

Cambridge Bureau Statistics 2007-2008

Comparison of Last 3 Years Statistics

	No. of Client	No. of Contacts	No. of Questions
2005 – 2006			
Generalist Team	8813	17667	37565
Specialist Team	564	4572	7121
Bureau Total	9377	22239	44686
2006 – 2007			
Generalist Team	9898	15622	38432
Specialist Team	951	7000	9179
Bureau Total	10849	22622	47611
2007 – 2008			
Generalist Team	8240	14257	32257
Specialist Team	1189	7399	9596
Bureau Total	9420	21112	41826

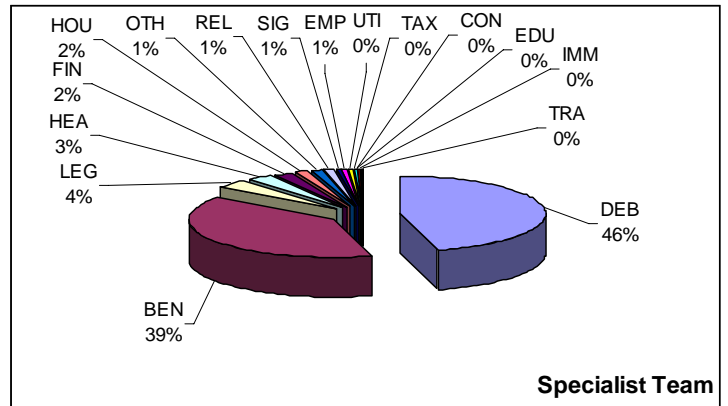
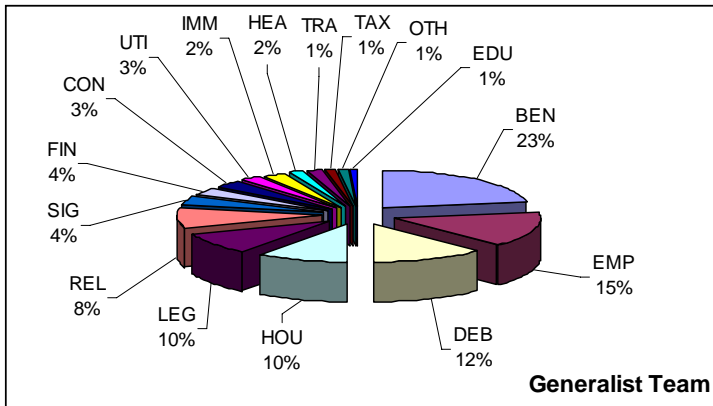
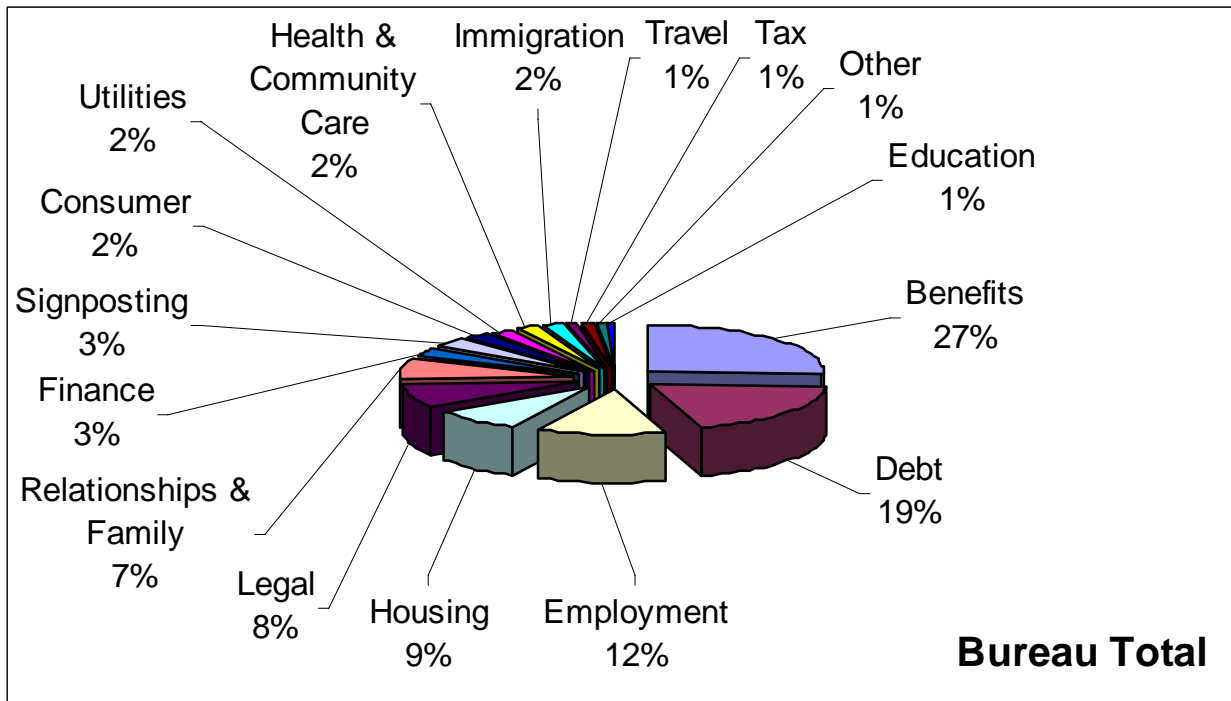
Notes on Comparison Stats

- The figures for 2007-2008 do not include data entered by FLAG or Law for All (figures not applicable prior to 07/08). 228 clients were recorded as being referred to Law for All, however this figure is low as not all L4A staff were trained on CASE until the later half of the year.
- The bureau total for number of clients is calculated by adding together the number of clients seen by each department. In 2007/08 there were 302 clients who were being seen by both departments. They have been counted twice.
- A comparison of the number of clients and number of client contacts between 2006-07 and 2007-08 for the Generalist Team shows a significant decline in the order of 1.5k. The number of generalist advisors in both years was in the 70s so we are unsure of the reason for this decline. Further investigation will be needed.
- The number of clients and client contacts for the Specialist Team has increased in 2007/08 over 2006/07. This is despite the fact that the Benefit Take Up Team was made redundant in Oct/Nov 2007. The increase in clients probably represents the increased uptake of clients by the LSC Team in a bid to up our contract.

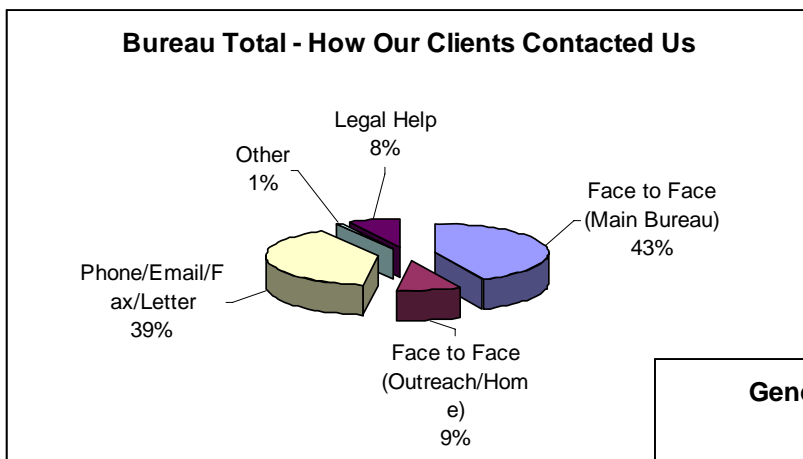
Notes on the Chart Information

- All charts are based on the number of questions asked by clients rather than the actual number of clients or number of client contacts. Therefore the % splits represent the workload of each group rather than the number of clients in each group. Except for how our clients contacted us which is based on no. of contacts.
- Separate charts for each department have been provided for enquiry type & how the clients contacted us. The rest of the charts are based on the bureau totals. All the charts can be split by department if required.

Enquiries Split By Department



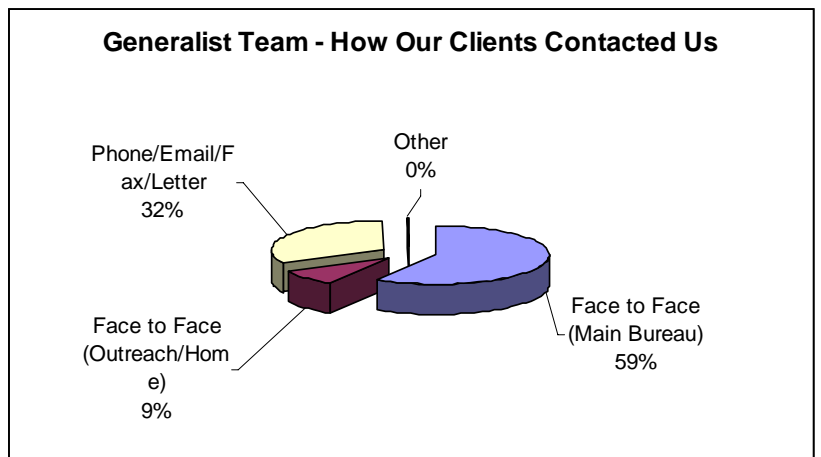
How Our Clients Contacted Us – Split By Dept



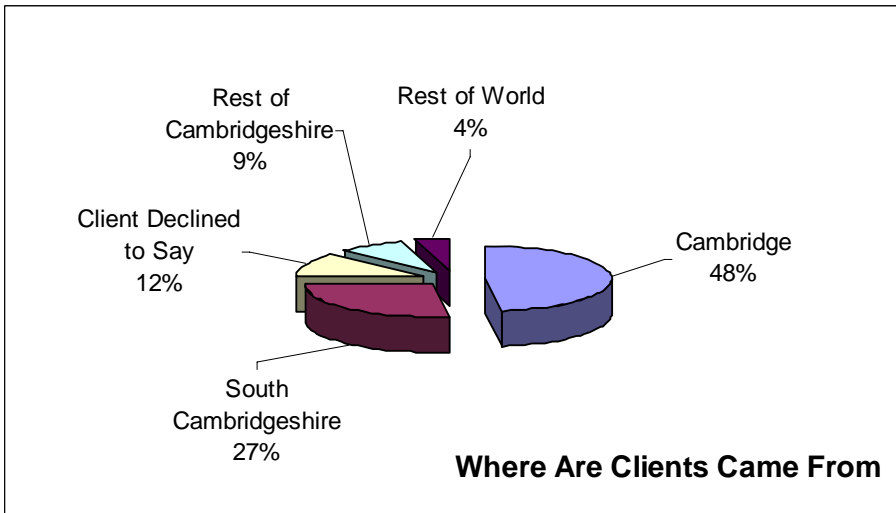
Figures for the Specialist Team do not exist as in 2007/08 the CASE system was amended in line with the changes to the LSC Contract.

All LSC business is entered under 'Legal Help' contacts which do not specify the contact type.

The 'Legal Help' contacts also do not specify whether they are a client or non client contact. The client contacts have been estimated at 42% based on data from the 1st 6 months



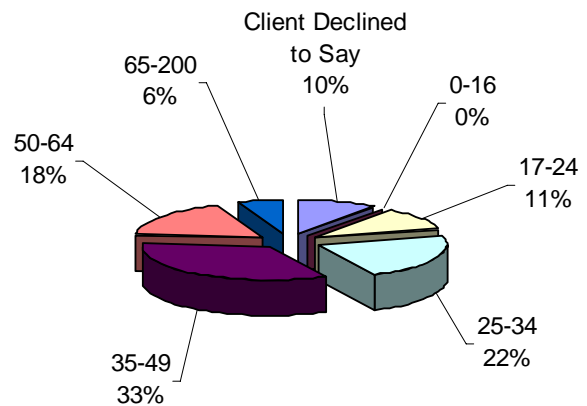
Customer Profile Information - The following graphs are for the whole bureau.



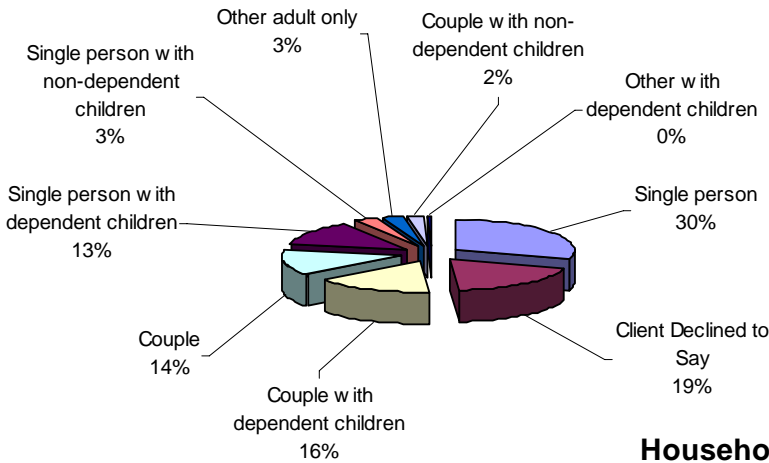
Percentage of clients with a longterm health problem or a disability or both:

26.4%

Male Clients 45%
 Female Clients 54%
 Unknown 1%



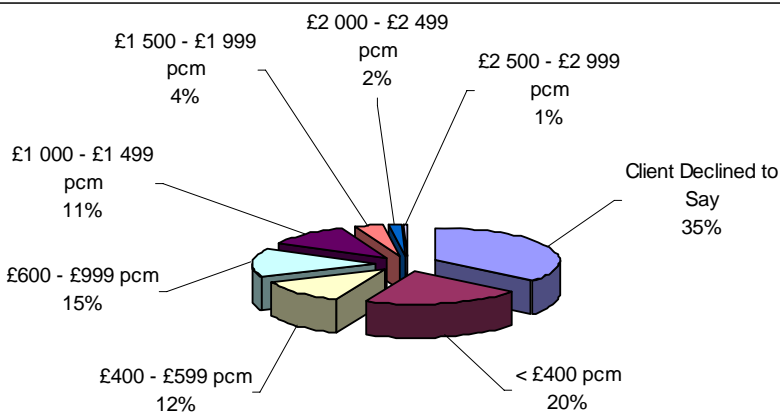
Age Range



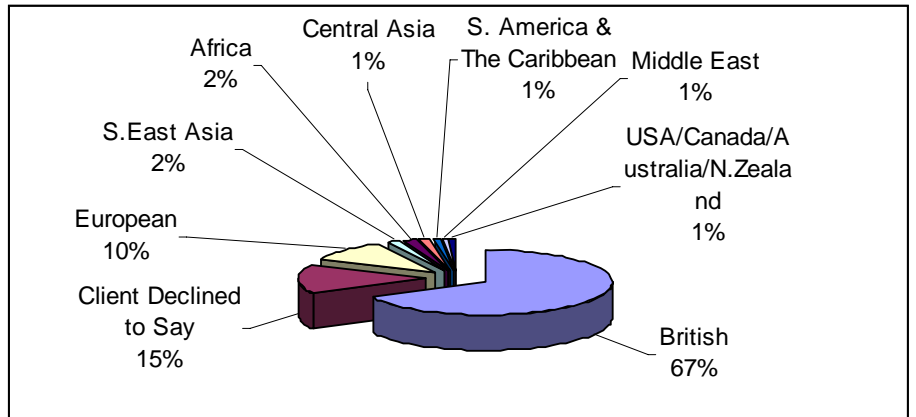
Household Type

Ethnicity

White British	67.0%
White Other	11.8%
Client Declined to Say	6.1%
Other	2.2%
Black or Black British African	1.9%
Asian or Asian British Other	1.5%
Asian or Asian British Bangladeshi	1.4%
Asian or Asian British Indian	1.3%
White Irish	1.3%
Chinese	1.0%
Mixed White and Asian	0.9%
Black or Black British Caribbean	0.9%
Mixed White and Black African	0.9%
Mixed Other	0.5%
Mixed White and Black Caribbean	0.5%
Black or Black British Other	0.4%
Asian or Asian British Pakistani	0.4%



Income Profile



				Nationality
British	67.1%	Africa	1.7%	
Client Declined to Say	15.1%	Other Africa	0.5%	
European	10.4%	Zimbabwe	0.3%	
Poland	3.1%	South Africa	0.2%	
Italy	0.8%	Morocco	0.1%	
Ireland (Eire)	0.8%	Algeria	0.1%	
France	0.7%	Kenya	0.1%	
Portugal	0.6%	Zambia	0.1%	
Other Eur EU	0.6%	Ghana	0.1%	
Spain	0.5%	Eritrea	0.1%	
Lithuania	0.4%	Uganda	0.1%	
Other Eur non-EU	0.4%	Libya	0.0%	
Germany	0.3%	Central African Republic	0.0%	
Russia	0.3%	Ethiopia	0.0%	
Slovakia	0.3%	Cameroon	0.0%	
Hungary	0.3%	Sierra Leone	0.0%	
Latvia	0.2%	Sudan	0.0%	
Czech Republic	0.2%	Angola	0.0%	
Romania	0.2%	Congo (Republic)	0.0%	
Netherlands	0.1%	Guyana	0.0%	
Greece	0.1%	Congo (Democratic Republic)	0.0%	
Other Europe - Non Union	0.1%	Gambia	0.0%	
Bulgaria	0.1%	Central Asia	1.4%	
Other European Union	0.1%	Bangladesh	0.5%	
Serbia inc. Kosovo	0.0%	India	0.5%	
Malta	0.0%	Pakistan	0.2%	
Cyprus	0.0%	Sri Lanka	0.2%	
Iceland	0.0%	S. America & The Caribbean	1.0%	
Albania	0.0%	Other Americas	0.3%	
Bosnia and Herzegovina	0.0%	Jamaica	0.3%	
Croatia	0.0%	Brazil	0.2%	
S. East Asia	1.7%	Colombia	0.1%	
Phillipines	0.6%	Other West Indies	0.0%	
China	0.5%	Trinidad and Tobago	0.0%	
Other Asia	0.3%	Barbados	0.0%	
Thailand	0.2%	Middle East	0.8%	
Japan	0.1%	Turkey	0.3%	
Vietnam	0.0%	Iran	0.1%	
Indonesia	0.0%	Afghanistan	0.1%	
Hong Kong (SAR China)	0.0%	Israel	0.1%	
USA/Canada/Australia/N.Zealand	0.7%	Other Middle East	0.1%	
United States	0.3%	Iraq	0.1%	
Australia and New Zealand	0.2%	Egypt	0.0%	
Canada	0.2%	Palestine	0.0%	
		Yemen	0.0%	

Analysis of Funds Received

2007-2008 data is based on the ytd actual figures in the March 08 management accounts.

There is some doubt in the validity of some of the lines.

These charts will need to be redone once the final year end accounts have been ratified.

