

ANNEXE 3 – HOUSING

- 1.1 The LSC has provided ASA with details of 27,066 completed NfP housing cases in 2004-05. For some reason these do not include any cases reported as HWA1 or HASB.
- 1.2 The average length of these cases is **232 minutes** [3 hours, 52 minutes]. This varies by region.

Regional office	Numbers of cases	Average case time [minutes]	Variation from the mean
Birmingham	999	276	+44
Brighton	1,271	307	+75
Bristol	3,265	182	-50
Cambridge	1,988	197	-35
Cardiff	3,303	179	-53
Leeds	3,051	145	-87
Liverpool	1,104	321	+89
London	3,430	338	+105
Manchester	3,488	236	+4
Newcastle	1,380	246	+14
Nottingham	1,950	267	+35
Reading	1,837	218	-14

- 1.3 There are variations in average case times between the types of case recorded as Matter Type Part 1. Nationally the position is as follows:

Code	Description	Numbers of cases	Percentage of cases	Average case time	Variation from the mean
HARR	Possession – arrears	9,106	34%	262	+30
HOTH	Other	2,452	9%	198	-34
HLTE	Landlord and tenant	2,072	8%	190	-42
HOME	Homelessness	10,507	39%	218	-14
HBEN	Housing benefit	1,587	6%	225	-7
HDRP	Disrepair	1,342	5%	272	+40

- 1.4 The regional variations in average times in relation to Matter Type Part 1 are as follows:

Regional office	HARR	HOTH	HLTE	HOME	HBEN	HDRP
Birmingham	301	236	249	189	258	336
Brighton	415	222	212	274	408	240
Bristol	217	171	161	170	185	200
Cambridge	196	165	134	211	190	223
Cardiff	201	159	162	172	175	181
Leeds	190	117	141	121	121	211
Liverpool	357	249	273	323	224	252
London	339	250	219	390	390	350
Manchester	229	212	190	254	209	306
Newcastle	286	201	210	224	260	240
Nottingham	268	269	276	268	256	249
Reading	243	152	219	214	262	263
National average	262	198	190	218	225	272

1.5 The variations nationally in respect of Matter Type 2 are as follows:

Code	Description	Numbers of cases	Percentage of cases	Average case time	Variation from the mean
PUB	Public landlord	7,791	29%	251	+19
PRI	Private landlord	5,982	22%	211	-21
HAC	Other social landlord	4,692	17%	256	+24
HOM	Actually homeless	4,903	18%	217	-15
OWN	Owner occupier	1,241	5%	221	-11
OTH	Other	2,439	9%	211	-21
LAN	Landlord	18	-	236	+4

1.6 The relationship between recorded disability and average case times is as follows:

Code	Description	Number	Percentage of cases	Average case time	Variation from the mean
N	No disability	14,023	52%	221	-11
U	Unrecorded	9,089	34%	232	-
Y	Disability	3,954	15%	271	+39

1.7 As far as gender is concerned, 11,201 (41%) cases involved male clients with an average time of 231 minutes. 15,865 (59%) cases involved female clients with an average time of 233 minutes.

1.8 The relationship between client's ethnicity and average case times is as follows:

Code	Ethnic Origin	Numbers	Percentage of cases	Average case time	Variation from the mean
0	Other	895	3%	329	+97
1	White British	20,472	76%	219	-13
2	White Irish	236	1%	277	+45
3	Black or Black British African	1,247	5%	302	+70
4	Black or Black British Caribbean	936	3%	260	+28
5	Black or Black British Other	287	1%	282	+50
6	Asian or Asian British Indian	223	1%	284	+51
7	Asian or Asian British Pakistani	560	2%	204	-28
8	Asian or Asian British Bangladeshi	297	1%	261	+29
9	Chinese	44	-	271	+38
10	Mixed White & Black Caribbean	151	1%	257	+25
11	Mixed White & Black African	69	-	210	-23
12	Mixed White & Asian	43	-	212	-20
13	Mixed Other	83	-	253	+21
14	White Other	484	2%	284	+52
15	Asian or Asian British Other	223	1%	243	+11
99	Unknown	816	3%	237	+5

1.9 The relationship between average times and first end point code is as follows

Code	Description	Numbers	Percent of cases	Average case time	Variation from mean
A	Proceeded under other CLS funding	681	3%	369	+136
B	Client referred	525	2%	270	+38
C	Client advised and taking action themselves or with help	3,912	14%	130	-102
D	Client advised and third party action or decision awaited	743	3%	159	-73
E	Outcome not known / client ceased to give instructions	5,237	19%	178	-55
F	Client receives lump sum or property	779	3%	379	+147
G	Client receives new or increased regular payment	376	1%	229	-3
H	Sum owed to third party is reduced	341	1%	371	+139
I	Liability to make regular payments is reduced	138	1%	262	+30
K	Client housed, re-housed or retains home	8,975	33%	292	+60
M	Third party action benefits client	554	2%	276	+44
N	Third party action prevented	366	1%	277	+44
O	Third party action delayed	213	1%	281	+49
P	Client secures explanation or apology only	164	1%	186	-47
Q	Client advised and enabled to plan/manage better	2,596	10%	173	-59
R	Matter stopped on adviser's recommendation	497	2%	282	+50
S	Matter concluded otherwise	902	3%	238	+6

1.10 The relationship between average case times and the second end point code is as follows

Code	Description	Numbers	Percentage of cases	Average case time	Variation from mean
N	No significant wider public benefits	26,607	98%	229	-3
P	Significant wider public benefits	459	2%	388	+156

1.11 The relationship between average case times and the third end point code is as follows

Code	Description	Numbers	Percentage of cases	Average case time	Variation from mean
A	First meeting	3,861	14%	80	-152
B	Further work	8,035	30%	161	-71
C	Putting case for client	10,944	40%	301	+68
D	Representation at court / tribunal	4,130	15%	331	+99