

## Annual Equality Report 2012-13 Appendices

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**These Appendices of equality information should be read in conjunction with the corresponding Annual Equality Report for 2012-13.**

Note on the data:

Equality data collected was not mandatory, therefore it is important to note that not all people chose to respond and of those people that did respond, not all chose to answer all questions. Further, some have made an informed choice and chosen not to disclose all or part of their equality information.

**\*In compliance with data protection and disclosure where equality data is below 10 this will not be published publically unless consent has been obtained.<sup>1</sup>**

All data in relation to recruitment where there is more than one candidate for a particular post has been published, as it is considered that there is no possibility of identification.

## Appendix 1 – Workforce & Councillor Equality Data

### Workforce Equality Data 2012-13

Equality Information	Number of Employees	%
FTE (Full Time 166, Part Time 13, Casual 3)	182	
<b>Gender</b>		
Male	113	62.1%
Female	69	37.9%
<b>Sexual Orientation</b>		
Gay Man / Gay Woman / Lesbian		
Bisexual		
Heterosexual/Straight	139	76.4%
Prefer not to disclose	*	*
<b>Married or in a Civil Partnership</b>	Not disclosed/collected in 2012/13.	
<b>Gender Reassignment</b>		
Not living in gender given at birth		
Living in gender at birth	129	70.9%
Prefer not to disclose	*	
<b>Pregnant or on maternity leave</b>	*	*
<b>Ethnicity</b>		
Asian or Asian British people	*	*
Black or Black British people		
Irish people		
White British	141	77.5%
Chinese people		
Gypsies & Travellers		
Other White		
Mixed Multiple White/Asian	1	0.5%

<sup>1</sup> Prefer not to disclose data is published if not identifiable from other figures in that category.

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<b>Disabled</b>	*	*
<b>Age</b>		
Under 20 years		
20 – 29 years	22	12%
30 – 39 years	30	16.5%
40 – 49 years	45	24.7%
50 – 59 years	63	34.6%
60+ years	22	12.1%
<b>Religion or Belief</b>		
Christian	88	48.3%
Buddhist	*	*
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
No Religion or Belief	34	18.7%

*Data supplied from the CHRIS HR system - % to one decimal place. Date period April 2012 – March 2013.*

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### Councillors Equality Data 2012-13

<b>Equality Information</b>	<b>Number of Councillors = 36</b>	<b>%</b>
<b>Gender</b>		
Male	13	36.1%
Female	19	52.8%
Prefer not to disclose	*	*
<b>Sexual Orientation</b>		
Gay Man / Gay Women / Lesbian	*	*
Bisexual		
Heterosexual/Straight	24	66.7%
Prefer not to disclose	*	*
<b>Married or in a Civil Partnership</b>		
	Not disclosed/collected in 2012/13.	
<b>Gender Reassignment</b>		
Not living in gender given at birth		
Living in gender at birth	20	55.6%
Prefer not to disclose	*	*
Old Form where this was not included	12	33.3%
<b>Pregnant or on maternity leave</b>		
<b>Ethnicity</b>		
White British	31	86.1%
White Scottish/Welsh	*	*
Prefer not to disclose	*	*
<b>Disabled</b>		
Not disabled	27	75%
Prefer not to disclose	*	*
<b>Age</b>		
Under 20 years	*	*
20 – 29 years	*	*
30 – 39 years	*	*
40 – 49 years	*	*
50 – 59 years	*	*
60 – 69 years	14	38.9%
Prefer not to disclose	*	*
<b>Religion or Belief</b>		
Christian	25	69.4%
No Religion or Belief	*	*
Prefer not to disclose	*	*

*Data supplied from the CHRIS HR system - % to one decimal place. Date period April 2012 – March 2013*

## Appendix 2 – Recruitment Equality Data

### Details of Job Applicants April 2012 to March 2013

Date	Total Applicants	Sex			Ethnic Origin
		Male	Female	Disabled	
April to June 2012	41	36 (81.8%)	5 (11.4%)	3 (6.8%)	White British 35 (79.5%) White Irish 1 (2.3%) Asian Indian 1 (2.3%) Unknown 4 (9.7%)
July to September 2012	26	13 (48.1%)	13 (48.1%)	1 (3.8%)	White British 22 (81.5%) Black African 1 (3.7%) Unknown 3 (11.5%)
October to December 2012	41	28 (63.6%)	13 (29.6)	3 (6.8%)	White British 34 (77.3%) Asian Pakistani 1 (2.3%) Asian Indian 3 (6.8%) Asian Bangladeshi 1 (2.3%) Unknown 2 (4.9%)
January to March 2013	18	8 (44.4%)	10 (55.5)	0 (0.0%)	White British 13 (72.3%) Asian Pakistani 1 (5.5%) Asian Indian 1 (5.5%) Unknown 3 (16.7%)

*% to nearest whole number*

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### Details of Short-listed Applicants April 2012 to March 2013

Date	Total Applicants	Sex			Ethnic Origin
		Male	Female	Disabled	
April to June 2011	20	16 (76.2%)	4 (19.0%)	1 (4.8%)	White British 18 (85.6%) White Irish 1 (4.8%) Asian Indian 1 (4.8%)
July to September 2011	16	6 (37.5%)	10 (62.5%)	0 (0.0%)	White British 13 (81.2%) Black African 1 (6.2%) Unknown 2 (12.6%)
October to December 2011	12	8 (66.7%)	4 (33.3%)	0 (0.0%)	White British 10 (83.4%) Asian Bangladeshi 1 (8.3%) Unknown 1 (8.3%)
January to March 2012	7	4 (57.1%)	3 (42.9%)	0 (0.0%)	White British 6 (85.7%) Unknown 1 (14.3%)

*% to nearest whole number*

### Details of Successful Applicants April 2012 to March 2013

Date	Total Applicants	Sex			Ethnic Origin
		Male	Female	Not Disclosed	
April to June 2011	5	3 (60%)	2 (40%)	0 (0.0%)	White British 5 (100%)
July to September 2011	6	3 (50%)	3 (50%)	0 (0.0%)	White British 6 (100%)
October to December 2011	3	1 (33.3%)	2 (66.7%)	0 (0.0%)	White British 3 (100%)
January to March 2012	3	2 (66.7%)	1 (33.3%)	0 (0.0%)	White British 3 (100%)

*% to nearest whole number*

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### Sickness Related Warning Monitoring 2012-13

<b>Equality Information</b>	<b>Number of Employees</b>	<b>%</b>
FTE	182	
<b>Gender</b>		
Male	*	*
Female		
<b>Sexual Orientation</b>		
Gay Man / Gay Women / Lesbian		
Bisexual		
Heterosexual/Straight	*	*
<b>Married or in a Civil Partnership</b>	Not disclosed	
<b>Gender Reassignment</b>		
Not living in gender given at birth		
Living in gender at birth	*	*
Not disclosed		
<b>Pregnant or on maternity leave</b>		
<b>Ethnicity</b>		
Asian or Asian British people		
Black or Black British people		
Irish people		
White British	*	*
Chinese people		
Gypsies & Travellers		
Unknown		
<b>Disabled</b>		
<b>Age</b>		
Under 20 years		
20 – 29 years		
30 – 39 years	*	*
40 – 49 years	*	*
50 – 59 years		
60 – 69 years		
70+ years		
<b>Religion or Belief</b>		
Christian	*	*
Buddhist		
Hindu		
Jewish		
Muslim		
Sikh		
No Religion or Belief / Unknown	*	*

*Data supplied from the CHRIS HR system - % to one decimal place. Date period April 2012-March 2013.*

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### Employment Termination 2012-13

<b>Equality Information</b>	<b>Number of Employees</b>	<b>%</b>
FTE	182	
<b>Gender</b>		
Male	16	55.2%
Female	13	44.8%
<b>Sexual Orientation</b>		
Gay Man / Gay Women / Lesbian	*	*
Bisexual		
Heterosexual/Straight	16	55.2%
Not disclosed	*	*
<b>Married or in a Civil Partnership</b>	Not disclosed	
<b>Gender Reassignment</b>		
Not living in gender given at birth		
Living in gender at birth	16	55.8%
Not disclosed	13	44.8%
<b>Pregnant or on maternity leave</b>	*	*
<b>Ethnicity</b>		
Asian or Asian British people	*	*
Black or Black British people		
Irish people		
White British	16	55.2%
Chinese people		
Gypsies & Travellers		
Unknown / Not disclosed	*	*
<b>Disabled</b>		
<b>Age</b>		
Under 20 years		
20 – 29 years	*	*
30 – 39 years	*	*
40 – 49 years	*	*
50 – 59 years	*	*
60 – 69 years	*	*
70+ years		
<b>Religion or Belief</b>		
Christian	*	*
Buddhist	*	*
Hindu		
Jewish		
Muslim	*	*
Sikh		
No Religion or Belief	*	*



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### Taking Up Training Opportunities 2012-13

<b>Equality Information</b>	<b>Number of Employees</b>	<b>%</b>
FTE	106/182	58.2%
<b>Gender</b>		
Male	62	58.5%
Female	44	41.5%
<b>Sexual Orientation</b>		
Gay Man / Gay Women / Lesbian		
Bisexual		
Heterosexual/Straight	79	74.5%
<b>Married or in a Civil Partnership</b>	Not disclosed	
<b>Gender Reassignment</b>		
Not living in gender given at birth		
Living in gender at birth	75	70.8%
Not disclosed		
<b>Pregnant or on maternity leave</b>	0	0%
<b>Ethnicity</b>		
Asian or Asian British people	*	*
Black or black British people		
Irish people		
White British	78	73.5%
Chinese people		
Gypsies & Travellers		
Other White		
Mixed/ Multiple	1	0.9%
<b>Disabled</b>	*	*
<b>Age</b>		
Under 20 years	*	*
20 – 29 years	20	18.9%
30 – 39 years	32	30.2%
40 – 49 years	37	34.9%
50 – 59 years	11	10.4%
60 – 69 years		
70+ years		
<b>Religion or Belief</b>		
Christian	45	42.5%
Buddhist	*	*
Hindu		
Jewish	*	*
Muslim	*	*
Sikh	*	*
No Religion or Belief	21	19.8%

Data supplied from the CHRIS HR system - % to one decimal place. April 2012-March 2013.

## Disciplinary and Related Warning Monitoring

<b>Equality Information</b>	<b>Number of Employees</b>	<b>%</b>
FTE	182	
<b>Gender</b>		
Male	*	*
Female	*	*
<b>Sexual Orientation</b>		
Gay Man / Gay Woman / Lesbian		
Bisexual		
Heterosexual/Straight	*	*
<b>Married or in a Civil Partnership</b>	Not disclosed	
<b>Gender Reassignment</b>		
Not living in gender given at birth		
Living in gender at birth	*	*
Not disclosed		
<b>Pregnant or on maternity leave</b>		
<b>Ethnicity</b>		
Asian or Asian British People		
Black or Black British People		
Irish People		
White British	*	*
Chinese People		
Gypsies & Travellers		
Unknown		
<b>Disabled</b>		
<b>Age</b>		
Under 20 years	*	*
20-29 years	*	*
30-39 years	*	*
40-49 years		
50-59 years	*	*
60-69 years		
70+		
<b>Religion or Belief</b>		
Christian		
Buddhist	*	*
Hindu	*	*
Jewish		
Muslim		
Sikh		
No Religion or Belief		

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### Return to Work after Maternity Leave

<b>Equality Information</b>	<b>Number of Employees</b>	<b>%</b>
FTE	182	
<b>Gender</b>		
Male		
Female	*	*
<b>Sexual Orientation</b>		
Gay Man / Gay Woman / Lesbian		
Bisexual		
Heterosexual/Straight	*	*
<b>Married or in a Civil Partnership</b>	Not disclosed	
<b>Gender Reassignment</b>		
Not living in gender given at birth		
Living in gender at birth	*	*
Not disclosed		
<b>Pregnant or on maternity leave</b>		
<b>Ethnicity</b>		
Asian or Asian British People		
Black or Black British People		
Irish People		
White British	*	*
Chinese People		
Gypsies & Travellers		
Unknown		
<b>Disabled</b>		
<b>Age</b>		
Under 20 years		
20-29 years		
30-39 years	*	*
40-49 years		
50-59 years		
60-69 years		
70+		
<b>Religion or Belief</b>		
Christian	*	*
Buddhist		
Hindu		
Jewish		
Muslim		
Sikh		
No Religion or Belief		

**Applications/requests for Flexible Working and Success Rates**

<b>Equality Information</b>	<b>Number of Employees</b>	<b>%</b>
FTE	182	
<b>Gender</b>		
Male		
Female	*	*
<b>Sexual Orientation</b>		
Gay Man / Gay Woman / Lesbian		
Bisexual		
Heterosexual/Straight	*	*
<b>Married or in a Civil Partnership</b>	Not disclosed	
<b>Gender Reassignment</b>		
Not living in gender given at birth		
Living in gender at birth	*	*
Not disclosed		
<b>Pregnant or on maternity leave</b>		
<b>Ethnicity</b>		
Asian or Asian British People		
Black or Black British People		
Irish People		
White British	*	*
Chinese People		
Gypsies & Travellers		
Unknown		
<b>Disabled</b>		
<b>Age</b>		
Under 20 years		
20-29 years		
30-39 years	*	*
40-49 years		
50-59 years		
60-69 years		
70+		
<b>Religion or Belief</b>		
Christian	*	*
Buddhist		
Hindu		
Jewish		
Muslim		
Sikh		
No Religion or Belief		

## Record of Reasonable Adjustments Made for Employees

<b>Equality Information</b>	<b>Number of Employees</b>	<b>%</b>
FTE	182	
<b>Gender</b>		
Male	*	*
Female		
<b>Sexual Orientation</b>		
Gay Man / Gay Woman / Lesbian		
Bisexual		
Heterosexual/Straight	*	*
<b>Married or in a Civil Partnership</b>	Not disclosed	
<b>Gender Reassignment</b>		
Not living in gender given at birth		
Living in gender at birth	*	*
Not disclosed		
<b>Pregnant or on maternity leave</b>		
<b>Ethnicity</b>		
Asian or Asian British People		
Black or Black British People		
Irish People		
White British	*	*
Chinese People		
Gypsies & Travellers		
Unknown		
<b>Disabled</b>	*	*
<b>Age</b>		
Under 20 years		
20-29 years		
30-39 years		
40-49 years	*	*
50-59 years		
60-69 years		
70+		
<b>Religion or Belief</b>		
Christian	*	*
Buddhist		
Hindu		
Jewish		
Muslim		
Sikh		

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No Religion or Belief		
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### Return to Work of Disabled employees following Sick Leave Due to a Disability or Becoming Disabled

Equality Information	Number of Employees	%
FTE	182	
<b>Gender</b>		
Male	*	*
Female	*	*
<b>Sexual Orientation</b>		
Gay		
Lesbian		
Bisexual		
Heterosexual/Straight	*	*
Prefer not to disclose	*	*
<b>Married or in a Civil Partnership</b>	Not disclosed	
<b>Gender Reassignment</b>		
Not living in gender given at birth		
Living in gender at birth	*	*
Not disclosed	*	*
<b>Pregnant or on maternity leave</b>		
<b>Ethnicity</b>		
Asian or Asian British People		
Black or Black British People		
Irish People		
White British	*	*
Chinese People		
Gypsies & Travellers		
Unknown / Not disclosed	*	*
<b>Disabled</b>		
<b>Age</b>		
Under 20 years		
20-29 years		
30-39 years		
40-49 years	*	*
50-59 years	*	*
60-69 years		
70+		
<b>Religion or Belief</b>		
Christian	*	*
Buddhist		
Hindu		
Jewish		
Muslim		

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Sikh		
Prefer not to disclose	*	*

### Employment and Equal Pay

- Of the staff live in the borough, 65 (35.7%) in BB4 postcode & 33 (18.13%) in OL13 postcode areas
- Average basic pay for females is £25671 pa
- Average basic pay for males is £23068 pa
- Overall average is £24041 pa

**Note: Data as at 2012-13 based on actual pay not FTE**

Grade	Males (No.)	%	Females (No.)	%
1	2	1.75%	1	1.47%
2	26	22.80%	6	8.82%
3	15	13.16%	11	16.17%
4	29	25.43%	11	16.17%
5	6	5.26%	6	8.82%
6	15	13.16%	10	14.70%
7	7	6.14%	11	16.17%
8	5	4.38%	8	11.76%
9	3	2.63%	2	2.94%
10	1	0.87%		
11	1	0.87%		
12	1	0.87%		
13				
14	1	0.87%	1	1.47%
15				
16	1	0.87%		
CEX -above grd16	1	0.87%	1	1.47%
NMW-below Grade1	114			
Total			68	

## Appendix 3 – Service Area Customer Satisfaction and Equality Data

### Rossendale Borough Council Compliments and Complaints

The Council received **192 Compliments** during the financial year 2012/13.

The Council received **88 Complaints** during the financial year 2012/13, of which **82** were closed at the end of the period with **6** remaining open.

The Council received **2** Ombudsman complaints during the financial year 2012/13; **all** were closed at the end of the period.

No equality information was disclosed or collected in relation to these figures during 2012-13.

This data is reported quarterly as part of the Council's Performance Report, published on the Council's website.

### Private Sector Housing Renewal Service Equality Data Disabled Facilities Grants

- The majority of customers we female.
- The majority of customers were aged 59 years and over.
- Notably a small percentage of customers were aged 20-29 years.
- 13% of customers were from BME backgrounds.

<b>Monitoring Service April 2012 to March 2013 ( 66 Returns/Completed )</b>	
<b>Equality Information</b>	<b>%</b>
Male	30.00%
Female	70.00%
Disability Yes	94.00%
Disability No	6.00%
Ethnicity British	98.00%
Ethnicity Irish	2.00%
Age Group Under 20	-
Age Group 20-29	2.00%
Age Group 30-39	6.00%
Age Group 40-49	2.00%
Age Group 50-59	18.00%
Age Group Over 59	72.00%
Religion Christian	69.00%
Religion Muslim	11.00%
No Religion	18.00%
Buddhist	2.00%



## **Building Control Services – Customer Survey 2012/13**

**Return rate 2012/13 - 48%**

### **SUMMARY OF RESPONSES:**

#### **1. Rating of Plan Vetting Service**

The average score is produced by taking the number of responses in the year divided by the total responses expressing that score as a percentage. A questionnaire is sent to all service users upon completion of works.

The average scores for each question are as follows:

1	The way we handled your application	92%
2	Initial enquiry <ul style="list-style-type: none"> <li>• Polite and friendly</li> <li>• Helpful with enquiry</li> </ul>	87% 87%
3	Amendments to application, initial contact	85%
4	Site inspection, overall satisfaction	93%

Service areas, how do you rate the current service?

1	Accessibility	91%
2	Reliability	98%
3	Responsiveness	98%
4	Customer care	97%
5	Competence	98%
6	Courtesy	98%
7	Communication	97%
8	Credibility	98%
9	User -friendliness	96%
10	Understanding needs of customer	96%

#### **2. Gender - Return rate 41%**

Customers were asked to declare their gender to test whether services were accessed equally between the sexes

<b>Gender</b>	<b>2012/13</b>
Male	64%
Female	36%

#### **3. Age**

Customers were asked to report their age group

<b>Age group (years)</b>	<b>2009/2010</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>
Under 20	0%	0%	0%	1%
20 - 29	3%	3%	5%	3%
30 - 39	25%	11%	14%	22%
40 - 49	28%	39%	27%	29%
50 - 59	21%	16%	34%	24%
Over 59	23%	31%	20%	20%

The figures indicate that most development takes place where property owners are aged 30 and over, possibly where financial security and access to borrowing is less of a risk.

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### 4. Disability

Customers were asked to declare whether they considered themselves to be disabled. Rossendale Building Control will waive the building regulation fee if the works to be carried out is for the provision of facilities to be used by persons with a disability.

**2012-13**

<b>Gender / Disability</b>	<b>Yes</b>	<b>No</b>
Male	2%	56%
Female	7%	44%

This shows more disabled female customers are accessing the service.

### 5. Ethnicity

Customers were asked to describe their ethnic origin so that we could determine how the services were accessed

<b>Ethnic origin</b>	<b>2012/13</b>
Asian Indian	4%
White British	96%

The figures show the service is under used by the ethnic minority groups, although it is noted that customer questionnaires tend not to be returned so may provide an inaccurate picture.

### 6. Religion/belief

<b>Religion</b>	<b>2012/13</b>
Christian	65%
Hindu	2%
No religion	33%

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### One Stop Shop Customer Satisfaction Results 2012-13

Return Rate = 38.49%

Satisfaction with:	% Very Satisfied	% Satisfied	Overall % Satisfaction rate
The convenience with visiting STAN	80.79%	18.29%	99.08%
Handling of issue/query	80.00%	18.15%	98.15%
Explanations offered related to the issue/query	75.16%	22.98%	98.14%
Being able to ask questions	80.37%	18.40%	98.77%
The helpfulness and friendliness of staff	91.41%	8.59%	100.00%
Overall Satisfaction with the service of STAN	84.26%	13.58%	97.84%

### STAN Year on Year Footfall Figures

	April	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
2010/11	-	-	-	-	-	-	0	49	7	24	41	22	<b>143</b>
2011/12	36	42	255	55	35	195	58	61	7	31	41	44	<b>860</b>
2012/13	54	46	68	54	62	33	37	45	24	18	29	40	<b>510</b>

### Total STAN Advice/Referrals April 2012 to March 2013

<b>April 2012 to March 2013</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Totals</b>
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 i.e. farm, mother and baby	11	2	0	0	13

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groups etc, Brownie groups					
Healthy Activities i.e. stepping out, swimming, sports centres, healthy eating	6	13	2	0	21
Carers Info	3	2	1	2	8
Community Transport i.e. timetables, little green bus, patient transport	4	8	1	0	13
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

## Appendix B

Power Down Kit	0	0	0	66	66
Energy Savings	0	0	7	0	7
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
<b>TOTALS</b>	<b>236</b>	<b>491</b>	<b>345</b>	<b>244</b>	<b>1316</b>

Referrals from CAB <sup>2</sup>	2	3	7	4	16
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<sup>2</sup> 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.

**Appendix B**