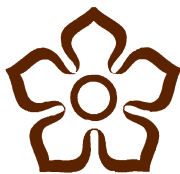


# Legal Advice Services Survey 2001

## Summary Report

Research Study Conducted for  
Leicester City Council and  
East Midlands Legal Services Commission



Leicester  
City Council

Community  
Legal Service



July – October 2001



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# Introduction

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## Background and objectives

This volume contains a summary of the findings from a postal self-completion survey conducted by the MORI Local Government Research Unit on behalf of Leicester City Council and the East Midlands Legal Services Commission.

The aim of the survey is to assess residents' use and perception of legal advice services in Leicester. The specific issues addressed in this survey include the following:

- Perceptions of the availability and accessibility of legal information/advice in Leicester;
- The types and range of problems experienced by residents, and the extent to which legal advice is sought, including key reasons for *not* seeking advice;
- Use of, and preference for, different sources of legal information and advice, and attitudes towards the advice services that are provided; and
- Perceptions on how legal advice agencies in Leicester could be improved in the future.

## Methodology

The sampling frame used in the research are the 1,637 Leicester residents who were interviewed in the Leicester City Council/Leicestershire Health Authority residents' survey. This research was conducted face-to-face, in respondents' homes, between 7 July and 13 September 2001. At the end of each interview, respondents were asked to participate in the Legal Advice Services survey: participants were given a postal self-completion questionnaire and were asked to mail completed questionnaires back to MORI (by Freepost). If required, MORI interviewers assisted respondents in completing the questionnaire.

A total of 455 questionnaires were returned to MORI, representing an overall response rate of 28%.

At the analysis stage, data were weighted to the known population profile of Leicester in terms of age, sex, work status, ethnicity and Parliamentary Constituency.

## Report Layout

Following this section, this volume contains an overview of the key findings and implications of this survey, followed by a more detailed summary of the main findings.

The appendices contain a marked up questionnaire, a profile of the sample, and guides to statistical reliability and social class definitions.

Computer tabulations for this survey are available under separate cover.

## Presentation and Interpretation of the Data

It should be remembered at all times that a *sample* and not the entire population of residents living within Leicester took part in this survey. As a consequence, all results are subject to sampling tolerances, which means that not all differences are statistically significant. (Please refer to the guide to statistical reliability in the appendices). Overall results are accurate to  $\pm 4\%$  (assuming a 95% confidence level).

Numbers within some subgroups are relatively small (e.g. age, ethnicity etc); on some questions, therefore, any difference between subgroups should be treated with care, and in such cases, differences noted should be viewed as *indicative* rather than statistically proven.

Please note that the base for all questions is “valid responses” only – i.e. all those providing an answer (this may or may not be the same as the total sample). The overall base of each question may, therefore, vary from question to question (please refer to the computer tables and marked-up questionnaire for full details on each question).

Reference is also made in the report to “net” figures. This represents the balance of opinion on attitudinal questions and provides a particularly useful means of comparing the results for a number of variables. In the case of a “net agree” figure, this represents the percentage who agree with a particular statement less the percentage who disagree. For example, if a statement records 40% agree (i.e. strongly/tend to agree) and 25% disagree (strongly/tend to disagree), then the net agree figure is +15 points

Where percentages do not add up to 100% this may be due to computer rounding, the exclusion of “don’t knows” or multiple answers. An asterisk (\*) indicates a figure of less than half of one percent, but not zero.

It is also worth emphasising that the survey deals with residents’ *perceptions* at the time the survey was conducted rather than facts. Residents’ perceptions, therefore, may not accurately reflect the level and quality of services available in Leicester.

## **Acknowledgements**

MORI would like to thank Liz Reid Jones and Roman Leszczyszyn for their help and advice in developing this project. Special thanks also goes to the 455 residents who took part in this survey.

## **Publication of Data**

As with all studies we carry out, these findings are subject to MORI's standard terms and conditions of contract. Any press release or publication requires the advance approval of MORI; such approval will only be refused, however, on grounds of inaccuracy or misrepresentation.

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*MORI/14821  
January 2002*

*Ben Page  
Jason Cox  
Gregor Jackson*

## Overview

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- In addition to seeking help from informal sources like **friends and relatives**, residents point to specialist agencies, such as **solicitors** and the **local advice agencies** as their first port of call for information or advice on their legal rights and entitlements.
- Three in ten people (29%) have experienced a problem or dispute where legal advice may have been of benefit to them in the last three years. The most common types of problem relate to **financial services, faulty goods or services, welfare benefits and neighbours**. Among this group of residents, the vast majority (93%) have sought some form of help/advice with their problem.
- Residents do not necessarily seek legal advice and information for those problems or disputes that occur most often. **Injuries/health problems** caused by a person/organisation (18%), **neighbours** (15%), **employment terms and conditions** (16%), **welfare benefits** (16%), **financial services** (15%) and **being threatened with legal action** (14%) are the issues for which residents have most often sought legal advice.
- In addition, there is strong evidence that local residents in Leicester seek legal advice and information for problems that affect them personally and *emotionally*. Residents are likely to pursue legal advice for sensitive issues such as a **divorce or separation** (14%).
- Seven in ten of those who expressed a view about the service they received when they got information and advice say that the service was **prompt**. However, just half say it was provided at a **time convenient to them**, and almost 3 in 5 say that the service *did not* help them to **resolve their problem**. This indicates a possible “mismatch” between the problem and advice or information received, and may explain why one in three people are dissatisfied with the final outcome of their problem.
- Over half of residents did not seek help with the problem they have experienced in the last three years. Two in five people (42%) **dealt with the problem themselves** – and are probably the same people who indicated that the problem was “**not serious enough**” to ask for help (43%). However, 1 in 5 people say they did not seek help because they it would **cost too much**, while one in ten say they **did not know where to go**. Significantly, three in five people identify having more information about where to go as the most helpful improvement to advice services in the area.



- The dependency upon specialist agencies and friends/relatives and the lack of awareness of where to go among some people points to the potential for increasing awareness of more general providers of legal information and advice. The fact that only half of people who sought legal information would contact the same source of advice in the future shows that there is scope for other organisations to provide legal guidance.
- “People contact” is important for receiving information and advice about legal rights and entitlements. Obtaining help by **phone** or **in person** are the preferred mediums, while only 1 in 5 use e-mail or the internet as a means to access information. People may feel that speaking to someone (in person or by phone) is a more successful way of securing information or advice relevant to their particular circumstances. Moreover, the priority given to ‘face to face’ contact could reflect people’s desire for confidentiality.
- Three in five people identify having more information about where to go as the most helpful improvement to advice services in the area. It is interesting to note, however, that the next most popular improvements are more available ‘face to face contact’, advice available in their neighbourhood and advisers able to visit at their home, emphasising the salience of personal contact among residents seeking legal help.

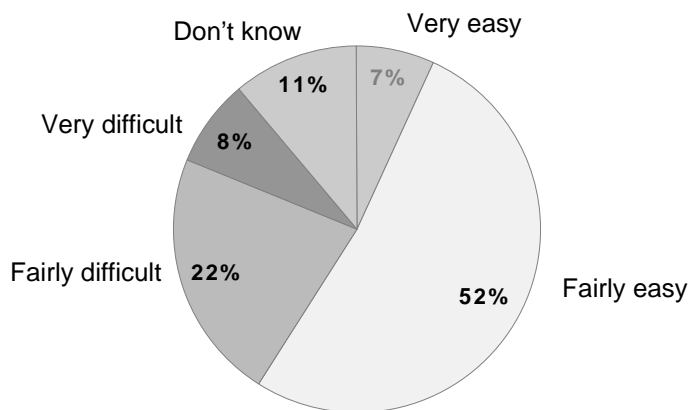
# Information and Advice

## Access to legal advice and information

By a 2:1 majority, most residents say it is easy obtaining information and advice about their legal rights and entitlements in Leicester. Around six in ten (59%) say access to legal information is easy, a finding that is in line with results from other surveys MORI has conducted.

### Access to legal advice and information

Q1 Generally speaking, how easy or difficult do you think it is these days for people like you to obtain *information and advice* about your legal rights and entitlements?



Base: All expressing an opinion (447)

Source: MORI

This pattern is broadly reflected across all key resident subgroups. However, it is worth noting that while access is perceived as easy among those living in Leicester West (67%), residents aged over 65 years (51%) and those with a disability (42%) are less likely to agree with this view.

It is also important to note that residents who have experienced a legal problem/dispute in the last three years are more likely to feel that legal advice is *difficult* to access (46%) – an opinion also shared by those who have actually sought legal advice with their problem within the same time period (62%).

**Q1 Generally speaking, how easy or difficult do you think it is these days for people like you to obtain information and advice about legal rights and entitlements?**

	<b>Easy %</b>	<b>Difficult %</b>	<b>Net Easy ±</b>
<i>Base: All valid responses</i>	(266)	(134)	
	%	%	
<b>Total</b>	<b>59</b>	<b>30</b>	<b>+29</b>
<b>Age</b>			
16-34	62	32	+30
35-54	61	28	+33
55-64	56	35	+21
65+	51	27	+24
<b>Ethnicity</b>			
White	61	28	+33
Not white	54	34	+20
<b>Disability</b>			
Yes	42	39	+3
No	64	27	+37
<b>Parliamentary Constituency</b>			
West	67	25	+42
East	56	32	+24
South	57	31	+26
<b>Experience problem/dispute</b>			
Yes	50	46	+2
No	65	21	+45
<b>Sought legal advice</b>			
Yes	49	47	+13
No	62	24	+28

*Source: MORI*

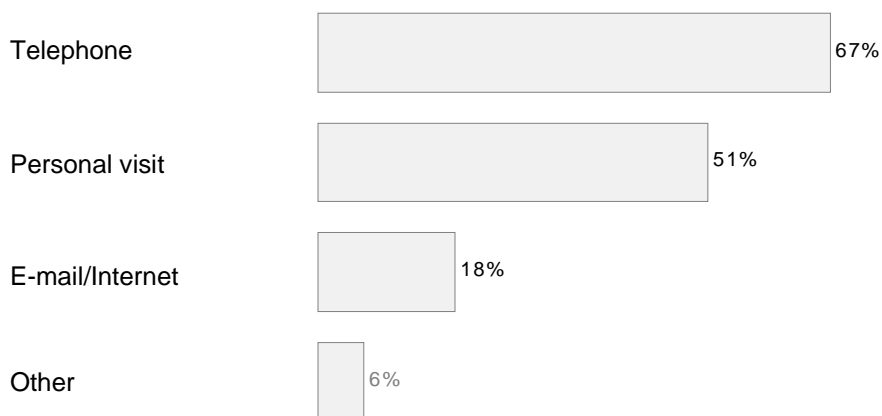
## Preferred methods of obtaining information

There is a very clear consensus among Leicester residents as to their most preferred methods of obtaining information: two thirds (67%) identify the **telephone** as the most convenient method, while **personal visits** are identified by around half (51%).

The **e-mail/internet** is mentioned by far fewer residents (18%), a finding consistent with local and national MORI research.<sup>1</sup> Email/Internet access is highest among residents in social class ABC1 (27%) and full-time workers (26%), and is lowest among older residents aged over 65 (1%) and black residents (12%).

### Preferred methods of obtaining information

Q2 Which, if any, of the following ways of obtaining information do you find most convenient?



Base: All expressing an opinion (441)

Source: MORI

This pattern of preference is in line with results from local and national MORI research, and is broadly reflected across all key resident subgroups. However, it is worth noting that telephone contact is viewed as more convenient among residents aged 54-64 (74%) years, and those living in Leicester South (76%).

Preference for personal visits is also higher among ethnic minority residents (64%) and those with a disability (57%). In contrast, and mirroring national trends, new forms of electronic communication are viewed as more convenient among those aged 16-34 (24%), those working full-time (26%), and members of social class ABC1 (27%).

<sup>1</sup> Internet access in Leicester is broadly in line with the national average (43%).

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**Q We are interested in finding out how many people in Leicester use or own a computer/PC, and have the use of e-mail and the internet. Can you please tell me which of the following apply to you and your household?**

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	<b>Leicester Residents' Survey 2001</b>
<i>Base: All respondents</i>	<i>(1,535)</i>
	<i>%</i>
I/We have a personal computer (PC) at home with a modem	34
I/We are connected to the internet at home	30
I have my own external e-mail address at home, at work or at my place of study	27
I personally use a personal computer or laptop at work or my place of study	20
I personally use the internet at work or my place of study	19
I/We have a personal computer (PC) at home without a modem	8
I personally use the internet at local libraries or internet cafes	5

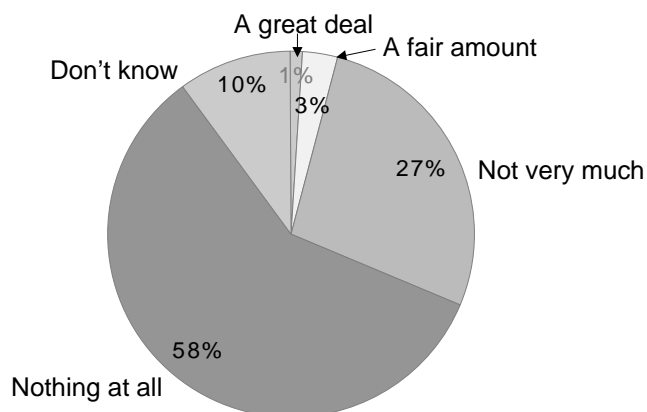
*Source: MORI*

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## Community Legal Services Quality Mark

Awareness of the Community Legal Services Quality Mark is low (4%) – a pattern that is reflected across all key resident subgroups. A minority say they know a *great deal/fair amount*, while a quarter say they know *not very much*. In contrast, the majority know *nothing at all* about it.

Q13 How much would you say you know about the Community Legal Services Quality Mark?



Base: All expressing an opinion (451)

Source: MORI

It is noteworthy that the proportion of residents who say they *know nothing at all* about the Quality Mark is highest among residents aged 16-34 years (50%) and members of the Asian community (44%). Residents aged over 65 years (66%) are least likely to say they *know nothing at all*.

## Legal problems and disputes

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### Personal experience

Around three in ten residents (29%) say they have experienced a problem or dispute where legal advice may have been of benefit to them in the last three years. This pattern is consistent across all resident subgroups and is in line with findings from similar surveys.

Among those who have experienced at least one dispute, the vast majority have sought some form of help and advice (93%). For one in six residents (16%), a court process (including a social security appeal tribunal) was also used to resolve the issue.

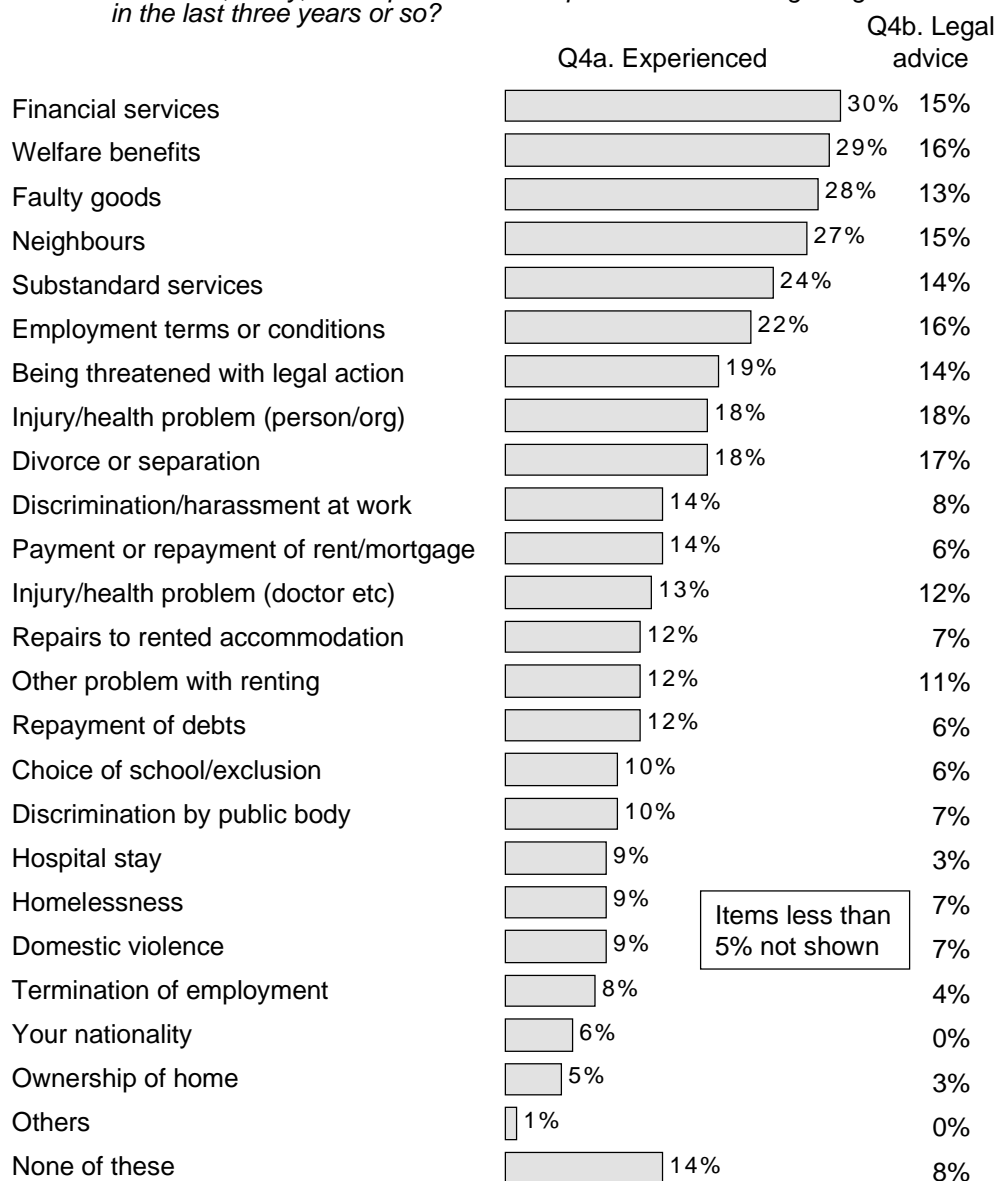
As the chart overleaf illustrates, problems concerning **financial services**, **welfare benefits**, **faulty goods**, and **neighbours** are among the most widely experienced problems reported by residents.

However, as the chart also shows, there are differences in the extent to which residents seek legal advice with their problems – with **injuries/health problems** caused by a person/organisation (18%), neighbours (15%), **employment** terms and conditions (16%), welfare benefits (16%), financial services (15%) and **being threatened with legal action** (14%) being the most frequently cited issues for which they seek help/advice.

### Personal experience

Q4a Which, if any, of the following problems or disputes have you personally experienced in the last three years or so?

Q4b For which, if any, of the problems or disputes have the sought legal advice in the last three years or so?



Q4a. Base: All those who experienced a problem or dispute/expressing an opinion (109)

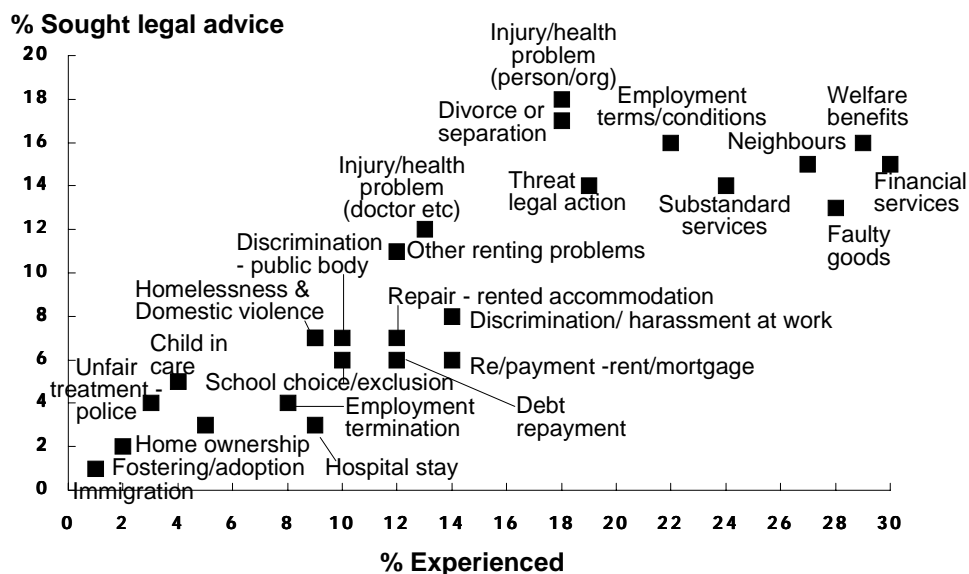
Q4b. Base: All those who experienced a problem or dispute/expressing an opinion (101)

Source: MORI



The scatterchart below plots the proportion of residents who have experience of each of the legal problems/disputes asked about in this survey (X axis) against the percentage who have sought legal advice in order to resolve the dispute. The further along the X axis a dispute is located the more frequently this is selected as an important issue for residents, while the higher up the Y axis the same problem is located, the more residents have sought legal advice in order to resolve the problem.

### Personal experience versus legal advice



Base: All who experienced a problem or dispute and expressing an opinion (109)

Source: MORI

As the chart clearly shows, **welfare benefits, neighbours, financial services, faulty goods, substandard services** are the most widespread problems/disputes experienced by residents. However, people are more likely to seek legal advice on these problems than for **injury/health problems** (other person/organisation), **divorce/separation, employment** and **threats of legal action**.

Each of the remaining problems/disputes are experienced by fewer residents, and they are also less likely to seek legal advice on these issues.

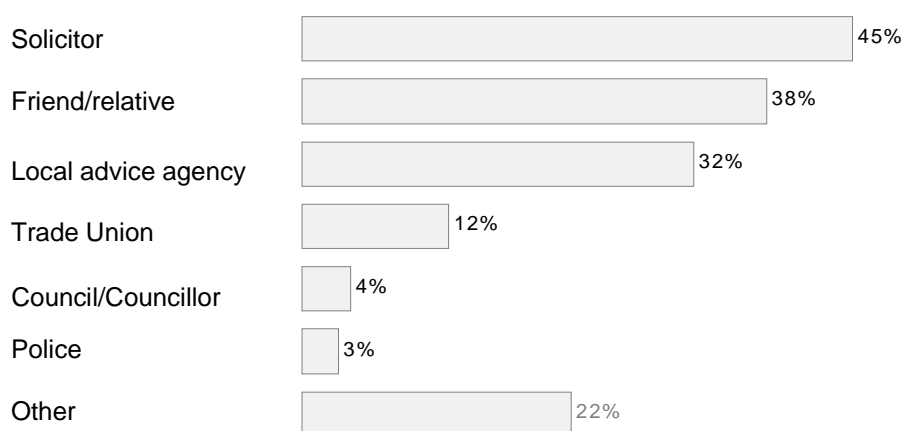
## Sources of help and advice

Respondents were next asked to identify which *one*, if any, of the problems/disputes they have experienced in the last three years is/was the most important to them personally (see chart overleaf). They were then asked a series of questions about who they contacted for advice with this problem/dispute and their perceptions of the quality of service provided.

As the chart below illustrates, **solicitors** (45%) are the most frequently cited source of help and advice, followed by **friends/relatives** (38%) and **local advice agencies** (32%).

However, as could be expected, different sources of advice/information are used by residents to resolve different types of problem/dispute, similar to research for the local authorities. For example, results indicate that solicitors are used more widely to deal with issues concerning housing (especially for problems with neighbours), while advice is more frequently given by legal advice agencies and friends/relatives for financial problems (particularly those involving welfare benefits)<sup>2</sup>.

Q5 Which, if any, of the following did you contact for help or advice on your problem or dispute?



Base: All who have experience a problem/dispute and sought legal advice and expressing an opinion (89)

Source: MORI

<sup>2</sup> Please note that the small base size for this question means that caution is needed in interpreting the results: results should, therefore, be seen as indicative and not as statistically robust and reliable. For this reason, findings for sources of information with a base size of more than 30 respondents are shown in this report only – please see the computer tabulations for full details on this question..

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**Q4c Which one problem or dispute was the most important to you personally?**

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**Q5 Which, if any, of the following did you contact for help and advice on your problem or dispute?**

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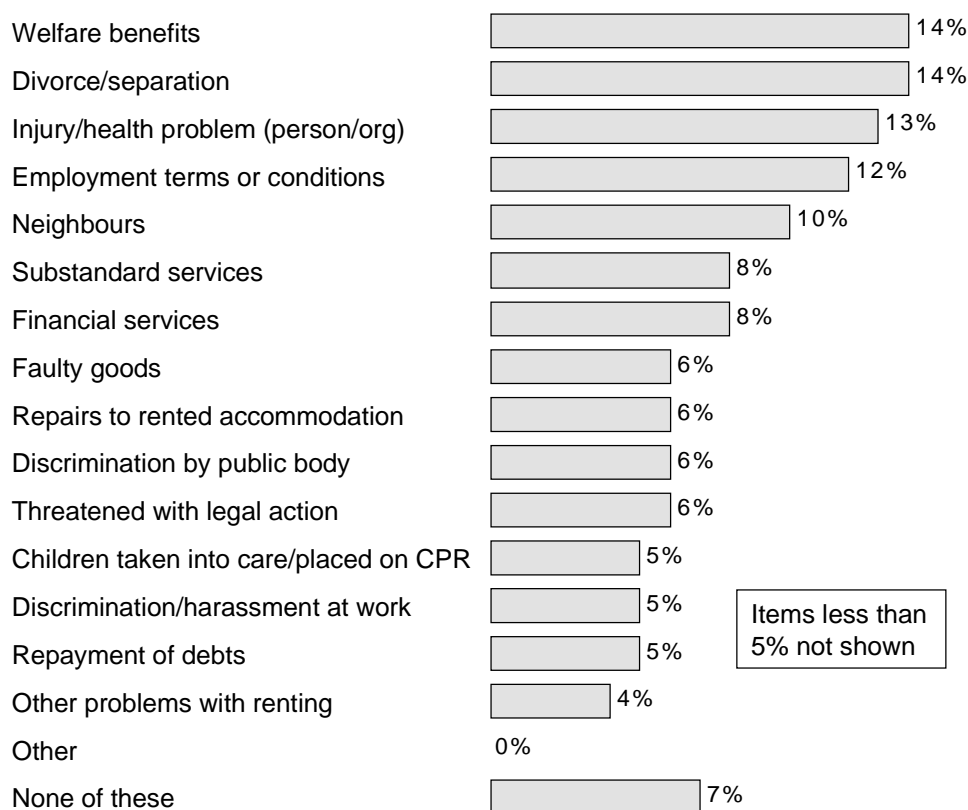
	<b>Total</b>	<b>Solicitor</b>	<b>Friend/ relative</b>	<b>Local advice agency</b>
<i>Base: All experiencing a problem/dispute (96)</i>	<i>(89) %</i>	<i>(43) %</i>	<i>(36) %</i>	<i>(31) %</i>
Goods or services	23	20	11	19
Health	25	20	23	27
Family	25	32	34	26
Housing/Home	22	33	17	27
Work	19	11	23	29
Financial	24	20	39	43
Other	17	17	33	15
Nationality	1	2	0	3

*Source: MORI*

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### Personal experience - most important

Q4c Which one problem or dispute was the most important to you personally?



Base: All those who experienced a problem or dispute and expressing an opinion (93)

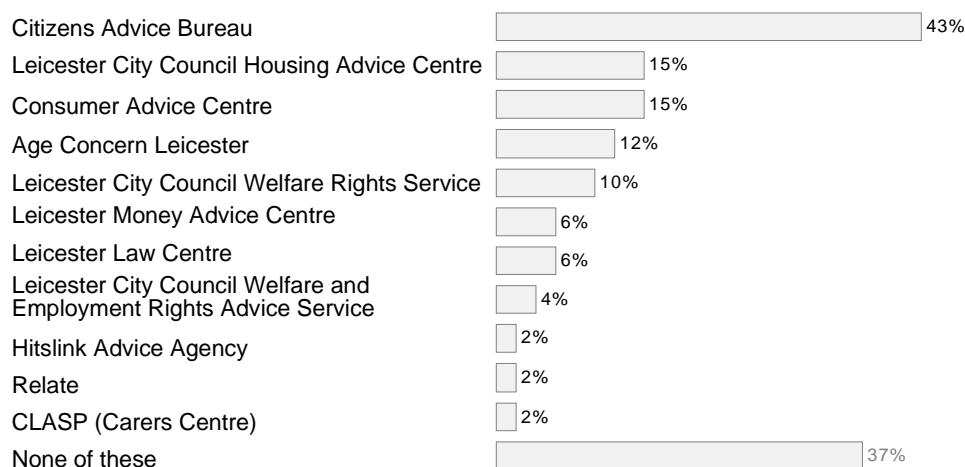
Source: MORI

## Use of local advice agencies

Around two in three residents (63%) say that their household have used a local advice agency in Leicester. As the chart below shows the **Citizens Advice Bureau** (43%) is, by some considerable margin, the most widely used organisation.

This is followed by the **Leicester City Council Housing Advice Service** and the **Consumer Advice Centre** (both 15%). The remaining advice agencies are cited by around one in ten or fewer respondents<sup>3</sup>.

Q14 Which, if any, of the following organisations in Leicester have you or members of your household used?



Base: All expressing an opinion (434)

Source: MORI

## Legal advice - ratings

The overall results indicate that Leicester residents are broadly satisfied with the quality of legal advice they have received<sup>4</sup>. As the table overleaf illustrates, the majority of residents feel that advice is/was easy to obtain, prompt, provided at a time that suits them, and that it helped to resolve their problem/dispute.

Likewise, more feel satisfied than dissatisfied with the final outcome of the legal help/information they received to deal with their problem/dispute – a trend particularly apparent among those who sought help from a solicitor and a legal advice agency.

<sup>3</sup> Please note that, due to the small base size of users, it is not possible to present a profile of service users. Please see the computer tabulations for full details.

<sup>4</sup> small base size of users

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**Q6 Would you say that the advice was ....**

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**Q5 Which, if any, of the following did you contact for help and advice on your problem or dispute?**

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% Agreeing with statement	Total	Solicitor	Friend/ relative	Legal advice agency
<i>Base: All valid responses from those seeking legal advice</i>	<i>(64-72)</i> %	<i>(43)</i> %	<i>(36)</i> %	<i>(31)</i> %
Provided promptly	71	67	61	65
Helped to resolve your problem	58	60	56	58
Easy to obtain	53	56	42	52
Provided at a time to suit you	50	53	33	39

Source: MORI

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**Q7 Were you satisfied with the final outcome?**

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**Q5 Which, if any, of the following did you contact for help and advice on your problem or dispute?**

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	Total	Solicitor	Friend/ relative	Legal advice agency
<i>Base: All valid responses from those seeking legal advice</i>	<i>(98)</i> %	<i>(43)</i> %	<i>(36)</i> %	<i>(31)</i> %
Very satisfied	17	30	17	19
Fairly satisfied	22	26	22	35
Neither satisfied nor dissatisfied	26	26	31	32
Fairly dissatisfied	9	12	6	3
Very satisfied	24	5	22	10
Satisfied	39	56	39	54
Dissatisfied	33	17	28	13
Net satisfied	+6	+39	+11	+41

Source: MORI

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## Future advice

Just over half of all respondents (55%) say that they would contact the same source of legal advice/information if they experienced a similar problem in the future.

This finding further indicates that residents are broadly satisfied with the quality of legal advice which they received – a view which is, again, more widely shared among those who used a solicitor or legal advice agency to resolve their problem<sup>4</sup>.

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**Q9 If you needed advice on a similar problem in the future would you...?**

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**Q5 Which, if any, of the following did you contact for help and advice on your problem or dispute?**

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	<b>Total</b>	<b>Solicitor</b>	<b>Friend/ relative</b>	<b>Legal advice agency</b>
<i>Base: All valid responses from those seeking legal advice</i>	<i>(88) %</i>	<i>(43) %</i>	<i>(36) %</i>	<i>(31) %</i>
Contact the same source as before	55	65	58	61
Contact a different source as before	25	19	28	23
Do nothing	2	2	6	3
Don't know	18	14	11	13

*Source: MORI*

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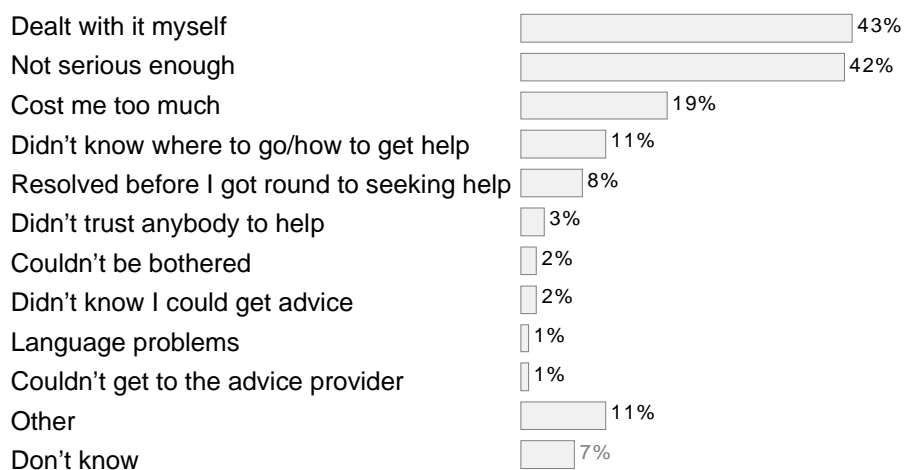
## Reasons for not seeking legal advice

Respondents who have experienced a problem/dispute but did not seek legal advice in resolving their dispute were asked to identify the main reasons why they did not do so.

As the chart below shows, this group of residents say that they **dealt with the problem themselves** and, perhaps related to this, the **problem was not serious** enough to warrant seeking legal advice.<sup>5</sup> This pattern is in line with similar surveys MORI has conducted.

Results also indicate that there are few barriers to accessing legal advice. Where barriers do exist, they tend to be second-order, for example, restrictive access because of perceptions of cost and not knowing where to get information.

Q10 Which, if any, of the following reasons would you say are the main reasons why you did not seek legal advice with your problem or dispute?



Base: All who did not seek advice with problem/dispute and expressing an opinion (68)

Source: MORI

<sup>5</sup> Please note that the small base size for this question means that caution is needed in interpreting the results: results should be seen as indicative and not as statistically robust and reliable.



# Future Advice Services

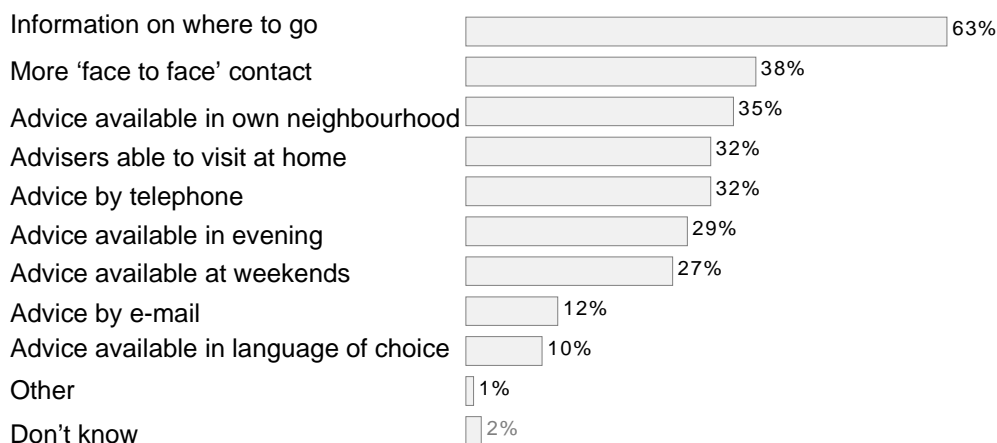
## Priorities for improvement

Respondents were also asked for their views on which service improvements would be most effective in increasing access to legal advice services in Leicester.

As the chart below shows, **more information on where to go** is, by some considerable margin, the most frequently cited improvement (63%) – a view especially prominent among those who feel that current services are difficult to access (73%).

### Priorities for improvement

Q11 Which three, if any, of the following do you think would be most helpful in improving the advice services available in Leicester?



Base: All expressing an opinion (435)

Source: MORI

Around a third of residents also identify **more face-to-face contact** (38%) and **advisers available for home visits** (32%) – an improvement that receives strong support among residents who have difficulty with written and spoken English<sup>6</sup>. These residents are also supportive of providing a service in a **language of the residents' choice** (76% and 78% respectively), as are ethnic minority residents (32%).

One in three residents are also in favour of making advice available in their **local neighbourhoods** (35%), and through a **telephone service** (32%), while fewer support extending the opening hours of current provision during an **evening**

<sup>6</sup> This resident subgroup category is derived from the Leicester City Council and Leicestershire Health Authority 2001 residents' survey (see the introduction for the technical details of this survey). Please also note that due to the small base size of respondents (25 and 19 respondents respectively), caution is needed in interpreting results.

(29%) and over the **weekend** (27%). One in ten also identify **e-mail advice** – an improvement that is especially supported by residents aged 16-34 years (22%).

## Finding help and advice

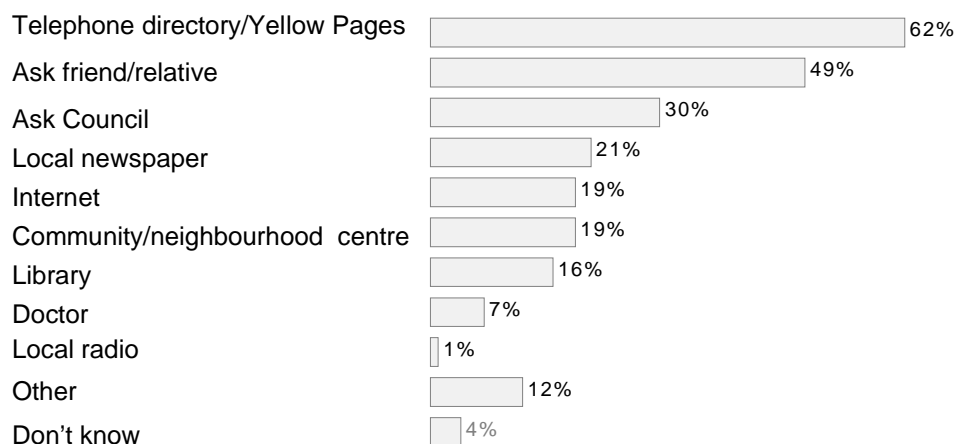
Two in three (62%) respondents say that they would look in the **telephone directory/Yellow Pages** if they needed legal advice in the future, while around half would **ask a friend/relative** (49%).

Three in ten (30%) say they would also approach the **Council** for help – a figure rising to around two in five among ethnic minority residents (44%), and those living in Leicester East (37%). Both groups of residents are also more likely contact their **local community/neighbourhood centre** and **library**.

Preference for each of the remaining information sources is broadly consistent across each of the resident subgroups, although it is noteworthy that reported use of the internet is again higher among those aged 16-34 (31%, full-time workers (23%) and members of social class ABC1 (28%).

## Sources of help and advice

Q12 If you needed legal advice in the future, how would you find out about where to go for help?



Base: All expressing an opinion (434)

Source: MORI

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# Appendices

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# Sample Profile

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	<b>Unweighted %</b>	<b>Weighted %</b>
<b>Gender</b>		
Male	38	50
Female	62	50
<b>Age</b>		
16-25	8	24
26-35	14	17
36-45	15	13
46-55	19	19
56-65	15	9
65+	31	18
<b>Work Status</b>		
Full-time	28	40
Not full-time	72	60
<b>Ethnicity</b>		
White	75	72
Black	6	2
Asian	17	25
Mixed	1	1
<b>Parliamentary constituency</b>		
West	32	32
East	38	33
South	31	35

## Statistical Reliability

The respondents to the questionnaire are only a sample of the total "population", so we cannot be certain that the figures obtained are exactly those we would have if everybody had been interviewed (the "true" values). We can, however, predict the variation between the sample results and the "true" values from a knowledge of the size of the samples on which the results are based and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range. The table below illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval":

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 valid responses	6	9	10
200 valid responses	4	6	7
300 valid responses	3	5	6
400 valid responses	3	5	5
455 valid responses	3	4	5
500 valid responses	3	4	4

For example, with a sample size of 455 where 30% give a particular answer, the chances are 19 in 20 that the "true" value (which would have been obtained if the whole population had been interviewed) will fall within the range of  $\pm 4$  percentage points from the sample result.

When results are compared between separate groups within a sample, different results may be obtained. The difference may be "real," or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is "statistically significant", we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we assume "95% confidence interval", the differences between the results of two separate groups must be greater than the values given in the table below:

Size of samples compared	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 and 100 valid responses	8	13	14
100 and 200 valid responses	8	11	12
100 and 300 valid responses	7	10	11
100 and 400 valid responses	7	10	11
100 and 500 valid responses	7	10	11
200 and 200 valid responses	6	9	10
200 and 300 valid responses	5	8	9
200 and 400 valid responses	5	8	9
200 and 500 valid responses	5	8	8
300 and 300 valid responses	5	7	8
300 and 400 valid responses	5	7	8
300 and 500 valid responses	4	7	7
400 and 400 valid responses	4	6	7
400 and 500 valid responses	4	6	7
500 and 500 valid responses	4	6	6

## Social Class Definitions

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- A** Professionals such as doctors, surgeons, solicitors or dentists; chartered people like architects; fully qualified people with a large degree of responsibility such as senior editors, senior civil servants, town clerks, senior business executives and managers, and high ranking grades of the Services.
- B** People with very responsible jobs such as university lecturers, hospital matrons, heads of local government departments, middle management in business, qualified scientists, bank managers, police inspectors, and upper grades of the Services.
- C1** All others doing non-manual jobs; nurses, technicians, pharmacists, salesmen, publicans, people in clerical positions, police sergeants/constables, and middle ranks of the Services.
- C2** Skilled manual workers/craftsmen who have served apprenticeships; foremen, manual workers with special qualifications such as long distance lorry drivers, security officers, and lower grades of Services.
- D** Semi-skilled and unskilled manual workers, including labourers and mates of occupations in the C2 grade and people serving apprenticeships; machine minders, farm labourers, bus and railway conductors, laboratory assistants, postmen, door-to-door and van salesmen.