

CLC

The  
Specialist  
Property  
Law  
Regulator

Research carried out by:



# CLC Diversity Monitoring Research 2019

IFF Research

**April 2019**



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# 1 Background

## Introduction

- 1.1 This report presents findings from the Council for Licensed Conveyancer's (CLC) Diversity Monitoring Survey, conducted among members of its regulated community.
- 1.2 As the specialist property law regulator and as an employer, the CLC is committed to creating a regulatory and working culture in which diversity is recognised and valued. The data gathered through the Diversity Monitoring Survey will be used to enhance the CLC's knowledge of the demographic profile of people within its regulated community, including its Staff and Board, CLC-Licensed practitioners and non CLC-Licensed staff at regulated firms.

## Methodology

- 1.3 The CLC's Staff and Board, CLC-Licensed practitioners as well as other employees at CLC-regulated firms were invited to participate in an online Diversity Monitoring Survey.
- 1.4 Each CLC Staff and Board member, and CLC-Licensed practitioner received a personalised survey invitation via e-mail. In addition, a nominated contact within each CLC-regulated firm was asked to distribute a separate open survey link to non CLC-Licensed staff.
- 1.5 Online fieldwork took place between Friday 1<sup>st</sup> February and Wednesday 6<sup>th</sup> March 2019.
- 1.6 On average the survey took 3 minutes to complete.
- 1.7 The online survey was hosted by IFF Research, an independent research agency.

## Survey coverage

- 1.8 The Diversity Monitoring Survey covered the following question topics:
  - Job role, sector and regulated licensee status;
  - Personal characteristics: age, sex, gender, sexual orientation;
  - Disability status;
  - Ethnicity & nationality;
  - Religion;
  - Caring responsibilities;
  - Socio-economic measures: schooling, parental job role and qualifications.

## Sample

1.9 Table 1.1 shows the number of survey invitations sent, responses received and % response rate for each subgroup: CLC Staff and Board, CLC-Licensed practitioners and non CLC-Licensed staff.

**Table 1.1 Survey participation by subgroup**

	No. of survey invitations sent	No. of completed responses	Response rate
CLC Staff and Board	29	27	93%
CLC-Licensed practitioners	1,404	528	38%
Non CLC-Licensed staff	*	1,077	

*\*The survey link was distributed to nominated contacts at each of the 225 CLC-regulated firms. Completed responses were received from 103 of the 225 firms.*

1.10 The term 'staff' will be used throughout the report to refer to all survey respondents. Specific subgroups will be referenced where relevant.

## Analysis

1.11 This report presents findings at an overall level for each question topic, followed by each of the subgroups. Statistically significant differences between subgroups are highlighted where applicable by a red circle on the chart.

1.12 Where possible national comparator data is provided for England and Wales, primarily sourced from the 2011 census conducted by the Office for National Statistics (ONS). The comparative data should be taken as indicative only, as in most cases the data was not filtered by working age people, so it can be expected that base sizes for England and Wales are overestimates.

## 2 Personal characteristics

### Job role

- 2.1 A broad spread of job roles was represented in the survey. Administrative assistants<sup>1</sup> (27%), employed practitioner lawyers<sup>2</sup> (23%) and managers<sup>3</sup> (20%) made up the majority of the respondents, followed by employed practitioner non-lawyers<sup>4</sup> (16%). There was also some representation from respondents in the business functions (executive administrator<sup>5</sup>: 5%, IT department and sales / business development (1% each).
- 2.2 A minority of staff identified themselves as students or trainees<sup>6</sup> (4%).
- 2.3 Male staff were twice as likely to report occupying a manager role within their firm (34%) compared to female staff (15%). Meanwhile, female staff were more likely to be employed practitioner-lawyers (26%) compared to male staff (15%).
- 2.4 Female staff were also more likely to work as an administrative assistant within their firm (30%), compared to male staff (17%).
- 2.5 Male staff were more likely to report working in IT roles (4%) compared to female staff (<1%).

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<sup>1</sup> **Administrative Assistant:** Not legally qualified, an administrative assistant supports other staff in the provision of legal and other services.

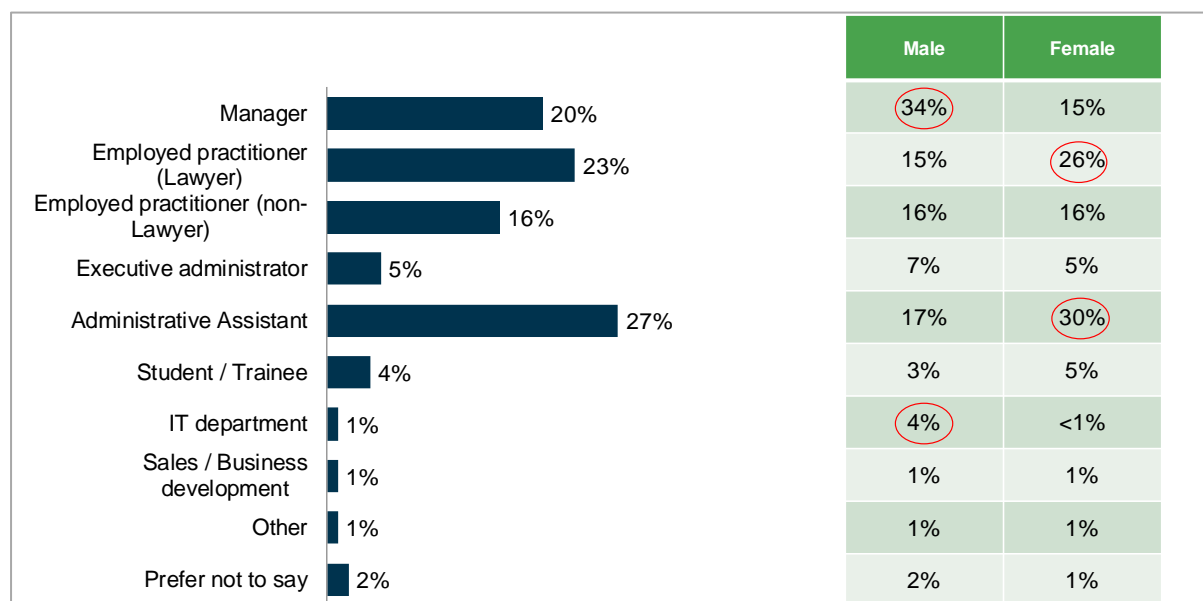
<sup>2</sup> **Employed practitioner (Lawyer):** An employed practitioner (lawyer) is a licensed conveyancer, solicitor, FCILEx or other type of qualified lawyer, and as such is authorised to carry out reserved legal activities

<sup>3</sup> **Manager:** A manager is either a sole practitioner or a partner, director or LLP member of the practise, and recognised as such by the CLC. A manager may be a qualified lawyer (such as a licensed conveyancer or solicitor). NB: If the business is an alternative business structure (ABS), not all managers have to have a legal or other professional qualification.

<sup>4</sup> **Employed practitioner (non-Lawyer):** An employed practitioner (non-lawyer) may have substantial knowledge and experience in the provision of legal and other services. Any reserved legal activities undertaken by an employed practitioner (non-lawyer) must be supervised by a qualified lawyer.

<sup>5</sup> **Executive administrator:** An executive administrator is likely to manage a key function, or provide specialist oversight on administrative or other business issues, especially in larger practices (e.g., Office Manager, HR Manager or Head of IT).

<sup>6</sup> **Student / Trainee:** A student / trainee is not yet a qualified lawyer, but is studying to become one. A student / trainee provides assistance to fee earners working in CLC-regulated practices.

**Figure 2.1 Job role within organisation**

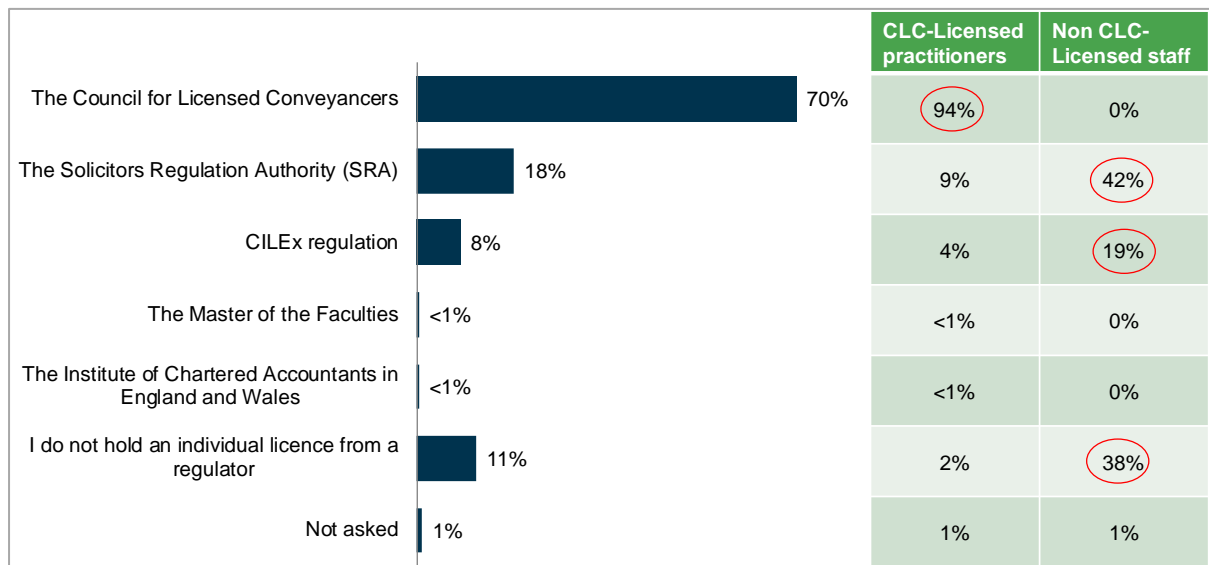
A1: "Which of the following best describes your job role within your organisation?" Base: All except CLC Staff and Board (n=1,605), Male staff (n=398), Female staff (1,197).

### Individual licence holders

- 2.6 Staff who indicated they were a manager or employed practitioner-lawyer were asked to state whether they held an individual licence to practice from one or more of the legal regulators.
- 2.7 The majority of such staff said they hold a licence from the Council for Licensed Conveyancers (CLC) (70%), while around one in five (18%) said they were licensed by the Solicitors Regulation Authority (SRA). CILEx received 8% of mentions, while the Master of the Faculties and the Institute of Chartered Accountants received 1 mention each (<1%).
- 2.8 Of the managers and employed practitioner-lawyers who hold an individual licence to practice from the CLC, around 1 in 10 (11%) said they also hold a licence from another regulator. The majority of such staff (68%) said they were regulated by the SRA in addition to the CLC.
- 2.9 A further 1 in 10 (11%) said they do not hold an individual licence from a regulator. Of these staff, most were in management roles (85%) while the remainder (14%) identified as an employed practitioner-lawyer.<sup>7</sup>

<sup>7</sup> This question did not allow staff to enter an 'Other' response, so it is possible that the 11 employed practitioner-lawyers held a license from another regulator.

**Figure 2.2 License holders**

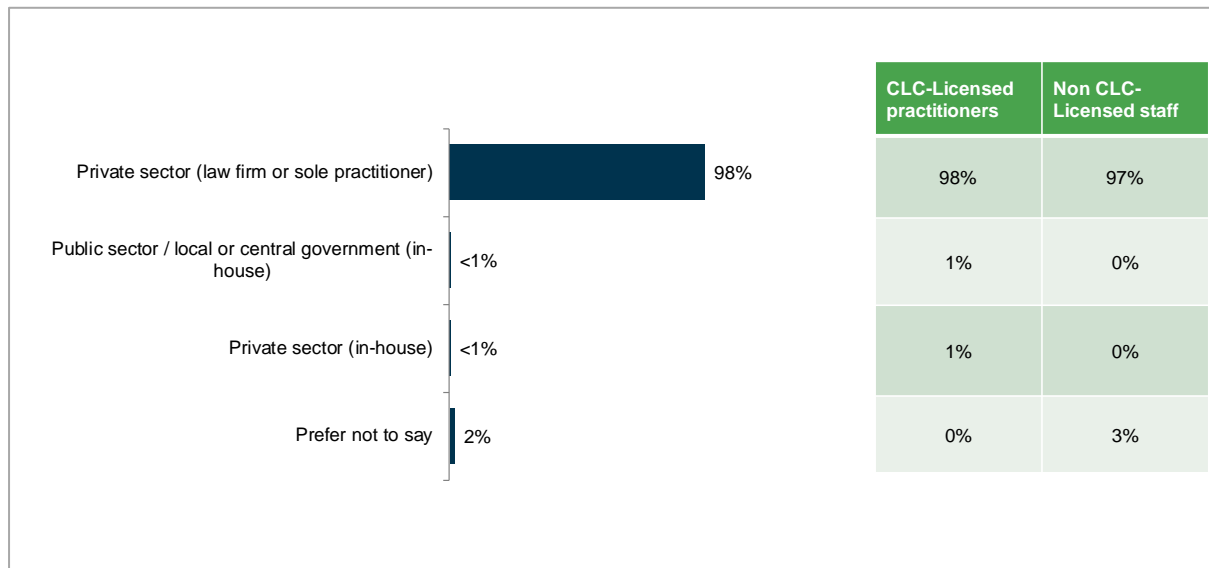


A2: "Do you hold a current individual license to practice from one of the following regulators?" Base: All managers / employed practitioners (lawyers) (n=687), CLC-Licensed practitioners (n=509), Non CLC-Licensed staff (n=178).

## Sector

2.10 Staff, excluding the CLC’s Staff and Board, were asked to report which sector they worked in. Most staff reported that they worked in the private sector, either within a law firm or as a sole practitioner (98%). A handful of staff (n=6) worked in either the public sector, local or central government, whereas a few (n=3) reported that they worked in the private sector within an in-house legal function.

**Figure 2.3 Primary sector**



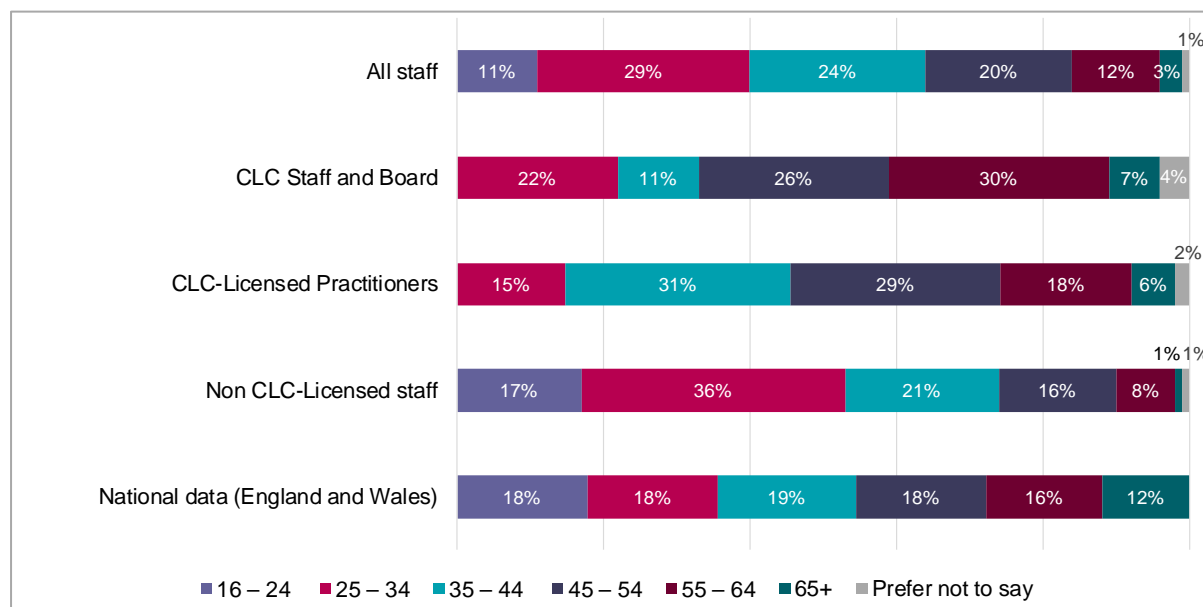
A3: “In which sector do you primarily work?” Base: All except CLC Staff and Board (n=1,605), CLC-Licensed practitioners (n=528), Non CLC-Licensed staff (n=1,077).



## Age

- 2.11 Overall, a relatively broad spread of ages was represented among staff: 11% were aged between 16-24 years, 29% were between 25-34 years, 24% were between 35-44 years, 20% were between 45-54 years, 12% were between 55-64 years, and 3% were aged 65+ years.
- 2.12 Non CLC-Licensed staff tended to be younger than CLC-Licensed practitioners, with just over half (53%) of non-Licensed staff reporting they were aged between 16 and 34 years, compared to 15% of CLC-Licensed practitioners.

Figure 2.4 Age



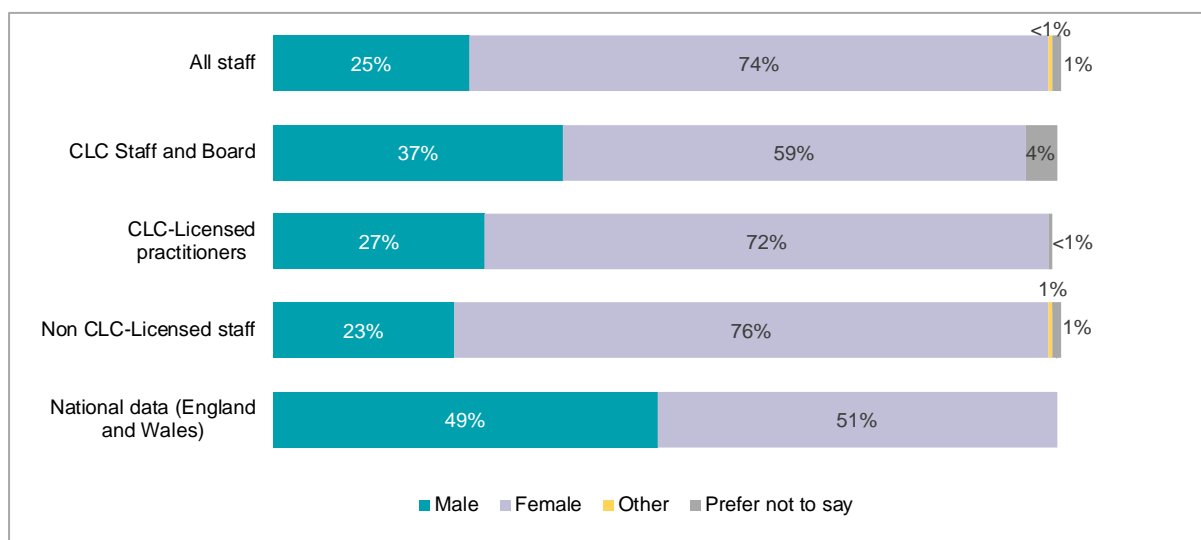
B1: "Which age category are you in?" Base: All (n=1,632), CLC Staff and Board (n=27), CLC-Licensed practitioners (n=528), Non CLC-Licensed staff (n=1,077); England and Wales (ONS, 2011) (Aged between 15 and 74 years, n=41,814,534).

## Gender and gender identity

- 2.13 Staff were asked to report their gender and whether this differed from their assigned sex at birth.
- 2.14 The majority of all staff identified as female (74%), including 59% of the CLC Staff and Board, and around three-quarters each of CLC-Licensed practitioners (72%) and non CLC-Licensed staff (76%).
- 2.15 In comparison to national data (Census, 2011)<sup>8</sup>, there are more female staff within the CLC-regulated community (74%), compared to the national population (51%).
- 2.16 Male staff made up a quarter of all staff (25%) and this was generally reflected among all sub groups. Of the CLC-Licensed practitioners, 27% identified as male, as did 23% of non CLC-Licensed staff. Among the CLC Staff and Board, 37% (n=10) identified as male.

<sup>8</sup> <https://www.ethnicity-facts-figures.service.gov.uk/british-population/demographics/male-and-female-populations/latest>

**Figure 2.5 Gender identity**



C1: "Which of the following describes how you identify yourself?" Base: All staff (n=1,632), CLC Staff and Board (n=27), CLC- Licensed practitioners (n=528), Non CLC-Licensed staff (n=1,077), England and Wales (ONS, 2011).

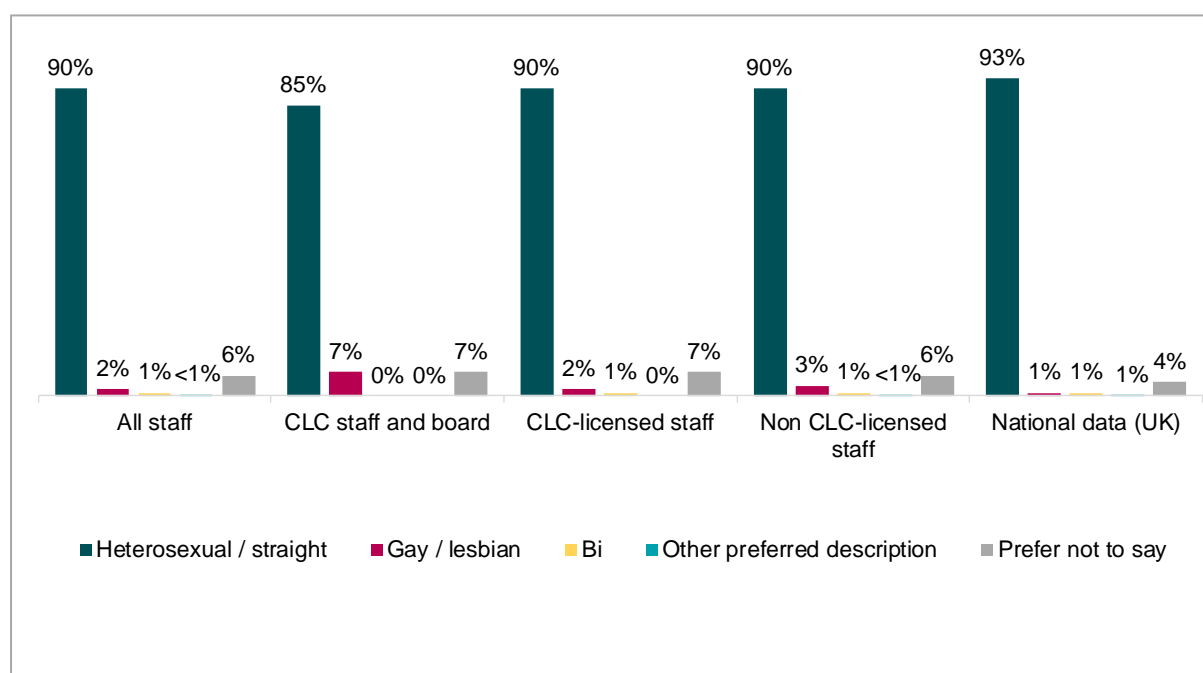
2.17 One in fifty of all staff considered their gender identity to be different from that which they were assigned at birth (2%).

## Sexual orientation

2.18 When asked to identify their sexuality, nine in ten (90%) of all staff identified as heterosexual or straight, which was relatively consistent among each of the subgroups. One in fifty (2%) of all staff identified as gay or lesbian, as was the case for CLC-Licensed practitioners (2%) and 3% of non CLC-Licensed staff. A further 1% of all staff identified as bisexual, whereas an additional 6% chose not to identify their sexual orientation.

2.19 These findings are consistent with comparator data<sup>9</sup>, with 93% of the UK population identifying as heterosexual or straight.

**Figure 2.6 Sexual orientation**



H1: "What is your sexual orientation?" Base: All staff (n=1,632), CLC Staff and Board (n=27), CLC-Licensed practitioners (n=528), Non CLC-Licensed staff (n=1,077), National data – UK (ONS, 2017).

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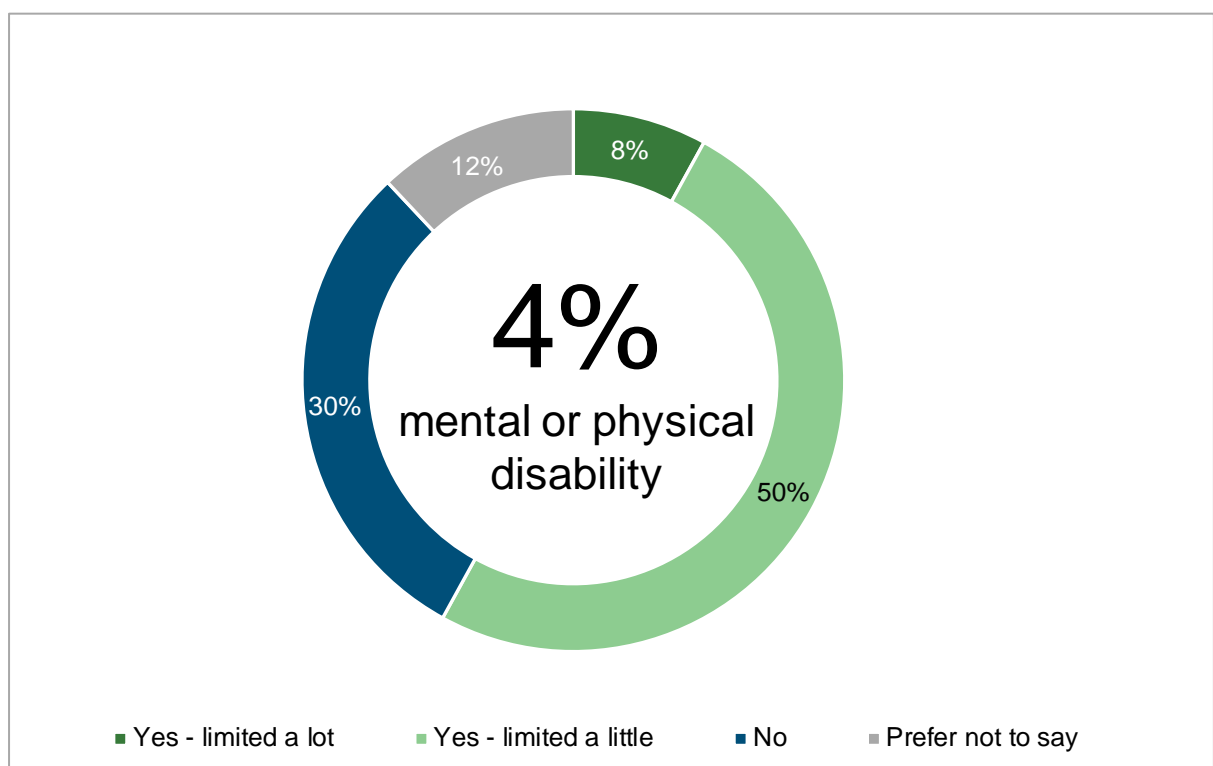
<https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/bulletins/sexualidentityuk/2017#most-of-the-uk-population-identifies-as-heterosexual-or-straight>

### 3 Disability status

#### Disability status

- 3.1 Staff were asked to report whether they considered themselves to have either a mental or physical disability. Overall, 4% identified themselves to have a disability. Of these staff, over half (58%) felt that their disability limited their day-to-day activities (a little: 50%; a lot; 8%).
- 3.2 Around one-third (30%) reported that their disability does not limit their day-to-day activities.
- 3.3 Around one in ten (12%) preferred not to state the impact of their disability on their day to day activities.

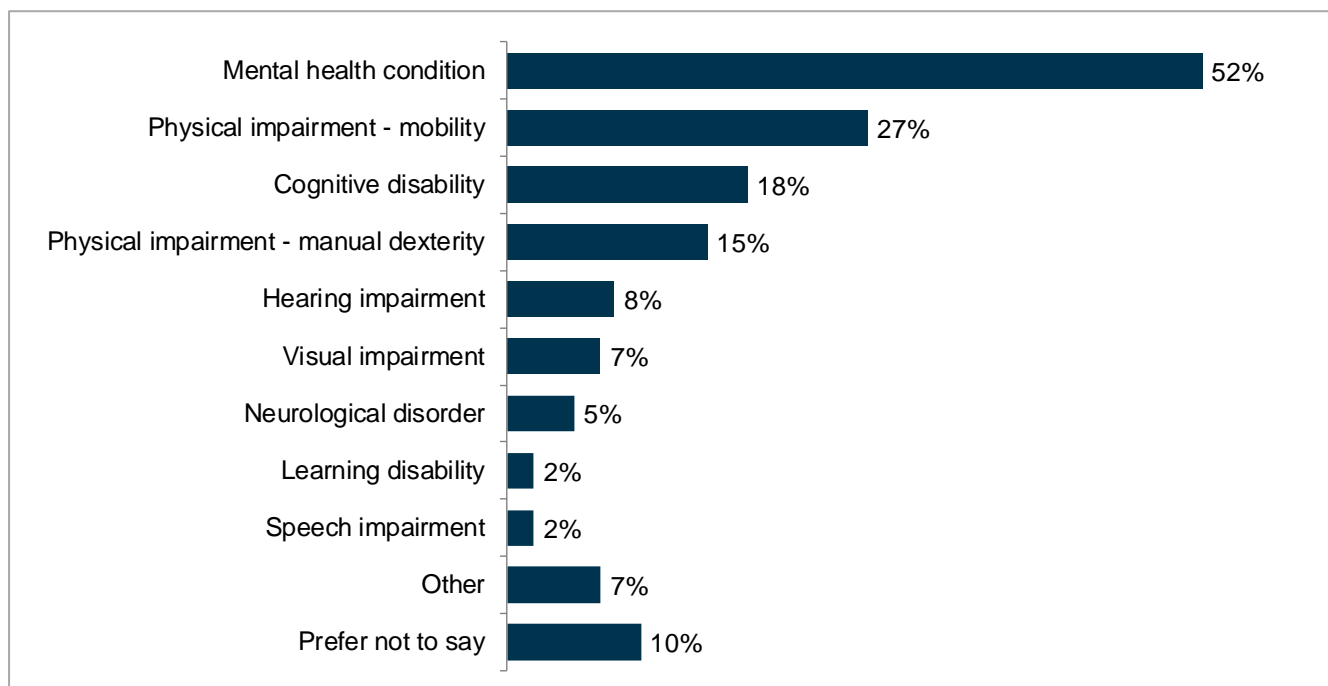
**Figure 3.1 Whether staff who have a disability (mental or physical) consider it to affect their day-to-day activities**



D2: "Are your day-to-day activities limited by this disability?" Base: All who identify as having a mental / physical disability (n=60, 4%).

- 3.4 Staff who considered themselves to have either a mental or physical disability were asked to specify which condition(s) they had, from a pre-defined list. The most commonly reported disability was a mental health condition (52%), followed by a physical impairment impacting on mobility (27%). An additional 18% reported a cognitive disability and 15% reported they had a physical impairment impacting on manual dexterity.
- 3.5 The following conditions were reported by less than 10% of staff with a disability: hearing impairment (8%), visual impairment (7%), neurological disorder (5%), learning disability and speech impairment (2% each).
- 3.6 There were no significant differences in conditions reported by sub-group.

**Figure 3.2 Disability – conditions experienced**



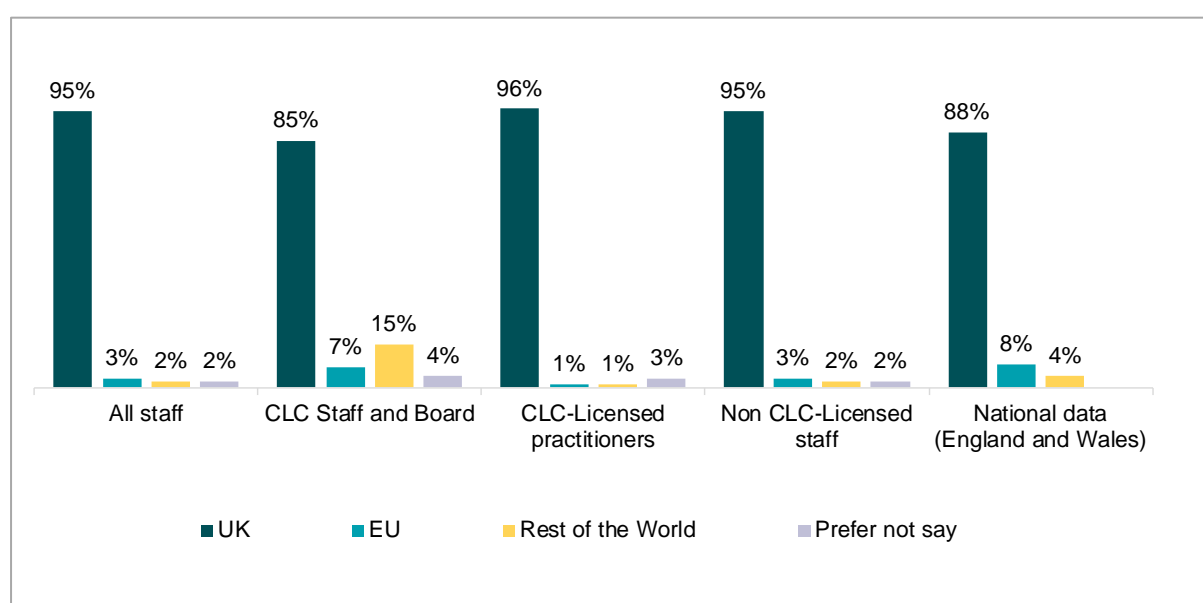
D3: "Do you have any of the following conditions or impairments?" Base: All who identify as having a mental / physical disability (n=60)

## 4 Nationality and ethnicity

### Nationality

- 4.1 Staff were asked to select their nationality and had the option to indicate whether they were a dual national. Most staff were UK nationals (95%), while a small number held EU nationality (3%) and non – EU / UK nationality (2%). Non CLC-Licensed staff were more likely to hold EU citizenship (3%) than CLC-Licensed practitioners (1%).
- 4.2 A small number of staff (2%, n=37) reported that they had dual nationality.
- 4.3 In comparison to national data<sup>10</sup> (ONS, 2017-2018), there were fewer staff with EU and non-EU nationality in the CLC-regulated community (National data - EU: 8%; Rest of World: 4%).

**Figure 4.1 Nationality**



F1: "Please select your nationality" Base: All (n=1,632), CLC Staff and Board (n=27), CLC-Licensed practitioners (n=528), Non CLC-Licensed staff (n=1,077); England and Wales (ONS, 2017-2018) (n=28,438,619).

### Ethnicity

- 4.4 Most staff identified themselves as White or White British (84%), followed by Asian or Asian British (10%). A minority of staff identified their ethnicity as either Black or Black British and Mixed or Multiple ethnic groups (2% each).
- 4.5 These findings are comparable with population statistics from the most recent census, 2011.<sup>11</sup> The majority of the population in England and Wales identified as White British (86%), followed

<sup>10</sup>

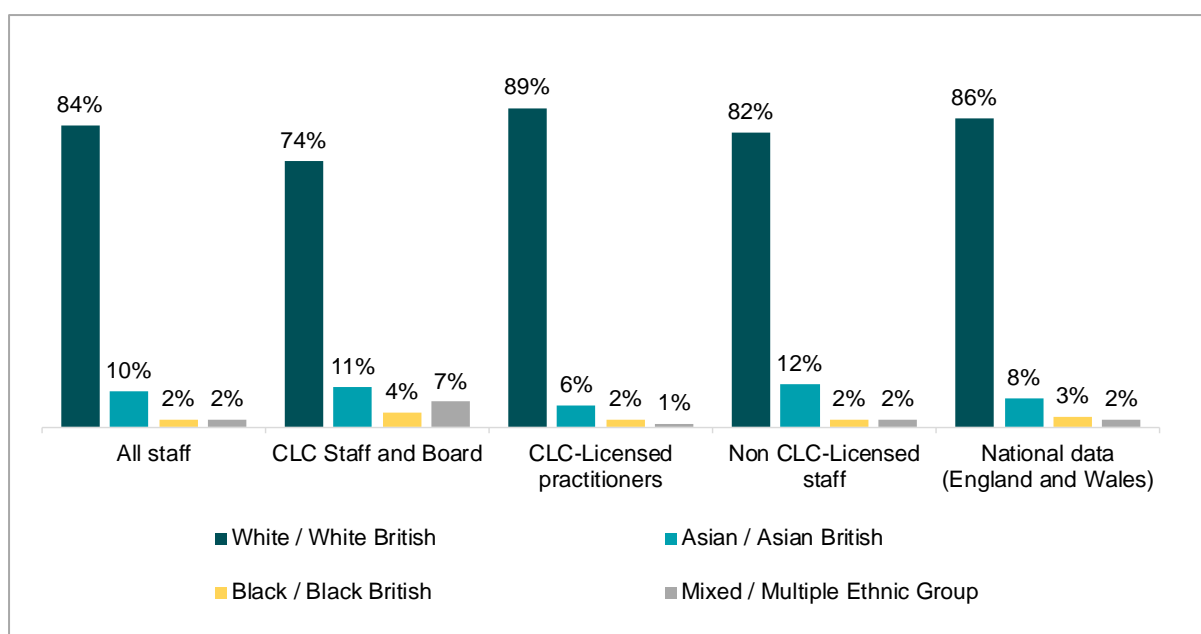
<https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/adhocs/008687numberofuknationalseunationalsandnoneunationalsinemploymentbyindustryandregionapril2017tomarch2018>

<sup>11</sup> <https://www.ethnicity-facts-figures.service.gov.uk/british-population/national-and-regional-populations/population-of-england-and-wales/latest>

by 8% from Asian ethnic groups, 3% from Black ethnic groups and 2% from Mixed/Multiple ethnic groups.

- 4.6 CLC-Licensed practitioners were more likely (89%) to describe their ethnic background as White or White British than non CLC-Licensed staff (82%).
- 4.7 Non CLC-Licensed staff were more likely (12%) to describe their ethnic background as Asian or Asian British than CLC-Licensed practitioners (6%), as were female staff (13%) compared to male staff (9%).
- 4.8 Staff who identified as White or White British were more likely to occupy a Manager role within their firm (92%), compared to an employed practitioner-lawyer (81%), employed practitioner non-lawyer (80%), administrative assistant (84%) or student / trainee (80%).

**Figure 4.2 Ethnicity**



E1: "How would you describe your ethnic background?" Base: All staff (n=1,632), CLC Staff and Board (n=27), CLC-Licensed practitioners (n=528), Non CLC-Licensed staff (n=1,077); England and Wales (ONS, 2011) (n=56,075,912)

## 5 Religious belief

### Religious belief

- 5.1 Staff were asked to report their religion or belief. Christianity was the most commonly reported religion (39%), much lower than the national population data for England and Wales (Census, 2011)<sup>12</sup> which reported that 59% of the population were Christian. Slightly more staff reported that they did not have a religion or belief, or that they were an atheist (42%).
- 5.2 Members of the CLC-regulated community were also much more likely to have no religion or belief, or to be atheist (42%) compared to national population data for England and Wales (Census, 2011) (25%).
- 5.3 CLC-Licensed practitioners were more likely than non CLC-Licensed staff to be Christian (48% vs. 34% respectively).
- 5.4 A minority of staff reported that they were Muslim (4%), followed by Hindu (3%), while 1% each identified as a Buddhist or Sikh. Judaism received only a few mentions (<1%, n=5), followed by Pagan / Wiccan (<1%, n=4) and Spiritualist (<1%, n=3). A further 1% identified themselves as Agnostic.
- 5.5 Non CLC-Licensed staff were more likely than others to have no religion or be Atheist (46%) and also more likely to be Muslim (5%).
- 5.6 Where percentages were 1% or less of all staff, these have been grouped and displayed under 'Other' in the chart in Figure 5.1.

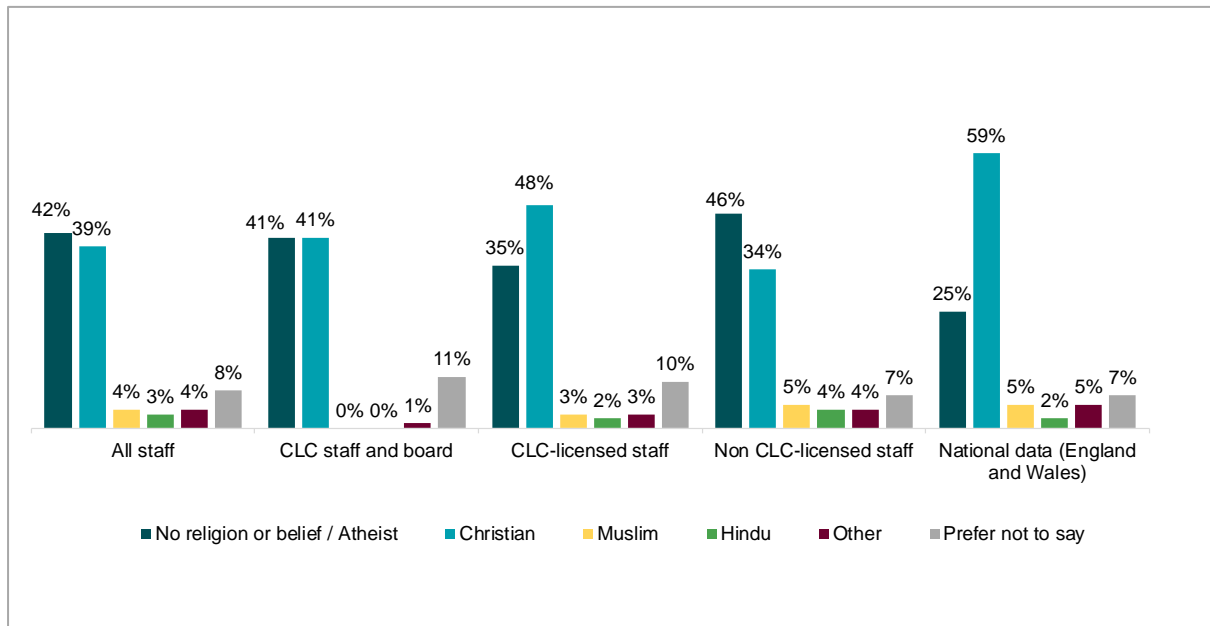
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<https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/religion/articles/religioninenglandandwales2011/2012-12-11>



**Figure 5.1 Religious beliefs**



G1: "What is your religion or belief?" Base: All staff (n=1,632), CLC Staff and Board (n=27), CLC-Licensed practitioners (n=528), Non CLC-Licensed staff (n=1,077); England and Wales (ONS, 2011).

## 6 Caring responsibilities

6.1 Staff were asked to report whether they held any caring responsibilities, including parental and other unpaid caring.

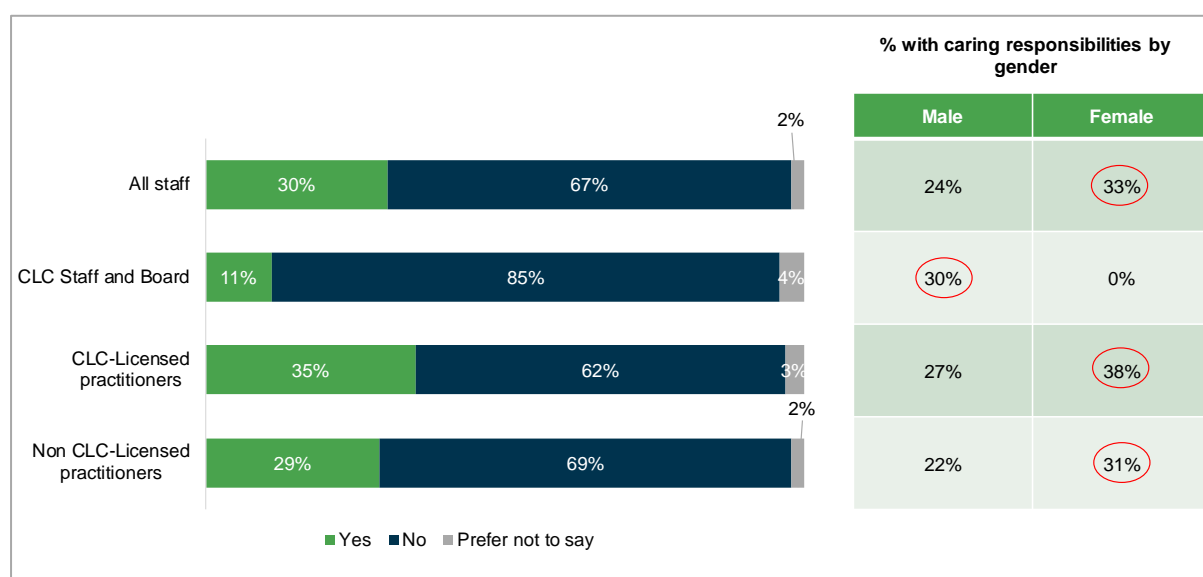
### Parental caring responsibilities

6.2 Around one-third (30%) reported that they were the primary carer for a child or children under the age of 18 years.

6.3 Female staff were significantly more likely to report that they had parental caring responsibilities (33%) compared to male staff (24%).

6.4 Staff who identified as managers (34%) or employed practitioner-lawyers (38%) were significantly more likely to report parental caring responsibilities, compared to employed practitioner non-lawyers (25%), administrative assistants (27%) and student / trainees (18%).

**Figure 6.1 Primary carer for child or children under 18 years**



*I1: "Are you the primary carer for a child or children under 18?" Base: All staff (n=1,632), CLC Staff and Board (n=27), CLC-Licensed practitioners (n=528), Non CLC-licensed staff (n=1,077).*

### Unpaid caring responsibilities

6.5 A small minority of staff reported that they care for someone with long-term physical or mental ill-health caused by disability or age (6%, n=95).

6.6 Staff with unpaid caring responsibilities were significantly more likely to be female (7%) compared to male (3%).

6.7 Staff in student / trainee roles did not report any unpaid caring roles. In addition, staff in the following job roles were more likely to carry out unpaid caring duties compared to staff in

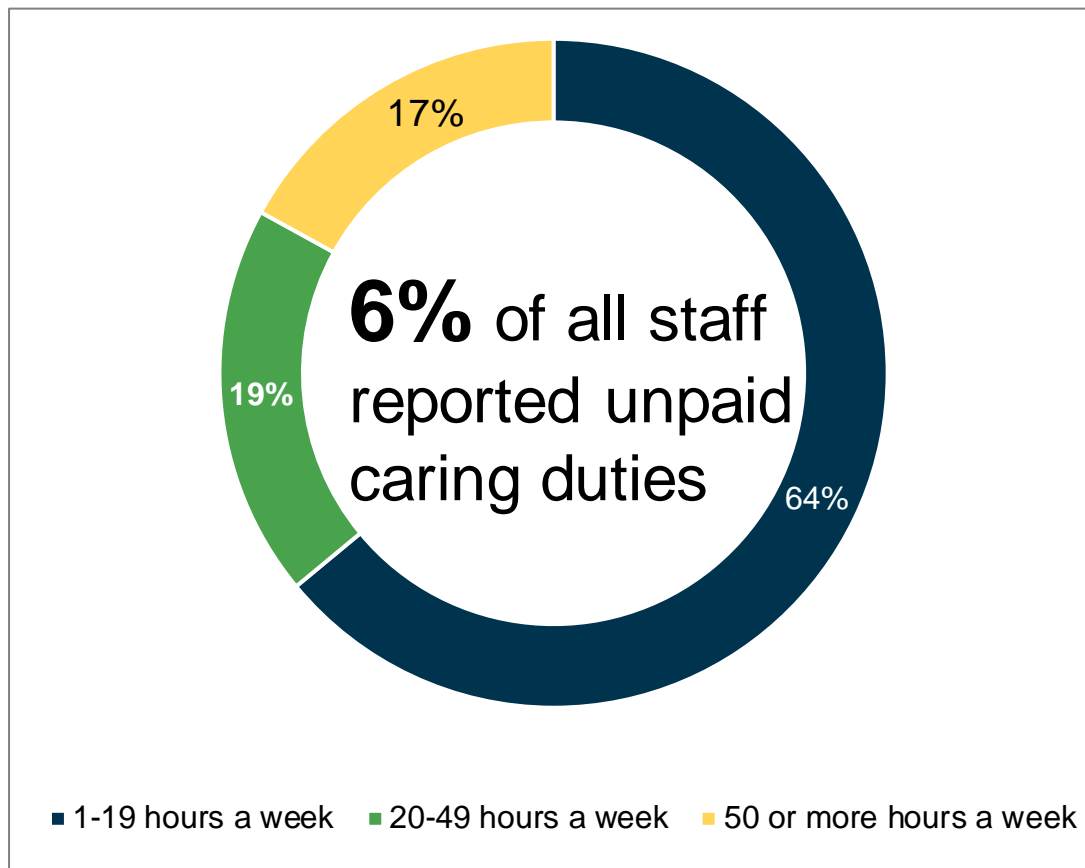
student / trainee roles (0%): manager (6%), employed practitioner-lawyer (6%), employed practitioner non-lawyer (7%), executive administrator (7%), and administrative assistant (5%).

### Time spent providing unpaid care

6.8 The majority of staff who held caring responsibilities spent between 1-19 hours per week providing this care (64%).

6.9 A notable minority each spent between 20 and 49 hours (19%) or 50 or more hours per week (17%) providing unpaid care alongside their professional role.

**Figure 6.2 Unpaid caring duties**



I2: "Do you look after or care for someone with long-term physical or mental ill health caused by disability or age (not in a paid capacity)?" Data in inner ring - Base: All staff (n=1,632); Data in outer ring - Base: all staff with caring duties (n=95).

## 7 Socio-economic measures

7.1 Staff were asked to report the school they attended between the ages of 11 and 16 years, the highest parental qualification and job role as proxy indicators of social-economic background.

### School type

7.2 The majority of all staff attended a non-selective state-run or state-funded school (61%). Around one-quarter (24%) of staff attended a state-run or funded school, selective on academic, faith or other grounds.

7.3 A small minority of all staff attended an independent or fee-paying school (7%); 5% received a bursary whereas 2% did not.

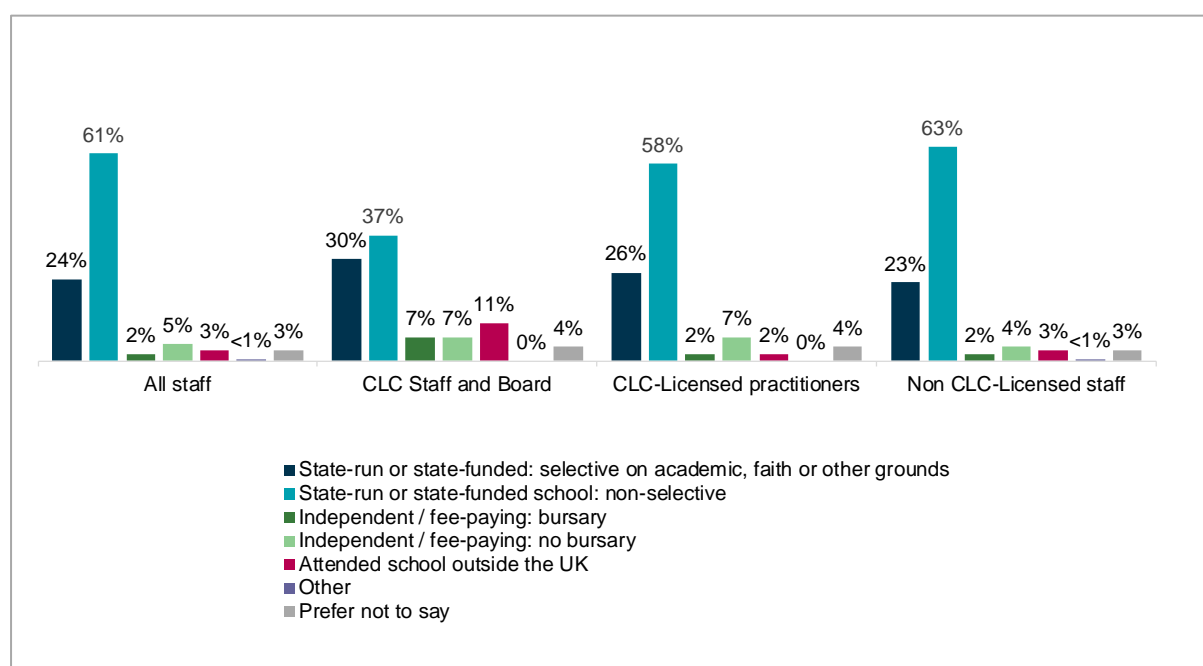
7.4 CLC-Licensed practitioners were more likely to have attended an independent or fee-paying school (10%) compared to non CLC-Licensed staff (5%). CLC-Licensed practitioners were more likely to have attended an independent or fee-paying school without a bursary (7%) than non CLC-Licensed staff (4%).

7.5 Male staff were more likely to have attended an independent or fee-paying school (11%) compared to female staff (6%).

7.6 Staff occupying manager roles within their firms were more likely to have attended an independent or fee-paying school (13%) compared to staff occupying most of the other job roles: employed practitioner-lawyer (8%), employed practitioner non-lawyer (6%), executive administrator (5%), student / trainee (5%) and administrative assistant (3%).

7.7 A further 3% attended school outside of the UK.

**Figure 7.1 School type attended between the ages of 11 and 16**

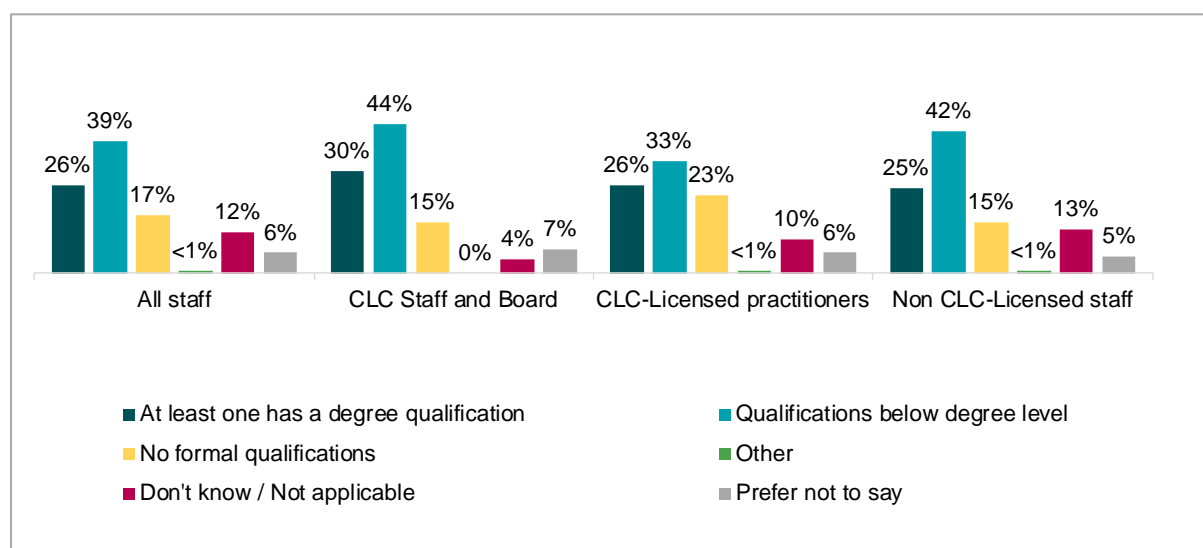


J1: "What type of school did you mainly attend between the ages of 11 and 16?" Base: All staff (n=1,632), CLC Staff and Board (n=27), CLC-Licensed practitioners (n=528), Non CLC-Licensed staff (n=1,077).

## Parental qualifications

- 7.8 Staff were asked to report the highest-level qualifications achieved by either of their parents or guardians by the time they were 18.
- 7.9 Around one-quarter of all staff had at least one parent with a degree-level qualification (26%). Male staff were more likely to report that they had at least one parent or guardian with a degree-level qualification (30%) compared to female staff (24%).
- 7.10 Around two-fifths (39%) of all staff reported that they had at least one parent whose highest qualifications were below degree level. Non CLC-Licensed staff were significantly more likely to report that their parents / guardians held qualifications less than degree level (42%) compared to 33% of CLC-Licensed practitioners.
- 7.11 Around one-fifth of all staff (17%) reported that their parents had no formal qualifications. Non CLC-Licensed staff were less likely to report that their parents or guardians did not have any formal qualifications (15%) compared to CLC-Licensed practitioners (23%).

**Figure 7.2 Highest level of qualifications achieved by either parent or guardian(s) before staff member turned 18**



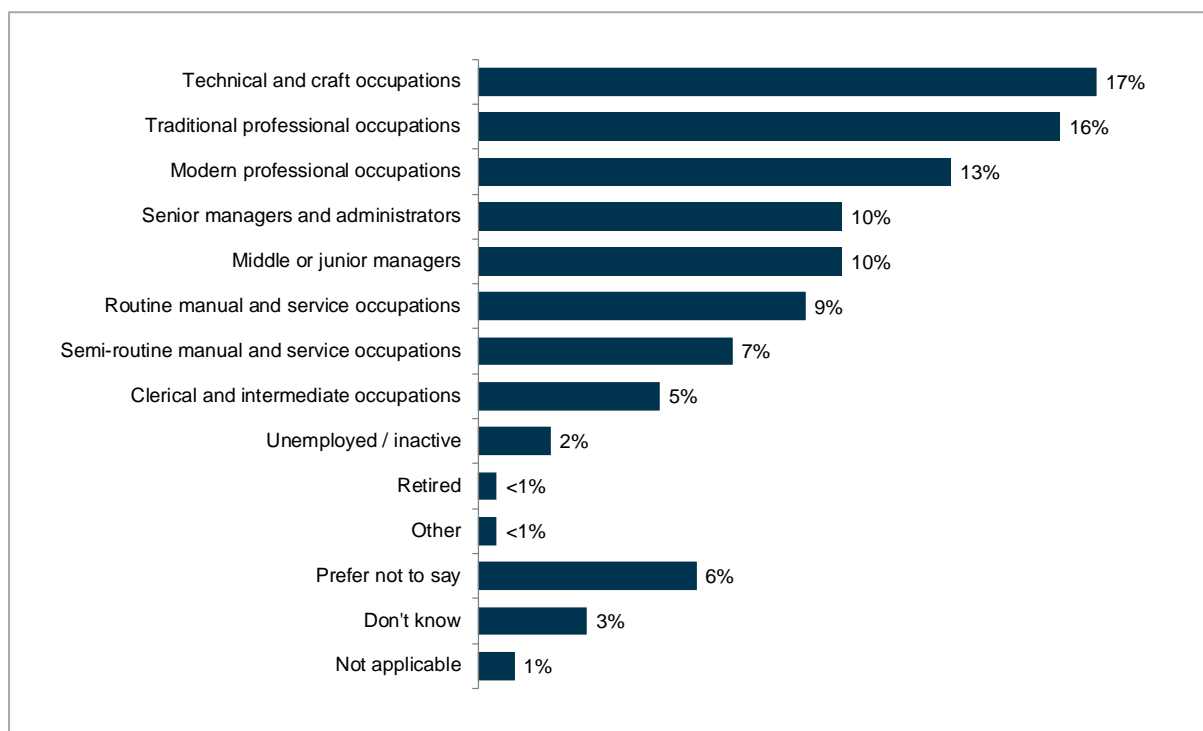
J2: "What is the highest level of qualifications achieved by either of your parent(s) or guardian(s) by the time you were 18?" Base: All staff (n=1,632), CLC Staff and Board (n=27), CLC-Licensed practitioners (n=528), Non CLC-Licensed staff (n=1,077).

## Parental job role

- 7.12 Staff were asked to report on the occupation of the highest income earner in their household when they were aged 14.
- 7.13 Across all staff, the most common types of work were technical and craft (17%) and traditional professional occupations (16%). This was followed by modern professional occupations (13%). One in ten staff reported that the highest income earner worked as or in: senior managers and administrators (10%); middle or junior managers (10%); routine manual and services occupations (9%). A further 7% of staff reported their highest income earner to work in semi-routine manual and service occupations, while 5% had parental income earners within clerical and intermediate occupations.

- 7.14 Only a few staff reported that their parent(s) / guardian(s) were either unemployed or economically inactive when they were aged 14 (2%).
- 7.15 Non CLC-Licensed staff were more likely than CLC-Licensed practitioners to have had at least one parent in a senior manager or administrator position (12% vs. 8%, respectively).
- 7.16 Male staff were more likely to have had a parent or guardian working within a traditional professional occupation (22%) compared to female staff (14%).
- 7.17 Female staff were more likely to have had a parent or guardian working within semi-routine manual and service occupations (8%) compared to male staff (5%), in addition to clerical and intermediate occupations (female staff: 6%; male staff: 2%).

**Figure 7.3 Occupation of the highest income earner in the household at the age of 14**



J3: "Thinking back to when you were aged about 14, which best describes the sort of work the main highest income earner in your household did in their main job?" Base: All staff (n=1,632).

“

IFF Research illuminates the world for organisations businesses and individuals helping them to make better-informed decisions.”

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IFF is a research-led organisation which believes in letting the evidence do the talking. We don't undertake projects with a preconception of what “the answer” is, and we don't hide from the truths that research reveals. We are independent, in the research we conduct, of political flavour or dogma. We are open-minded, imaginative and intellectually rigorous.

### 2. Being human first:

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### 3. Making a difference:

At IFF, we want to make a difference to the clients we work with, and we work with clients who share our ambition for positive change. We expect all IFF staff to take personal responsibility for everything they do at work, which should always be the best they can deliver.



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