

MS service project report 2011/12

ENQUIRIES

80 people have been seen by the service and they brought 84 enquiries altogether. Some clients brought two or three separate issues, as charted in Figure 2.

TYPES OF ISSUES BROUGHT BY CLIENTS, INCLUDING SECOND AND THIRD ISSUES

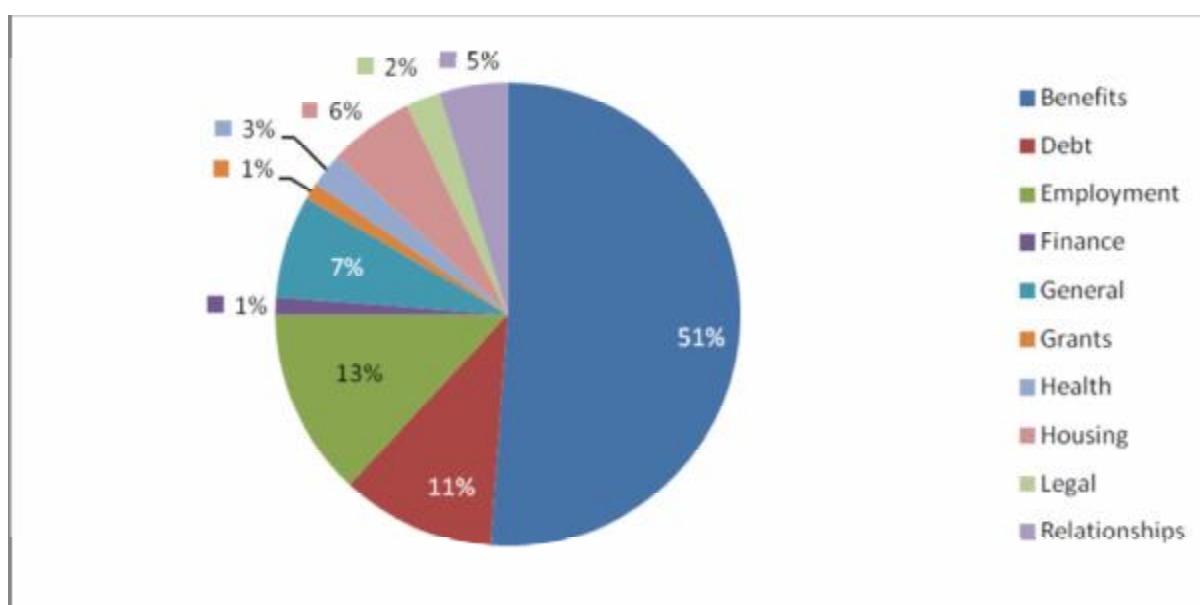


Figure 1

TOTAL NUMBER OF MAIN, SECOND AND THIRD ISSUES

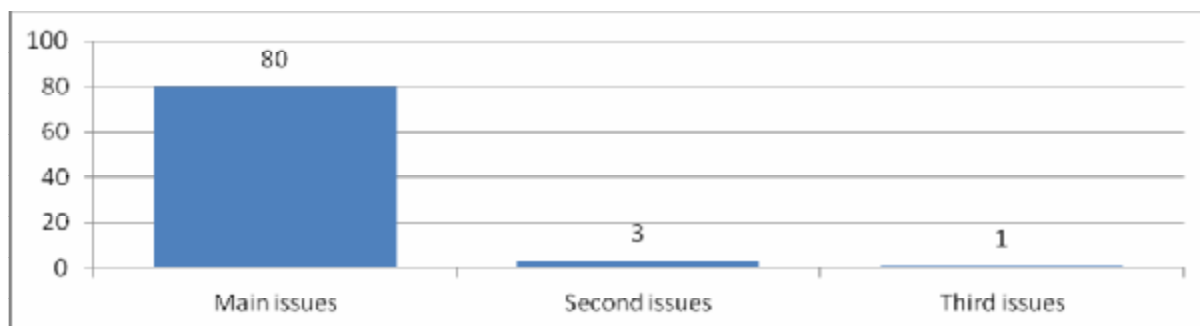


Figure 2

The three secondary issues were about benefits, health and housing. The only tertiary issue regarded debt.

FINANCIAL GAINS

A total of £66827.50 financial gains were achieved for service users.

AGE AND GENDER

The average age of service users was 51.9 years. The median age was 54. 20% of service users were male and 80% were female (Figure 4).

AGE GROUPS, BY GENDER

This chart shows the number of service users in each quinary age group. Of those for whom there is age data, a large majority are aged between 45 and 60.

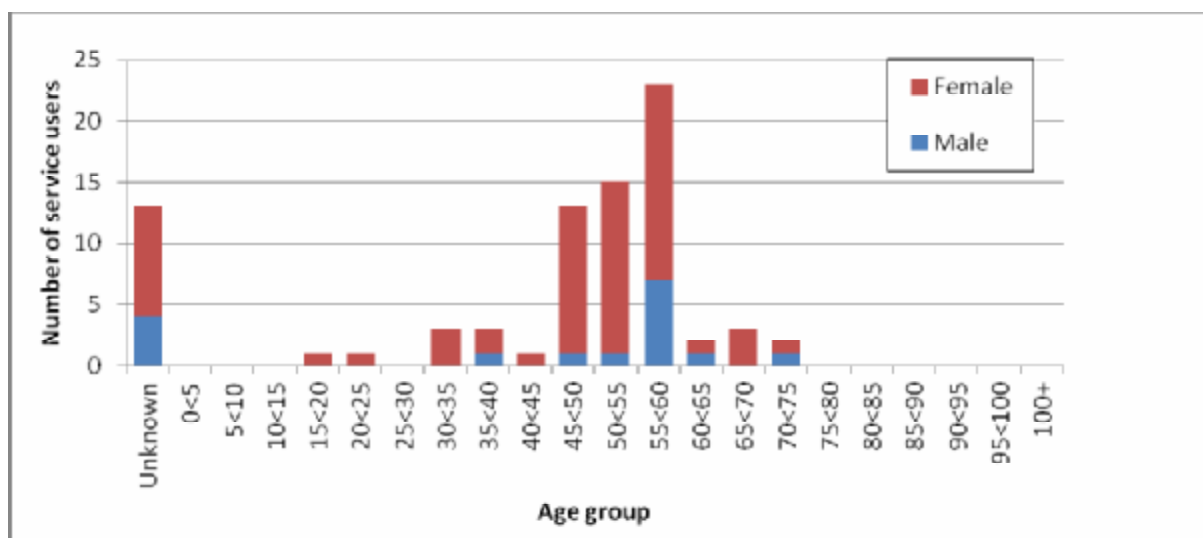


Figure 3

GENDER PROPORTION

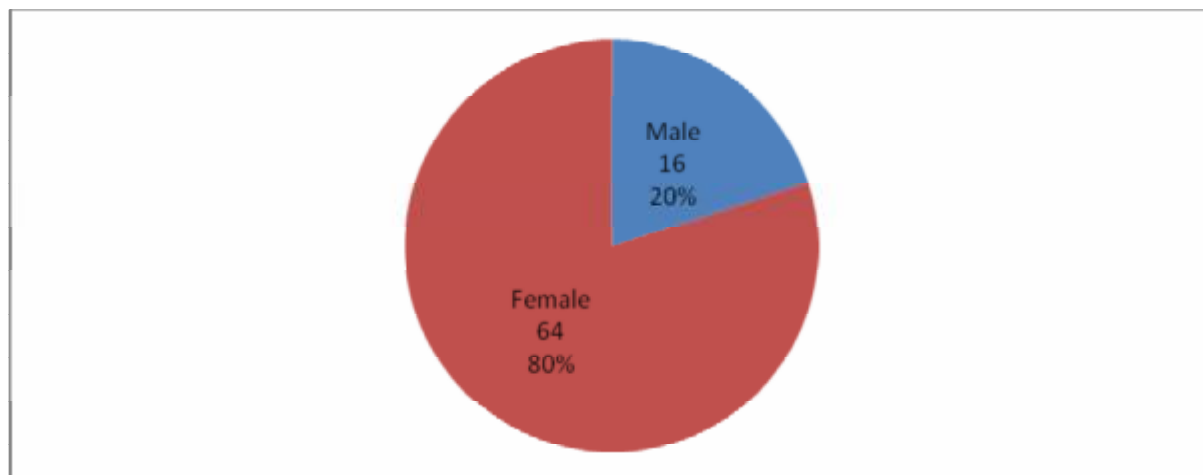


Figure 4

WHERE SERVICE USERS WERE SEEN

Figure 5 shows the number of service users who were seen via each service delivery location or contact method.

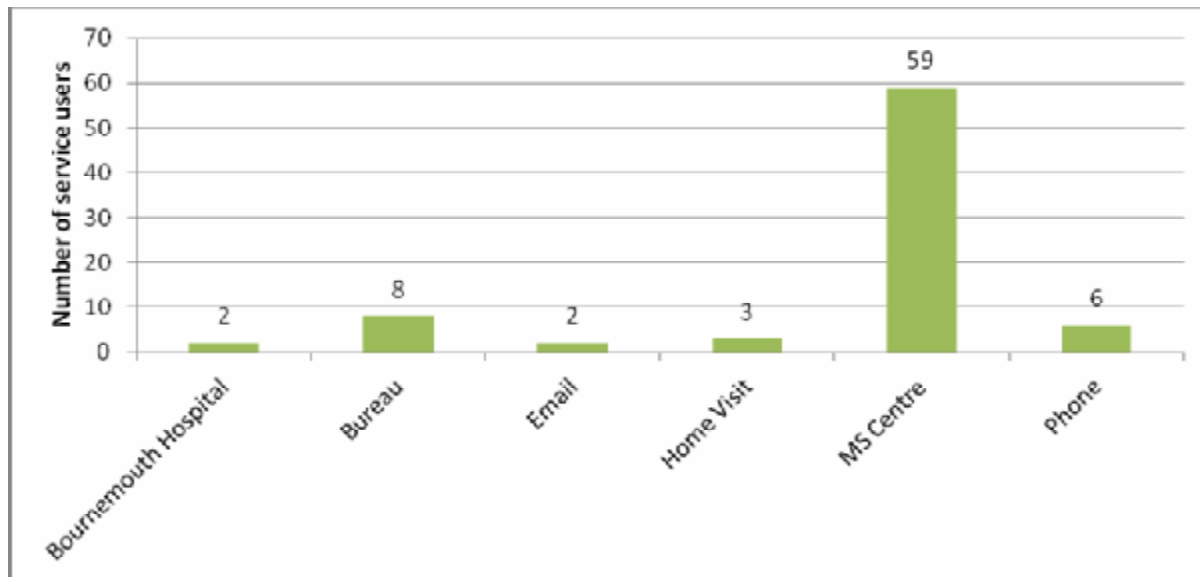


Figure 5

HOUSING STATUS OF SERVICE USERS

As shown in Figure 6, the majority of service users are housed in property they either own or are buying. This is closely followed by Private Rented accommodation and living with Parents.

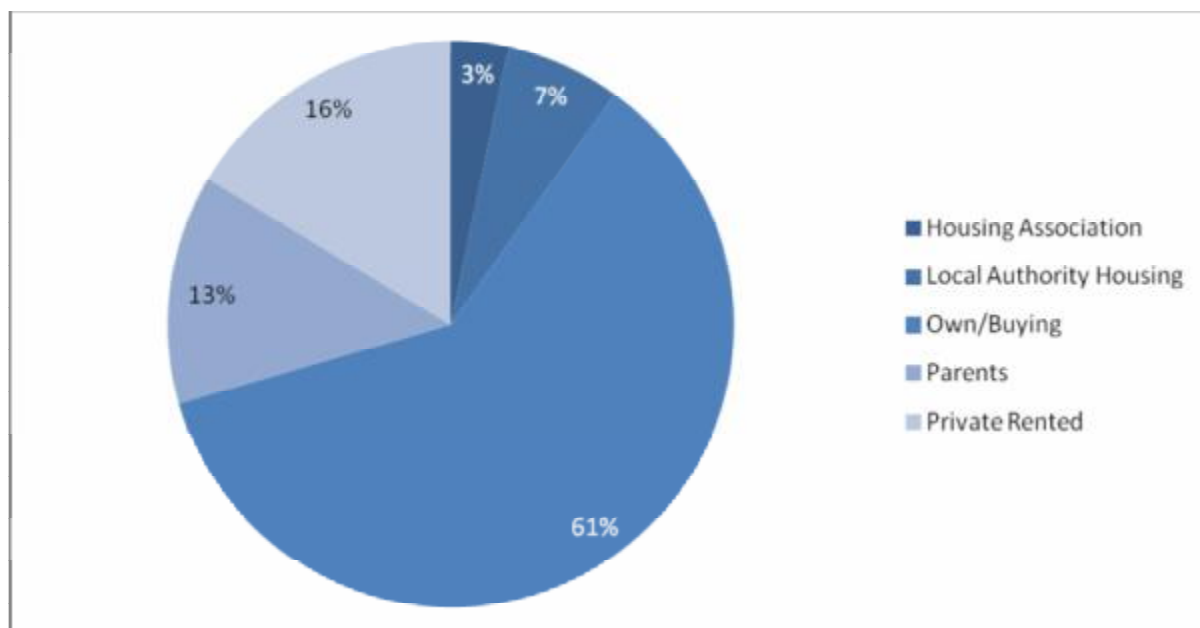


Figure 6

WHERE SERVICE USERS HEARD ABOUT THE SERVICE

Figure 7 shows the proportion of service users who found out about the service by various means.

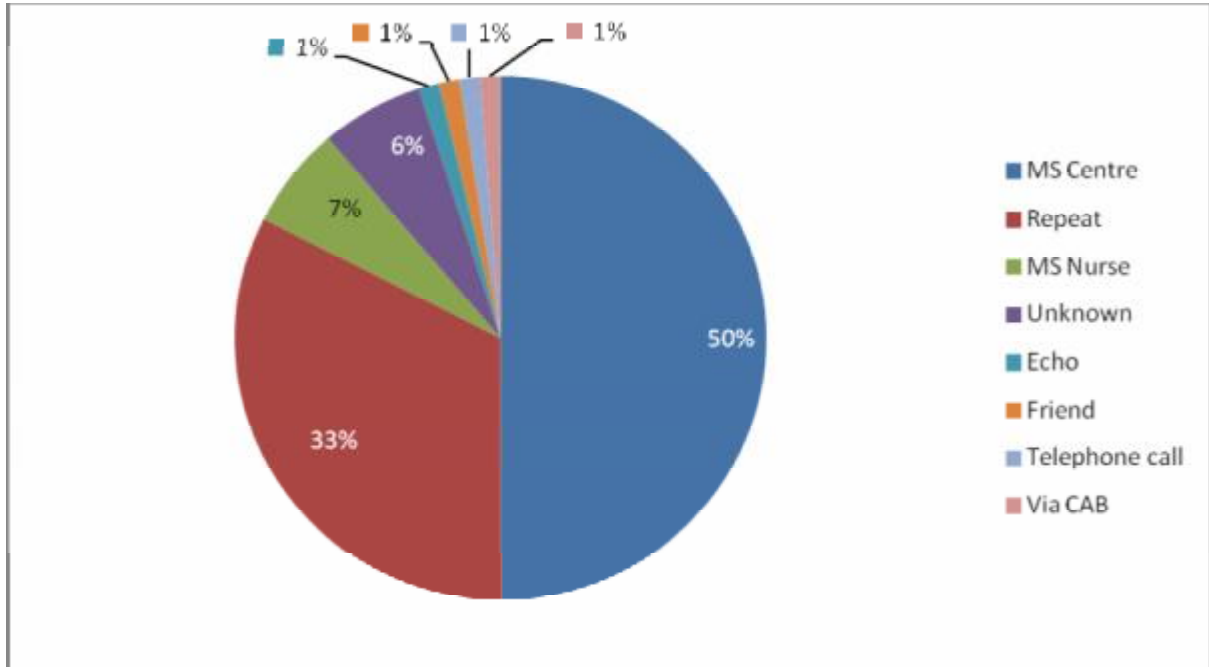


Figure 7

WHERE SERVICE USERS HEARD ABOUT THE SERVICE, BY ADDRESS OF SERVICE USER

Figure 8 breaks down where service users heard about the service according to their addresses. This shows how many users came from each area, and illustrates variations from area to area. However, there is probably not enough data to draw major conclusions from these variations.

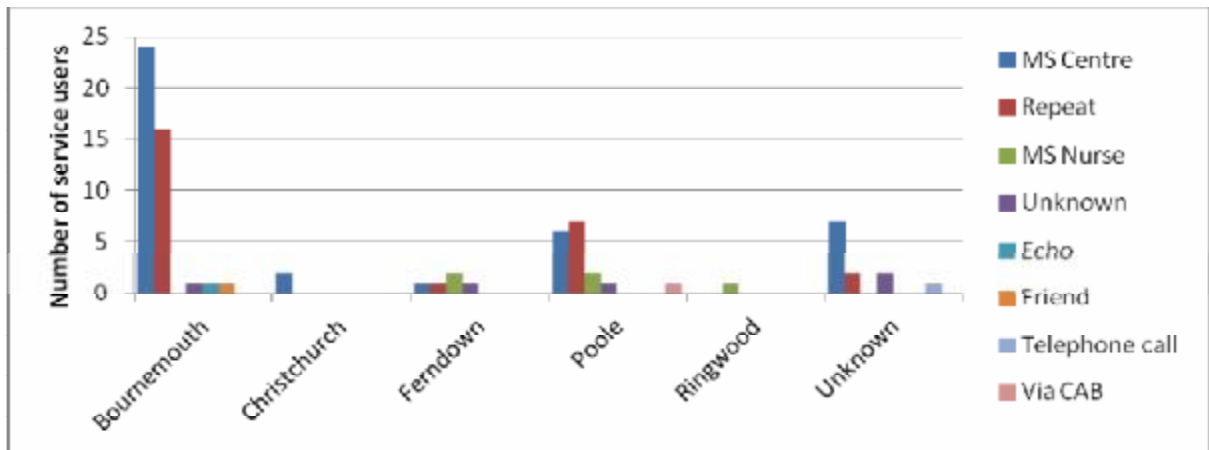


Figure 8