legal services COMMISSION

The Law Society

Phase 1 Fee Schemes Review: New Matter Starts Report

Produced by Civil Strategy Team, Legal Services Commission. July 2008

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1 Introduction

1.1 This review forms one of the agreed areas of work for the Civil Contracts Consultative Group (CCCG) set up under the Deed of Settlement[1] with The Law Society. Appendix 9 of the Deed sets out the remit of the CCCG and the proposed approach by creating a joint LSC and Law Society CCCG to focus on the development of the Civil Unified Contract.

1.2 The remit of the CCCG includes looking at the development of the civil fee schemes, in particular for the purposes of this report considering matter start changes following the Phase 1 Fee Schemes introduced since October 2007 (the Mental Health Fee Scheme was introduced in January 2008 and has been included).

1.3 Included within the scope of review are quarterly reviews of New Matter Starts (NMS) by Legal Aid providers of which this report is the first. There are many factors that could influence NMS figures, e.g. Interim Bid Rounds, longer term trends for instance movement of work to Not for Profits providers from solicitors especially in social welfare law, and incomplete data (see below). This document looks at NMS data to compare the periods before and after the introduction of the fee schemes as a possible early indicator of their effect, but because of the complexity involved it cannot isolate the impact of the fee schemes.

2 Background to the Fee Schemes

2.1 The civil fee schemes are part of the legal aid reform programme set out in November 2006 in *Legal Aid Reform: the Way Ahead* and were developed following an extensive consultation exercise. The civil fee schemes were set to deliver a system that would achieve value for money whilst ensuring quality and the fairness of the justice system, and a staged approach to implementation was taken to allow legal aid providers an opportunity to adjust. The first phase of fees were introduced in October 2007 (the Mental Health fee scheme was introduced in January 2008) and the second phase of fees will be introduced in April 2010.

3 Methodology

3.1 This initial review of the changes on NMS Levels since the introduction of the Phase 1 Fee Schemes will be comparing three 6 month periods of time – October 2005-March 2006 (Period 1), October 2006-March 2007(Period 2) and October 2007-March 2008 (Period 3).

3.2 The Phase 1 fees schemes were introduced in October 2007, and during the analysis NMS data was only available up to March 2007[2], therefore this period is the base for comparison and the preceding corresponding periods were also reviewed, in order to provide a fair analysis.

3.3 Prior to the introduction of the Supplier Management System (SMS), NMS were reported by individual solicitors firms along with their monthly claims for billed cases. Not for Profit (NfP) providers reported their NMS along with their hour's reports, which were also submitted on a monthly basis. These figures were previously uploaded to the Legal Services Commission's (LSC's) Central Information System (CIS), which was the source for the NMS data for periods 1 and 2 (October-March 05/06 and 06/07).

3.4 NMS data for period 3 (October-March 07/08) comes from two sources. Some providers continued to report their NMS levels when they submitted their claims to SMS. However this was not made a requirement so Regional Offices made a telephone chase to all providers, in order to complete the NMS data where it had not been received. Therefore the data for period 3 comes from a combination of these two sources – a spreadsheet that combined all regionally reported figures and a report run from SMS, this data formed the basis of the LSC Annual Report 2007/2008. Post this date for the purposes of this report, Regional Office intelligence was sought and further NMS data added hence the discrepancy in data from the Annual Report.

3.5 Immigration category chaser calls were made at a later date, and completed returns are still awaited from a significant number of providers. Therefore, this report relies on incomplete data for

[1] The Deed of Settlement can be found at www.legalservices.gov.uk

[2] But see Table 44 below

Immigration and the volumes of starts reported are likely to increase as the outstanding data is collected (please see paragraph 9.7 for further details).

3.6 All stages of the analysis have been broken down into all providers, solicitors only and NfP's only (where possible). Analysis has also been conducted on a Procurement Area (PA) level and finally broken down to a regional category level basis, covering the 15 different Civil categories of Law undertaken under Legal Help[3], so that geographical comparisons can be more easily analysed and compared.

4 Limitations of the Report

There are limitations to this report that should be taken into consideration as follows:

4.1 The SMS was not fully functional on the introduction of the fee schemes, we have made every effort to validate and ensure the data is as accurate as possible but some data is missing due to providers being unable to fully report their NMS and other problems with the system. This has issue has led to underreporting as a result on NMS and other reporting data.

4.2 All of the charts and tables have been completed **omitting** Immigration data. This is because at the date of the report production, Immigration figures for the period 07/08 had not yet been validated, and its inclusion could potentially have portrayed an inaccurate picture of NMS levels. The individual Immigration breakdown has been completed using incomplete figures that were obtained by calls made to providers (see 3.4 above).

4.3 Community Legal Advice Centres NMS are collected separately and approximately 1,100 cases have been included in the report.

4.4 Due to changes in definition of a matter or in level of help introduced at the same time as the fee schemes, there has been an expected decrease in some categories of law such as Mental Health and in Family. Clarification in definition of a matter were made in the Immigration category, this may have impacted on the volumes

4.5 Allowance should be made for the transition phase for NfP's and providers following the fees introduction and how they report to the LSC and it is expected some providers will take longer to report and adjust to the fee schemes. In addition, traditionally some organisations are more prompt at reporting their NMS than others. This is reflected in the data where some categories show a dip in NMS towards February and March.

4.6 As we are using only 6 months worth of data, this report is a preliminary indication of NMS and later reports will give a fuller picture, especially for categories that tend to have longer cases such as Family and Mental Health.

4.7 It should be noted that in smaller categories of law, where there is a very small number of cases in a region/category, any changes of NMS (+/-) could show a very large percentage change. This also applies to NfP's taking on low volumes of work such as Family, Actions Against the Police, Mental Health, and Clinical Negligence etc, which are traditionally outside their normal work.

4.8 Fluctuations of NMS in a region or procurement area could also be the result of either a previous shortfall or over supply in a particular area and subsequent periods change to reflect the demand and supply.

4.9 Analysis by individual Procurement Area or Postcodes against categories would produce a very bulky dataset, instead category analysis has been undertaken by region as a compromise.

4.10 An accompanying paper, *Phase 1 Fee Schemes Review: New Matter Starts Additional Data, (July 2008)* provides further data on Categories, NfP and Provider level detail as well as Procurement Area NMS statistics.

[3] LSC Categories of Law: Actions Against the Police (AAP), Community Care (COM), Consumer General Contract (CON), Debt (DEB), Education (EDU), Employment (EMP), Housing (HOU), Immigration (IMMI), Family (MAT), Clinical Negligence (MED), Mental Health (MHE), Miscellaneous (MSC), Personal Injury (PI), Public Law (PUB) and Welfare Benefits (WB)

5 Analysis by LSC Region

5.1 The regional tables throughout the report show a breakdown of NMS on a regional level across the three periods. This is then broken down by solicitor and NfP level.

Table 1: All Providers NMS by Regions

Regional Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	30,450	28,998	-4.77%	26,679	-8.00%
BRIGHTON	14,842	14,912	0.47%	14,983	0.48%
BRISTOL	27,549	28,854	4.74%	25,238	-12.53%
CAMBRIDGE	22,360	23,881	6.80%	24,410	2.22%
CARDIFF	24,509	24,787	1.13%	24,159	-2.53%
LEEDS	29,793	29,957	0.55%	29,655	-1.01%
LIVERPOOL	17,417	18,661	7.14%	19,574	4.89%
LONDON	53,106	57,563	8.39%	56,433	-1.96%
MANCHESTER	33,816	37,467	10.80%	34,936	-6.76%
NEWCASTLE	23,709	24,248	2.27%	22,774	-6.08%
NOTTINGHAM	23,022	23,649	2.72%	24,408	3.21%
READING	14,672	14,249	-2.88%	14,010	-1.68%
GRAND TOTAL	315,245	327,226	3.80%	317,259	-3.05%

5.2 The overall NMS figures show an overall decrease of just over 3% in period 3 compared to period 2 as shown in the table below. NfP's showed a 4% increase whereas solicitors showed a 6.49% decline in NMS levels to Period 3.

5.3 It is interesting to note that Table 1 seems to indicate NMS figures for period 3 are close to the period 1 figures, which are the costings used for calculating the Phase 1 Fee Schemes. The table below has been taken from the *Cumulative Impact Assessment: Legal Aid Reform Programme (Phase 1)*[4] which shows that we expected an increase of spend in Newcastle following the fees introduction, however the NMS data does not correlate as Newcastle has shown a decline in NMS. With other regions we expected some positive spend changes e.g. Liverpool and Brighton and decreases e.g. London, which have appear to have been realised in the NMS data. This indicates that the reasoning for fluctuations in NMS cannot be easily explained due to complicating and influencing factors outside of the fee schemes.

Table 2: Regional Changes in Funding

Region	05/06 Spend on Cases Covered by the Fee Schemes	Estimated Spend Under the Fee Schemes	Difference	%
BIRMINGHAM	£37,100,000	£38,600,000	£1,500,000	4.04%
BRIGHTON	£20,400,000	£21,100,000	£700,000	3.43%
BRISTOL	£39,600,000	£41,800,000	£2,200,000	5.56%
CAMBRIDGE	£36,000,000	£35,800,000	-£200,000	-0.56%
CARDIFF	£25,800,000	£26,900,000	£1,100,000	4.26%
LEEDS	£41,900,000	£43,700,000	£1,800,000	4.30%
LIVERPOOL	£14,800,000	£15,800,000	£1,000,000	6.76%
LONDON	£128,400,000	£126,700,000	-£1,800,000	-1.40%
MANCHESTER	£44,500,000	£44,700,000	£200,000	0.45%
NEWCASTLE	£24,900,000	£27,900,000	£3,000,000	12.05%
NOTTINGHAM	£28,300,000	£29,500,000	£1,200,000	4.24%
READING	£20,700,000	£21,500,000	£700,000	3.38%
All	**£462,400,000**	**£474,000,000**	**£11,500,000**	**2.49%**

[4] Cumulative Impact Assessment: Legal Aid Reform Programme (Phase 1), December 2007 can be found at www.legalservices.gov.uk

Table 3: Solicitors and NfP's NMS by Regions

SOLICITOR ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	19,620	19,218	-2.05%	17,257	-10.20%
BRIGHTON	10,184	9,223	-9.44%	8,695	-5.72%
BRISTOL	18,576	18,565	-0.06%	15,959	-14.04%
CAMBRIDGE	16,026	15,770	-1.60%	15,143	-3.98%
CARDIFF	16,989	16,321	-3.93%	16,399	0.48%
LEEDS	24,233	24,058	-0.72%	23,197	-3.58%
LIVERPOOL	11,769	11,929	1.36%	11,460	-3.93%
LONDON	39,941	40,275	0.84%	37,199	-7.64%
MANCHESTER	21,724	21,074	-2.99%	19,675	-6.64%
NEWCASTLE	16,873	16,682	-1.13%	14,820	-11.16%
NOTTINGHAM	16,849	16,352	-2.95%	16,402	0.31%
READING	11,227	10,383	-7.52%	9,368	-9.78%
GRAND TOTAL	224,011	219,850	-1.86%	205,574	-6.49%

NfP ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	10,830	9,780	-9.70%	9,422	-3.66%
BRIGHTON	4,658	5,689	22.13%	6,288	10.53%
BRISTOL	8,973	10,289	14.67%	9,279	-9.82%
CAMBRIDGE	6,334	8,111	28.05%	9,267	14.25%
CARDIFF	7,520	8,466	12.58%	7,760	-8.34%
LEEDS	5,560	5,899	6.10%	6,458	9.48%
LIVERPOOL	5,648	6,732	19.19%	8,114	20.53%
LONDON	13,165	17,288	31.32%	19,234	11.26%
MANCHESTER	12,092	16,393	35.57%	15,261	-6.91%
NEWCASTLE	6,836	7,566	10.68%	7,954	5.13%
NOTTINGHAM	6,173	7,297	18.21%	8,006	9.72%
READING	3,445	3,866	12.22%	4,642	20.07%
GRAND TOTAL	91,234	107,376	17.69%	111,685	4.01%

5.4 Table 3 indicates that there has been decline for solicitors in the majority of LSC Regions over the 3-year period, with only 2 regions showing a slight increase of NMS. It also shows that in period 3 solicitors made up 64.7% of the NMS count, 67% in period 2 and 71% in period 1.

5.5 Table 3 shows there has been a steady increase of NMS for NfP's with majority gaining approximately 4,000 NMS from period 2 to 3, which means the NfP sector appear to have increased their NMS from 29% to 35.3% of the total legal aid market. Although there has been a decrease in the number of NMS for solicitors, the NfP sector seems to have gained over and above the total NMS lost by the solicitor sector over the 3 year period.

Graph 1:Trends of NMS by Solicitor and NfP's and the average number of NMS for each period

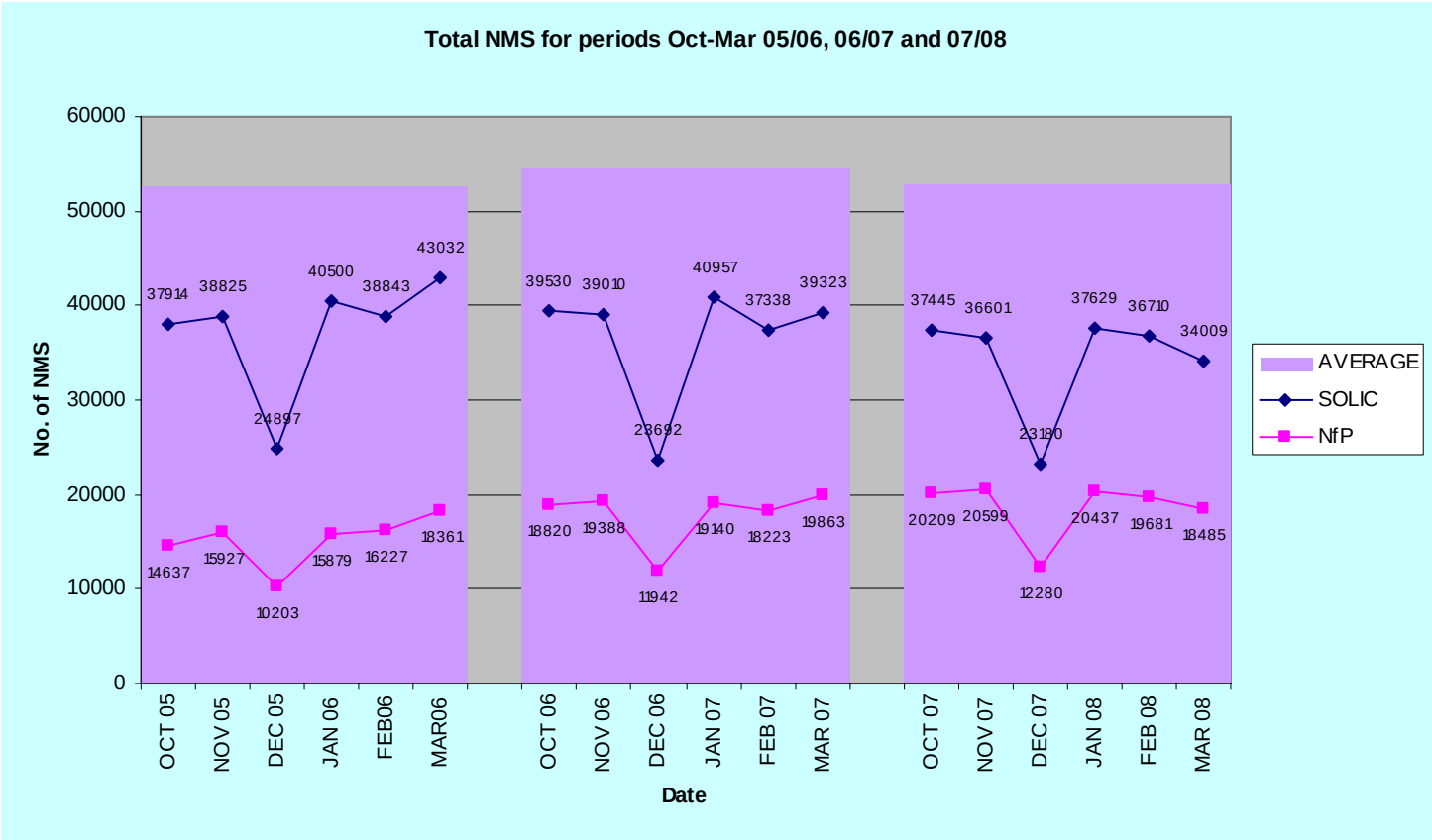


Table of Average number of NMS for each period and % change

Period 1 Average	Period 2 Average	% Change from Periods 1 to 2	Period 3 Average	% Change from Periods 2 to 3
52,541	54,538	3.80%	52,875	-3.05%

5.6 Graph 1 shows the trends containing three strands of information – numbers of NMS by solicitor and NfP (the line elements of the chart), and the average NMS figure for both solicitors and NfP's for the period concerned (the bar part of the chart).

5.7 Looking at the trend lines, the periods follow a similar pattern over the months with mirroring peaks and troughs, especially a large decrease in December, which is probably due to the festive season and holidays. All periods show a marked increase post the festive season. Again the average for period 3 is similar to period 1. Although solicitors have shown a drop in NMS, NfP's have shown a steady increase share in the legal aid market. The March figures for period 3 show a decline, which can be due to late reporting of NMS and the Easter period falling in March 2008 rather than in April as in both 2007 and 2006.

6 Provider Level Distribution Charts

6.1 The distribution tables throughout the report have been calculated using provider level data. They show numbers of providers that have a –100% to +200% plus change in NMS and they are overall, then broken down into Solicitor and NfP.. For overall providers, solicitors and NfP's the change is also presented in a graph format showing the % of providers that fall into each % NMS change bracket. The graph format and NfP/solicitor level distribution tables for individual categories can be found in the accompanying paper, *Phase 1 Fee Schemes Review: New Matter Starts Additional Data, (July 2008).*

6.2 It should be noted that only providers that have contracts in both period 2 and 3 are used for a basis for analysis i.e. although there are 3098 providers in period 3, only 3010 had live civil contracts in both periods.

Table 4: National Provider Numbers

	No of Providers
Period 2 (06/07)	3312
Period 3 (07/08)	3098
Difference	214 (-6.46%)

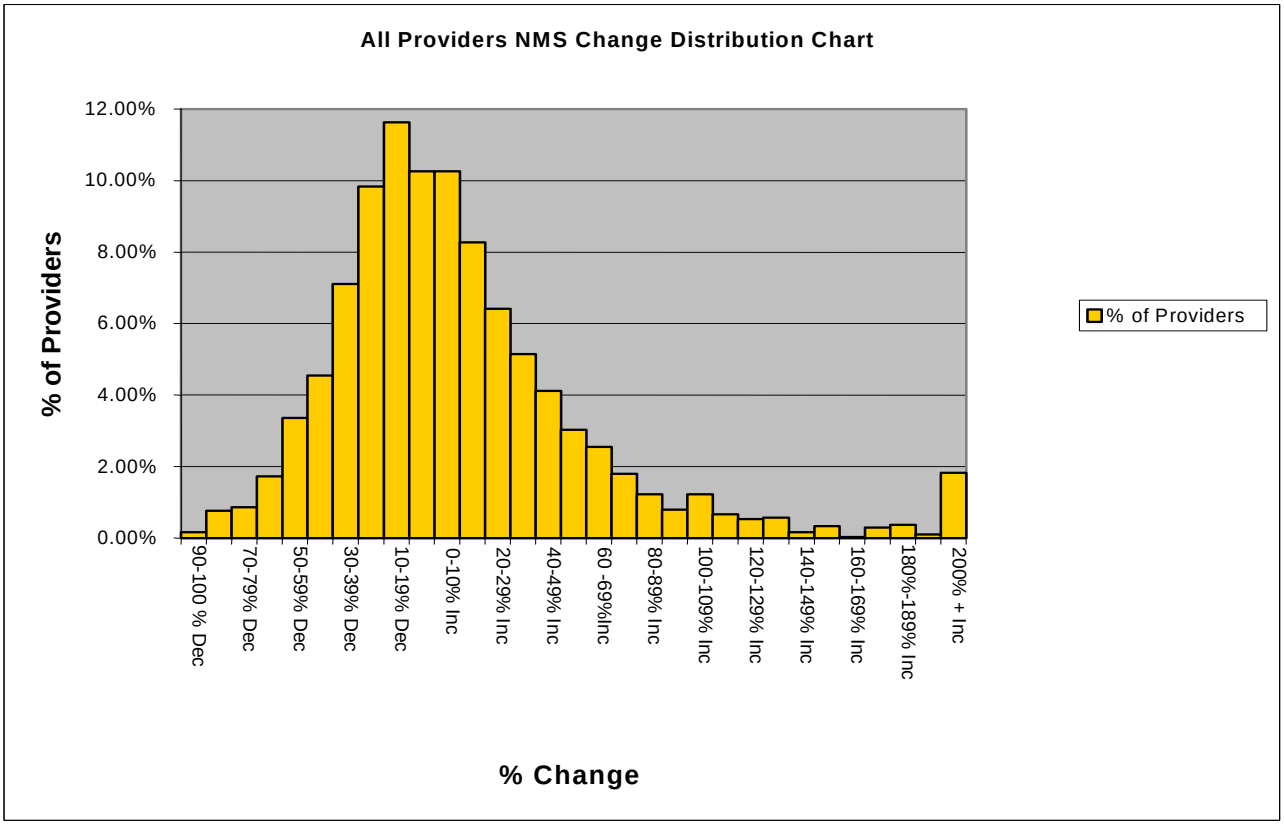
6.3 Table 4 indicates that there has been an over all drop in the number of civil legal aid providers. Reasons for the drop are explained further below in Section 8, but this includes mergers, providers withdrawing, providers moving.

Table 5: All Providers Change in Distribution of NMS

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
-0-10%	309	10.27%	0-10%	309	10.27%	100-109%	37	1.23%
-10-19%	350	11.63%	10-19%	249	8.27%	110-119%	20	0.66%
-20-29%	296	9.83%	20-29%	193	6.41%	120-129%	16	0.53%
-30-39%	214	7.11%	30-39%	155	5.15%	130-139%	17	0.56%
-40-49%	137	4.55%	40-49%	124	4.12%	140-149%	5	0.17%
-50-59%	101	3.36%	50-59%	91	3.02%	150-159%	10	0.33%
-60-69%	52	1.73%	60-69%	77	2.56%	160-169%	1	0.03%
-70-79%	26	0.86%	70-79%	54	1.79%	170-179%	9	0.30%
-80-89%	23	0.76%	80-89%	37	1.23%	180%-189%	11	0.37%
-90-100 %	5	0.17%	90-99%	24	0.80%	190-199%	3	0.10%
						200+	55	1.83%
TOTAL of -%	**1513**	**50.27%**				**TOTAL of +%**	**1497**	**49.73%**
Total Period 3	3010							

6.4 Table 5 and Graph 2 indicates just under 50% of providers have had no change or increased their NMS, this is offset by just over 50% of providers have had no change or decreased their NMS. Just over 40% of all providers are within the +19% to -19% bracket. A surprisingly high number of providers have gained over 200% in NMS.

Graph 2: All Providers Change in Distribution of NMS



6.5 The table below shows the distribution of providers with <25 cases only. It indicates that the % distribution is similar to providers that have < or > 25 cases, therefore all further tables on % distribution throughout the report use all provider data.

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers
- 0-10%	259	12.51%	0-10%	246	11.88%	100-109%	19	0.92%
- 10-19%	275	13.28%	10-19%	180	8.69%	110-119%	13	0.63%
- 20-29%	241	11.64%	20-29%	145	7.00%	120-129%	3	0.14%
- 30-39%	155	7.48%	30-39%	108	5.21%	130-139%	9	0.43%
- 40-49%	78	3.77%	40-49%	70	3.38%	140-149%	2	0.10%
- 50-59%	46	2.22%	50-59%	47	2.27%	150-159%	2	0.10%
- 60-69%	22	1.06%	60-69%	36	1.74%	160-169%	4	0.19%
- 70-79%	14	0.68%	70-79%	33	1.59%	170-179%	3	0.14%
- 80-89%	0	0.00%	80-89%	23	1.11%	180-189%	1	0.05%
- 90-100%	1	0.05%	90-99%	16	0.77%	190-200%	1	0.05%
						200%+	19	0.92%
Total of - %	1091	52.68%				**Total of + %**	980	47.32%
Total Period 3	2071							

Solicitors only Analysis

Graph 3: Solicitor only NMS distribution change

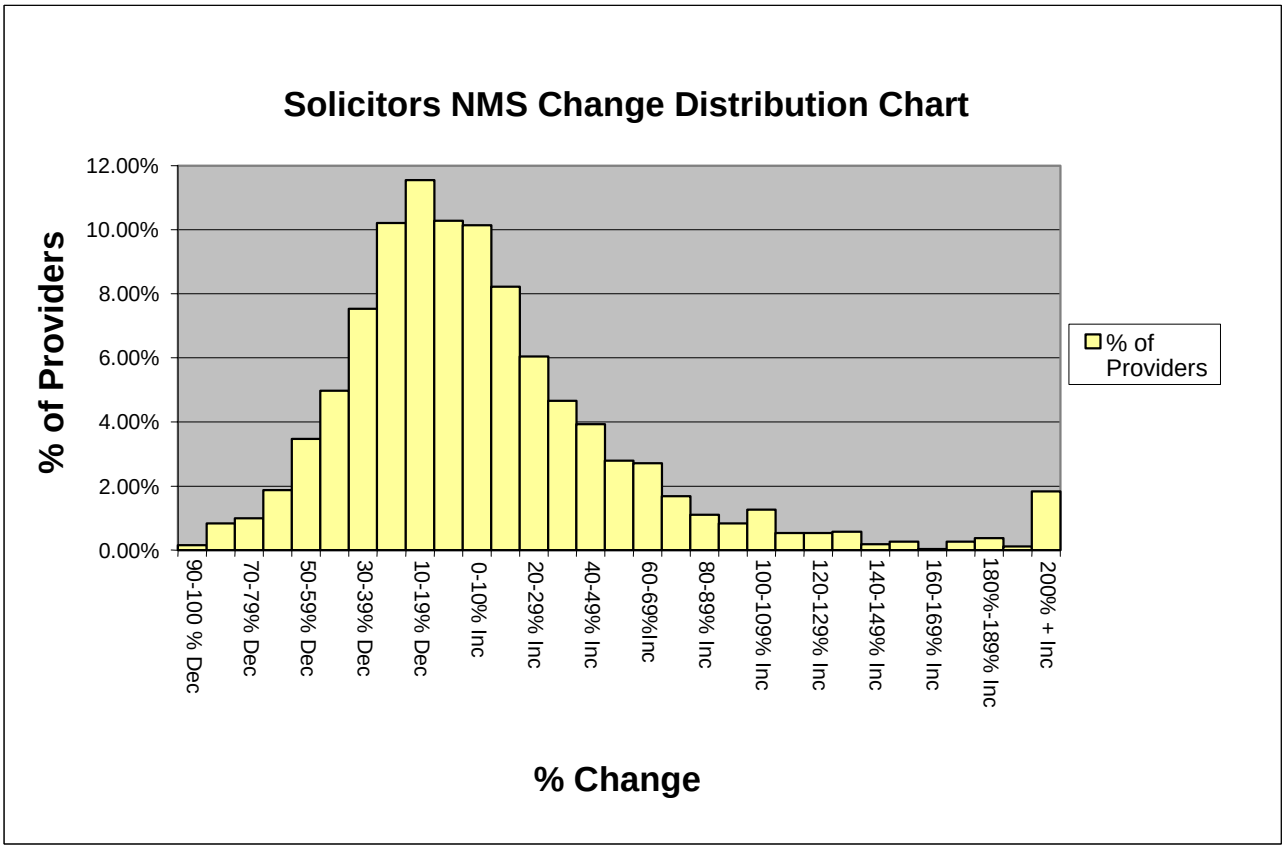


Table 6: Solicitor only NMS distribution change

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
-0-10%	269	10.28%	0-10%	265	10.13%	100-109%	33	1.26%
-10-19%	302	11.54%	10-19%	215	8.22%	110-119%	14	0.54%
-20-29%	267	10.21%	20-29%	158	6.04%	120-129%	14	0.54%
-30-39%	197	7.53%	30-39%	122	4.66%	130-139%	15	0.57%
-40-49%	130	4.97%	40-49%	103	3.94%	140-149%	5	0.19%
-50-59%	91	3.48%	50-59%	73	2.79%	150-159%	7	0.27%
-60-69%	49	1.87%	60-69%	71	2.71%	160-169%	1	0.04%
-70-79%	26	0.86%	70-79%	44	1.68%	170-179%	7	0.27%
-80-89%	22	0.84%	80-89%	29	1.11%	180%-189%	10	0.38%
-90-100 %	4	0.15%	90-99%	22	0.84%	190-199%	3	0.10%
						200%+	48	1.83%
Total Number	1357	51.73%				Total Number	1259	48.11%
Total Period 3	2616							
% of NMS Legal Aid Market	86.9%							

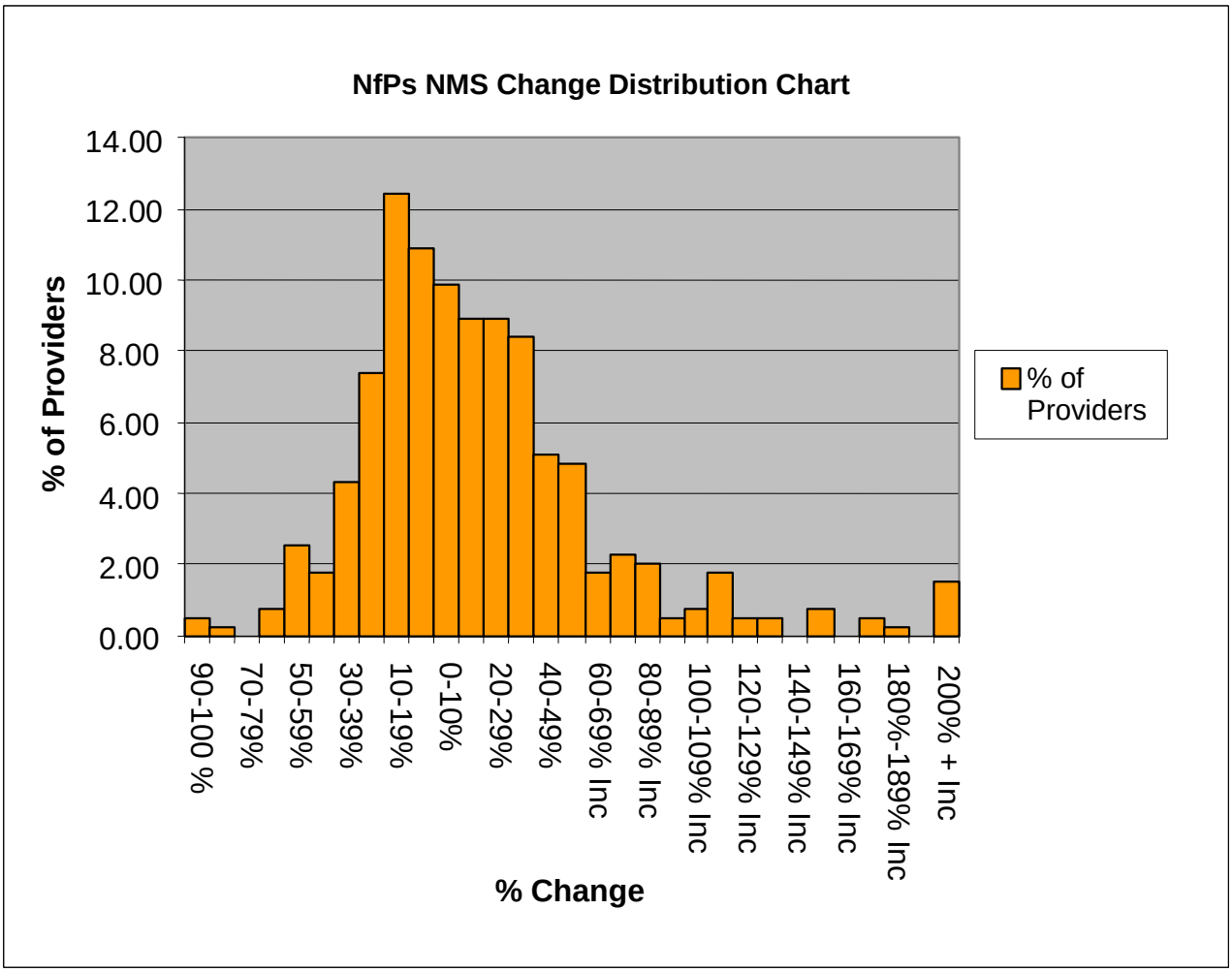
6.6 Provider level analysis of solicitors only shows that just under 50% of solicitors providers are undertaking more NMS between periods 2 and 3, and just over 50% are undertaking less. Just over 40% of all solicitors firms are within the 19% decrease to 19% increase bracket and around 6% have seen a 100%+ increase.

NfP's Only Analysis

Table 7: NfP only NMS distribution change

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
-0-10%	1	0.25%	0-10%	44	11.17%	100-109%	3	0.76%
-10-19%	1	0.25%	10-19%	34	8.63%	110-119%	7	1.78%
-20-29%	0	0.00%	20-29%	35	8.88%	120-129%	2	0.51%
-30-39%	3	0.76%	30-39%	33	8.38%	130-139%	2	0.51%
-40-49%	10	2.54%	40-49%	21	5.33%	140-149%	0	0.00%
-50-59%	7	1.78%	50-59%	18	4.57%	150-159%	3	0.76%
-60-69%	17	4.31%	60-69%	6	1.52%	160-169%	0	0.00%
-70-79%	29	7.36%	70-79%	10	2.54%	170-179%	2	0.51%
-80-89%	48	12.18%	80-89%	8	2.03%	180%-189%	1	0.25%
-90-100 %	40	10.15%	90-99%	2	0.51%	190-199%	0	0.00%
						200%+	7	1.78%
Total Number	156	39.59%				Total Number	238	60.42%
Total Period 3	394							
% of NMS Legal Aid Market	13.1%							

Graph 4: NfP only NMS distribution change



6.7 The results for provider level analysis of NfP's indicates that just under 60% of NfP's are undertaking more NMS between periods 2 and 3, and just over 40% are undertaking less. Graph 4 indicates the majority of NFP's fall into the -19 to +19% range. Although NfP's make up 13.1% of the market in this analysis, they claim 35.3% of the NMS overall. This is likely due to the change of moving NfP providers from NfP Contracts to the Unified Contract and fixed fee arrangements.

7 Procurement Area Level Analysis

7.1 Following regional breakdown, the Deed sets out analysis by Procurement Area to allow a more detailed picture to be looked at. As there are 134 Procurement Areas (PA), the most meaningful analysis will come from looking at the outliers.

7.2 The following are distribution tables for NMS are by Procurement Area to show the numbers of PAs against the % decrease or increase in NMS between periods 2 and 3. Then this is shown in a table by the % of PAs against the % change. Finally the top 20 highest decreases and increases are named. Again all this data is at first overall, and then split down into solicitor and NfP. This analysis is only calculated using providers who had NMS in both Periods 2 and 3. For further individual Procurement Areas please see *Phase 1 Fee Schemes Review: New Matter Starts Additional Data, July 2008*.

Graph 5: All providers % change by Procurement Area

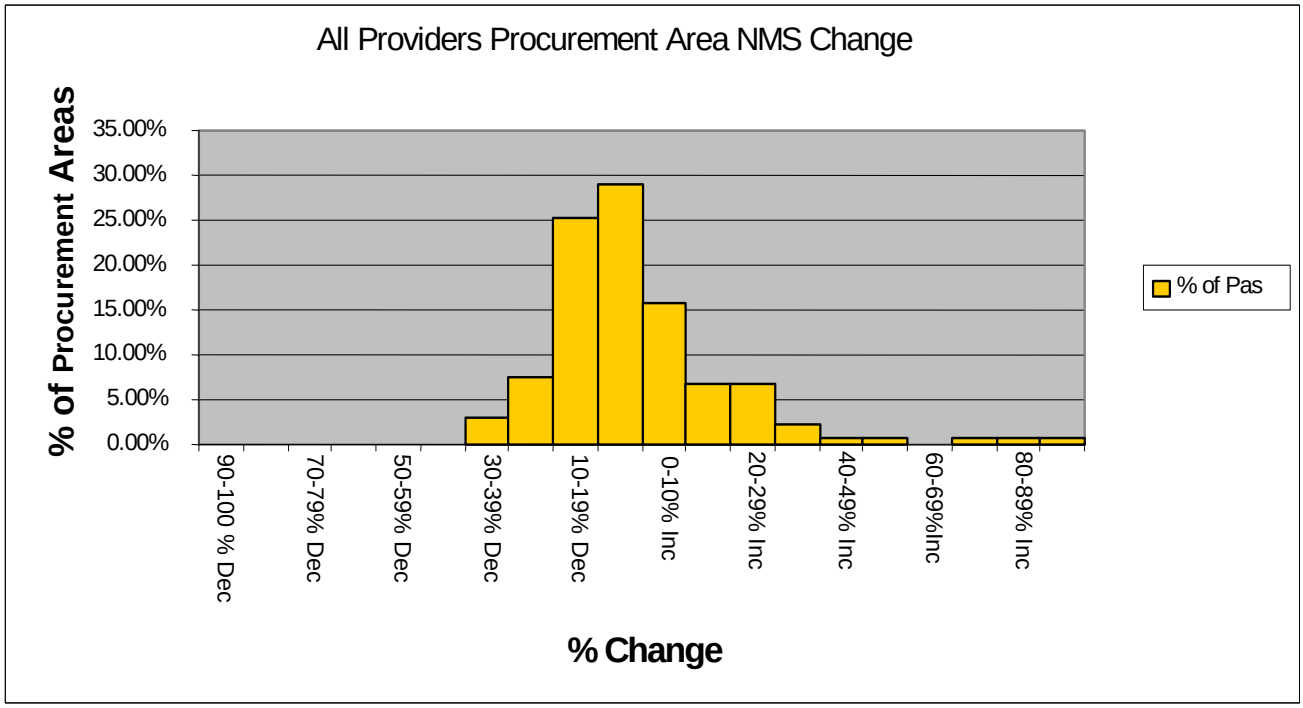


Table 8: All providers % change by Procurement Area

ALL	% Change in NMS	No. of Pas	% of Pas	% Change in NMS	No. of Pas	% of Pas
	0-10% Dec	39	29.10%	0-10% Inc	21	15.67%
	10-19% Dec	34	25.37%	10-19% Inc	9	6.72%
	20-29% Dec	10	7.46%	20-29% Inc	9	6.72%
	30-39% Dec	4	2.99%	30-39% Inc	3	2.24%
	40-49% Dec	0	0.00%	40-49% Inc	1	0.75%
	50-59% Dec	0	0.00%	50-59% Inc	1	0.75%
	60-69% Dec	0	0.00%	60-69%Inc	0	0.00%
	70-79% Dec	0	0.00%	70-79% Inc	1	0.75%
	80-89% Dec	0	0.00%	80-89% Inc	1	0.75%
	90-100 % Dec	0	0.00%	90-100% Inc	1	0.75%
TOTAL		87	64.93%		47	35.07%

7.3 The graph above indicates shows a normal distribution pattern. The overall figures show that just under 77% of all Procurement Areas were within the 19% decrease to 19% increase bracket. However, the table above indicates just under 65% of the PA's have decreased the number of NMS although 77% of these are within the –0 to 19% bracket.

7.4 Procurement Areas with the Highest Increases and Decreases in NMS

Table 9: PA of by all providers with 20 highest decreases and increases of NMS

	PA Name With Highest Increases	Proportional Change In Starts	PA Name With Highest Decreases	Proportional Change In Starts
1.	Hounslow	91.12%	Lewisham	-34.80%
2.	Harrow	80.64%	Enfield	-31.19%
3.	Hillingdon	77.33%	Islington	-31.16%
4.	Tower Hamlets	53.01%	Bexley	-30.34%
5.	Kensington and Chelsea	43.32%	East Riding of Yorkshire	-28.35%
6.	Rotherham	38.72%	Havering	-27.20%
7.	Brent	34.94%	Lambeth	-24.29%
8.	Wirral	31.50%	Haringey	-23.56%
9.	Oxfordshire	27.01%	Solihull	-23.38%
10.	Hackney & City of London	26.00%	Salford	-21.44%
11.	Southampton	24.84%	City of Plymouth	-21.39%
12.	South Hertfordshire	24.11%	Gloucestershire	-21.24%
13.	Rhondda Cynon Taff & Merthyr Tydfil	23.43%	Ealing	-20.66%
14.	Gateshead	22.46%	Bournemouth & Poole	-20.42%
15.	Cambridgeshire	20.83%	City of Westminster	-18.82%
16.	Wandsworth	20.68%	City of Wolverhampton	-17.53%
17.	City of Leicester	20.29%	Bedfordshire	-16.72%
18.	North Hertfordshire	17.35%	Oldham	-16.67%
19.	St. Helens	17.07%	Darlington	-16.06%
20.	East Sussex	15.29%	Wiltshire	-16.03%

7.5 The table indicates London Procurement Areas (PA) are disproportionately represented in both the highest increases (8 out of 20) and decreases of NMS (9 out of 20) and London PA's forming the top 4 or 5 for both. This pattern will however be complicated by the fact that London clients are more likely to travel outside of their PA for legal advice and consequently providers in London have a large client base that live outside of their PA.

Solicitor only analysis

7.6 As discussed previously, solicitors showed a higher decrease in NMS than NfP's and the following tables and graphs indicate the change of NMS for solicitor's explored further.

Table 10: Solicitor % Change by Procurement Area

Solicitor Only	% Change in NMS	No. of PAs	% of PAs	% Change in NMS	No. of PAs	% of PAs
	0-10% Dec	30	22.90%	0-10% Inc	16	12.21%
	10-19% Dec	39	29.77%	10-19% Inc	6	4.58%
	20-29% Dec	20	15.27%	20-29% Inc	5	3.82%
	30-39% Dec	5	3.82%	30-39% Inc	6	4.58%
	40-49% Dec	1	0.76%	40-49% Inc	0	0.00%
	50-59% Dec	0	0.00%	50-59% Inc	1	0.76%
	60-69% Dec	0	0.00%	60-69%Inc	0	0.00%
	70-79% Dec	0	0.00%	70-79% Inc	1	0.76%
	80-89% Dec	0	0.00%	80-89% Inc	1	0.76%
	90-100 % Dec	0	0.00%	90-100% Inc	0	0.00%
TOTAL		95	72.52%		36	27.48%

7.7 Although 95 PA's have shown a decrease, it should be noted that nearly 70 of the 95 procurement areas within -0-19% range.

Table 11: Procurement Areas with the highest % change for Solicitors

	PA Name With Highest Increases	Proportional Change In %	PA Name With Highest Decreases	Proportional Change In %
1.	Harrow	80.64%	Surrey	-44.04%
2.	Kensington and Chelsea	72.28%	Berkshire	-35.16%
3.	Hounslow	53.27%	East Riding of Yorkshire	-33.41%
4.	Rotherham	37.15%	Hammersmith and Fulham	-32.87%
5.	Rhondda Cynon Taff & Merthyr Tydfil	33.72%	Islington	-32.59%
6.	Hillingdon	33.56%	Bexley	-30.34%
7.	Oxfordshire	32.00%	Croydon	-28.91%
8.	St. Helens	31.23%	Enfield	-27.89%
9.	Trafford	30.54%	Gloucestershire	-27.24%
10.	Brent	27.47%	Lambeth	-26.65%
11.	Southampton	24.84%	Wandsworth	-25.74%
12.	Hackney & City of London	22.91%	Hampshire	-25.54%
13.	Doncaster	22.64%	City of Westminster	-25.37%
14.	South Tyneside	21.91%	Lewisham	-25.36%
15.	Stockport	19.10%	Middlesbrough	-23.62%
16.	City of Leicester	18.46%	Northamptonshire	-22.42%
17.	East Sussex	13.84%	Dorset	-22.11%
18.	Greater Nottingham	13.47%	Northumberland	-22.07%
19.	Calderdale	12.38%	Havering	-21.61%
20.	Bridgend, Cardiff and the Vale	10.23%	City of Stoke-on-Trent	-21.06%

7.8 London solicitors are disproportionately represented in the PA's with highest increases (6/20) and decreases (10/20) and have PA's in the top 5 for both. This again is due to the London clients travelling patterns as discussed in 7.5 above.

NfP Only Analysis

Table 12: NfP % Change by Procurement Area

NFP	% Change in NMS	No. of Pas	% of Pas	% Change in NMS	No. of Pas	% of Pas
	0-10% Dec	16	22.54%	0-10% Inc	17	13.28%
	10-19% Dec	24	33.80%	10-19% Inc	18	14.06%
	20-29% Dec	10	14.08%	20-29% Inc	11	8.59%
	30-39% Dec	4	5.63%	30-39% Inc	8	6.25%
	40-49% Dec	1	1.41%	40-49% Inc	4	3.13%
	50-59% Dec	0	0.00%	50-59% Inc	4	3.13%
	60-69% Dec	2	2.82%	60-69%Inc	2	1.56%
	70-79% Dec	0	0.00%	70-79% Inc	1	0.78%
	80-89% Dec	0	0.00%	80-89% Inc	2	1.56%
	90-100 % Dec	0	0.00%	90-100% Inc	4	3.13%
TOTAL		57	44.53%		71	55.47%

7.9 The NfP sector data indicate the majority PA's have increased NMS overall, a number of the gains are also in the higher percentage ranges. Of areas that have lost the majority (30/57) fall in the -0 to 19% range.

Table 13: Procurement Areas with the highest change for NfP

PA_Name	Proportional Change In Starts	PA_Name	Proportional Change In Starts
Hounslow	184.63%	Enfield	-62.75%
Tower Hamlets	123.17%	Lewisham	-61.20%
Croydon	109.20%	Haringey	-44.06%
Barnet	107.69%	Havering	-37.96%
Wirral	84.90%	City of Plymouth	-37.93%
Wandsworth	80.96%	Redbridge	-36.73%
Hammersmith and Fulham	72.29%	Salford	-31.55%
Hackney & City of London	65.52%	Central Wales	-28.28%
Gateshead	62.90%	Oldham	-26.46%
Berkshire	57.64%	Solihull	-26.45%
Rotherham	57.01%	Ealing	-24.31%
Cambridgeshire	56.87%	Wiltshire	-23.88%
Leicestershire & Rutland	49.85%	Greater Nottingham	-23.71%
Brent	47.88%	Bridgend, Cardiff and the Vale	-21.64%
Kirklees	45.30%	Walsall	-21.09%
Greenwich	44.69%	Darlington	-20.71%
North Hertfordshire	39.73%	Lambeth	-19.98%
Surrey	38.79%	Coventry	-19.18%
Somerset	36.60%	Dudley	-19.01%
West Essex	35.13%	Bedfordshire	-18.69%

7.10 London is disproportionately represented in the PA's with highest increases (6/20) and decreases (7/20) and have PA's in the top 3 for both. Of the top 20 PA's, four have seen an increase of NMS for both NFP and Solicitor: Hounslow, Rotherham, Tower Hamlets and Hackney & City of London; one PA has seen decreased NfP NMS but increased Solicitor NMS: Central Wales; two areas have seen a drop of Solicitor NMS but increased NfP NMS: Hammersmith and Fulham and Berkshire; and four areas have lost NMS for both sectors: City of Plymouth, Ealing, Haringey, Lambeth and Havering.

8 Reasons for the Changes in NMS in Procurement Areas

8.1 In order to understand the why the number of NMS has changed by PA, we sought Regional Office feedback to clarify possible reasons behind the change as set out in the table below.

8.2 The feedback reported by providers indicated that the main reasons for the decreases are there have been staff changes (e.g. maternity, fee earner leaving or ill) and data issues (under reporting by providers or SMS problems which have caused less NMS to be collated). Data issues have affected the largest number of NMS. A number of providers have withdrawn (see table below). The LSC Regions have also run interim bid rounds, which will have an effect on the distribution and numbers of NMS over the next few months.

Table 14: Reasons why Providers have had a change in NMS

Reason		No. of Providers	% of Total	Actual NMS numbers decrease	% of Total NMS Decrease
Staff Changes	1	39	10.57%	-2015	10.07%
Data Issues	2	37	10.03%	-3578	17.88%
Less Demand	3	21	5.69%	-591	2.95%
Lower than Projected NMS	4	19	5.15%	-1004	5.02%
Unknown	5	137	37.13%	-6023	30.10%
Other	6	36	9.76%	-2866	14.32%
Withdrawn or terminated	7	72	19.51%	-3359	16.78%
Merger/Work moved to another office	8	8	2.17%	-576	2.88%
		369	100.00%	-20012	100.00%

9 Category Specific Analysis

9.1 The following Category Specific data analysis are set out firstly by a Regional Tables showing overall provider NMS data by Period 1(05/06), Period 2 (06/07) and Period 3 (07/08), then by solicitor and NFP. The second table shows all providers changes of increased/decreased NMS distribution in percentages between periods 2 and 3. The data in all the tables covers only providers that have a contract in periods 2 and 3. Analysis has not been conducted by Procurement Area due to size of presenting134 areas by the 15 categories dataset.

9.2 Further data for categories (including NfP and solicitor breakdown) is available in the document *Phase 1 Fee Schemes Review: New Matter Starts Additional Data, (July 2008)* which can be read in accompaniment with this report.

Family

Table 15: Family NMS by Regions All Providers, Solicitors and NfP's and % change

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	14,024	13,902	-0.87%	12,230	-12.03%
BRIGHTON	5,518	6,547	18.65%	6,001	-8.34%
BRISTOL	12,927	13,204	2.14%	11,471	-13.12%
CAMBRIDGE	12,796	12,547	-1.95%	11,717	-6.62%
CARDIFF	10,387	10,284	-0.99%	10,264	-0.19%
LEEDS	17,336	16,875	-2.66%	16,230	-3.82%
LIVERPOOL	4,643	4,498	-3.12%	4,877	8.43%
LONDON	13,651	13,445	-1.51%	12,392	-7.83%
MANCHESTER	15,746	15,238	-3.23%	13,753	-9.75%
NEWCASTLE	10,659	10,369	-2.72%	9,468	-8.69%
NOTTINGHAM	12,233	12,027	-1.68%	12,417	3.24%
READING	7,805	7,521	-3.64%	6,248	-16.93%
GRAND TOTAL	137,725	136,457	-0.92%	127,068	-6.88%
SOL ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	14,024	13,902	-0.87%	12,230	-12.03%
BRIGHTON	5,467	6,478	18.49%	5,922	-8.58%
BRISTOL	12,904	13,204	2.32%	11,466	-13.16%
CAMBRIDGE	12,526	12,305	-1.76%	11,532	-6.28%
CARDIFF	10,387	10,283	-1.00%	10,264	-0.18%
LEEDS	17,336	16,807	-3.05%	16,215	-3.52%
LIVERPOOL	4,252	4,142	-2.59%	4,201	1.42%
LONDON	13,474	13,096	-2.81%	12,103	-7.58%
MANCHESTER	15,719	15,234	-3.09%	13,726	-9.90%
NEWCASTLE	10,658	10,369	-2.71%	9,378	-9.56%
NOTTINGHAM	12,191	12,027	-1.35%	12,370	2.85%
READING	7,805	7,482	-4.14%	6,191	-17.25%
GRAND TOTAL	136,743	135,329	-1.03%	125,598	-7.19%
NfP ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	0	0	NA	0	NA
BRIGHTON	51	69	35.29%	79	14.49%
BRISTOL	23	0	-100.00%	5	NA
CAMBRIDGE	270	242	-10.37%	185	-23.55%
CARDIFF	0	1	NA	0	-100.00%
LEEDS	0	68	NA	15	-77.94%
LIVERPOOL	391	356	-8.95%	676	89.89%
LONDON	177	349	97.18%	289	-17.19%
MANCHESTER	27	4	-85.19%	27	575.00%
NEWCASTLE	1	0	-100.00%	90	NA
NOTTINGHAM	42	0	-100.00%	47	NA
READING	0	39	NA	57	46.15%
GRAND TOTAL	982	1,128	14.87%	1,470	30.32%

Table 16: All Providers NMS distribution change - Family

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
0-10% Dec	215	9.11%	0-10%	268	11.33%	100-109%	28	1.18%
10-19% Dec	241	10.22%	10-19%	214	9.05%	110-119%	12	0.51%
20-29% Dec	254	10.77%	20-29%	149	6.30%	120-129%	13	0.55%
30-39% Dec	179	7.59%	30-39%	107	4.52%	130-139%	10	0.42%
40-49% Dec	129	5.47%	40-49%	97	4.10%	140-149%	1	0.04%
50-59% Dec	66	2.80%	50-59%	86	3.64%	150-159%	10	0.42%
60-69% Dec	44	1.87%	60-69%	51	2.16%	160-169%	3	0.13%
70-79% Dec	22	0.93%	70-79%	33	1.40%	170-179%	6	0.25%
80-89% Dec	17	0.72%	80-89%	24	1.01%	180%-189%	8	0.34%
90-100 % Dec	4	0.17%	90-99%	24	1.01%	190-199%	3	0.13%
						200%+	45	1.90%
TOTAL NUMBER	1171	49.65%				TOTAL NUMBER	1192	50.39%
Total Period 3	2363							

9.3 From the Table 15, overall family NMS numbers have decreased through periods 1 to 3. The change between periods 2 and 3 will have been strongly affected by the change (introduced at the same time as the new fees) in paying for initial advice in Domestic Violence cases through a certificate rather than through NMS. This accounts for approximately 6,000 less NMS. Solicitors still dominate the Family market with almost 99% of the NMS share over the last 3 periods.

9.4 From the Distribution table, just over 50 % of all family providers have seen an increased amount of NMS between periods 2 and 3. Nearly 6% of providers (139) have seen 100+ increase in their NMS.

Immigration

9.5 Due to the delay in obtaining full period 3 NMS data from inidividual offices, it has not been possible to create the supplier level distribution change charts for immigration.

Table 17: Immigration NMS by Regions All Providers, Solicitors and NFP's and % change

ALL PROVIDERS

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	3,697	5,901	59.62%	4,132	-29.98%
BRIGHTON	636	1,375	116.19%	797	-42.04%
BRISTOL	708	772	9.04%	704	-8.81%
CAMBRIDGE	1,582	1,170	-26.04%	2,640	125.64%
CARDIFF	1,313	1,398	6.47%	1,535	9.80%
LEEDS	2,048	3,164	54.49%	3,834	21.18%
LIVERPOOL	687	838	21.98%	557	-33.53%
LONDON	24,096	21,955	-8.89%	21,559	-1.80%
MANCHESTER	3,051	3,307	8.39%	3,365	1.75%
NEWCASTLE	1,760	2,105	19.60%	2,145	1.90%
NOTTINGHAM	1,837	1,291	-29.72%	1,048	-18.82%
READING	1,173	1,009	-13.98%	699	-30.72%
GRAND TOTAL	42,588	44,285	3.98%	43,015	-2.87%

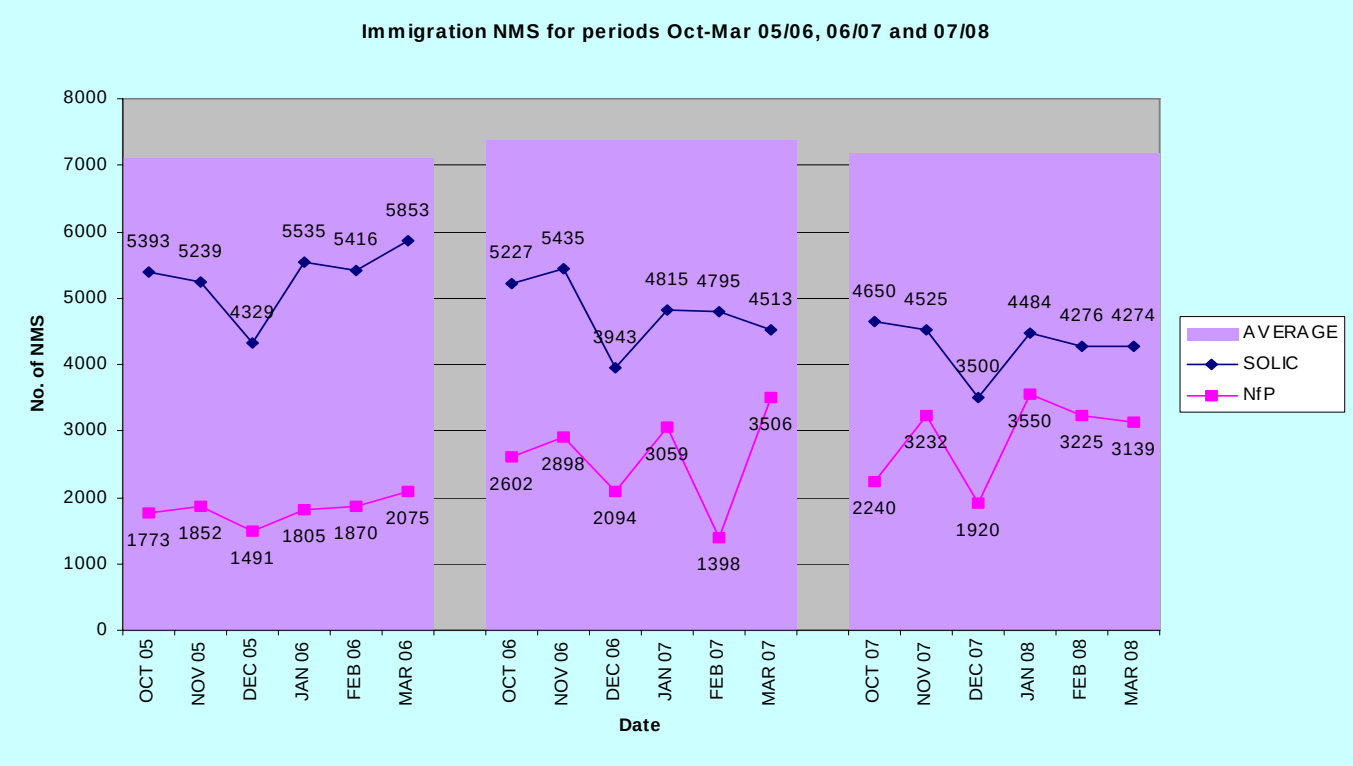
SOL ONLY

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	2,552	2,089	-18.14%	2,046	-2.06%
BRIGHTON	636	353	-44.50%	299	-15.30%
BRISTOL	480	456	-5.00%	429	-5.92%
CAMBRIDGE	1,008	357	-64.58%	182	-49.02%
CARDIFF	1,071	920	-14.10%	1,069	16.20%
LEEDS	1,013	1,797	77.39%	1,636	-8.96%
LIVERPOOL	621	829	33.49%	557	-32.81%
LONDON	19,858	17,395	-12.40%	15,754	-9.43%
MANCHESTER	947	701	-25.98%	367	-47.65%
NEWCASTLE	1,637	2,022	23.52%	2,062	1.98%
NOTTINGHAM	893	871	-2.46%	668	-23.31%
READING	1,049	938	-10.58%	640	-31.77%
GRAND TOTAL	31,765	28,728	-9.56%	25,709	-10.51%

NfP ONLY

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	1,145	3,812	232.93%	2,086	-45.28%
BRIGHTON	0	1,022	NA	498	-51.27%
BRISTOL	228	316	38.60%	275	-12.97%
CAMBRIDGE	574	813	41.64%	2,458	202.34%
CARDIFF	242	478	97.52%	466	-2.51%
LEEDS	1,035	1,367	32.08%	2,198	60.79%
LIVERPOOL	66	9	-86.36%	0	-100.00%
LONDON	4,238	4,560	7.60%	5,805	27.30%
MANCHESTER	2,104	2,606	23.86%	2,998	15.04%
NEWCASTLE	123	83	-32.52%	83	0.00%
NOTTINGHAM	944	420	-55.51%	380	-9.52%
READING	124	71	-42.74%	59	-16.90%
GRAND TOTAL	10,823	15,557	43.74%	17,306	11.24%

Graph 6: Immigration Trends of NMS by Solicitor and NfP's and the average number of NMS for each period



Period 1 Average	Period 2 Average	% Change from Periods 1 to 2	Period 3 Average	% Change from Periods 2 to 3
7,105	7,381	3.88%	7,169	-2.87%

9.6 Although the trend lines in the above graphs seem to indicate that Immigration declined in period 3, it should be taken into consideration that the data for this remains incomplete and the volumes of starts reported is likely to increase as the outstanding data is collected. We have conducted analysis on available data to investigate how Immigration NMS trends look like for the purposes of this report and are currently still in the process of collecting data from providers.

9.7 Immigration data was originally not included in matter start targets for two reasons: 1. There was a separate budget for Immigration tied in with the Home Office, 2. The numbers of Asylum Seekers were decreasing over the years, therefore there they were not included as part of "our increasing NMS target" which would only serve to distort the target.

9.8 Utilising available data Immigration NMS have shown only a small decrease of –2.87% in Immigration between periods 2 and 3. NfP's have again shown a growth in NMS whereas solicitors have showed a decrease. London has the highest reported NMS throughout the three periods although this has dropped over time from 46.6% to 36.6%.

9.9 The NfP sector has seen a steady increase in reported Immigration NMS seeing a 60% rise of NMS from period 1 to 3 and going from 25% to 40% of the NMS legal aid market. This rise in NfP NMS is expected as the fee scheme was an incentive to open more NMS once NfP's were moved from payment based on contracted hours. The NfPs were also guaranteed award of sufficient NMS to to give them the chance to generate the same income as they previously received.

9.10 Asylum is a demand driven category, dependant on the number of asylum seekers of which the needs cannot be fully anticipated for and is also subject to Home Office rule changes which could potentially affect the volumes.

Mental Health

Table 18: Mental Health NMS by Regions All Providers, Solicitors and NfP's and % change

Region Breakdown	Period 1 Total	Period 2 Total	% Change Periods 1 to 2	Period 3 Total	% Change Periods 2 to 3
BIRMINGHAM	419	403	-4%	318	-21.09%
BRIGHTON	400	326	-19%	350	7.36%
BRISTOL	475	502	6%	395	-21.31%
CAMBRIDGE	481	514	7%	618	20.23%
CARDIFF	331	312	-6%	295	-5.45%
LEEDS	706	720	2%	762	5.83%
LIVERPOOL	555	413	-26%	519	25.67%
LONDON	3,755	3,735	-1%	2937	-21.37%
MANCHESTER	705	718	2%	632	-11.98%
NEWCASTLE	364	402	10%	371	-7.71%
NOTTINGHAM	548	684	25%	783	14.47%
READING	284	290	2%	267	-7.93%
GRAND TOTAL	9,023	9,019	0%	8,247	-8.56%

SOL ONLY

Region Breakdown	Period 1 Total	Period 2 Total	% Change Periods 1 to 2	Period 3 Total	% Change Periods 2 to 3
BIRMINGHAM	419	403	-4%	318	-21.09%
BRIGHTON	400	326	-19%	350	7.36%
BRISTOL	472	502	6%	395	-21.31%
CAMBRIDGE	481	514	7%	618	20.23%
CARDIFF	331	312	-6%	295	-5.45%
LEEDS	702	712	1%	757	6.32%
LIVERPOOL	555	413	-26%	519	25.67%
LONDON	3,755	3,730	-1%	2937	-21.26%
MANCHESTER	681	674	-1%	608	-9.79%
NEWCASTLE	364	402	10%	371	-7.71%
NOTTINGHAM	548	684	25%	783	14.47%
READING	284	290	2%	267	-7.93%
GRAND TOTAL	8,992	8,962	0%	8,218	-8.30%

NfP ONLY

Region Breakdown	Period 1 Total	Period 2 Total	% Change Periods 1 to 2	Period 3 Total	% Change Periods 2 to 3
BIRMINGHAM	0	0	0%	0	0.00%
BRIGHTON	0	0	0%	0	0.00%
BRISTOL	3	0	-100%	0	0.00%
CAMBRIDGE	0	0	0%	0	0.00%
CARDIFF	0	0	0%	0	0.00%
LEEDS	4	8	100%	5	-37.50%
LIVERPOOL	0	0	0%	0	0.00%
LONDON	0	5	0%	0	-100.00%
MANCHESTER	24	44	83%	24	-45.45%
NEWCASTLE	0	0	0%	0	0.00%
NOTTINGHAM	0	0	0%	0	0.00%
READING	0	0	0%	0	0.00%
GRAND TOTAL	31	57	84%	29	-49.12%

Table 19:All Providers NMS distribution change – Mental Health

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
0-10% Dec	10	4.98%	0-10%	21	10.45%	100-109%	3	1.49%
10-19% Dec	22	10.95%	10-19%	15	7.46%	110-119%	3	1.49%
20-29% Dec	21	10.45%	20-29%	14	6.97%	120-129%	1	0.50%
30-39% Dec	10	4.98%	30-39%	4	1.99%	130-139%	2	1.00%
40-49% Dec	11	5.47%	40-49%	8	3.98%	140-149%	1	0.50%
50-59% Dec	13	6.47%	50-59%	6	2.99%	150-159%	2	1.00%
60-69% Dec	4	1.99%	60-69%	3	1.49%	160-169%	3	1.49%
70-79% Dec	3	1.49%	70-79%	3	1.49%	170-179%	0	0.00%
80-89% Dec	3	1.49%	80-89%	3	1.49%	180%-189%	1	0.50%
90-100 % Dec	0	0.00%	90-99%	3	1.49%	190-199%	0	0.00%
						200%+	8	3.98%
Total Number	97	48.27%				Total Number	104	51.75%
Total Period 3	201							

(Please note that as the Mental Health fixed fees were introduced in January 2008, the MH analysis has been carried out only on data for three month periods – January to March for each Period).

9.11 Overall Mental Health NMS levels remained level between periods 1 to 2, and showed a decrease between periods 2 and 3. This may be due to the amended definition of a matter for Mental Health introduced at the same time as the fee schemes, which as a result the LSC expected to see a 14% (1:1.17 new to old ratio) decrease in NMS (without any concomitant increase in demand). The actual decrease of –8.6% is less than originally anticipated. Just under 52% of providers had an increased amount of NMS between periods 2 and 3. Only 2 NfP providers undertook Mental Health NMS in both periods.

9.12 London remains the region with the most NMS through the three periods although their market share has dropped from 41% to 36%. We would have expected a NMS move from London to regional providers as travelling patterns change under the fee schemes with the work being increasingly undertaken by local providers.

9.13 It should be noted for due to the nature of the Mental Health clients, they often are not based within the region of the provider dealing with their case, who will travel to see the clients. Therefore it is important to recognise that regional variations in NMS are not completely linked to client access in any region since in 06/07 a national average of 22% of each region's work (based on 41.7% of cases where client postcode matched a hospital location) was done by providers from outside any region.

Social Welfare Law

9.14 It should be noted that in the smaller categories such as Community Care and Employment, any fluctuations in numbers often have a significant affect on the statistics and this should be taken into account. In addition, certain categories of law award contracts to an organisation based in one particular region even though the work is delivered across several regions. This could therefore cause a distortion in numbers and make certain regions appear to have less or more NMS than previous periods.

Community Care

Table 20: Community Care NMS by Regions All Providers, Solicitors and NfP's and % change

ALL PROVIDERS

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	189	233	23.28%	110	-52.79%
BRIGHTON	105	36	-65.71%	60	66.67%
BRISTOL	283	100	-64.66%	98	-2.00%
CAMBRIDGE	103	49	-52.43%	89	81.63%
CARDIFF	229	88	-61.57%	95	7.95%
LEEDS	116	196	68.97%	232	18.37%
LIVERPOOL	92	241	161.96%	230	-4.56%
LONDON	194	934	381.44%	944	1.07%
MANCHESTER	66	190	187.88%	253	33.16%
NEWCASTLE	233	49	-78.97%	86	75.51%
NOTTINGHAM	150	137	-8.67%	162	18.25%
READING	187	95	-49.20%	109	14.74%
GRAND TOTAL	1,947	2,348	20.60%	2,468	5.11%

SOL ONLY

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	104	153	47.12%	77	-49.67%
BRIGHTON	79	22	-72.15%	17	-22.73%
BRISTOL	264	50	-81.06%	66	32.00%
CAMBRIDGE	103	45	-56.31%	81	80.00%
CARDIFF	223	83	-62.78%	95	14.46%
LEEDS	98	194	97.96%	230	18.56%
LIVERPOOL	87	241	177.01%	230	-4.56%
LONDON	130	852	555.38%	863	1.29%
MANCHESTER	23	88	282.61%	83	-5.68%
NEWCASTLE	196	38	-80.61%	52	36.84%
NOTTINGHAM	141	134	-4.96%	162	20.90%
READING	185	93	-49.73%	109	17.20%
GRAND TOTAL	1,633	1,993	22.05%	2,065	3.61%

NfP ONLY

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	85	80	-5.88%	33	-58.75%
BRIGHTON	26	14	-46.15%	43	207.14%
BRISTOL	19	50	163.16%	32	-36.00%
CAMBRIDGE	0	4	NA	8	100.00%
CARDIFF	6	5	-16.67%	0	-100.00%
LEEDS	18	2	-88.89%	2	0.00%
LIVERPOOL	5	0	-100.00%	0	NA
LONDON	64	82	28.13%	81	-1.22%
MANCHESTER	43	102	137.21%	170	66.67%
NEWCASTLE	37	11	-70.27%	34	209.09%
NOTTINGHAM	9	3	-66.67%	0	-100.00%
READING	2	2	0.00%	0	-100.00%
GRAND TOTAL	314	355	13.06%	403	13.52%

Table 21: All Providers NMS distribution change – Community Care

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
0-10% Dec	3	5.88%	0-10%	19	35.19%	100-109%	4	7.41%
10-19% Dec	3	5.88%	10-19%	4	7.41%	110-119%	0	0.00%
20-29% Dec	2	3.92%	20-29%	9	16.67%	120-129%	0	0.00%
30-39% Dec	3	5.88%	30-39%	3	5.56%	130-139%	2	3.70%
40-49% Dec	6	11.76%	40-49%	1	1.85%	140-149%	0	0.00%
50-59% Dec	7	13.73%	50-59%	3	5.56%	150-159%	1	1.85%
60-69% Dec	1	1.96%	60-69%	0	0.00%	160-169%	1	1.85%
70-79% Dec	1	1.96%	70-79%	0	0.00%	170-179%	0	0.00%
80-89% Dec	0	0.00%	80-89%	2	3.70%	180%-189%	0	0.00%
90-100 % Dec	0	0.00%	90-99%	0	0.00%	190-199%	0	0.00%
						200%+	5	9.26%
Total Number	26	32.50%				Total Number	54	67.50%
Total Period 3	80							

9.15 Community Care NMS have shown an overall increase between each of the three periods with a large jump in period 1 to 2 (over 20%). Just over 67.5 % of all Community Care providers had an increased number of NMS between periods 2 and 3. The majority of regions (9/12) have seen an increase in NMS with Cambridge increasing the most by 81.63% and Birmingham seeing the biggest decrease (-52.79%). The NfP sector has seen an increase of NMS but there still appears to be some gaps regionally where they do not seem to have any presence.

Debt

Table 22: Debt NMS by Regions All Providers, Solicitors and NfP's and % change

ALL PROVIDERS

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	4,795	4,780	-0.31%	4,611	-3.54%
BRIGHTON	1,405	1,805	28.47%	1,905	5.54%
BRISTOL	4,441	4,554	2.54%	4,327	-4.98%
CAMBRIDGE	2,595	3,507	35.14%	4,430	26.32%
CARDIFF	3,846	4,349	13.08%	4,305	-1.01%
LEEDS	2,609	2,691	3.14%	2,931	8.92%
LIVERPOOL	2,526	2,789	10.41%	3,250	16.53%
LONDON	3,394	4,450	31.11%	4,873	9.51%
MANCHESTER	5,254	6,772	28.89%	6,148	-9.21%
NEWCASTLE	3,969	4,311	8.62%	4,354	1.00%
NOTTINGHAM	3,009	2,897	-3.72%	3,302	13.98%
READING	1,235	1,465	18.62%	1,937	32.22%
GRAND TOTAL	39,078	44,370	13.54%	46,373	4.51%

SOL ONLY

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	619	400	-35.38%	309	-22.75%
BRIGHTON	198	199	0.51%	251	26.13%
BRISTOL	594	544	-8.42%	384	-29.41%
CAMBRIDGE	430	402	-6.51%	431	7.21%
CARDIFF	1,358	1,407	3.61%	1,407	0.00%
LEEDS	679	506	-25.48%	493	-2.57%
LIVERPOOL	846	803	-5.08%	866	7.85%
LONDON	811	998	23.06%	810	-18.84%
MANCHESTER	742	1,040	40.16%	899	-13.56%
NEWCASTLE	1,159	1,086	-6.30%	960	-11.60%
NOTTINGHAM	841	643	-23.54%	455	-29.24%
READING	326	331	1.53%	466	40.79%
GRAND TOTAL	8,603	8,359	-2.84%	7,731	-7.51%

NfP ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	4,176	4,380	4.89%	4,302	-1.78%
BRIGHTON	1,207	1,606	33.06%	1,654	2.99%
BRISTOL	3,847	4,010	4.24%	3,943	-1.67%
CAMBRIDGE	2,165	3,105	43.42%	3,999	28.79%
CARDIFF	2,488	2,942	18.25%	2,898	-1.50%
LEEDS	1,930	2,185	13.21%	2,438	11.58%
LIVERPOOL	1,680	1,986	18.21%	2,384	20.04%
LONDON	2,583	3,452	33.64%	4,063	17.70%
MANCHESTER	4,512	5,732	27.04%	5,249	-8.43%
NEWCASTLE	2,810	3,225	14.77%	3,394	5.24%
NOTTINGHAM	2,168	2,254	3.97%	2,847	26.31%
READING	909	1,134	24.75%	1,471	29.72%
GRAND TOTAL	30,475	36,011	18.17%	38,642	7.31%

Table 23:All Providers NMS distribution change - Debt

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
0-10% Dec	39	5.60%	0-10%	158	22.67%	100-109%	30	4.30%
10-19% Dec	50	7.17%	10-19%	45	6.46%	110-119%	6	0.86%
20-29% Dec	52	7.46%	20-29%	38	5.45%	120-129%	5	0.72%
30-39% Dec	51	7.32%	30-39%	29	4.16%	130-139%	3	0.43%
40-49% Dec	37	5.31%	40-49%	20	2.87%	140-149%	1	0.14%
50-59% Dec	25	3.59%	50-59%	28	4.02%	150-159%	3	0.43%
60-69% Dec	10	1.43%	60-69%	19	2.73%	160-169%	2	0.29%
70-79% Dec	8	1.15%	70-79%	7	1.00%	170-179%	0	0.00%
80-89% Dec	2	0.29%	80-89%	6	0.86%	180%-189%	1	0.14%
90-100 % Dec	2	0.29%	90-99%	5	0.72%	190-199%	1	0.14%
						200%+	14	2.01%
Total Number	276	40%				Total Number	263	60.40%
Total Period 3	539							

9.16 Debt NMS has seen a steady increase over the 3 year period with both regionally (7/12) and in numbers, in particular the NfP sector who claim the majority of Debt NMS (around 83%) and have seen 8/12 regions increase. There has been steady decline in solicitors NMS with 7/12 showing a decrease. It should be noted that many of the regions that have a decrease in solicitor NMS have seen an increase of NfP NMS which has balanced out the lost by solicitors. Over 60% of providers have seen an increase in their NMS with nearly 10% seeing 100%+ increase.

Employment

Table 24: Employment NMS by Regions All Providers, Solicitors and NfP's and % change

ALL PROVIDERS

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	451	395	-12.42%	395	0.00%
BRIGHTON	200	205	2.50%	239	16.59%
BRISTOL	678	538	-20.65%	356	-33.83%
CAMBRIDGE	544	621	14.15%	576	-7.25%
CARDIFF	313	420	34.19%	396	-5.71%
LEEDS	536	419	-21.83%	532	26.97%
LIVERPOOL	301	267	-11.30%	423	58.43%
LONDON	1,166	1,435	23.07%	1,463	1.95%
MANCHESTER	611	801	31.10%	632	-21.10%
NEWCASTLE	435	406	-6.67%	390	-3.94%
NOTTINGHAM	275	301	9.45%	299	-0.66%
READING	298	220	-26.17%	165	-25.00%
GRAND TOTAL	5,808	6,028	3.79%	5,784	-4.05%

SOL ONLY

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	186	175	-5.91%	162	-7.43%
BRIGHTON	150	129	-14.00%	134	3.88%
BRISTOL	253	333	31.62%	241	-27.63%
CAMBRIDGE	257	242	-5.84%	195	-19.42%
CARDIFF	276	319	15.58%	274	-14.11%
LEEDS	377	283	-24.93%	218	-22.97%
LIVERPOOL	39	54	38.46%	21	-61.11%
LONDON	500	522	4.40%	319	-38.89%
MANCHESTER	130	157	20.77%	88	-43.95%
NEWCASTLE	245	264	7.76%	196	-25.76%
NOTTINGHAM	212	208	-1.89%	133	-36.06%
READING	222	154	-30.63%	88	-42.86%
GRAND TOTAL	2,847	2,840	-0.25%	2,069	-27.15%

NfP ONLY

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	265	220	-16.98%	233	5.91%
BRIGHTON	50	76	52.00%	105	38.16%
BRISTOL	425	205	-51.76%	115	-43.90%
CAMBRIDGE	287	379	32.06%	381	0.53%
CARDIFF	37	101	172.97%	122	20.79%
LEEDS	159	136	-14.47%	314	130.88%
LIVERPOOL	262	213	-18.70%	402	88.73%
LONDON	666	913	37.09%	1,144	25.30%
MANCHESTER	481	644	33.89%	544	-15.53%
NEWCASTLE	190	142	-25.26%	194	36.62%
NOTTINGHAM	63	93	47.62%	166	78.49%
READING	76	66	-13.16%	77	16.67%
GRAND TOTAL	2,961	3,188	7.67%	3,715	16.53%

Table 25: All Providers NMS distribution change - Employment

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
0-10% Dec	8	2.81%	0-10%	71	24.91%	100-109%	10	3.51%
10-19% Dec	14	4.91%	10-19%	15	5.26%	110-119%	2	0.70%
20-29% Dec	24	8.42%	20-29%	9	3.16%	120-129%	4	1.40%
30-39% Dec	24	8.42%	30-39%	14	4.91%	130-139%	6	2.11%
40-49% Dec	9	3.16%	40-49%	4	1.40%	140-149%	2	0.70%
50-59% Dec	17	5.96%	50-59%	11	3.86%	150-159%	0	0.00%
60-69% Dec	7	2.46%	60-69%	5	1.75%	160-169%	1	0.35%
70-79% Dec	2	0.70%	70-79%	4	1.40%	170-179%	1	0.35%
80-89% Dec	2	0.70%	80-89%	3	1.05%	180%-189%	0	0.00%
90-100 % Dec	1	0.35%	90-99%	6	2.11%	190-199%	0	0.00%
						200%+	9	3.16%
Total Number	108	37.89%				Total Number	177	62.11%
Total Period 3	285							

9.17 Employment has seen a decrease in the NMS of -4.05%, despite this decline, over 62% of providers have seen an increase in their NMS with over 12% seeing a 100%+ increase. The regional table indicates that the NfP sector has take over from solicitors to carry out the most Employment work having gone from 50% to 65% of the NMS market. Solicitors appear to be carrying out less Employment work with all but one region seeing a drop of NMS whereas NfP's have seen a gain in 10/12 regions, by as much as 130% in Leeds.

Housing

Table 26: Housing NMS by Regions All Providers, Solicitors and NfP's and % change

ALL PROVIDERS

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	3,047	3,490	14.54%	3,277	-6.10%
BRIGHTON	3,214	3,659	13.85%	3,736	2.10%
BRISTOL	3,731	4,292	15.04%	3,319	-22.67%
CAMBRIDGE	2,286	2,362	3.32%	2,709	14.69%
CARDIFF	3,878	3,615	-6.78%	3,277	-9.35%
LEEDS	3,889	3,627	-6.74%	3,686	1.63%
LIVERPOOL	2,411	2,587	7.30%	2,638	1.97%
LONDON	15,565	16,728	7.47%	15,995	-4.38%
MANCHESTER	4,733	4,887	3.25%	5,518	12.91%
NEWCASTLE	2,880	2,973	3.23%	2,901	-2.42%
NOTTINGHAM	2,094	2,744	31.04%	2,557	-6.81%
READING	2,419	2,312	-4.42%	2,347	1.51%
GRAND TOTAL	50,147	53,276	6.24%	51,960	-2.47%

SOL ONLY

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	1,819	2,100	15.45%	2,051	-2.33%
BRIGHTON	1,610	1,197	-25.65%	1,128	-5.76%
BRISTOL	1,785	1,730	-3.08%	1,440	-16.76%
CAMBRIDGE	940	1,005	6.91%	1,099	9.35%
CARDIFF	1,730	1,425	-17.63%	1,419	-0.42%
LEEDS	2,495	2,453	-1.68%	2,333	-4.89%
LIVERPOOL	1,604	1,578	-1.62%	1,367	-13.37%
LONDON	12,223	12,501	2.27%	11,083	-11.34%
MANCHESTER	2,193	1,753	-20.06%	2,230	27.21%
NEWCASTLE	1,607	1,726	7.41%	1,674	-3.01%
NOTTINGHAM	847	834	-1.53%	861	3.24%
READING	1,236	1,083	-12.38%	976	-9.88%
GRAND TOTAL	30,089	29,385	-2.34%	27,661	-5.87%

NfP ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	1,228	1,390	13.19%	1,226	-11.80%
BRIGHTON	1,604	2,462	53.49%	2,608	5.93%
BRISTOL	1,946	2,562	31.65%	1,879	-26.66%
CAMBRIDGE	1,346	1,357	0.82%	1,610	18.64%
CARDIFF	2,148	2,190	1.96%	1,858	-15.16%
LEEDS	1,394	1,174	-15.78%	1,353	15.25%
LIVERPOOL	807	1,009	25.03%	1,271	25.97%
LONDON	3,342	4,227	26.48%	4,912	16.21%
MANCHESTER	2,540	3,134	23.39%	3,288	4.91%
NEWCASTLE	1,273	1,247	-2.04%	1,227	-1.60%
NOTTINGHAM	1,247	1,910	53.17%	1,696	-11.20%
READING	1,183	1,229	3.89%	1,371	11.55%
GRAND TOTAL	20,058	23,891	19.11%	24,299	1.71%

Table 27: All Providers NMS distribution change - Housing

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
0-10% Dec	39	4.99%	0-10%	142	18.18%	100-109%	20	2.56%
10-19% Dec	66	8.45%	10-19%	40	5.12%	110-119%	7	0.90%
20-29% Dec	74	9.48%	20-29%	46	5.89%	120-129%	5	0.64%
30-39% Dec	37	4.74%	30-39%	40	5.12%	130-139%	6	0.77%
40-49% Dec	31	3.97%	40-49%	24	3.07%	140-149%	2	0.26%
50-59% Dec	40	5.12%	50-59%	34	4.35%	150-159%	3	0.38%
60-69% Dec	20	2.56%	60-69%	21	2.69%	160-169%	3	0.38%
70-79% Dec	7	0.90%	70-79%	16	2.05%	170-179%	2	0.26%
80-89% Dec	11	1.41%	80-89%	12	1.54%	180%-189%	2	0.26%
90-100 % Dec	1	0.13%	90-99%	5	0.64%	190-199%	3	0.38%
						200%+	22	2.82%
Total Number	326	41.75%				Total Number	455	58.26%
Total Period 3	781							

9.18 Overall, there has been a small decrease in NMS for Housing between periods 2 and 3, however, just over 58% of all providers had an increased number of NMS between periods 2 and 3, with nearly 10% seeing a 100%+ increase. The data shows that NfP sector appears to have increased their market share of NMS from 40% to 47%. Manchester has seen the largest growth of Housing NMS for both solicitors and NFP's and Bristol the largest decrease. Numbers for period 3 are still above those overall for period 1.

Welfare Benefits

Table 28: Welfare Benefits NMS by Regions All Providers, Solicitors and NfP's and % change

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	4,159	4,389	5.53%	4,508	2.71%
BRIGHTON	1,380	1,533	11.09%	2,031	32.49%
BRISTOL	3,130	3,898	24.54%	3,613	-7.31%
CAMBRIDGE	2,042	3,238	58.57%	3,242	0.12%
CARDIFF	3,774	4,068	7.79%	3,733	-8.24%
LEEDS	2,561	3,184	24.33%	3,102	-2.58%
LIVERPOOL	5,509	6,620	20.17%	6,232	-5.86%
LONDON	8,318	11,160	34.17%	11,782	5.57%
MANCHESTER	5,397	7,586	40.56%	6,711	-11.53%
NEWCASTLE	3,389	3,740	10.36%	3,657	-2.22%
NOTTINGHAM	1,231	3,307	168.64%	3,476	5.11%
READING	1,024	1,475	44.04%	1,847	25.22%
GRAND TOTAL	41,914	54,198	29.31%	53,934	-0.49%
SOL ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	948	729	-23.10%	886	21.54%
BRIGHTON	209	82	-60.77%	236	187.80%
BRISTOL	453	500	10.38%	330	-34.00%
CAMBRIDGE	274	316	15.33%	235	-25.63%
CARDIFF	1,020	903	-11.47%	865	-4.21%
LEEDS	606	873	44.06%	784	-10.19%
LIVERPOOL	3,044	3,458	13.60%	3,060	-11.51%
LONDON	2,881	3,439	19.37%	3,522	2.41%
MANCHESTER	1,089	934	-14.23%	827	-11.46%
NEWCASTLE	753	813	7.97%	651	-19.93%
NOTTINGHAM	286	294	2.80%	227	-22.79%
READING	79	80	1.27%	188	135.00%
GRAND TOTAL	11,642	12,421	6.69%	11,811	-4.91%
NfP ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	3,211	3,660	13.98%	3,622	-1.04%
BRIGHTON	1,171	1,451	23.91%	1,795	23.71%
BRISTOL	2,677	3,398	26.93%	3,283	-3.38%
CAMBRIDGE	1,768	2,922	65.27%	3,007	2.91%
CARDIFF	2,754	3,165	14.92%	2,868	-9.38%
LEEDS	1,955	2,311	18.21%	2,318	0.30%
LIVERPOOL	2,465	3,162	28.28%	3,172	0.32%
LONDON	5,437	7,721	42.01%	8,260	6.98%
MANCHESTER	4,308	6,652	54.41%	5,884	-11.55%
NEWCASTLE	2,517	2,927	16.29%	3,006	2.70%
NOTTINGHAM	2,636	3,013	14.30%	3,249	7.83%
READING	945	1,395	47.62%	1,659	18.92%
GRAND TOTAL	31,844	41,777	31.19%	42,123	0.83%

Table 29: All Providers NMS distribution change – Welfare Benefits

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
0-10% Dec	52	9.59%	0-10%	93	17.16%	100-109%	4	0.74%
10-19% Dec	37	6.83%	10-19%	32	5.90%	110-119%	7	1.29%
20-29% Dec	42	7.75%	20-29%	28	5.17%	120-129%	4	0.74%
30-39% Dec	31	5.72%	30-39%	35	6.46%	130-139%	5	0.92%
40-49% Dec	19	3.51%	40-49%	17	3.14%	140-149%	5	0.92%
50-59% Dec	24	4.43%	50-59%	28	5.17%	150-159%	1	0.18%
60-69% Dec	18	3.32%	60-69%	12	2.21%	160-169%	0	0.00%
70-79% Dec	1	0.18%	70-79%	6	1.11%	170-179%	1	0.18%
80-89% Dec	1	0.18%	80-89%	9	1.66%	180%-189%	0	0.00%
90-100 % Dec	0	0.00%	90-99%	6	1.11%	190-199%	18	3.32%
						200%+	4	0.74%
Total Number	225	41.51%				Total Number	315	58.12%
Total Period 3	540							

9.19 Welfare Benefits (WB) has seen a decrease (-0.49%) overall in NMS overall. The NfP sector continues to open the majority of NMS and currently account for about 78% of the market whilst the solicitor share has fallen slightly. Brighton and Reading show an increase of WB NMS with the solicitors showing 187.8% and 135% increase in the areas respectively. This could be due to a previous shortfall in the area, which has subsequently been adjusted to meet demand and client need. The majority of providers have increased the number of NMS with 9% increasing by 100%+ upwards.

Low Volume Categories

9.20 It should be noted that in the smaller categories of law any fluctuations in numbers could have a significant affect on the statistics and this should be taken into account.

Actions Against the Police

Table 30: AAP NMS by Regions All Providers, Solicitors and NfP's and % change

ALL PROVIDERS

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	179	145	-18.99%	163	12.41%
BRIGHTON	47	40	-14.89%	43	7.50%
BRISTOL	103	84	-18.45%	88	4.76%
CAMBRIDGE	40	22	-45.00%	20	-9.09%
CARDIFF	117	93	-20.51%	83	-10.75%
LEEDS	209	258	23.44%	308	19.38%
LIVERPOOL	207	245	18.36%	174	-28.98%
LONDON	617	681	10.37%	517	-24.08%
MANCHESTER	196	194	-1.02%	228	17.53%
NEWCASTLE	344	391	13.66%	245	-37.34%
NOTTINGHAM	253	219	-13.44%	262	19.63%
READING	52	49	-5.77%	41	-16.33%
GRAND TOTAL	2,364	2,421	2.41%	2,172	-10.29%

SOL ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	179	145	-18.99%	163	12.41%
BRIGHTON	47	40	-14.89%	43	7.50%
BRISTOL	102	84	-17.65%	87	3.57%
CAMBRIDGE	40	22	-45.00%	19	-13.64%
CARDIFF	115	91	-20.87%	83	-8.79%
LEEDS	209	258	23.44%	308	19.38%
LIVERPOOL	207	245	18.36%	174	-28.98%
LONDON	615	681	10.73%	514	-24.52%
MANCHESTER	196	191	-2.55%	216	13.09%
NEWCASTLE	344	387	12.50%	245	-36.69%
NOTTINGHAM	253	219	-13.44%	262	19.63%
READING	52	49	-5.77%	41	-16.33%
GRAND TOTAL	2,359	2,412	2.25%	2,155	-10.66%
NfP ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	0	0	NA	0	NA
BRIGHTON	0	0	NA	0	NA
BRISTOL	1	0	-100.00%	1	NA
CAMBRIDGE	0	0	NA	1	NA
CARDIFF	2	2	0.00%	0	-100.00%
LEEDS	0	0	NA	0	NA
LIVERPOOL	0	0	NA	0	NA
LONDON	2	0	-100.00%	3	NA
MANCHESTER	0	3	NA	12	300.00%
NEWCASTLE	0	4	NA	0	-100.00%
NOTTINGHAM	0	0	NA	0	NA
READING	0	0	NA	0	NA
GRAND TOTAL	5	9	80.00%	17	88.89%

Table 31: All Providers NMS distribution change – Actions against the Police

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
0-10% Dec	4	3.17%	0-10%	30	23.81%	100-109%	5	3.97%
10-19% Dec	6	4.76%	10-19%	6	4.76%	110-119%	0	0.00%
20-29% Dec	10	7.94%	20-29%	6	4.76%	120-129%	0	0.00%
30-39% Dec	12	9.52%	30-39%	7	5.56%	130-139%	2	1.59%
40-49% Dec	4	3.17%	40-49%	3	2.38%	140-149%	0	0.00%
50-59% Dec	7	5.56%	50-59%	3	2.38%	150-159%	1	0.79%
60-69% Dec	4	3.17%	60-69%	4	3.17%	160-169%	1	0.79%
70-79% Dec	2	1.59%	70-79%	0	0.00%	170-179%	0	0.00%
80-89% Dec	2	1.59%	80-89%	1	0.79%	180%-189%	1	0.79%
90-100 % Dec	0	0.00%	90-99%	2	1.59%	190-199%	0	0.00%
						200%+	3	2.38%
Total Number	51	40.47%				Total Number	75	59.51%
Total Period 3	126							

9.21 Overall Actions Against the Police (AAP) has seen a decrease in NMS between periods 2 and 3 with Newcastle, Liverpool and London showing the largest decreases. There are no AAP contracts with NfP's and any work carried out by them will be very low-level tolerance work. Despite the decrease, the majority of providers have seen an increase in their NMS with over 10% seeing a 100%+ increase. A point to note is that the decreases in AAP are more cosmetic than real, since many of the providers were reporting little or no work, additionally it appears from investigating the raw data that more work is being undertaken as tolerance or by providers that carry out few AAP cases.

Consumer and General Contract

Table 32: CGC NMS by Regions All Providers, Solicitors and NfP's and % change

ALL PROVIDERS

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	106	159	50%	92	-42%
BRIGHTON	79	84	6%	56	-33%
BRISTOL	268	296	10%	225	-24%
CAMBRIDGE	130	140	8%	146	4%
CARDIFF	266	199	-25%	176	-12%
LEEDS	100	170	70%	85	-50%
LIVERPOOL	89	24	-73%	236	883%
LONDON	212	216	2%	292	35%
MANCHESTER	25	10	-60%	4	-60%
NEWCASTLE	197	177	-10%	123	-31%
NOTTINGHAM	141	153	9%	92	-40%
READING	218	190	-13%	135	-29%
GRAND TOTAL	1,831	1,818	-1%	1,662	-9%

SOL ONLY

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	104	120	15%	88	-27%
BRIGHTON	79	82	4%	56	-32%
BRISTOL	264	260	-2%	224	-14%
CAMBRIDGE	103	120	17%	142	18%
CARDIFF	223	177	-21%	163	-8%
LEEDS	98	160	63%	84	-48%
LIVERPOOL	87	24	-72%	47	96%
LONDON	130	107	-18%	101	-6%
MANCHESTER	23	8	-65%	3	-63%
NEWCASTLE	196	171	-13%	116	-32%
NOTTINGHAM	141	129	-9%	92	-29%
READING	185	189	2%	130	-31%
GRAND TOTAL	1,633	1,547	-5%	1,246	-19%

NfP ONLY

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	2	39	1850%	4	-90%
BRIGHTON	0	2	0%	0	-100%
BRISTOL	4	36	800%	1	-97%
CAMBRIDGE	27	20	-26%	4	-80%
CARDIFF	43	22	-49%	13	-41%
LEEDS	2	10	400%	1	-90%
LIVERPOOL	2	0	-100%	189	189%
LONDON	82	109	33%	191	75%
MANCHESTER	2	2	0%	1	-50%
NEWCASTLE	1	6	500%	7	17%
NOTTINGHAM	0	24	0%	0	-100%
READING	33	1	-97%	5	400%
GRAND TOTAL	198	271	37%	416	54%

Table 33: All Providers NMS distribution change – Consumer and General Contract

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
0-10% Dec	3	1.47%	0-10%	73	35.78%	100-109%	8	3.92%
10-19% Dec	5	2.45%	10-19%	7	3.43%	110-119%	0	0.00%
20-29% Dec	12	5.88%	20-29%	10	4.90%	120-129%	2	0.98%
30-39% Dec	18	8.82%	30-39%	8	3.92%	130-139%	0	0.00%
40-49% Dec	13	6.37%	40-49%	3	1.47%	140-149%	1	0.49%
50-59% Dec	12	5.88%	50-59%	6	2.94%	150-159%	1	0.49%
60-69% Dec	6	2.94%	60-69%	4	1.96%	160-169%	0	0.00%
70-79% Dec	0	0.00%	70-79%	2	0.98%	170-179%	0	0.00%
80-89% Dec	2	0.98%	80-89%	1	0.49%	180%-189%	1	0.49%
90-100 % Dec	0	0.00%	90-99%	1	0.49%	190-199%	0	0.00%
						200%+	5	2.45%
Total Number	71	34.79%				Total Number	131	65.11%
Total Period 3	202							

9.22 Over 65% of providers have increased their NMS with 9% increasing their NMS by 100%+. Although there has been a 9% decrease in the number of NMS for Consumer and General Contract (CON), the NfP sector has increased its share of CON. Some regions such as Liverpool have shown a dramatic surge of NMS, especially for NfP's. There are at present less than 40 CON contracts nationally which are very unevenly spread around the country, this is due to the different priorities set by regions themselves. Due to the low number of contracts and geographical spread to a great extent CON work is supplied by providers, probably NfP's working under tolerance.

Education

Table 34: Education NMS by Regions All Providers, Solicitors and NfP's and % change

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	74	78	5.41%	72	-7.69%
BRIGHTON	18	12	-33.33%	13	8.33%
BRISTOL	188	127	-32.45%	107	-15.75%
CAMBRIDGE	128	99	-22.66%	77	-22.22%
CARDIFF	150	135	-10.00%	92	-31.85%
LEEDS	91	118	29.67%	79	-33.05%
LIVERPOOL	27	35	29.63%	119	240.00%
LONDON	508	495	-2.56%	576	16.36%
MANCHESTER	54	29	-46.30%	47	62.07%
NEWCASTLE	45	30	-33.33%	11	-63.33%
NOTTINGHAM	71	52	-26.76%	3	-94.23%
READING	48	21	-56.25%	15	-28.57%
GRAND TOTAL	1,402	1,231	-12.20%	1,211	-1.62%
SOL ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	67	77	14.93%	71	-7.79%
BRIGHTON	18	12	-33.33%	13	8.33%
BRISTOL	177	110	-37.85%	95	-13.64%
CAMBRIDGE	28	20	-28.57%	25	25.00%
CARDIFF	148	134	-9.46%	92	-31.34%
LEEDS	90	116	28.89%	79	-31.90%
LIVERPOOL	27	29	7.41%	105	262.07%
LONDON	400	332	-17.00%	337	1.51%
MANCHESTER	11	0	-100.00%	15	NA
NEWCASTLE	40	28	-30.00%	11	-60.71%
NOTTINGHAM	71	52	-26.76%	3	-94.23%
READING	48	21	-56.25%	14	-33.33%
GRAND TOTAL	1,125	931	-17.24%	860	-7.63%

NfP ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	7	1	-85.71%	1	0.00%
BRIGHTON	0	0	NA	0	NA
BRISTOL	11	17	54.55%	12	-29.41%
CAMBRIDGE	100	79	-21.00%	52	-34.18%
CARDIFF	2	1	-50.00%	0	-100.00%
LEEDS	1	2	100.00%	0	-100.00%
LIVERPOOL	0	6	NA	14	133.33%
LONDON	108	163	50.93%	239	46.63%
MANCHESTER	43	29	-32.56%	32	10.34%
NEWCASTLE	5	2	-60.00%	0	-100.00%
NOTTINGHAM	0	0	NA	0	NA
READING	0	0	NA	1	NA
GRAND TOTAL	277	300	8.30%	351	17.00%

Table 35: All Providers NMS distribution change - Education

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
0-10% Dec	4	8.16%	0-10%	11	22.45%	100-109%	1	2.04%
10-19% Dec	5	10.20%	10-19%	3	6.12%	110-119%	1	2.04%
20-29% Dec	3	6.12%	20-29%	3	6.12%	120-129%	0	0.00%
30-39% Dec	5	10.20%	30-39%	3	6.12%	130-139%	0	0.00%
40-49% Dec	1	2.04%	40-49%	1	2.04%	140-149%	0	0.00%
50-59% Dec	0	0.00%	50-59%	3	6.12%	150-159%	0	0.00%
60-69% Dec	2	4.08%	60-69%	0	0.00%	160-169%	0	0.00%
70-79% Dec	0	0.00%	70-79%	0	0.00%	170-179%	0	0.00%
80-89% Dec	1	2.04%	80-89%	0	0.00%	180%-189%	0	0.00%
90-100 % Dec	0	0.00%	90-99%	0	0.00%	190-199%	0	0.00%
						200%+	2	4.08%
Total Number	21	42.84%				Total Number	28	57.13%
Total Period 3	49							

9.23 The majority of providers have seen an increase in their NMS for Education. Overall there has been a slight decrease in Education, however the NfP sector has show a 17% increase of NMS and a growth from 20% to nearly 30% of the market share, this perhaps indicates a slight shift towards tolerance work, or a change in NfP case management practices since most providers with contracts are solicitors. Liverpool has shown a significant increase by 240% of NMS.

Clinical Negligence

Table 36: Clinical Negligence NMS by Regions All Providers, Solicitors and % change

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	160	234	46.25%	177	-24.36%
BRIGHTON	70	149	112.86%	25	-83.22%
BRISTOL	241	140	-41.91%	82	-41.43%
CAMBRIDGE	84	49	-41.67%	32	-34.69%
CARDIFF	174	153	-12.07%	371	142.48%
LEEDS	264	273	3.41%	211	-22.71%
LIVERPOOL	134	104	-22.39%	143	37.50%
LONDON	200	187	-6.50%	177	-5.35%
MANCHESTER	108	317	193.52%	191	-39.75%
NEWCASTLE	124	160	29.03%	141	-11.88%
NOTTINGHAM	110	130	18.18%	108	-16.92%
READING	63	72	14.29%	352	388.89%
GRAND TOTAL	1,732	1,968	13.63%	2,010	2.13%

SOL ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	160	234	46.25%	177	-24.36%
BRIGHTON	70	149	112.86%	25	-83.22%
BRISTOL	241	140	-41.91%	82	-41.43%
CAMBRIDGE	84	49	-41.67%	32	-34.69%
CARDIFF	174	153	-12.07%	371	142.48%
LEEDS	264	273	3.41%	211	-22.71%
LIVERPOOL	134	104	-22.39%	143	37.50%
LONDON	200	187	-6.50%	175	-6.42%
MANCHESTER	106	316	198.11%	191	-39.56%
NEWCASTLE	124	160	29.03%	141	-11.88%
NOTTINGHAM	110	130	18.18%	108	-16.92%
READING	63	72	14.29%	352	388.89%
GRAND TOTAL	1,730	1,967	13.70%	2,008	2.08%

Table 37: All Providers NMS distribution change – Clinical Negligence

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
0-10% Dec	3	2.86%	0-10%	12	11.43%	100-109%	3	2.86%
10-19% Dec	7	6.67%	10-19%	5	4.76%	110-119%	0	0.00%
20-29% Dec	10	9.52%	20-29%	4	3.81%	120-129%	1	0.95%
30-39% Dec	16	15.24%	30-39%	3	2.86%	130-139%	1	0.95%
40-49% Dec	3	2.86%	40-49%	6	5.71%	140-149%	0	0.00%
50-59% Dec	6	5.71%	50-59%	5	4.76%	150-159%	0	0.00%
60-69% Dec	5	4.76%	60-69%	2	1.90%	160-169%	1	0.95%
70-79% Dec	2	1.90%	70-79%	1	0.95%	170-179%	0	0.00%
80-89% Dec	2	1.90%	80-89%	1	0.95%	180%-189%	0	0.00%
90-100 % Dec	0	0.00%	90-99%	1	0.95%	190-199%	0	0.00%
						200%+	5	4.76%
Total Number	54	51.42%				Total Number	51	48.55%
Total Period 3	105							

9.24 Clinical Negligence (CN) has shown an increase of NMS, this is likely to be because "license only" contracts ceased to exist when the Unified Contract was introduced and many providers that had not previously had any expectation of claiming Legal Help may have begun to do so. As NfP's have only opened 2 NMS in period 3, no table or analysis is shown. There has been an increase of NMS in Cardiff and Reading (142.48% and 388.89% respectively) where the two regions account for nearly 40% of England and Wales NMS in CN.

Miscellaneous

Table 38: Miscellaneous NMS by Regions All Providers, Solicitors and NfP's and % change

ALL PROVIDERS

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	318	267	-16.04%	198	-25.84%
BRIGHTON	212	184	-13.21%	135	-26.63%
BRISTOL	498	484	-2.81%	572	18.18%
CAMBRIDGE	361	291	-19.39%	183	-37.11%
CARDIFF	787	608	-22.74%	753	23.85%
LEEDS	233	241	3.43%	340	41.08%
LIVERPOOL	105	133	26.67%	76	-42.86%
LONDON	410	418	1.95%	266	-36.36%
MANCHESTER	39	39	0.00%	21	-46.15%
NEWCASTLE	804	640	-20.40%	418	-34.69%
NOTTINGHAM	455	371	-18.46%	237	-36.12%
READING	285	204	-28.42%	154	-24.51%
GRAND TOTAL	4,507	3,880	-13.91%	3,353	-13.58%

SOL ONLY

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	318	267	-16.04%	198	-25.84%
BRIGHTON	208	175	-15.87%	131	-25.14%
BRISTOL	497	481	-3.22%	564	17.26%
CAMBRIDGE	357	288	-19.33%	170	-40.97%
CARDIFF	750	572	-23.73%	752	31.47%
LEEDS	231	240	3.90%	339	41.25%
LIVERPOOL	105	133	26.67%	75	-43.61%
LONDON	175	167	-4.57%	240	43.71%
MANCHESTER	34	28	-17.65%	19	-32.14%
NEWCASTLE	802	650	-18.95%	418	-35.69%
NOTTINGHAM	455	371	-18.46%	236	-36.39%
READING	285	205	-28.07%	153	-25.37%
GRAND TOTAL	4,217	3,568	-15.39%	3,295	-7.65%

NFP ONLY

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	0	0	NA	0	NA
BRIGHTON	4	8	100.00%	4	-50.00%
BRISTOL	1	3	200.00%	8	166.67%
CAMBRIDGE	4	3	-25.00%	13	333.33%
CARDIFF	37	36	-2.70%	1	-97.22%
LEEDS	2	1	-50.00%	1	0.00%
LIVERPOOL	0	0	NA	1	NA
LONDON	235	250	6.38%	26	-89.60%
MANCHESTER	5	11	120.00%	2	-81.82%
NEWCASTLE	2	0	-100.00%	0	NA
NOTTINGHAM	0	0	NA	1	NA
READING	0	0	NA	1	NA
GRAND TOTAL	290	312	7.59%	58	-81.41%

Table 39: All Providers NMS distribution change – Miscellaneous

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
0-10% Dec	12	2.84%	0-10%	112	26.48%	100-109%	33	7.80%
10-19% Dec	24	5.67%	10-19%	15	3.55%	110-119%	0	0.00%
20-29% Dec	26	6.15%	20-29%	9	2.13%	120-129%	3	0.71%
30-39% Dec	33	7.80%	30-39%	11	2.60%	130-139%	3	0.71%
40-49% Dec	17	4.02%	40-49%	3	0.71%	140-149%	4	0.95%
50-59% Dec	33	7.80%	50-59%	21	4.96%	150-159%	7	1.65%
60-69% Dec	11	2.60%	60-69%	10	2.36%	160-169%	3	0.71%
70-79% Dec	1	0.24%	70-79%	6	1.42%	170-179%	4	0.95%
80-89% Dec	1	0.24%	80-89%	3	0.71%	180%-189%	2	0.47%
90-100 % Dec	0	0.00%	90-99%	3	0.71%	190-199%	0	0.00%
						200%+	13	3.07%
Total Number	158	37.36%				Total Number	265	62.65%
Total Period 3	423							

9.25 Miscellaneous (MSC) is work under tolerance, the majority of which is carried out by solicitors (98%) and Cardiff appears to carry out the most. Overall there has been a 13.58% drop in Misc NMS with Manchester and Liverpool showing the biggest decreases. Although solicitors conduct the greater majority of cases, much of the fall is accounted for by a decrease in London NfP NMS by more than 200. There is a wide variation in volumes between regions, probably reflecting different contract management approaches in different areas.

Personal Injury

Table 40: Personal Injury NMS by Regions All Providers, Solicitors and % change

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	76	56	-26.32%	50	-10.71%
BRIGHTON	38	16	-57.89%	16	0.00%
BRISTOL	158	83	-47.47%	35	-57.83%
CAMBRIDGE	49	41	-16.33%	26	-36.59%
CARDIFF	154	138	-10.39%	84	-39.13%
LEEDS	227	339	49.34%	179	-47.20%
LIVERPOOL	79	84	6.33%	71	-15.48%
LONDON	119	177	48.74%	55	-68.93%
MANCHESTER	56	10	-82.14%	27	170.00%
NEWCASTLE	218	237	8.72%	160	-32.49%
NOTTINGHAM	85	58	-31.76%	40	-31.03%
READING	87	80	-8.05%	52	-35.00%
GRAND TOTAL	1,346	1,319	-2.01%	795	-39.73%
SOL ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	75	55	-26.67%	49	-10.91%
BRIGHTON	38	16	-57.89%	16	0.00%
BRISTOL	158	83	-47.47%	35	-57.83%
CAMBRIDGE	49	41	-16.33%	25	-39.02%
CARDIFF	154	138	-10.39%	84	-39.13%
LEEDS	227	339	49.34%	179	-47.20%
LIVERPOOL	79	84	6.33%	71	-15.48%
LONDON	115	165	43.48%	55	-66.67%
MANCHESTER	55	10	-81.82%	27	170.00%
NEWCASTLE	218	243	11.47%	160	-34.16%
NOTTINGHAM	85	58	-31.76%	40	-31.03%
READING	87	81	-6.90%	52	-35.80%
GRAND TOTAL	1,340	1,305	-2.61%	793	-39.23%

Table 41: All Providers NMS distribution change - Personal Injury

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
0-10% Dec	1	0.88%	0-10%	47	41.59%	100-109%	8	7.08%
10-19% Dec	3	2.65%	10-19%	1	0.88%	110-119%	0	0.00%
20-29% Dec	9	7.96%	20-29%	1	0.88%	120-129%	1	0.88%
30-39% Dec	4	3.54%	30-39%	7	6.19%	130-139%	0	0.00%
40-49% Dec	3	2.65%	40-49%	1	0.88%	140-149%	1	0.88%
50-59% Dec	8	7.08%	50-59%	7	6.19%	150-159%	0	0.00%
60-69% Dec	4	3.54%	60-69%	0	0.00%	160-169%	1	0.88%
70-79% Dec	2	1.77%	70-79%	1	0.88%	170-179%	0	0.00%
80-89% Dec	0	0.00%	80-89%	0	0.00%	180%-189%	0	0.00%
90-100 % Dec	0	0.00%	90-99%	0	0.00%	190-199%	0	0.00%
						200%+	3	2.65%
Total Number	34	30.07%				Total Number	79	69.86%
Total Period 3	113							

9.26 There has been a drop in Personal Injury NMS by -39.73% although some areas such as Manchester appear to have seen a surge by 170%. Bristol appears to be the region affected the most. Despite the decrease in NMS, the majority of providers have seen an increase in the NMS distribution with 12.37% seeing 100%+. Much of the work that remains in scope relates to applications to the Criminal Injuries Compensation Authority. Providers report that some cases may be getting support with these cases through small scale "no win no fee" agreements in preference to working under Legal Help. There is a large amount of regional variation in volumes, with only 16 cases in the South East compared with 179 in Yorkshire and Humberside. As NfP's have only opened 2 NMS in period 3, no table or analysis is shown.

Public Law

Table 42: Public Law NMS by Regions All Providers, Solicitors and NfP's and % change

ALL PROVIDERS

Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	93	75	-19.35%	64	-14.67%
BRIGHTON	15	13	-13.33%	4	-69.23%
BRISTOL	121	97	-19.83%	68	-29.90%
CAMBRIDGE	13	19	46.15%	51	168.42%
CARDIFF	11	18	63.64%	34	88.89%
LEEDS	110	145	31.82%	138	-4.83%
LIVERPOOL	76	116	52.63%	65	-43.97%
LONDON	342	326	-4.68%	387	18.71%
MANCHESTER	4	5	25.00%	17	240.00%
NEWCASTLE	33	59	78.79%	75	27.12%
NOTTINGHAM	89	40	-55.06%	90	125.00%
READING	26	25	-3.85%	42	68.00%
GRAND TOTAL	933	938	0.54%	1,035	10.34%

SOL ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	93	74	-20.43%	64	-13.51%
BRIGHTON	15	12	-20.00%	4	-66.67%
BRISTOL	121	96	-20.66%	68	-29.17%
CAMBRIDGE	13	13	0.00%	45	246.15%
CARDIFF	8	17	112.50%	34	100.00%
LEEDS	110	144	30.91%	137	-4.86%
LIVERPOOL	68	113	66.18%	60	-46.90%
LONDON	339	326	-3.83%	382	17.18%
MANCHESTER	4	3	-25.00%	14	366.67%
NEWCASTLE	33	58	75.76%	74	27.59%
NOTTINGHAM	89	40	-55.06%	90	125.00%
READING	26	25	-3.85%	42	68.00%
GRAND TOTAL	919	927	0.87%	1,014	9.39%
NfP ONLY					
Region Breakdown	Period 1 Total	Period 2 Total	% Change from Periods 1 to 2	Period 3 Total	% Change from Periods 2 to 3
BIRMINGHAM	0	1	NA	0	-100.00%
BRIGHTON	0	1	NA	0	-100.00%
BRISTOL	0	1	NA	0	-100.00%
CAMBRIDGE	0	0	NA	6	NA
CARDIFF	3	1	-66.67%	0	-100.00%
LEEDS	0	0	NA	1	NA
LIVERPOOL	8	3	-62.50%	5	66.67%
LONDON	3	1	-66.67%	5	400.00%
MANCHESTER	0	2	NA	3	50.00%
NEWCASTLE	0	1	NA	1	0.00%
NOTTINGHAM	0	0	NA	0	NA
READING	0	0	NA	0	NA
GRAND TOTAL	14	11	-21.43%	21	90.91%

Table 43: All Providers NMS distribution change – Public Law

Decrease % Change	No. of Providers	% of Providers	Increase % Change	No. of Providers	% of Providers	Increase % Change (Cont'd)	No. of Providers	% of Providers
0-10% Dec	4	6.15%	0-10%	14	21.54%	100-109%	4	6.15%
10-19% Dec	3	4.62%	10-19%	3	4.62%	110-119%	0	0.00%
20-29% Dec	4	6.15%	20-29%	0	0.00%	120-129%	1	1.54%
30-39% Dec	4	6.15%	30-39%	2	3.08%	130-139%	0	0.00%
40-49% Dec	6	9.23%	40-49%	2	3.08%	140-149%	0	0.00%
50-59% Dec	5	7.69%	50-59%	4	6.15%	150-159%	0	0.00%
60-69% Dec	3	4.62%	60-69%	0	0.00%	160-169%	0	0.00%
70-79% Dec	0	0.00%	70-79%	1	1.54%	170-179%	0	0.00%
80-89% Dec	0	0.00%	80-89%	1	1.54%	180%-189%	0	0.00%
90-100 % Dec	1	1.54%	90-99%	1	1.54%	190-199%	0	0.00%
						200%+	2	3.08%
Total Number	30	46.15%				Total Number	35	53.86%
Total Period 3	65							

9.27 Public law has seen a 10% increase in NMS with solicitors and NfP's showing growth with solicitors increasing NMS in 8/12 regions by up to 240% (Manchester) and 168.42 (Cambridge). The majority of the market remains in London, which has also shown an increase of 17%. The distribution table shows that the majority of providers have increased the number of NMS and nearly 11% are in the 100%+ bracket.

10 Conclusion

10.1 Overall, the analysis shows a small decline in matter starts following introduction of the schemes although they still remain above 2005-06 levels.

10.2 Such a decline may not have been unexpected given the changes (including matter start definitions 2and levels of help) made by the schemes.

10.3 Problems with SMS may mean that not only NMS numbers but also provider numbers could be incomplete due to late/misreporting. With only 6 months worth of data analysed (3 months for Mental Health), and with the other complicating factors set out in this report the results are not yet conclusive but because of the complexity involved NMS data cannot alone isolate the impact of the fee schemes.

10.4 It can be expected that we will be better able to draw some firmer conclusions once more data is collected over a longer length of time. To put this into context, the table below shows the April 08 compared against April 07 figures, which indicates an overall increase of NMS between those two periods. So for example much of the difference between March 08 compared to March 07 and April 08 compared to April 07 may just be down to the movement of Easter and looking at the longer-term trends will iron this out.

Table 44: April 2008 Figures

NMS Breakdown	Apr-08	Apr-07	Variance	%
Action Against the Police	373	302	71	124%
Community Care	418	392	26	107%
Consumer	230	294	-64	78%
Debt	7730	6360	1370	122%
Education	207	533	-326	39%
Employment	956	853	103	112%
Housing	8678	7650	1028	113%
Family	22377	20418	1959	110%
Clinical Negligence	310	272	38	114%
Mental Health	2685	2799	-114	96%
Miscellaneous	536	480	56	112%
Personal Injury	155	163	-8	95%
Public Law	219	137	82	160%
Welfare Benefit	8882	8022	860	111%
Total	**53,756**	**48,675**	5081	110%