify) -----	<input type="text"/>				

Of those **Paid Employees** in your office, how many are: **Male** **Female**

Of those **Paid Employees** in your office, how many are aged between:
18-24 **25-34** **35-49** **50-59** **60-64** **65-70** **70+**

Of those **Paid Employees** in your office, how many have a long-term illness, health problem or disability that limits their daily activity or the work they can do:

How many **Volunteers** are there in your office: of these, how many are:

White		Mixed		Asian/Asian British		Black/Black British		Chinese or other	
British	<input type="text"/>	White/Black Caribbean	<input type="text"/>	Indian	<input type="text"/>	Caribbean	<input type="text"/>	Chinese	<input type="text"/>
Irish	<input type="text"/>	White/Black African	<input type="text"/>	Pakistani	<input type="text"/>	African	<input type="text"/>	Other (Please Specify) -----	<input type="text"/>
Other (Please Specify) -----	<input type="text"/>	White/ Asian	<input type="text"/>	Bangladeshi	<input type="text"/>	Other (Please Specify) -----	<input type="text"/>		
		Other (Please specify) -----	<input type="text"/>	Other (Please Specify) -----	<input type="text"/>				

Of those **Volunteers** in your office, how many are: **Male** **Female**

Of those **Volunteers** in your office, how many are aged between:
18-24 **25-34** **35-49** **50-59** **60-64** **65-70** **70+**

Of those **Volunteers** in your office, how many have a long-term illness, health problem or disability that limits their daily activity or the work they can do:

Thank you for taking time to complete this form.