

Total STAN Advice/Referrals April 2012 to March 2013

April 2012 to March 2013	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Totals
Housing Benefit	18	37	30	17	102
Council Tax Benefit	12	31	23	15	81
JSA/ESA	21	42	30	13	106
Attendance Allowance/DLA/Carers Allowance	29	36	22	6	93
Pension Credits	6	1	1	3	11
Energy Saving Bulbs	0	0	0	0	0
Fire Safety Check	8	6	5	1	20
Blue Badge Referrals	3	7	5	0	15
Ferrule fettling	0	1	1	0	2
Now Card Applications	14	9	6	5	34
Safe Trader	10	20	9	13	52
Scambuster	1	0	0	0	1
Staying Steady/Trips and Falls	1	4	0	0	5
St Vincent's Handyman Service	6	6	2	5	19
Age Concern	4	3	0	0	7
Children's Activities ie farm, mother and baby groups etc, Brownie groups	11	2	0	0	13
Healthy Activities ie stepping out, swimming, sports centres, healthy eating	6	13	2	0	21
Carers Info	3	2	1	2	8
Community Transport ie timetables, little green bus, patient transport	4	8	1	0	13

Appendix 2

2012/2013

Total STAN Advice/Referrals April 2012 to March 2013

Community Grants ie Warm Front, Small Sparks, ELDS, Action for Blind, Agapao	5	4	1	0	10
Occupational Health Referrals	1	4	3	0	8
Floating Support Referrals	3	2	5	0	10
LCC Highways	5	13	22	1	41
Debt Advice	3	9	9	1	22
Community Solutions (Volunteer's)	6	11	10	0	27
Housing Needs	7	5	14	2	28
Employment Support/Training	3	10	4	6	23
Personal Alarms	0	1	0	0	1
Support Services ie Inspire, welfare list	4	2	4	1	11
Educational Courses	4	5	0	0	9
Help with Housing/Re-housing	12	25	7	1	45
Cleansing/Streetscene	6	3	3	0	12
Planning Enquiries	4	10	6	0	20
Census	0	3	0	0	3
Council Tax Queries/Coc's	2	4	4	2	12
Environmental Health	5	13	12	0	30
Referral to Young Peoples Services	1	0	0	0	1
Young people's sexual health team/referral/advice	0	11	0	0	11
Referral to Children's Centre	1	0	0	0	1
Tax Credits	5	5	1	2	13
Power Down Kit	0	0	0	66	66
Energy Savings	0	0	7	0	7

Appendix 2

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Trading Standards	2	2	2		6
Help completing forms	28	29	38	12	107
Referral to Pension Service	7	6	6	1	20
Social activities	2	0	0	1	20
Referral to Welfare Rights	4	5	9	3	3
Health Checks and clinics i.e Flu Jabs, Blood Pressure, Cholesterol etc	0	0	4	1	21
Referral to Stop Smoking Service	0	0	0	0	5
Inland Revenue Query	1	0	1	0	0
NHS Advice/Referral	1	5	2	0	2
Help Direct Vulnerable List	0	0	0	1	8
Winter Warm Pack referral	0	0	4	10	14
Referral to Police/PCSO's	5	22	4	1	32
Other Query	38	32	21	19	110
General info on STAN	25	22	4	26	77
Dog Chipping (initiative in Pendle)	0	0	0	6	6
TOTALS	236	491	345	244	1316

Referrals from CAB	2	3	7	4	*16
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*It should be noted, currently, we are only know if people were referred by the CAB if they tell us at initial visit or complete a Customer Satisfaction Form which asks how they found out about the service.

Moving forward we will ask at initial visit.