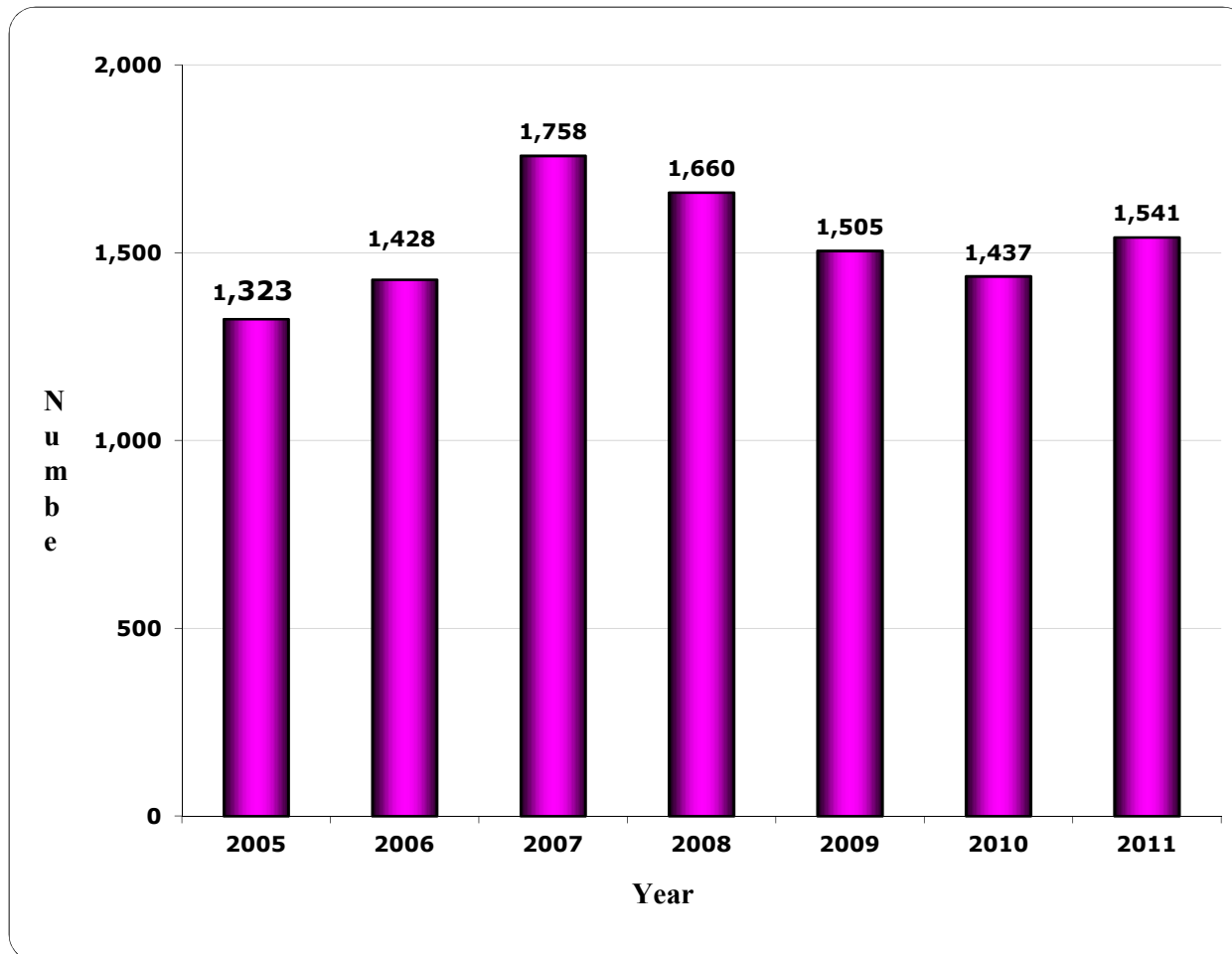


## Number of clients in years 2005-2011

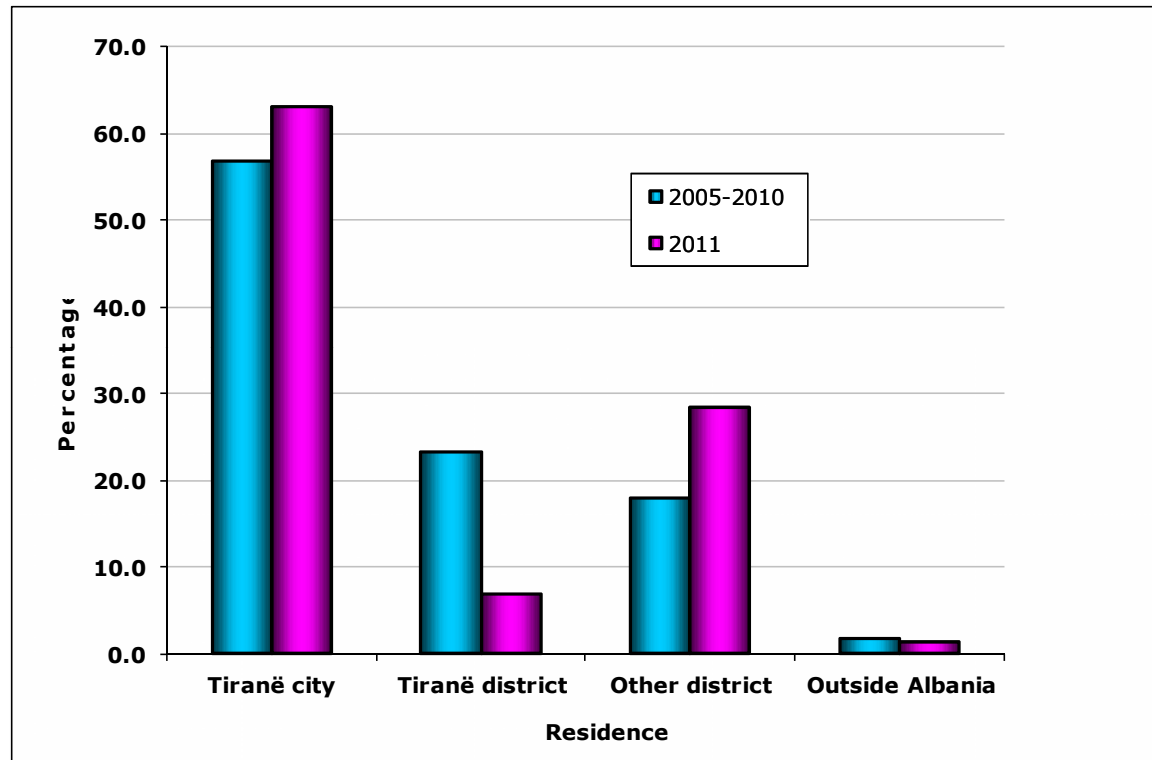


In 2007-2008 it is noted the highest number of the clients.

# Type of Service 2005-2011

Year	2005				2006				2007				2008				2009				2010				2011			
<b>Total Number</b>	1323				1428				1758				1660				1505				1404				1541			
<b>Type of Service</b>	<b>Paralegal</b>		<b>Legal</b>		<b>Paralegal</b>		<b>Legal</b>		<b>Paralegal</b>		<b>Ligjor</b>		<b>Paralegal</b>		<b>Legal</b>		<b>Paralegal</b>		<b>Legal</b>		<b>Paralegal</b>		<b>Legal</b>		<b>Paralegal</b>		<b>Legal</b>	
	747		576		749		679		1053		705		956		704		1089		416		847		590		899		642	
	<b>Advice</b>	<b>Service</b>	<b>Court Decision</b>	<b>Clinics/ Hotline</b>	<b>Advice</b>	<b>Service</b>	<b>Court Decision</b>	<b>Clinics/ Hotline</b>	<b>Advice</b>	<b>Service</b>	<b>Court Decision</b>	<b>Clinics/ Hotline</b>	<b>Advice</b>	<b>Service</b>	<b>Court Decision</b>	<b>Clinics/ Hotline</b>	<b>Advice</b>	<b>Service</b>	<b>Court Decision</b>	<b>Clinics/ Hotline</b>	<b>Advice</b>	<b>Service</b>	<b>Court Decision</b>	<b>Clinics/ Hotline</b>	<b>Advice</b>	<b>Service</b>	<b>Court Decision</b>	<b>Clinics/ Hotline</b>
	296	451	311	265	297	452	397	282	246	813	330	152	287	669	286	418	328	761	124	292	271	576	159	431	224	675	157	485

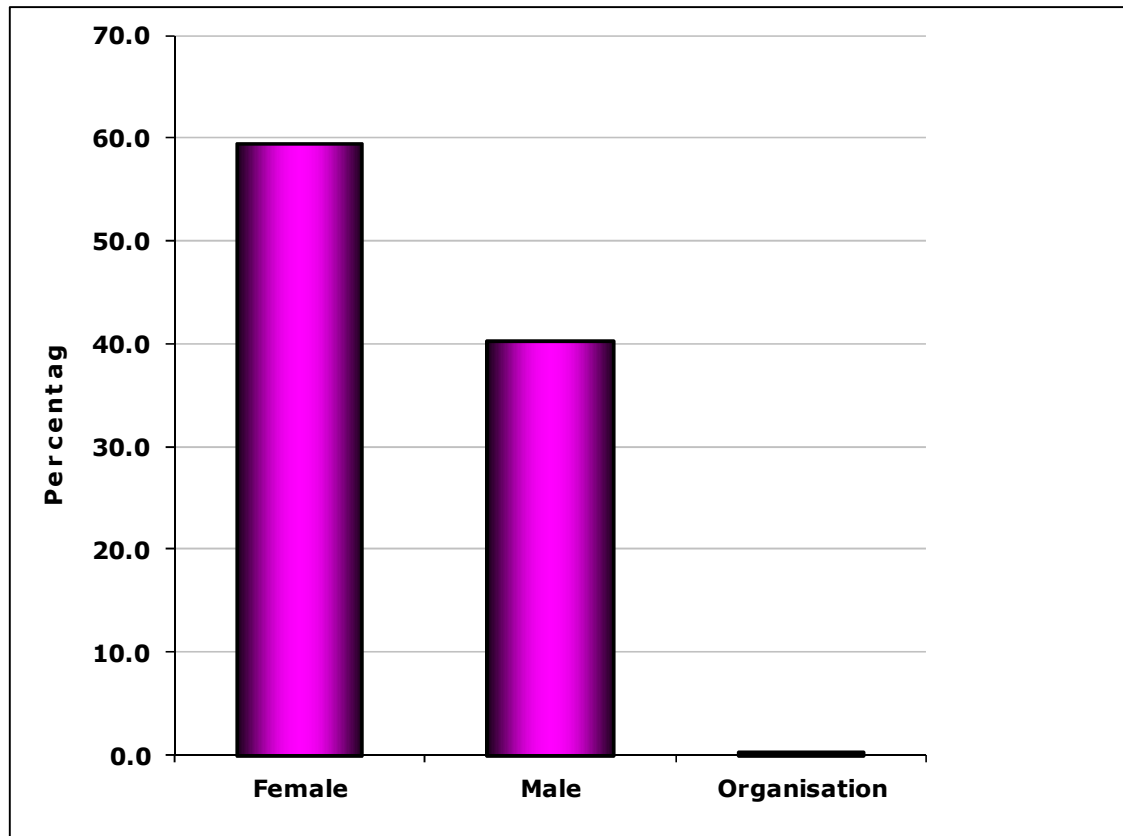
## Structure of the clients by residency 2005-2010 and 2011



In 2011, over 60% of the clients are from city of Tirana.

A considerable percentage (28%) are the residents of other districts.

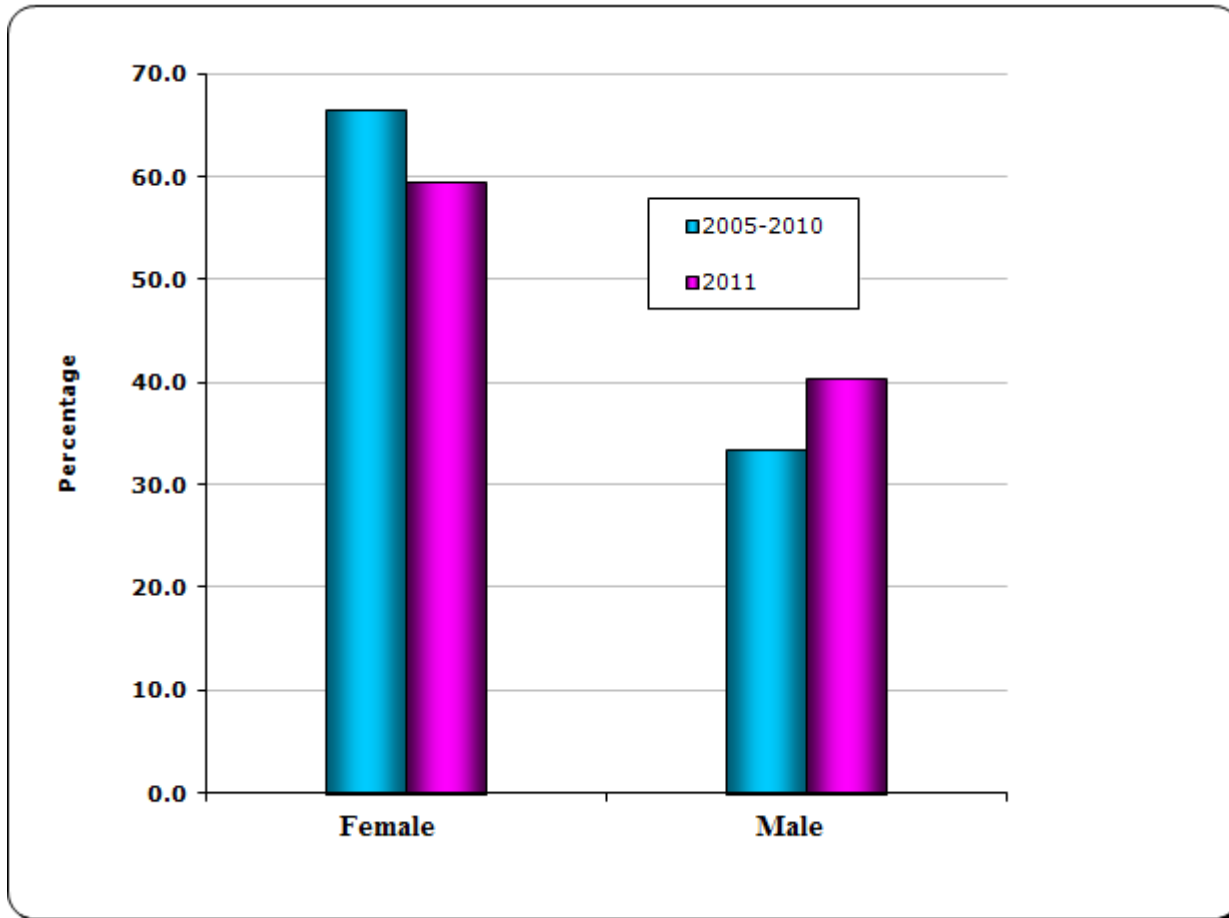
# Structure of clients by gender 2011



In 2011, approximately 60% of the clients are females and 40% are males.

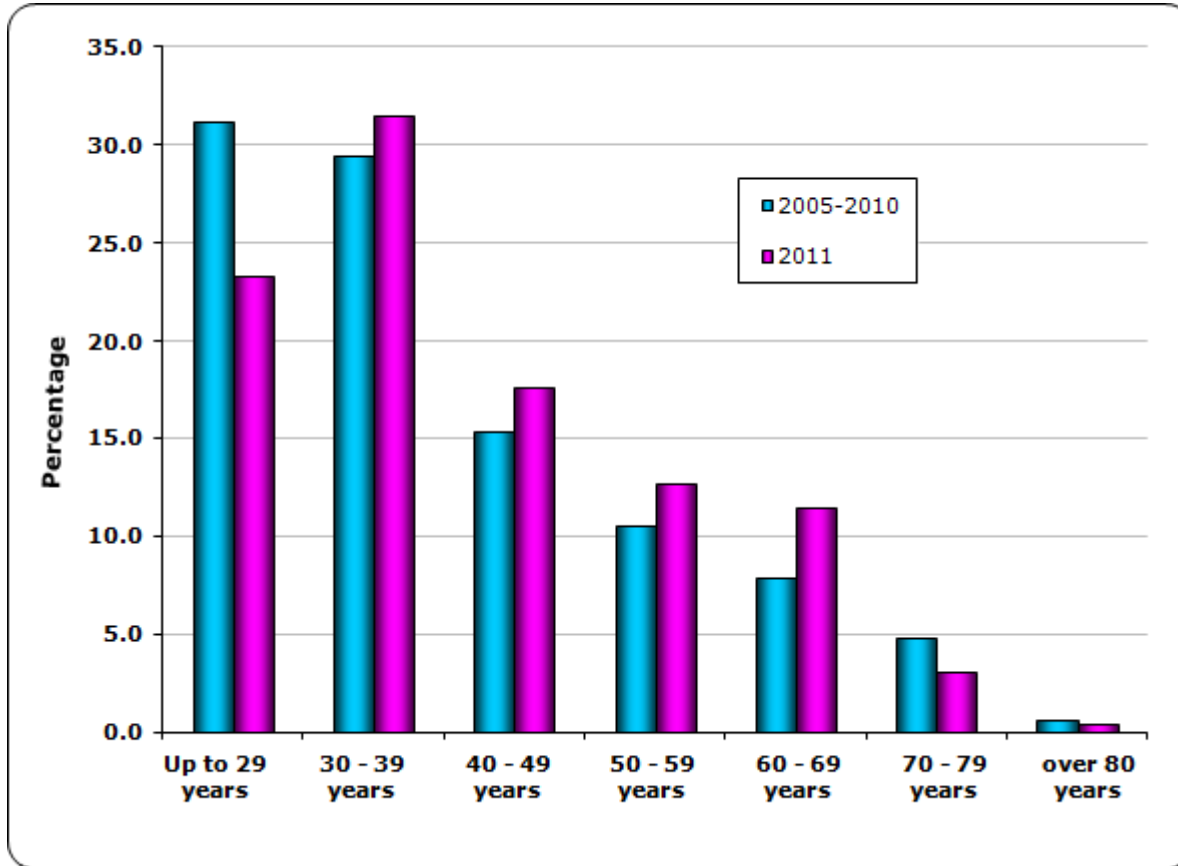
The number of organizations requesting legal services is very low.

## Structure of clients by gender 2005-2010 and 2011



In 2011, compared to 2010, the difference between female and male clients has decreased; However, also, in 2011, the female clients prevail by the same percentage, approximately 60% women and 40% men.

## Structure of clients by age 2005-2010 and 2011

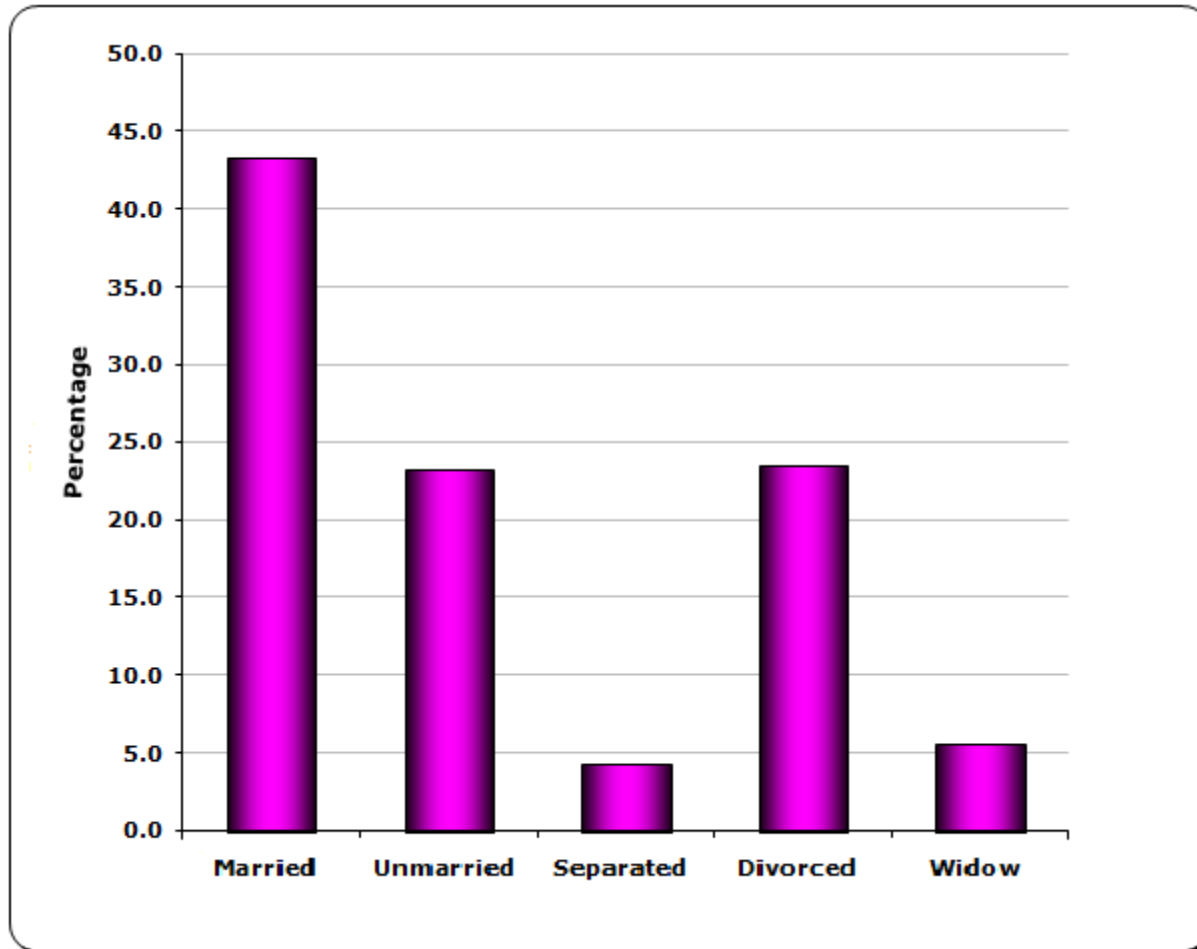


In 2011, prevail the clients of 30-40 years old, coming from families with young children.

It has decreased the number of the clients up to 29 years old.

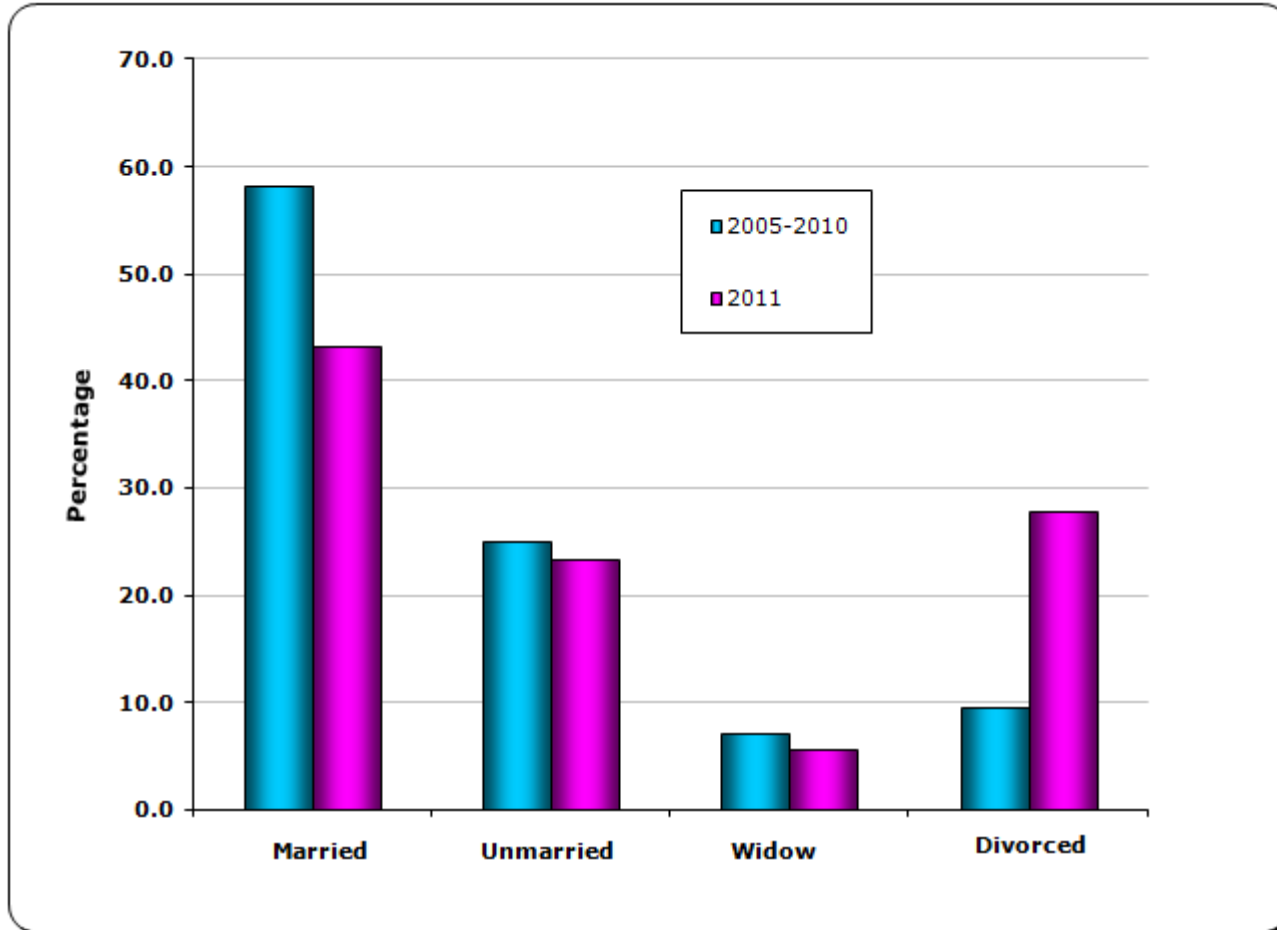
In 2011 is has increased the number of the senior clients, without income, of 60 – 69 years old.

## Structure of clients by civil status 2011



It is noted that in 2011 it has increased the number of the married clients is the highest, therefore needing more assistance and support.

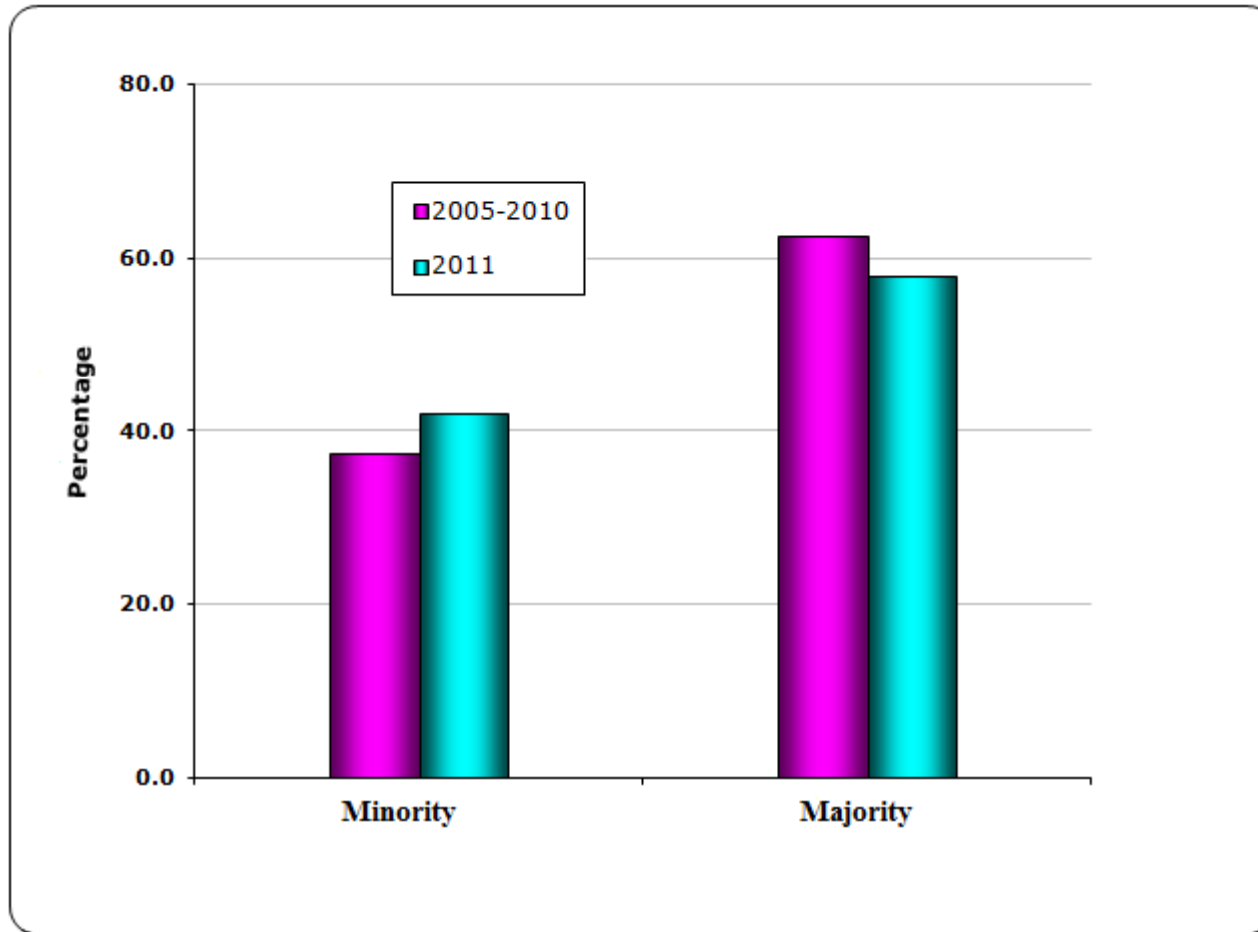
## Structure of clients by civil status 2005-2010 and 2011



In 2011, compared to 2005 – 2005 the number of the divorced clients has increased by three times.

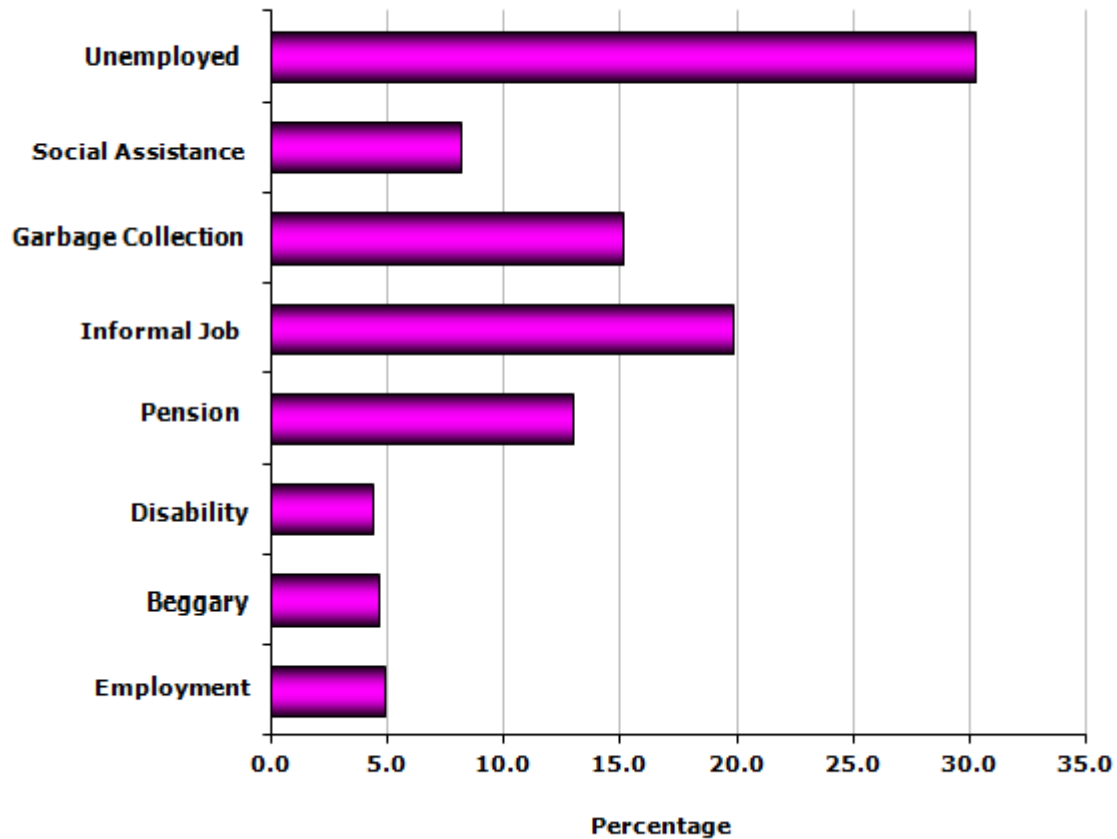


## Structure of clients by composition 2005-2010 and 2011



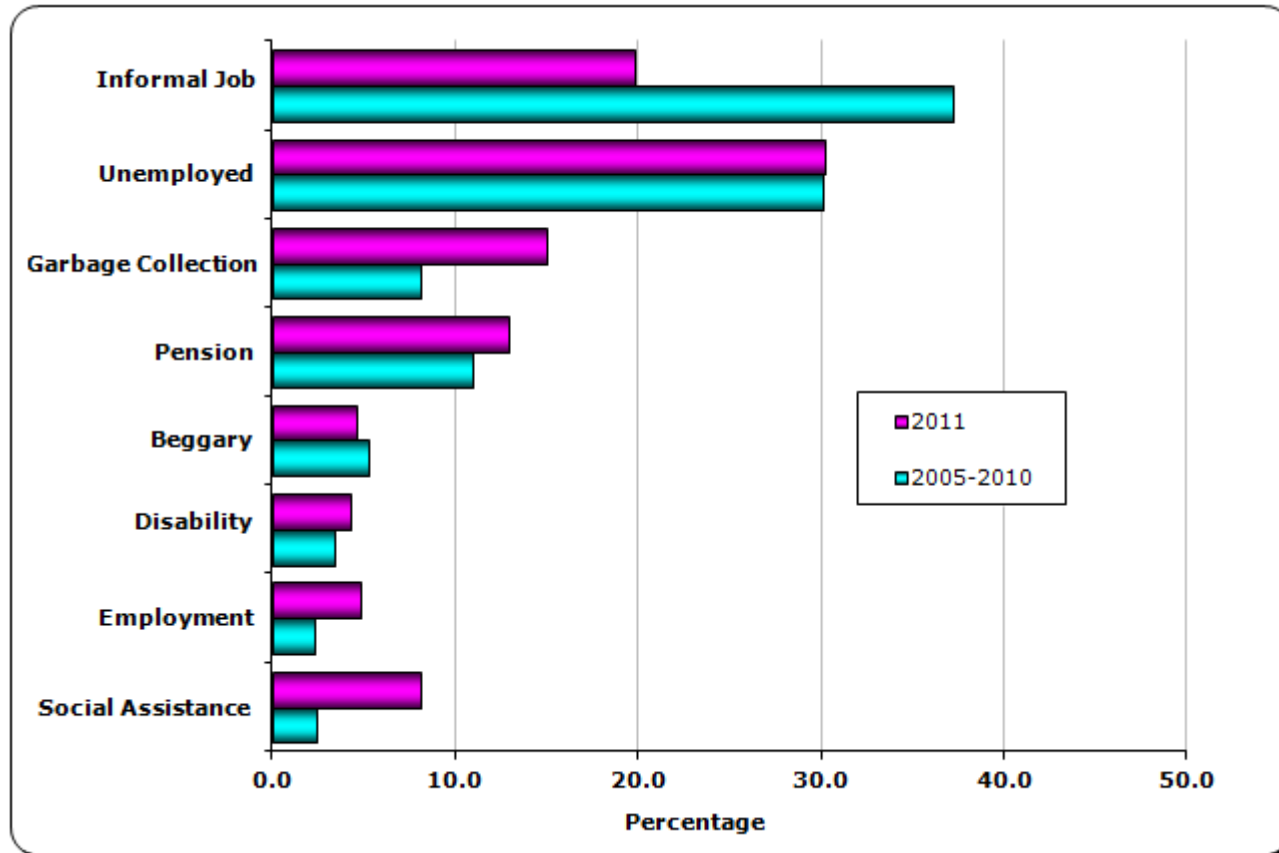
In 2011, the number of the clients from the minorities in Albania has slightly decreased.

# Structure of income source 2011



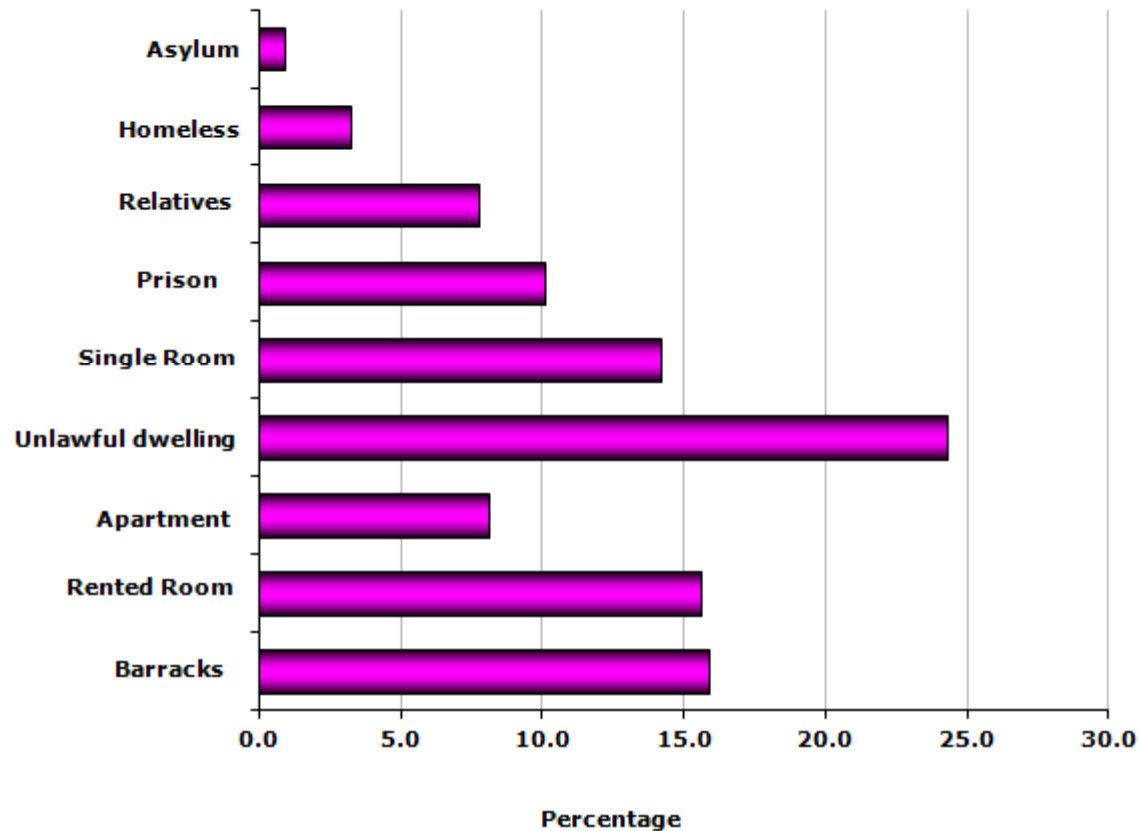
The number of the unemployed clients, clients working in informal jobs, pensioners has increased.

## Structure of source of income 2005-2010 and 2011



It must be noted that in 2011 it has increased the number of the clients benefiting social assistance and has decreased the number of the clients working in informal works and unemployed clients

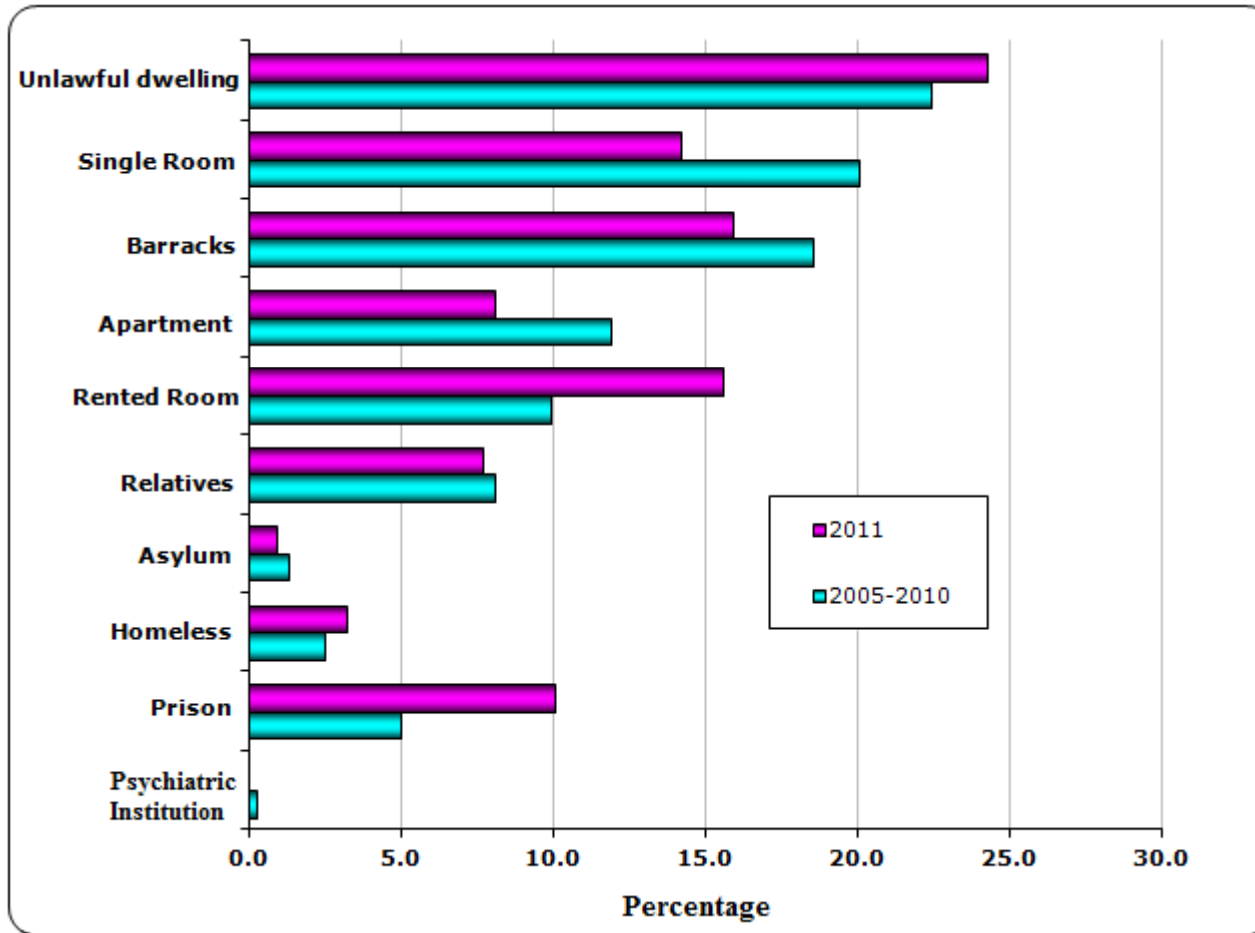
# Structure of living conditions 2011



Prevail the clients living in unlawful dwellings, barracks and rented rooms.

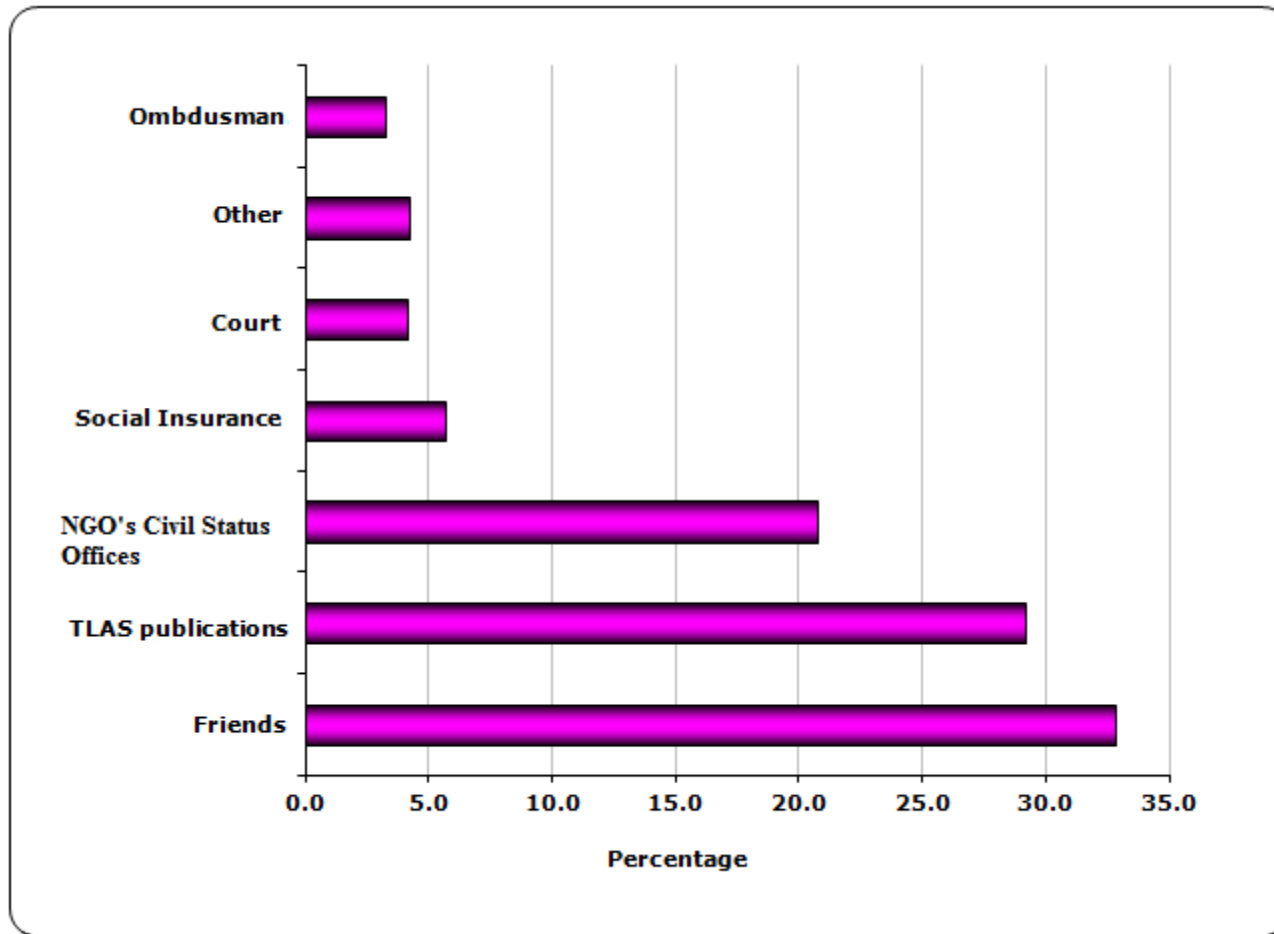
It has decreased the number of the homeless clients.

## Structure of living conditions 2005-2010 and 2011



In 2011 it has increased the number of the clients living in informal dwellings and prisons and has decreased the number of the clients living in barracks or rented rooms

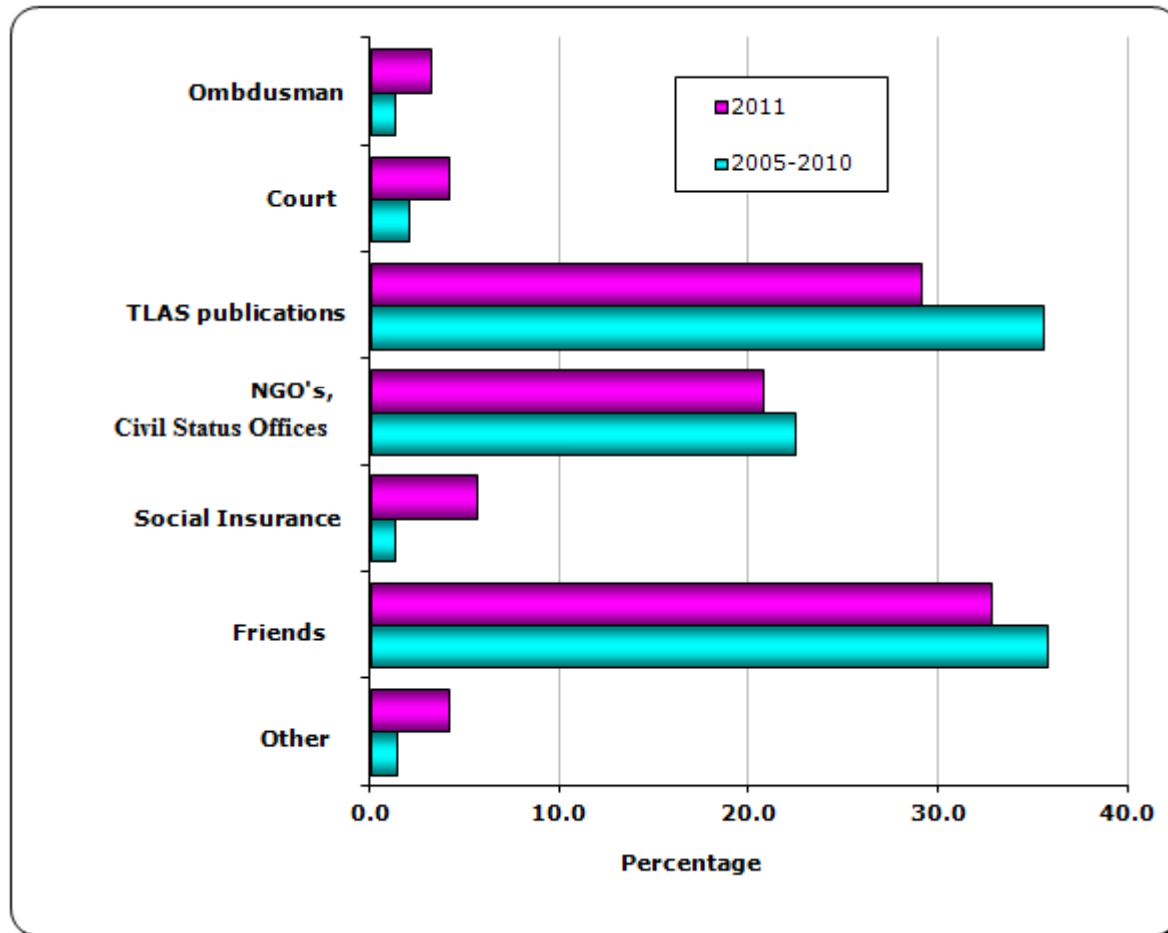
# Source of Information of TLAS existence 2011



In 2011, the major part of the clients (approx. 33%) took knowledge on the existence of TLAS from friends.

TLAS publications and information, also, play a key role.

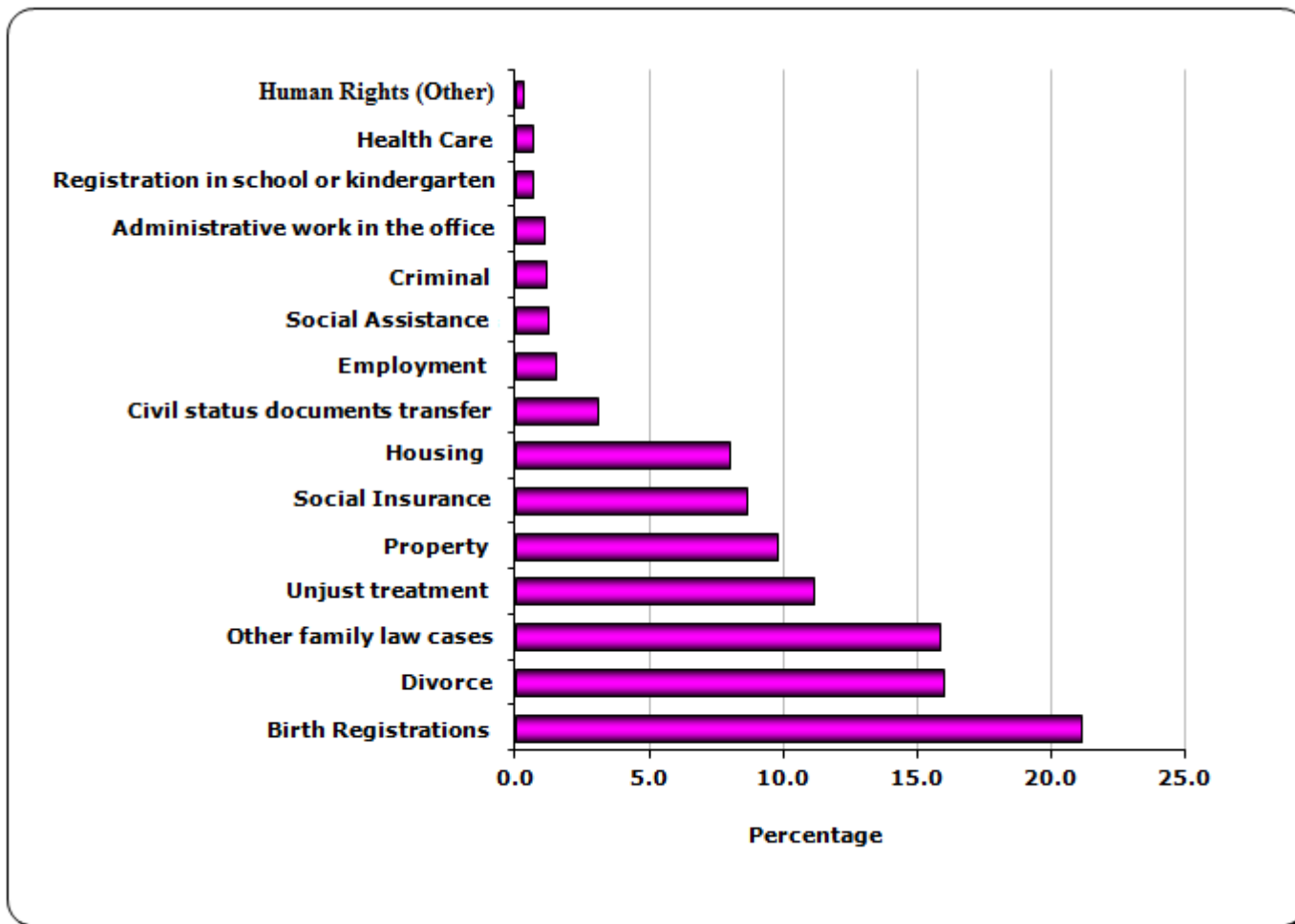
## Source of Information of TLAS existence 2005-2010 and 2011



In 2011, it has increased the number of “social insurance institutions” as source of information on TLAS.

Also, a substantial role play the recommendation from Ombudsman and other organizations or institutions.

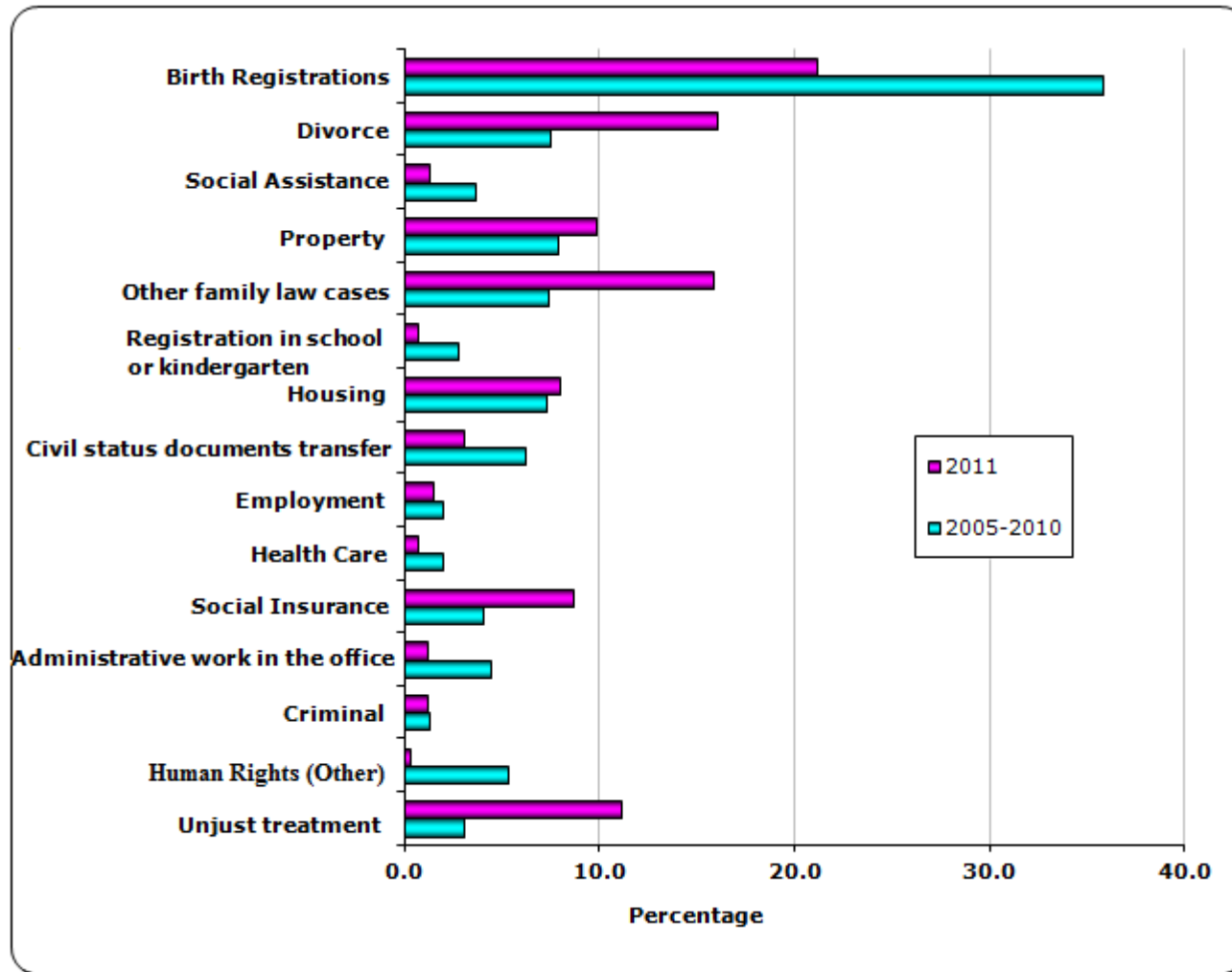
# Structure of problems addressed by TLAS 2011



In 2011, the birth registration cases concern the most of the cases addressed by TLAS (22%), followed by other family law cases.

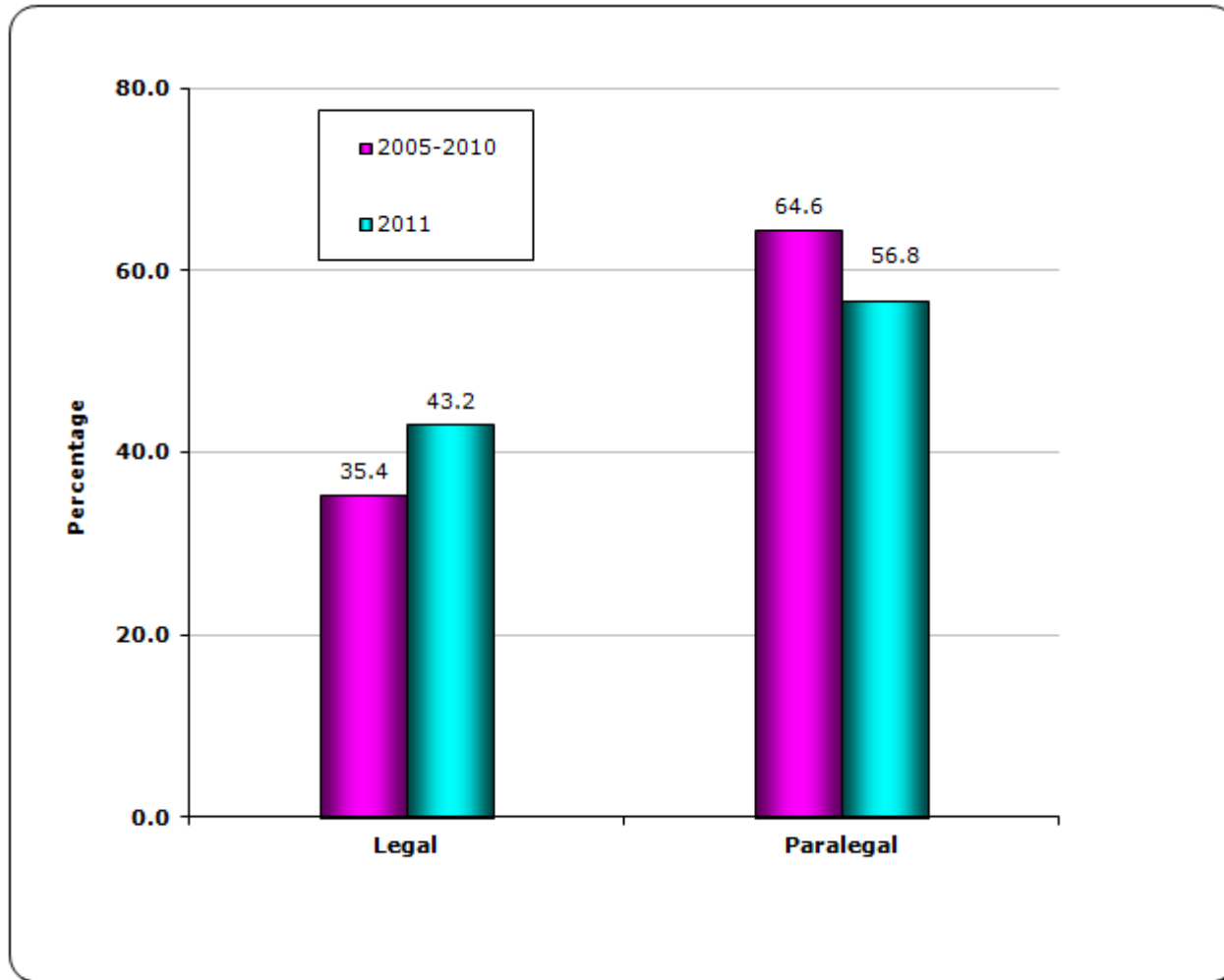


# Structure of problems addressed by TLAS 2005-2010 and 2011



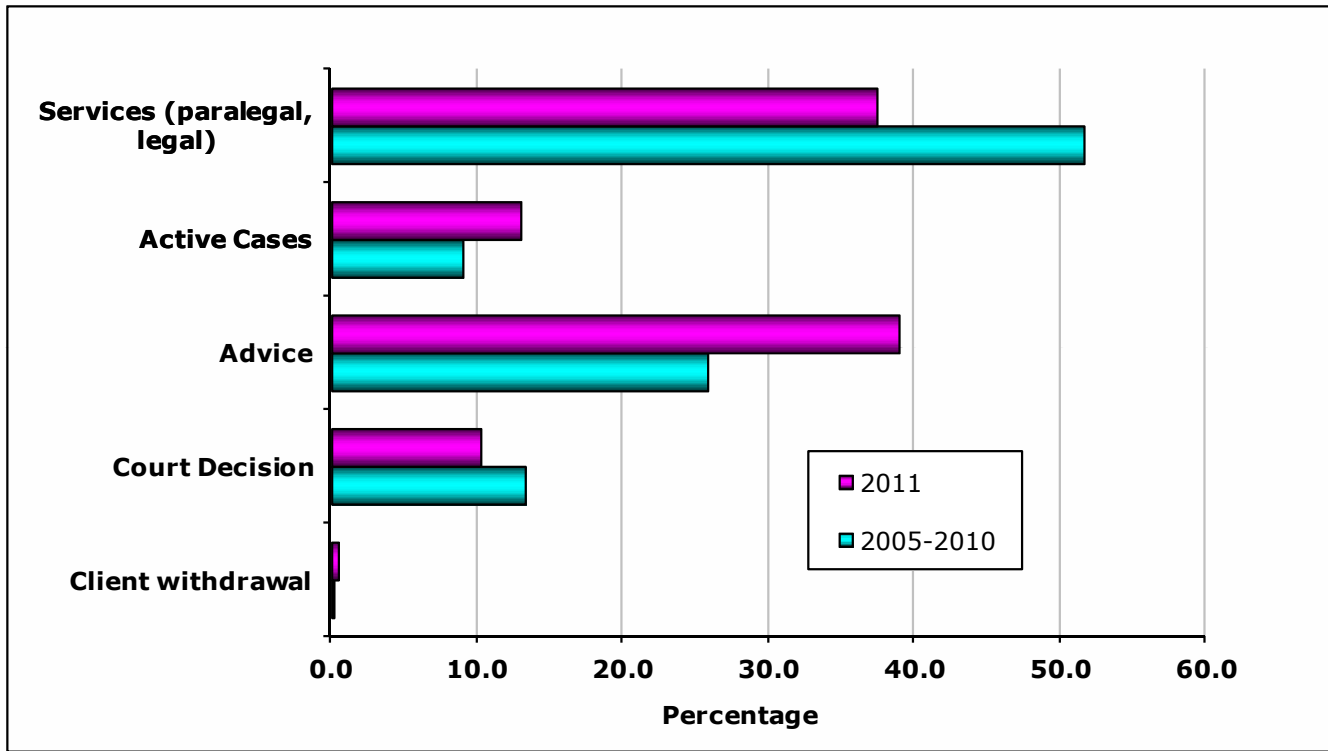
In 2011, it must be noted a decrease in the number of the birth registration compared to 2005 – 2010 and significant increase of the unjust treatment cases, social insurance cases and family law cases.

## Structure of active cases 2005-2010 and 2011



From active cases of 2011, 43.2% are legal cases and 56.8% are paralegal cases.

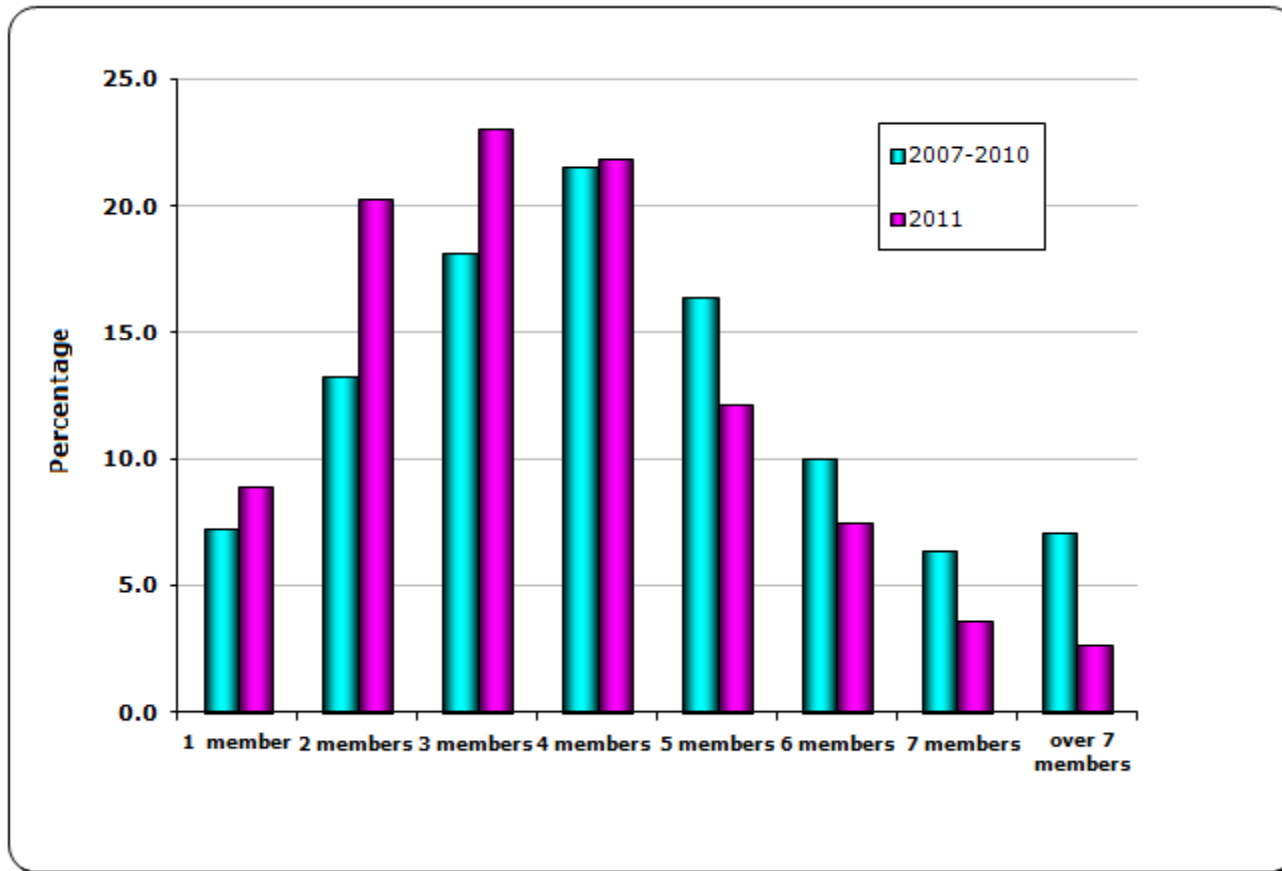
## Structure of case progress 2005-2010 and 2011



In 2011, it has increased the number of the cases solved by legal advice.

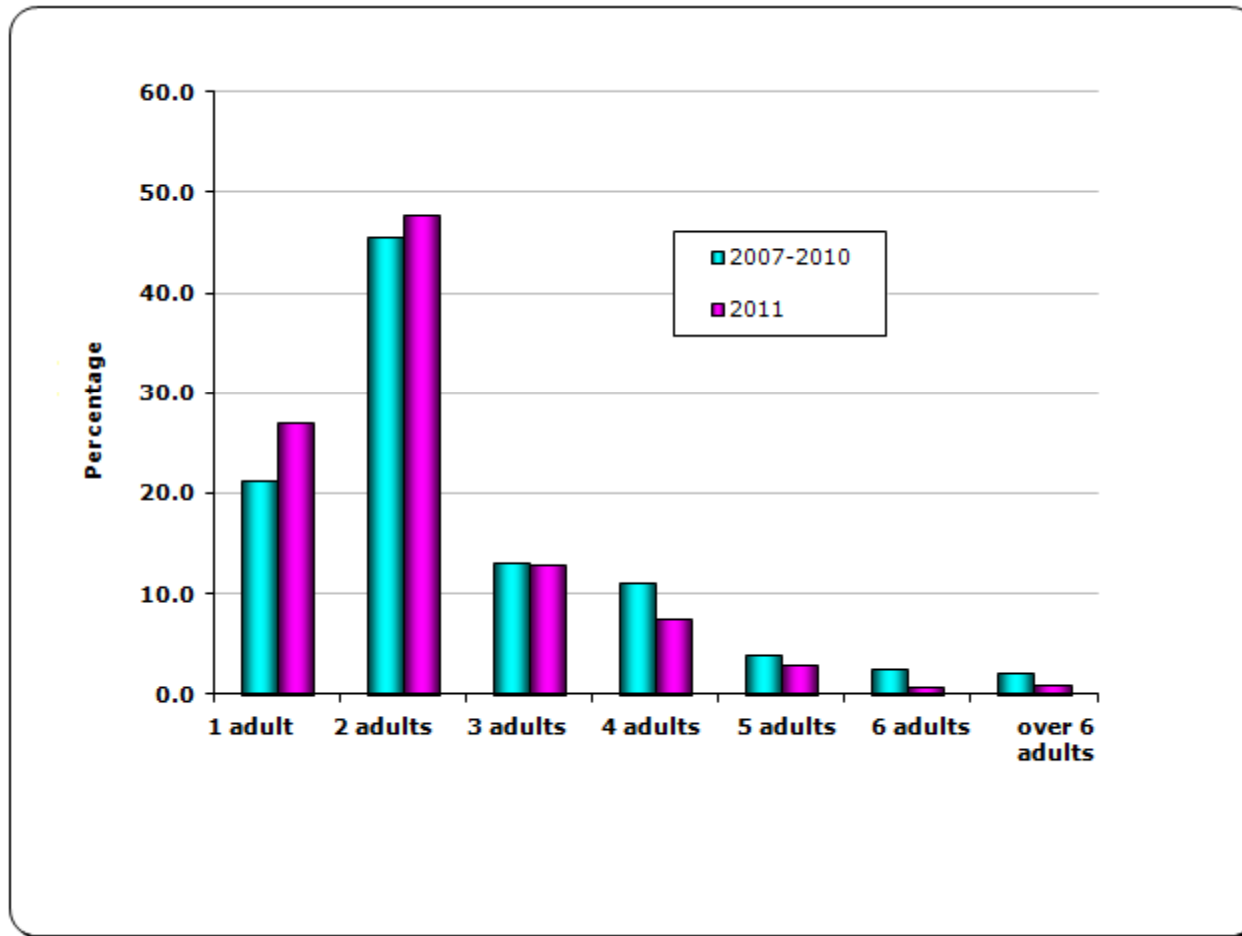
The legal cases addressed by TLAS lawyers are concluded in favor of the clients by court decisions.

# Structure of families by family members 2007-2010 and 2011



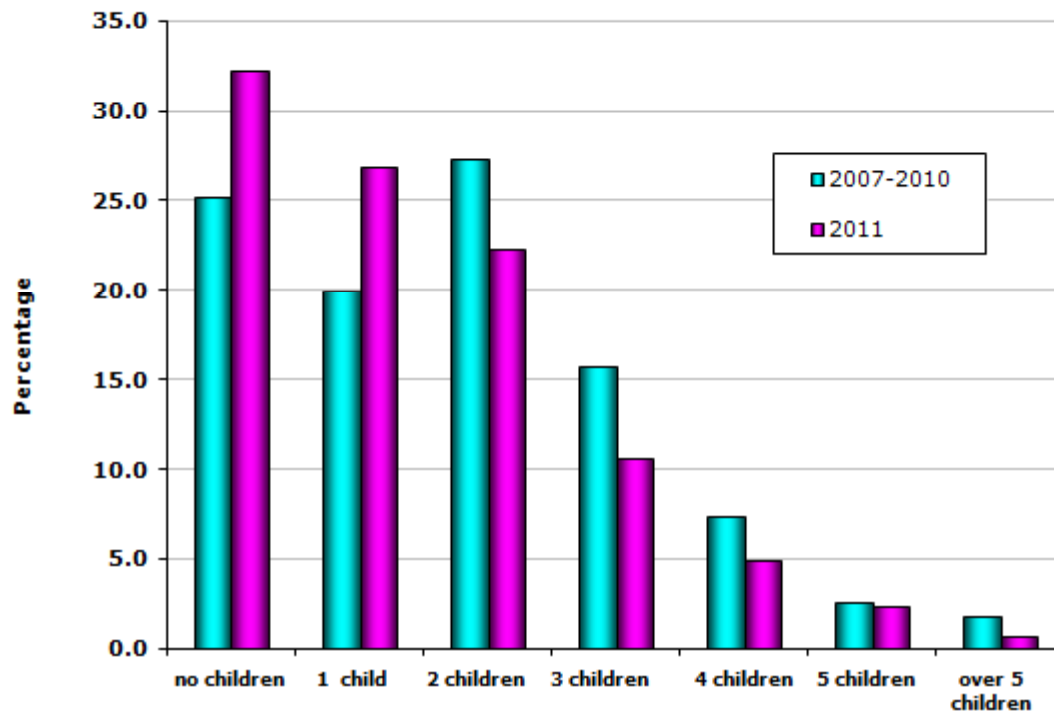
In 2011 it has increased the number of the families with 3 members and 2 members and it has decreased the number of families with 6, 7 and over 7 members.

## Structure of families by number of adult members 2007-2010 and 2011



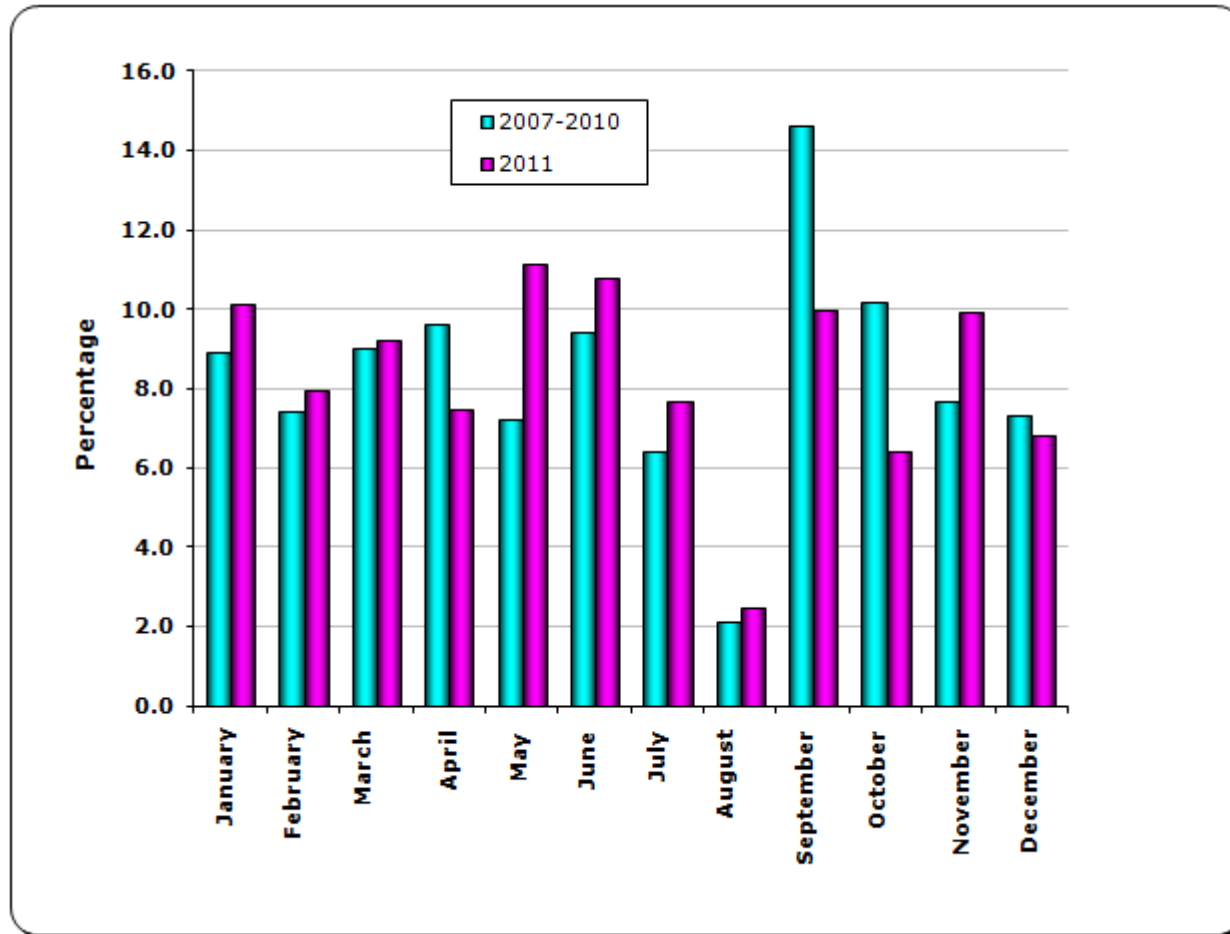
In 2011, also, prevail the families with two adult members and is slightly increased the number of the families with 1 adult member.

# Structure of families by number of children 2007-2010 and 2011



In 2011 prevail the families without children and those with one child.

## Progress of clients registration per month 2007-2010 and 2011



In 2011, the number of the registrations of clients has increased in May and November.