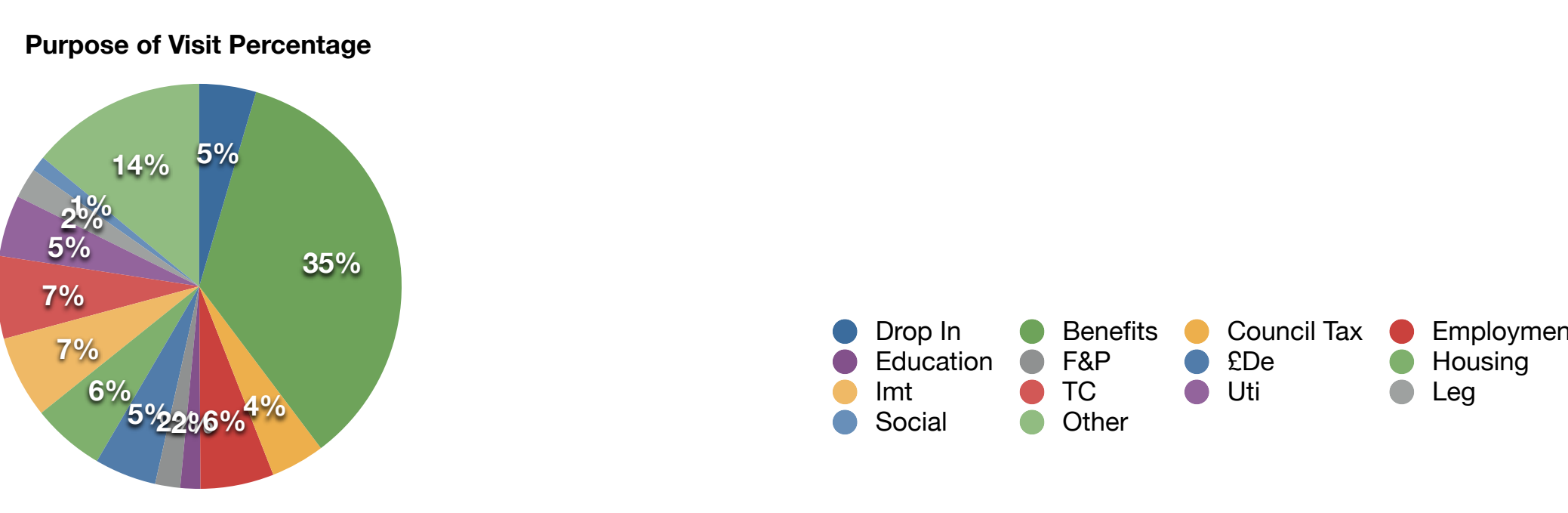
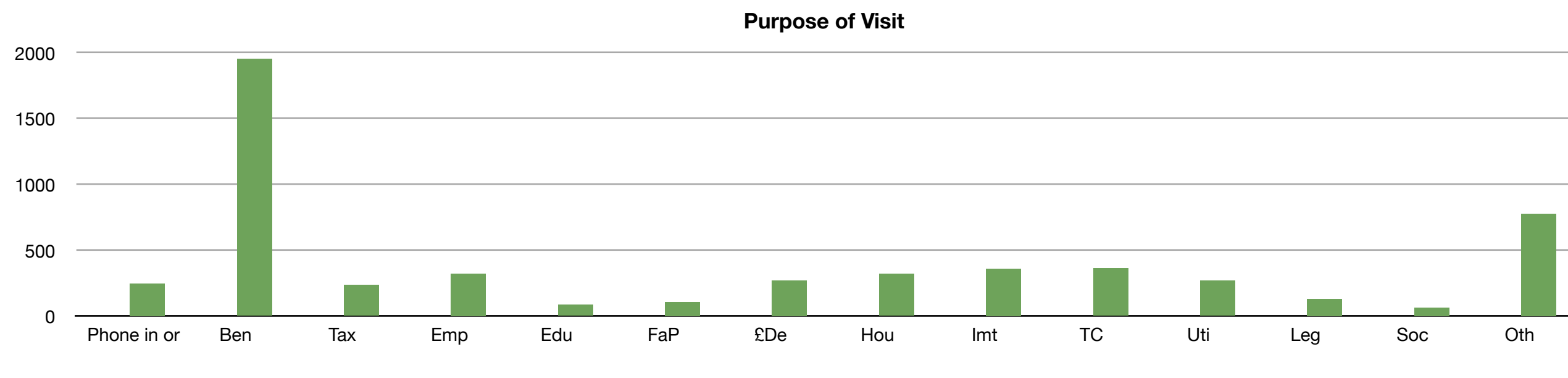
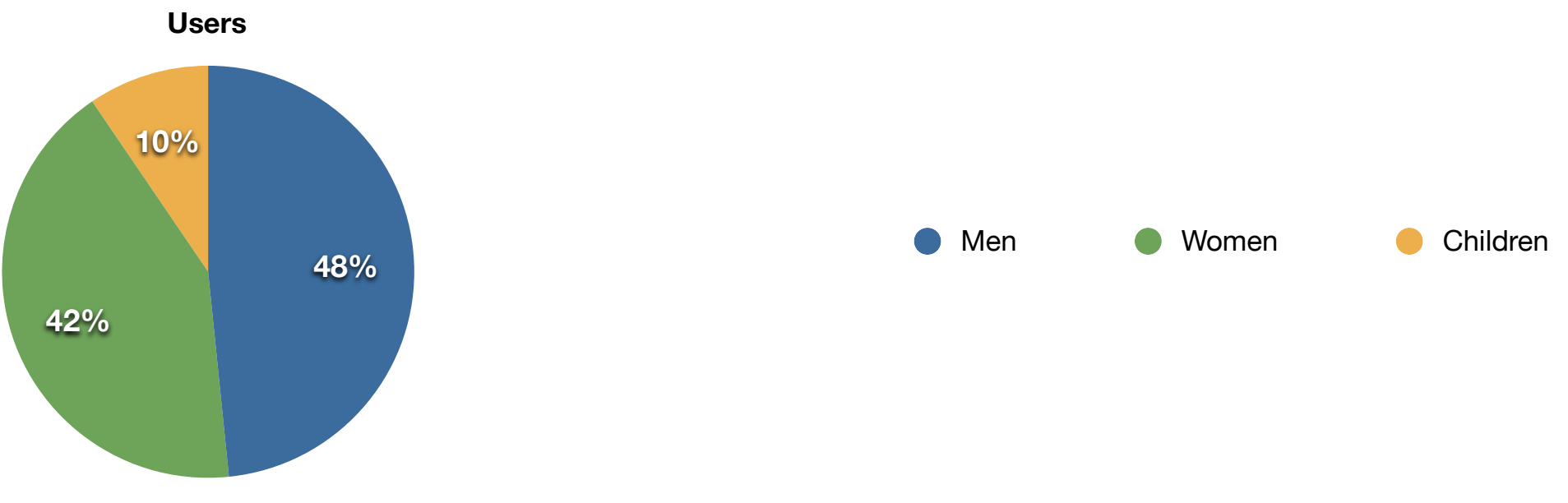


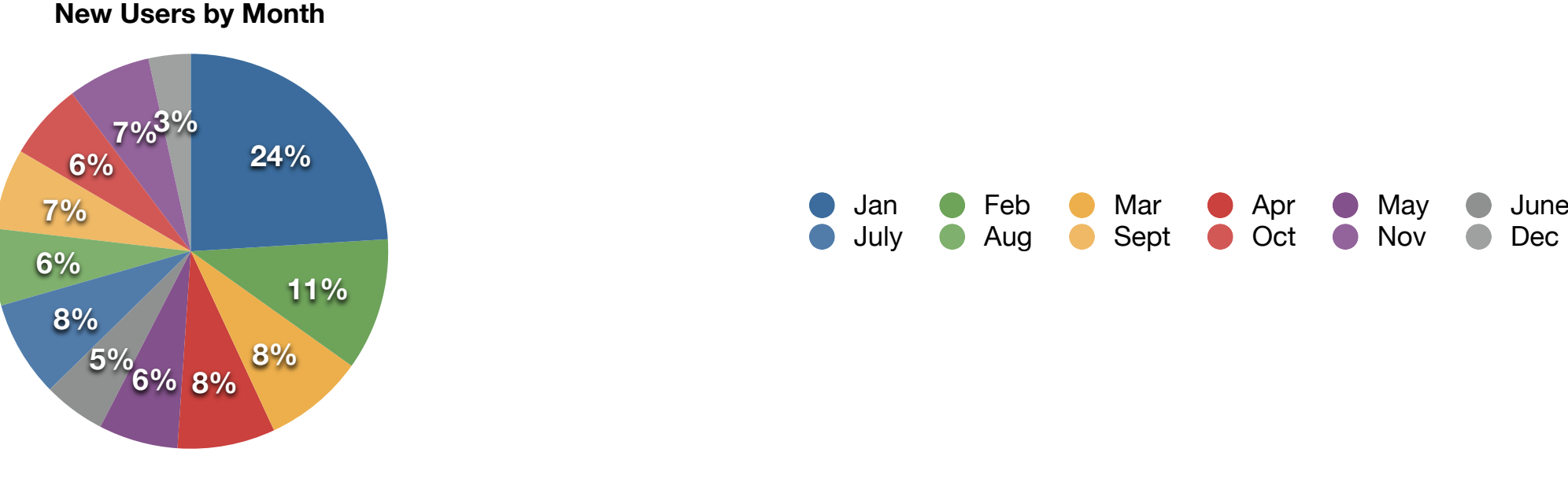
	Number of Visits	Phone in or Drop in	Ben	Tax	Emp	Edu	Nature of Enquiry (In Numbers)				Hou	lmt	TC	Uti	Leg	Soc	Oth
							FaP	EDe									
Totals for Year	5123	252	1955	239	326	89	111	274	323	365	366	272	135	88	780		
Total Activities for Year	2895																
Total Visits for Year	8018																



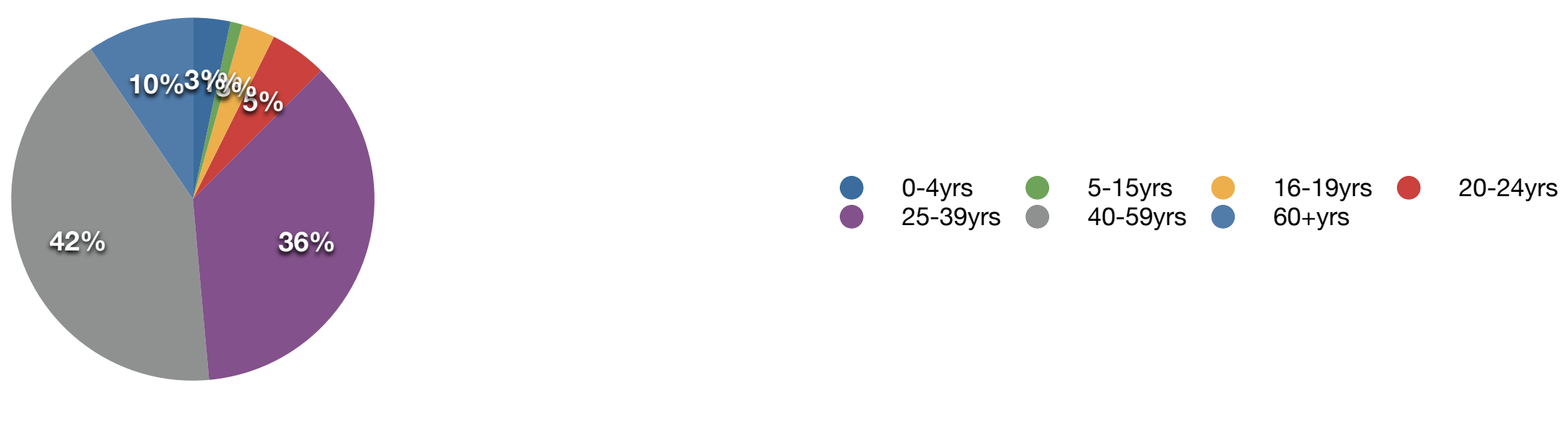
User Gender	Totals	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Activities
Men	585	125	61	46	47	37	26	37	39	42	33	34	15	43
Women	509	89	36	29	20	19	16	26	18	18	25	29	17	167
Children	115	8	3	1	7	4	5	10	1	1	0	0	0	75
Totals	1209													



Number of Users	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Number of Users	222	100	76	74	60	47	73	58	61	58	63	32



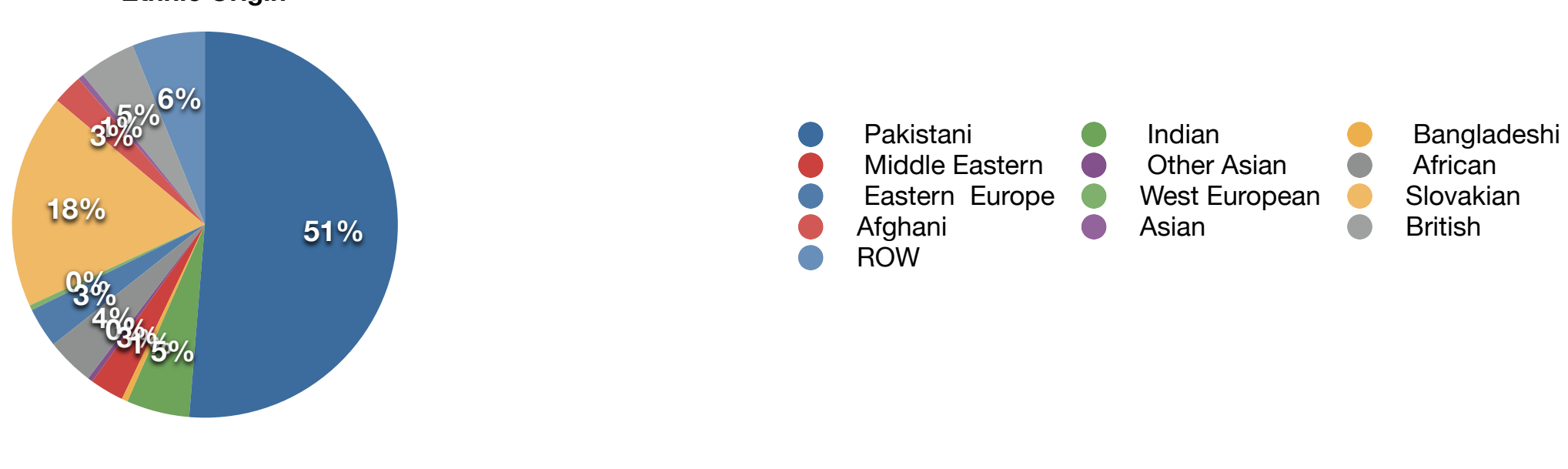
Age Range--	Totals	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
0-4yrs	28	8	3	1	5	0	2	9	0	0	0	0	0
5-15yrs	9	0	1	0	1	4	0	1	1	1	0	0	0
16-19yrs	25	6	6	1	2	1	0	1	1	2	3	2	0
20-24yrs	34	6	7	2	4	0	2	5	5	3	4	4	1
25-29yrs	304	86	28	26	24	17	15	25	14	23	22	16	8
30-34yrs	353	89	31	26	27	30	15	25	23	23	19	29	16
35-39yrs	80	18	11	11	3	4	4	5	6	3	6	6	3



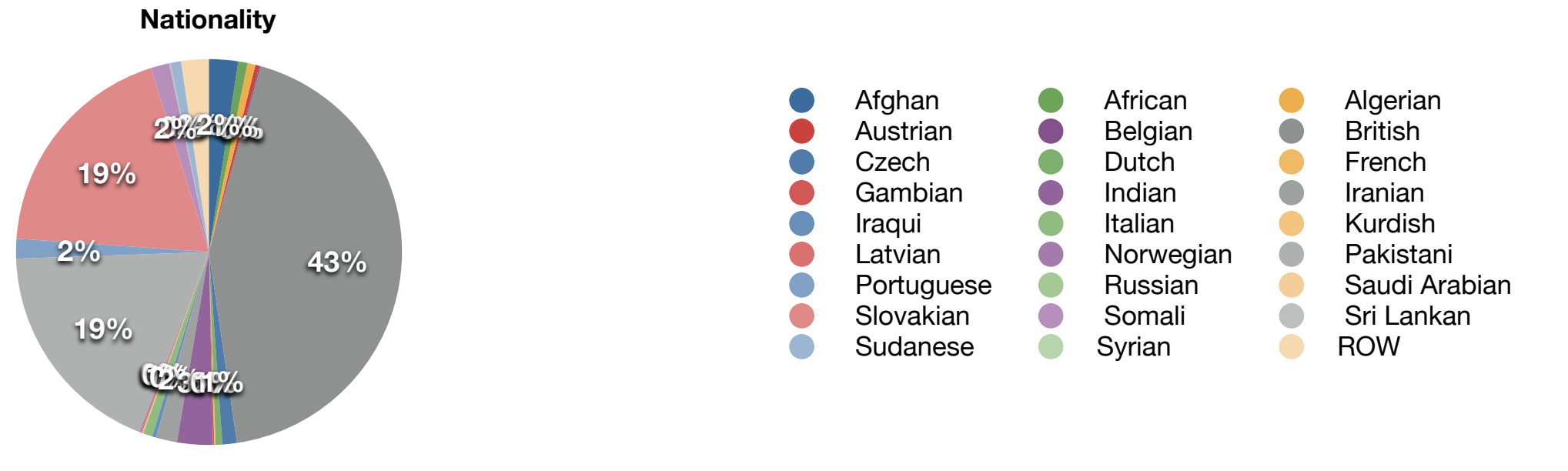
Disability--	Totals	Jan	Feb	March	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Activities
None / Not Stated	924	0	0	0	0	0	0	0	0	0	0	0	0	924
Physical Impairment	20	3	0	6	1	0	3	0	1	0	2	3	1	
Sensory Impairment	1	0	0	0	0	0	0	0	0	0	0	1	0	
Learning Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mental Health Condition	4	1	0	1	0	0	1	1	0	0	0	0	0	
Any Other	4	1	0	0	1	1	1	0	0	0	0	0	0	
Not Stated	0	0	0	0	0	0	0	0	0	0	0	0	0	



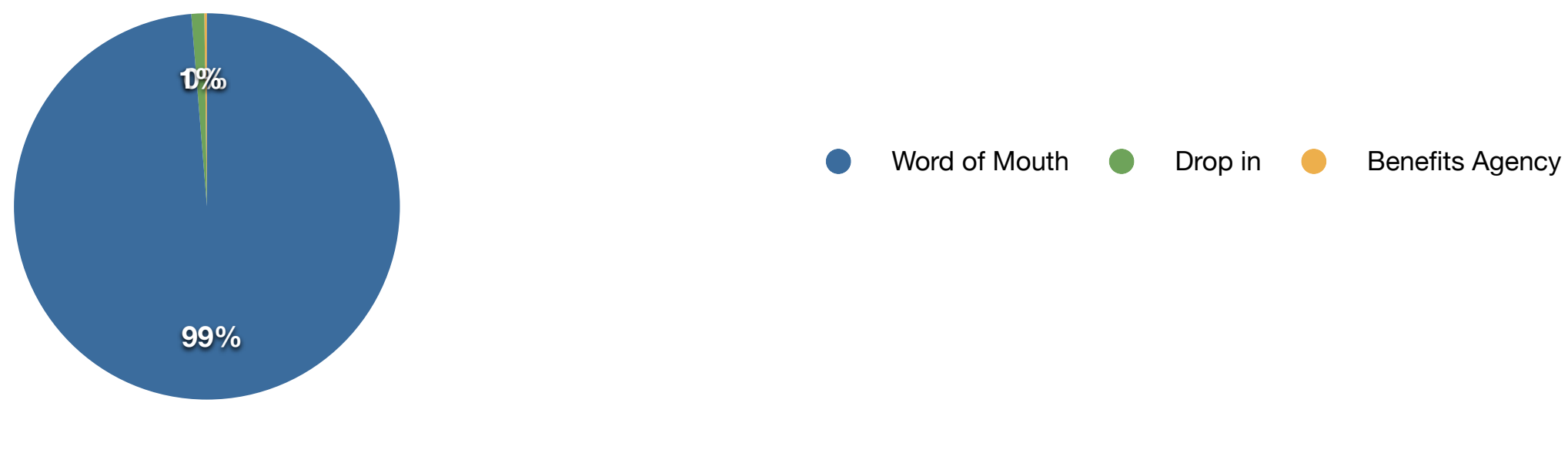
Ethnic Origin--	Totals	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Activities
Pakistani	613	118	57	41	33	34	26	45	27	25	20	25	12	150
Indian	63	12	10	6	4	7	0	7	2	9	1	3	2	
Bangladeshi	6	4	0	0	1	0	0	0	0	0	0	0	1	
Middle Eastern	34	6	0	2	4	5	2	1	5	3	2	1	3	
Other Asian	5	0	0	3	0	0	1	0	0	0	0	0	1	
African	48	14	6	1	6	1	2	0	2	3	6	4	3	
Eastern Europe	40	0	0	0	0	0	0	6	0	1	5	8	0	20
West European	5	0	2	0	0	0	0	1	0	1	1	0	0	
Slovakian	215	44	8	14	16	4	7	6	20	15	17	11	8	45
Afghani	30	7	5	2	7	2	1	2	1	0	1	2	0	
Asian	6	2	0	2	0	1	0	0	1	0	0	0	0	
British	57	5	7	5	3	6	7	4	4	2	3	9	2	
ROW	73	0	0	0	0	0	1	0	0	0	2	0	0	70



Nationality--	Totals	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Afghan	22	5	4	1	2	2	0	2	1	1	2	2	0
African	7	1	1	0	1	0	0	0	0	1	3	0	0
Algerian	6	1	1	0	2	0	0	0	1	0	0	1	0
Austrian	3	0	2	1	0	0	0	0	0	0	0	0	0
Belgian	1	1	0	0	0	0	0	0	0	0	0	0	0
British	392	93	58	39	26	31	30	34	15	16	13	26	11
Czech	11	0	0	0	0	0	0	6	0	0	2	3	0
Dutch	5	2	1	0	0	0	0	0	0	1	0	1	0
French	1	0	0	0	0	0	0	1	0	0	0	0	0
Gambian	1	0	0	0	0	0	0	1	0	0	0	0	0
Indian	27	6	5	3	2	3	0	3	0	3	0	1	1
Iranian	16	2	0	1	2	2	0	0	3	2	0	1	3
Iraqi	3	1	0	0	2	0	0	0	0	0	0	0	0
Italian	7	1	1	2	0	1	0	1	0	0	1	1	0
Kurdish	1	0	0	0	0	1	0	0	0	0	0	0	0
Latvian	1	0	0	1	0	0	0	0	0	0	0	0	0
Norwegian	1	0	0	0	0	0	0	0	0	1	0	0	0
Pakistani	168	44	14	11	17	12	6	14	13	17	11	5	4
Portuguese	15	2	1	1	1	0	0	5	2	1	2	0	0
Russian	0	0	0	0	0	0	0	0	0	0	0	0	0
Saudi Arabian	0	0	0	0	0	0	0	0	0	0	0	0	0
Slovakian	172	50	8	14	15	4	6	6	19	14	17	11	8
Somali	14	3	1	1	2	0	2	0	0	1	2	0	2
Sri Lankan	1	0	0	1	0	0	0	0	0	0	0	0	0
Sudanese	8	3	2	0	0	0	0	0	1	0	1	0	1
Syrian	0	0	0	0	0	0	0	0	0	0	0	0	0
ROW	21	0	0	0	0	0	0	0	2	3	4	7	2



Inward Referral Sources--	Totals	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Word of Mouth	912	214	97	76	74	60	46	73	58	61	58	63	32
Drop in	10	7	3	0	0	0	0	0	0	0	0	0	0
Benefits Agency	2	1	0	0	0	0	1	0	0	0	0	0	0



Post Code--	Totals	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
G3	4	0	2	0	0	0	0	0	0	2	0	0	0
G4	3	0	1	0	0	0	0	1	0	1	0	0	0
G5	8	0	1	0	3	1	1	1	0	1	0	0	0
G11	0	0	0	0	0	0	0	0	0	0	0	0	0
G14	7	0	2	0	0	1	0	1	1	1	0	1	0
G20	8	2	2	0	1	2	0	1	0	0	0	0	0
G21	9	4	0	0	2	1	0	0	1	0	1	0	0
G29	0	0	0	0	0	0	0	0	0	0	0	0	0
G31	17	2	2	0	2	0	0	3	2	1	1	0	4
G41	124	25	12	12	8	9	7	19	3	11	6	7	5
G42	563	155	58	53	44	17	33	32	39	35	41	40	16
G43	22	2	2	2	2	2	4	1	1	1	2	2	1
G44	24	6	5	3	3	0	0	1	0	1	1	3	1
G45	2	0	2	0	0	0	0	0	0	0	0	0	0
G46	7	1	2	2	0	0	1	1	0	0	0	0	0
G51	12	4	1	0	0	2	1	0	0	1	0	2	1
G52	0	0	3	0	0	0	0	0	1	0	0	0	0
G53	19	1	4	2	5	2	0	0	1	3	0	1	0
G61 - G69	2	1	0	0	0	1	0	0	0	0	0	0	0
G72/G73	10	3	1	1	1	0	0	0	1	0	2	1	0
G76 - G77	6	2	0	0	0	0	0	0	2				