

APPENDIX G

Henry Smith numbers

	unique enquiries	Phone call resolution	One to three meetings	with us up to 6 months	With us a year or more	Leave BCH	
2014	120	60	30	20	8	2	
2015	120	60	30	20	8	2	
2016	140	65	35	30	7	3	
2017	150	70	35	35	7	3	
2018	150	70	35	35	7	3	
2019	158	78	35	35	7	3	158
2020	<u>200</u>	70 predicted	60 predicted	45 predicted	15 predicted	10 predicted	
	1038	473 46%	260 25%	220 21%	59 6%	26 3%	

inc. meeting with parents
and / or schools
inc. Zoom / WhatsApp
Most clients start programmes with us between September and November

	unique enquiries	with us up to 6 months or more	Join CBE scheme	Move to other BCH schemes
2014	120	28	26	14
2015	120	28	31	13
2016	140	37	41	12
2017	150	42	42	11
2018	150	42	42	11
2019	158	42	42	11
2020	<u>200</u>	60 predicted	33 predicted	15 predicted
	1038	279 27%	257 25%	87 8%

All given training opportunity

Low 2020 numbers due to Covid 19

inc. going back to education

	CBE entrants	Start own business	Enter full time work	Enter part time work	Back to education	Leave	
2014	26	0	12	8	4	2	26
2015	31	1	12	9	7	2	31
2016	41	1	24	9	6	1	41
2017	42	1	31	6	3	1	42
2018	42	3	28	7	3	1	42
2019	42	3	28	6	4	1	42
2020	10 predicted	0	2	3 predicted	3 predicted	2 predicted	10
2021	24 predicted	2	6	8	6	2	24
	258	11 4%	143 55%	56 22%	36 14%	12 5%	