

ANNEXE 4 – EMPLOYMENT

- 1.1 NfP agencies reported 4,292 completed employment cases in 2004-05.
- 1.2 The average length of all employment cases is **446 minutes** [7 hours, 26 minutes]. This varies by region

Regional office	Numbers of cases	Average case time [minutes]	Variation from the mean
Birmingham	418	297	-149
Brighton	38	448	+3
Bristol	94	414	-32
Cambridge	354	470	+24
Cardiff	39	368	-78
Leeds	284	525	+80
Liverpool	482	472	+26
London	884	608	+162
Manchester	1,028	379	-66
Newcastle	377	332	-114
Nottingham	153	343	-103
Reading	141	499	+54

- 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
EMTE	Terms and conditions	716	17%	270	-176
EMOT	Other	655	15%	269	-176
EMUN	Unfair dismissal	1,813	42%	518	+72
EMRE	Redundancy	249	6%	398	-48
EMSK	Sick leave	78	2%	278	-168
EMDI	Discrimination	555	13%	755	+309
EMWR	Wrongful dismissal	226	5%	282	-163

- 1.4 The regional variations in average times in relation to Matter Type Part 1 are set out in the following table, in respect of matter types in which at least ten cases were reported in the region concerned.

Regional office	EMTE	EMOT	EMUN	EMRE	EMSK	EMDI	EMWR
Birmingham	220	191	305	498		528	
Brighton	342		465				
Bristol	160		415			851	
Cambridge	250	344	497	535	188	942	329
Cardiff			507				
Leeds	448	362	656	395		512	
Liverpool	334	322	515	331	501	695	268
London	320	246	669	473	348	1080	400
Manchester	223	283	507	347	151	523	208
Newcastle	240	246	392	303		545	363
Nottingham	234	202	386	247		512	214
Reading	237	323	633	727		667	
National average	270	269	518	398	278	755	282

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
UNE	Unemployed	2,626	61%	476	+30
FTE	Full time employment	1,103	26%	407	-39
PTE	Part time employment	464	11%	365	-81
SEM	Self employment	21	-	299	-147
EMP	Employer	78	2%	488	+43

1.6 The relationship between recorded disability and average case times is set out in the following table. Although the numbers are fairly small, clients recorded as having a disability seem to have higher average case times. This appears to be related in part to the matter type of their cases.¹

Code	Description	Number	Percentage of cases	Average case time	Variation from the mean
N	No disability	3,195	74%	428	-18
U	Unrecorded	799	19%	445	-1
Y	Disability	298	7%	637	+192

¹ Of the 298 clients recorded as having a disability, 111 (37%) were classed as EMDI.

1.7 As far as gender is concerned, 2,310 cases involved male clients with an average time of 440 minutes. 1,982 cases involved female clients with an average time of 452 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	163	4%	522	+76
1	White British	3,011	70%	416	-29
2	White Irish	32	1%	494	+48
3	Black or Black British African	218	5%	448	+2
4	Black or Black British Caribbean	203	5%	669	+223
5	Black or Black British Other	64	1%	351	-95
6	Asian or Asian British Indian	101	2%	444	-2
7	Asian or Asian British Pakistani	77	2%	500	+54
8	Asian or Asian British Bangladeshi	29	1%	638	+193
9	Chinese	24	1%	505	+59
10	Mixed White & Black Caribbean	20	-	738	+292
11	Mixed White & Black African	17	-	498	+52
12	Mixed White & Asian	6	-	171	-275
13	Mixed Other	13	-	566	+121
14	White Other	189	4%	563	+117
15	Asian or Asian British Other	41	1%	518	+73
99	Unknown	84	2%	352	-94

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	22	1%	464	+18
B	Client referred	54	1%	682	+237
C	Client advised and taking action themselves or with help	473	11%	203	-242
D	Client advised and third party action or decision awaited	65	2%	201	-245
E	Outcome not known / client ceased to give instructions	859	20%	208	-237
F	Client receives lump sum or property	1,728	40%	679	+233
G	Client receives new or increased regular payment	28	1%	352	-94
H	Sum owed to third party is reduced	14	-	372	-73
I	Liability to make regular payments is reduced	1	-	108	-338
M	Third party action benefits client	50	1%	290	-156
N	Third party action prevented	15	-	252	-194
O	Third party action delayed	3	-	396	-50
P	Client secures explanation or apology only	38	1%	387	-59
Q	Client advised and enabled to plan/manage better	145	3%	201	-245
R	Matter stopped on adviser's recommendation	354	8%	400	-46
S	Matter concluded otherwise	389	9%	445	-1

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	4,107	96%	439	-7
P	Significant wider public benefits	185	4%	600	+155

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	550	13%	88	-357
B	Further work	1,274	30%	255	-190
C	Putting case for client	1,957	46%	526	+80
D	Representation at court / tribunal	468	11%	1064	+618