

November 2017

slcc
consumer
panel

Demographics yearbook 2016-17

Who used the SLCC's services this year

The SLCC Consumer Panel is an independent advisory panel set up to assist the SLCC in understanding and taking account of the interests of consumers of legal services.

Something we're interested in is: who are the people who use SLCC services each year? For example, what is the gender breakdown of

complainers? Are there more people from some ethnic groups than others making complaints?

Does socio-economic group have an impact on whether people are using SLCC services?

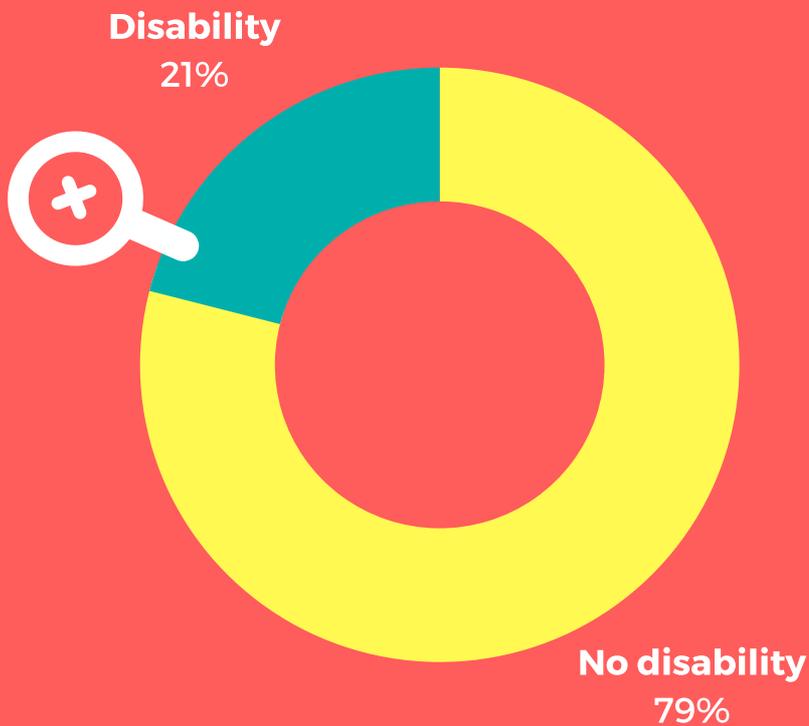
Each year we analyse the information collected by the

SLCC to help us understand what may be creating barriers.

This enables us to work with the SLCC to ensure its services are accessible to everyone.

The information collected relates to the period between 1 July 2016 - 30 June 2017.

Age and disability



Disability

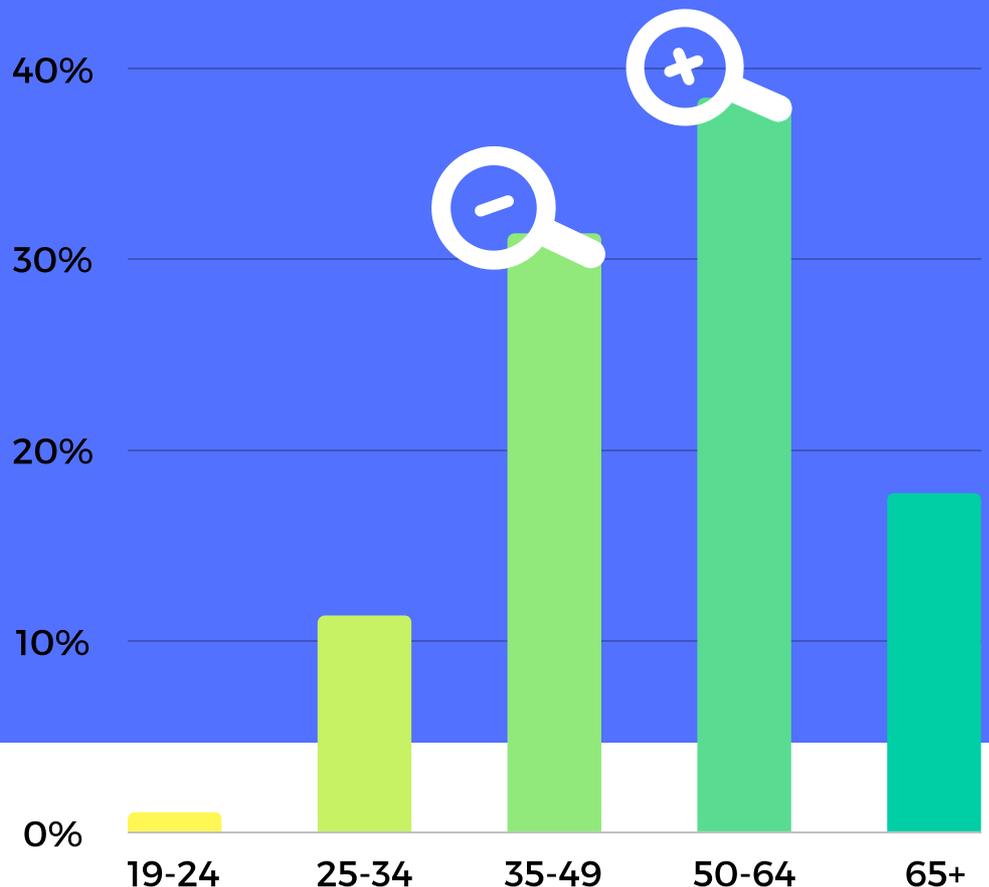
This year 21% of people who used SLCC services considered themselves disabled - up 1% from 2015-16..

These figures also closely match the national figures (2011 census) on the percentage of Scotland's population considering themselves disabled.

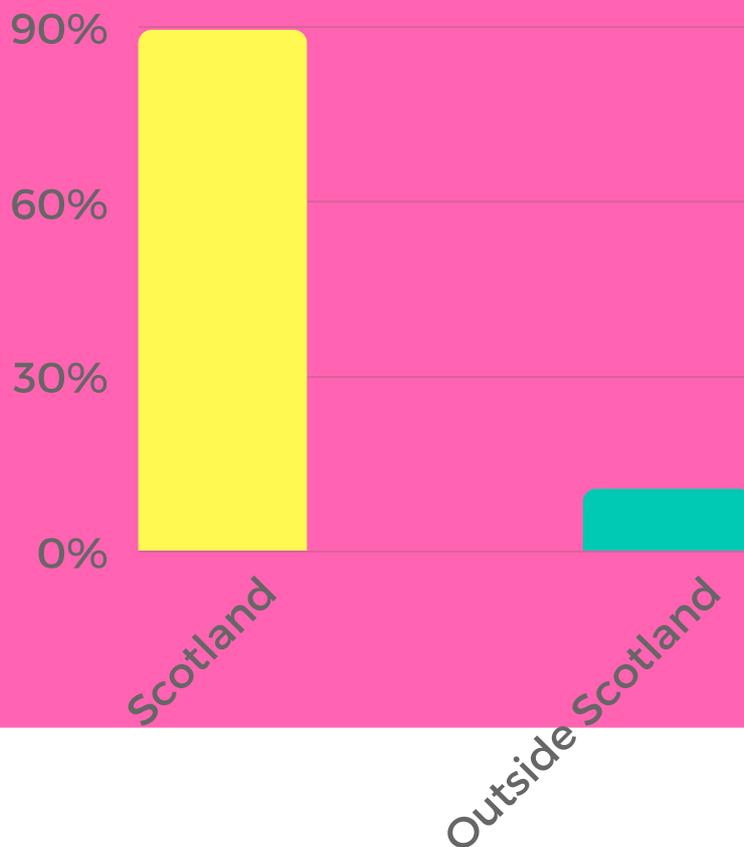
Age

This year, there were relatively fewer complaints from those aged 35-49, however the broad age profile of complainers has remained the same.

In both 2016-17 and 2015-16 the greatest volume of complaints came from those aged 50-64 followed by those aged 35-49.



Residence and gender



Residence

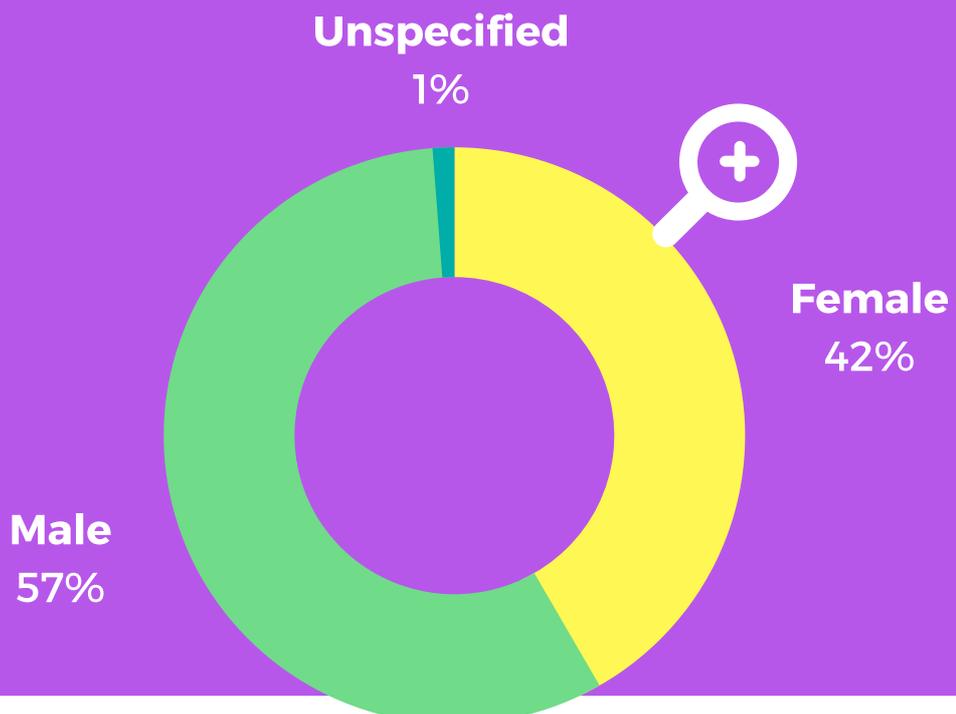
This year, 89% of complainers described themselves as 'ordinarily resident in Scotland' - exactly the same proportion as in 2015-16.

Gender

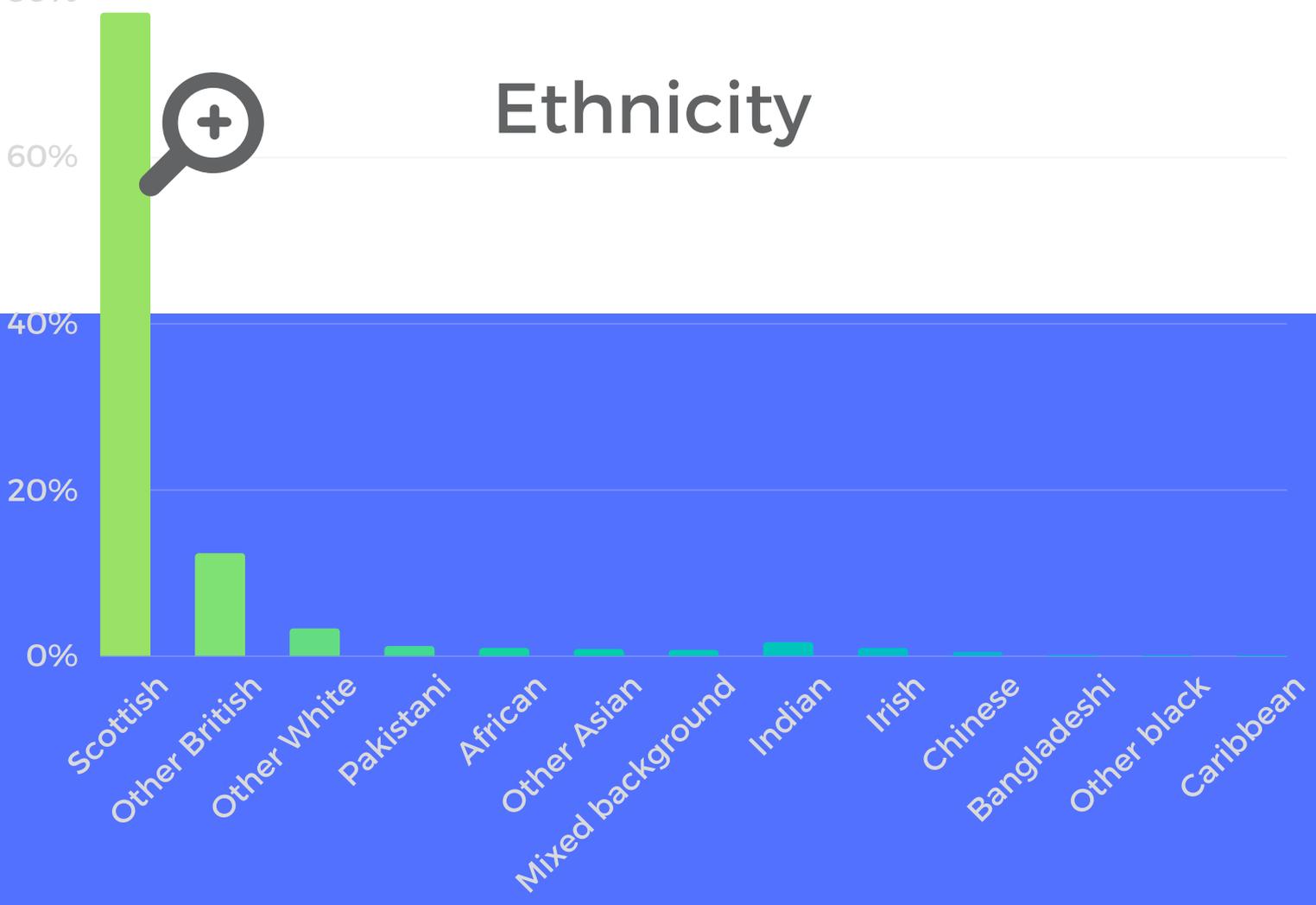
In 2016-17, there were relatively more female complainers. - an increase of 1% from 2015-16.

However, the pattern of more male than female complainers continued in 2016-7.

This is a trend which has been noticed by other complaint handling schemes.



Ethnicity



Ethnicity

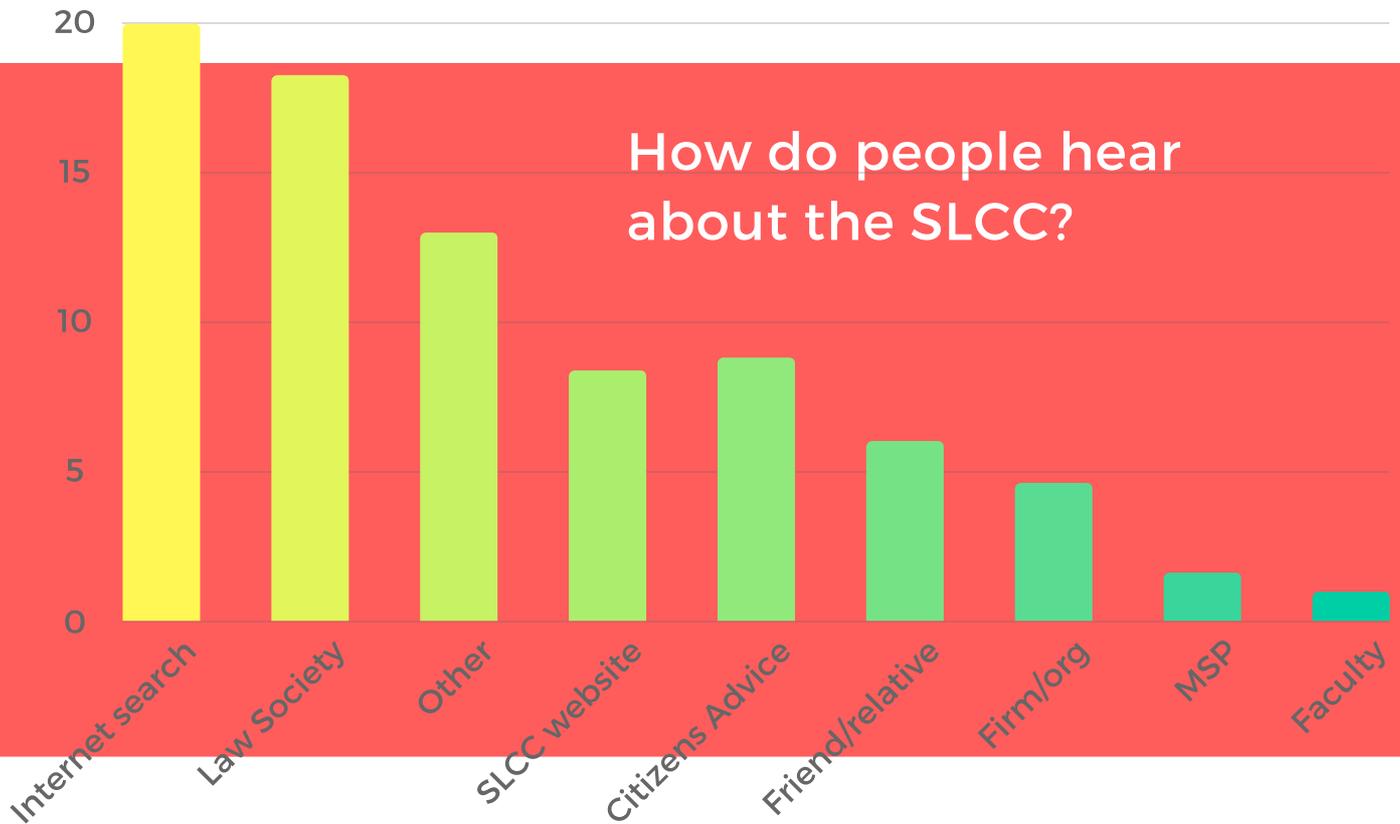
In 2016-17, the ethnicity profile of complainers closely matched that from 2015-16. These figures correspond with ethnicity figures from the 2011 census.

There was a 5% increase in the proportion of complainers

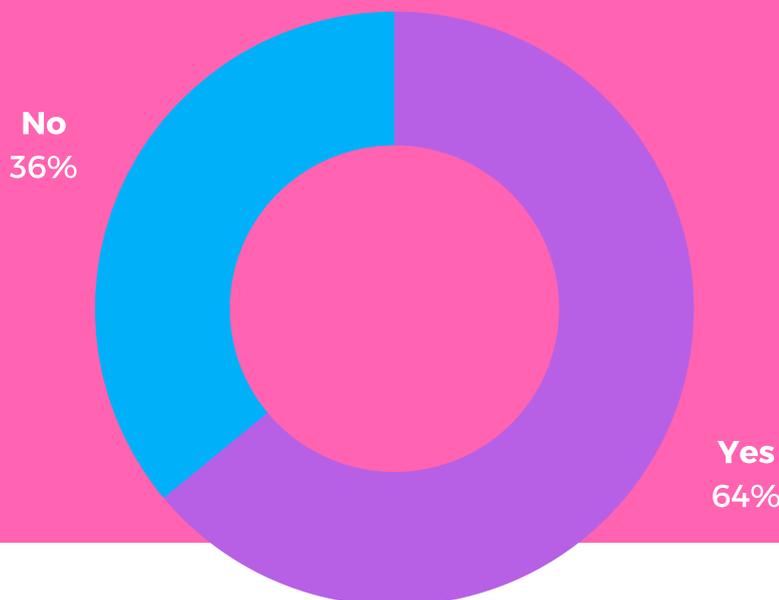
considering themselves Scottish and a slight decrease (less than 1% point) in those considering themselves 'Other British'.

There was also a decrease of 2.7% in complainers of Pakistani ethnicity.

Awareness of the SLCC



Awareness of the right to make a complaint

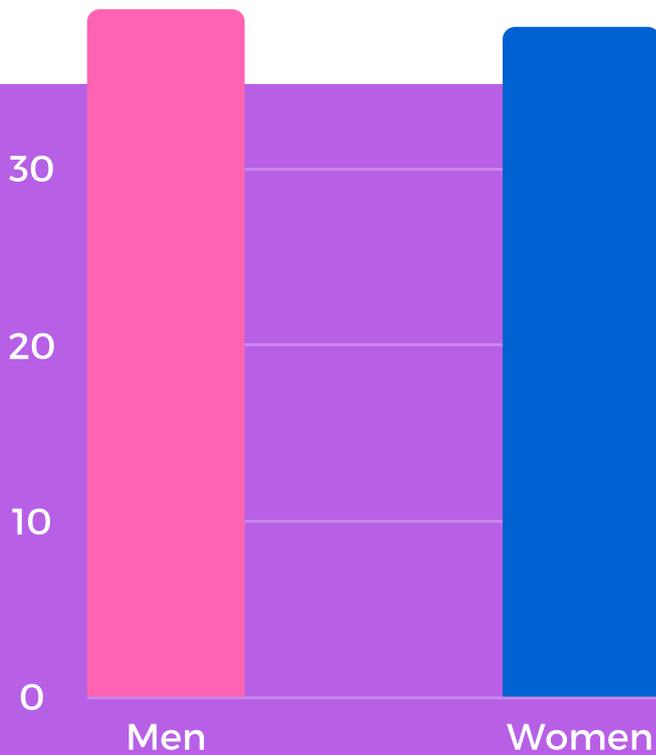


In early 2017, awareness of the right to make a legal complaint to an independent body stood at 64%.

Awareness appears to vary depending on various demographic factors, most notably gender and socio-economic background.

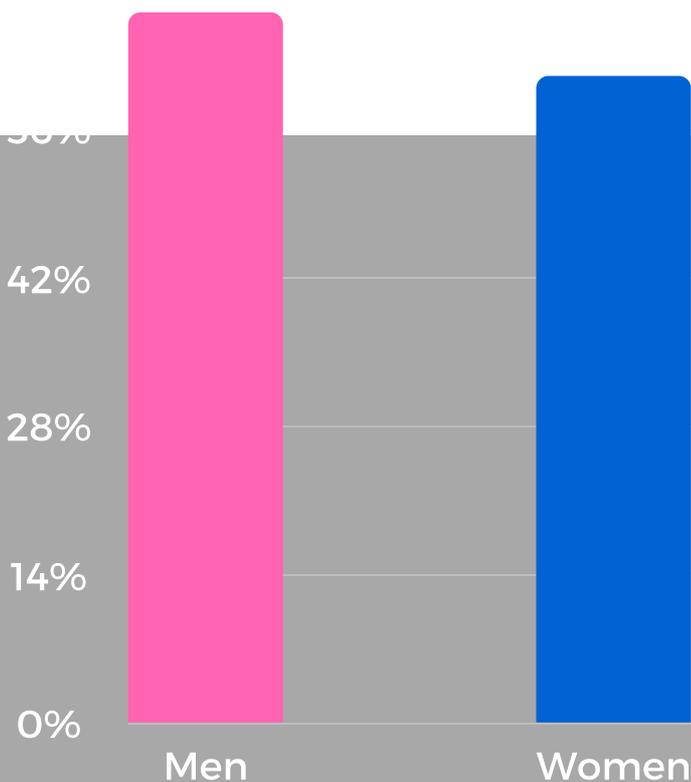
We began to monitor this data in 2017 so cannot report on any changes in awareness levels.

Awareness and gender



Use of a solicitor in the last 5 years

Of those surveyed in an Ipsos Mori survey in 2017, men and women were almost equally likely to have used a solicitor within the past five years. 39% of men had used a solicitor compared to 38% of women.



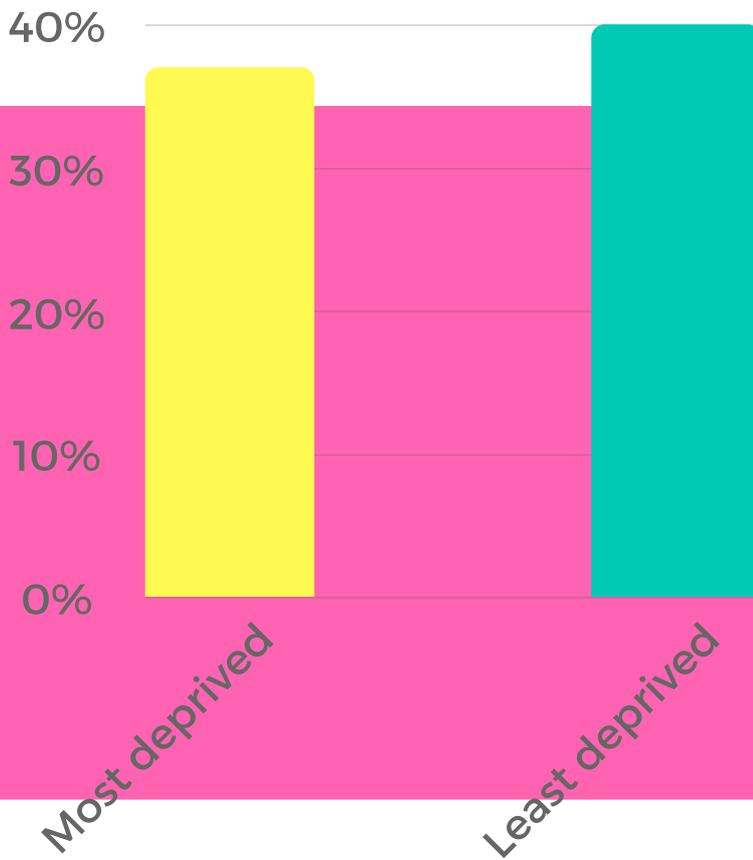
Awareness of the right to complain

Of those surveyed in 2017, men were more likely than women to be aware of their right to make a complaint to an independent body.

67% of men were aware compared to 61% of women.

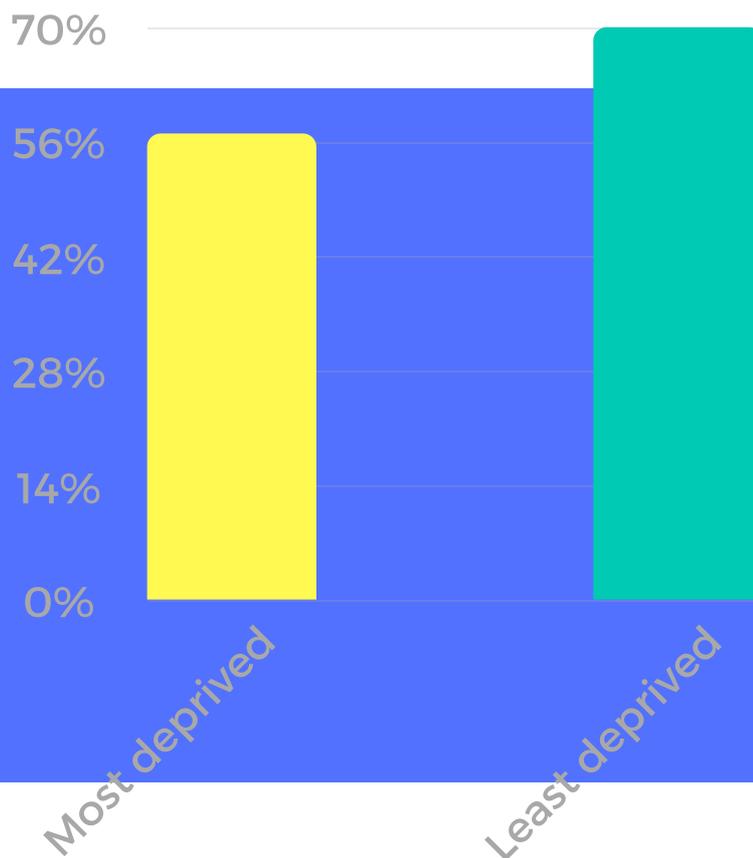
What's interesting to note is that this divergence does not correspond with use levels.

Awareness and socio-economic status



Use of a solicitor in the last 5 years

Based on an Ipsos MORI survey carried out in early 2017, socio economic status did not have a major impact on levels of use of a solicitor. 37% of those in the most deprived areas had used a solicitor within the past five years compared to 40% in the least deprived areas.



Awareness of the right to complain

Of those surveyed, those in the most deprived socio-economic areas were least likely to be aware of their right to make a complaint about a solicitor to an independent organisation. Just 53% of those in the most deprived socio-economic areas were aware of their right compared to 70% of those in the least deprived areas.

The SLCC Consumer Panel was established under the Legal Profession and Legal Aid (Scotland) Act 2007 to assist the SLCC in understanding and taking account of the interests of consumers of legal services.

Consumer Panel Members

Carol Brennan - Chair (QMU Consumer Dispute Resolution Centre)

Sheila Scobie (Competitions and Markets Authority)

Mark Patterson (Citizens Advice Scotland)

Shaben Begum (Scottish Independent Advocacy Alliance)

Louise Johnson (Scottish Women's Aid)

Paul Bradley (Scottish Council for Voluntary Organisations)

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