

**Contacts by Lancashire Young People Workers
recorded on Connexions database
between 1st April 2009 - 31st March 2010**

		Age as of 31st March 2010			Total
Contact Type		Under 13	13 - 19	Over 20's	
One to one personal contacts	Personal Contact with Client	2,322	135,912	6,544	144,778
	Personal Contact with Client and Parent/Relative/Guardian	314	11,311	329	11,954
	Personal Contact with Parents/Relative/Guardians Only	142	4,139	161	4,442
	Personal Contact with Organisation or Professional(s)	609	42,723	1327	44,659
	Total	3,387	194,085	8,361	205,833
Telephone contacts	Telephone Contact with Client	236	50,625	1,925	52,786
	Telephone Contact with other Organisation or Professional	757	57,028	1,925	59,710
	Telephone Contact with Parent/Relative/Guardian	885	27,949	878	29,712
	Total	1,878	135,602	4,728	142,208
Others	Group Contact with Client Only	1,126	68,749	704	70,579
	Group Contact with Client & Parent/Relative/Guardian	68	4,663	19	4,750
	Group Contact with Parents/Relatives/Guardians Only	7	657	8	672
	Outbound SMS Contact	34	15,706	589	16,329
	Inbound SMS Contact	11	357	6	374
	E-mail Message with Client	0	3,918	332	4,250
	Letter with Client	304	40,015	1,909	42,228
	Letter / E-mail / Text with Parent/Relative/Guardian	78	2,170	94	2,342
	Letter / E-mail/Text with Organisation or Professional	271	86,348	2,898	89,517
	Bulk Mailing Only	0	2,854	3	2,857
	Did Not Attend	110	13,946	349	14,405
	Follow Up - No Contact	276	70,402	2716	73,394
	Total	2,285	309,785	9,627	321,697
Total		7,550	639,472	22,716	669,738