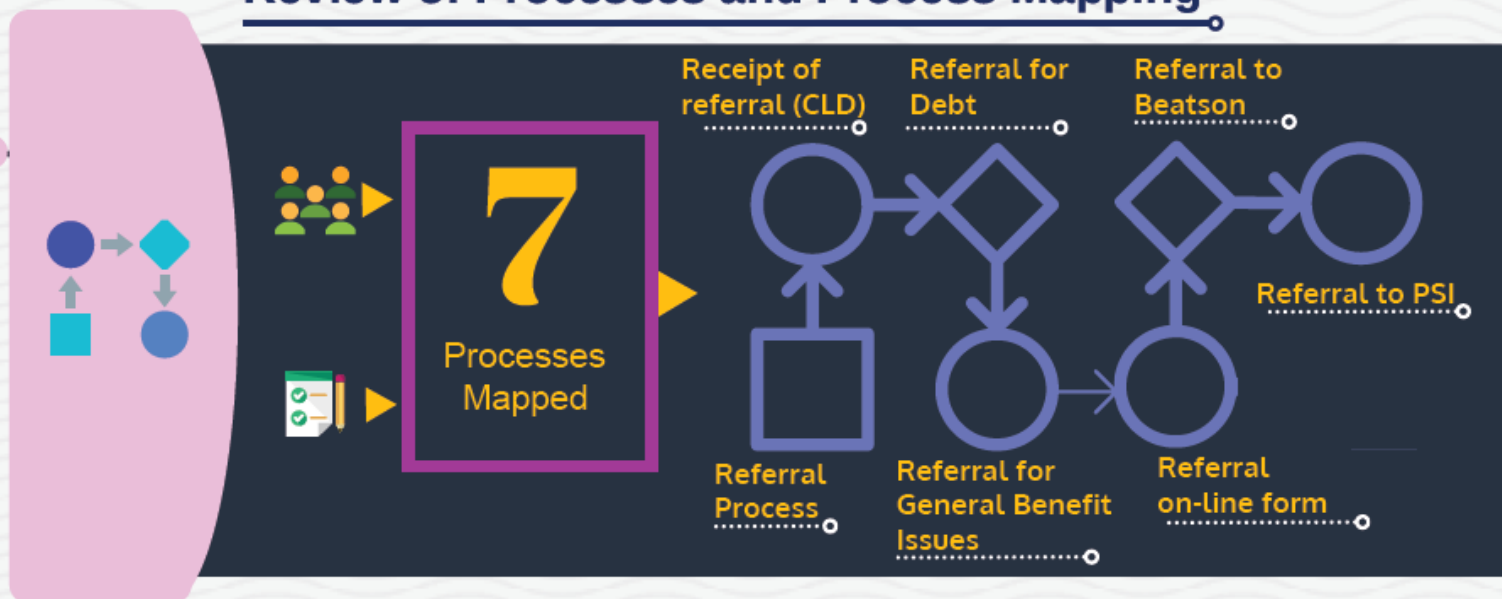


Review of Processes and Process Mapping



Review of Data

Data Mapping

- CL&D Clients via postcodes identified areas outwith the WDC boundaries
- Overlaying the Scottish Index of Multiple deprivation identified how CL&D are reaching clients in most deprived areas of WDC

Data Sources

Westlink | Advicepro | CAG

Referral Online Form

- Highest peak - July 2019
- Area: Money Advice ↑ Improving the cancer journey ↓
- Agency: W4U Work ↑

Client Data

- Client duplication
- Ethnic Origin:
 - 81.51% - White (Scottish) ↑
 - 0.02% - Black (Caribbean) ↓
- Gender: Female ↑ Male ↓
- Age: 40 & under ↑ above 40 ↓