

## ANNEXE 5 - COMPARISONS ACROSS THE CATEGORIES

### Regional variations

- 1.1 The table below sets out the variations from the mean in each of the four categories of law as between the LSC regions.

Regional office	Benefits	Debt	Housing	Employment
Birmingham	+27	-14	+44	-149
Brighton	+49	+39	+75	+3
Bristol	-29	-41	-50	-32
Cambridge	+47	+48	-35	+24
Cardiff	-10	+42	-53	-78
Leeds	-71	-13	-87	+80
Liverpool	-65	-29	+89	+26
London	+85	+17	+105	+162
Manchester	-38	-13	+4	-66
Newcastle	+20	-2	+14	-114
Nottingham	+11	+4	+35	-103
Reading	+4	+86	-14	+54

- 1.2 It can be seen that London has above average case times in all four categories, and in fact has the highest average case times in all categories except debt. Brighton has above average case times in all four categories, although only marginally so in employment. Bristol has below average case times in all four categories.

### Disability

- 1.3 The relationship between the client's recorded disability status and average case times across the four categories is as follows:

Code	Description	Benefits	Debt	Housing	Employment
N	No disability	-22	-14	-11	-18
U	Unrecorded	+37	+47	-	-1
Y	Disability	+3	+13	+39	+192

### Ethnicity

- 1.4 The table on the following page sets out the variations from the mean in each of the four categories.
- 1.5 Where figures are in parentheses ( ), the number of clients concerned is less than 100. The asterisk\* represents numbers of clients of less than 10

Code	Ethnic Origin	Benefits	Debt	Housing	Employment
0	Other	+80	+48	+97	+76
1	White British	-12	-2	-13	-29
2	White Irish	+14	+16	+45	(+48)
3	Black or Black British African	+50	-22	+70	+2
4	Black or Black British Caribbean	+19	+24	+28	+223
5	Black or Black British Other	+49	+98	+50	(-95)
6	Asian or Asian British Indian	+49	+15	+51	-2
7	Asian or Asian British Pakistani	+10	-12	-28	(+54)
8	Asian or Asian British Bangladeshi	+4	-14	+29	(+193)
9	Chinese	+168	(-69)	(+38)	(+59)
10	Mixed White & Black Caribbean	-34	-11	+25	(+292)
11	Mixed White & Black African	(-72)	(-5)	(-23)	(+52)
12	Mixed White & Asian	(-46)	(-28)	(-20)	*
13	Mixed Other	(+42)	(+19)	(+21)	(+121)
14	White Other	+26	+15	+52	+117
15	Asian or Asian British Other	+50	-15	+11	(+73)
99	Unknown	-18	+3	+5	(-94)

- 1.6 As can be seen, cases for White British clients take slightly less time across all four categories. Cases for Mixed White and Asian clients also take less time than average across the three categories shown, although the number of cases is low. Above average case times are consistently shown for clients whose ethnic origin is shown as Other, White Irish, Black or Black British Caribbean, Mixed Other and White Other, although the number of cases is low in some categories.

## Endpoints

- 1.7 The following tables compare the variations from the mean for the three different endpoints across the four categories. For the first end point code the position is as follows:

Code	Description	Benefits	Debt	Housing	Employment
A	Proceeded under other CLS funding	+52	-45	+136	(+18)
B	Client referred	+9	-74	+38	(+237)
C	Client advised and taking action themselves or with help	-119	-76	-102	-242
D	Client advised and third party action or decision awaited	-114	-62	-73	(-245)
E	Outcome not known / client ceased to give instructions	-95	-58	-55	-237
F	Client receives lump sum or property	+108	+43	+147	+233
G	Client receives new or increased regular payment	+62	+121	-3	(-94)
H	Sum owed to third party is reduced	+145	+92	+139	(-73)
I	Liability to make regular payments is reduced	-12	+62	+30	*
K	Client housed, re-housed or retains home (Housing)	N/A	-16	+60	N/A
L	Client's credit references improved (Debt)	N/A	+75	N/A	N/A
M	Third party action benefits client	+34	-5	+44	(-156)
N	Third party action prevented	+85	+50	+44	(-194)
O	Third party action delayed	(+41)	+56	+49	*
P	Client secures explanation or apology only	-4	(-33)	-47	(-59)
Q	Client advised and enabled to plan/manage better	-105	+7	-59	-245
R	Matter stopped on adviser's recommendation	-11	-9	+50	-46
S	Matter concluded otherwise	-2	+28	+6	-1

- 1.8 [Where figures are in parentheses ( ), the number of clients concerned is less than 100. The asterisk\* represents numbers of clients of less than 10].

- 1.9 Cases which show above average times across all categories shown are

- F: Client receives lump sum or property
- O: Third party action delayed.

- 1.10 Cases which show below average times across all categories are

- C: Client advised and taking action themselves or with help
- D: Client advised and third party action or decision awaited
- P: Client secures explanation or apology

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

<b>Code</b>	<b>Description</b>	<b>Benefits</b>	<b>Debt</b>	<b>Housing</b>	<b>Employment</b>
N	No significant wider public benefits	-4	-2	-3	-7
P	Significant wider public benefits	+90	+127	+156	+155

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

<b>Code</b>	<b>Description</b>	<b>Benefits</b>	<b>Debt</b>	<b>Housing</b>	<b>Employment</b>
A	First meeting	-185	-192	-152	-357
B	Further work	-77	-47	-71	-190
C	Putting case for client	+56	+36	+68	+80
D	Representation at court / tribunal	+260	+136	+99	+618

1.13 It is hardly surprising that cases take longer the more work is involved. There is however an interesting variation between the categories in the extent to which cases involving representation are longer than those which end with putting the case for the client. This may reflect the different nature of the court or tribunal hearings as between the different categories.