

Annual Equality Report 2013-14 Appendices

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These Appendices of equality information should be read in conjunction with the corresponding Annual Equality Report for 2013-14.

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***In compliance with data protection and disclosure where equality data is below 10 this will not be published publically unless consent has been obtained.¹**

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 2013-14

Equality Information	Number of Employees	%
FTE (Full Time 155, Part Time 9, Casual 1)	165	
Gender		
Male	101	61.2%
Female	64	38.8%
Sexual Orientation		
Gay	0	0.0%
Lesbian	0	0.0%
Bisexual	0	0.0%
Heterosexual/Straight	127	77.0%
Prefer not to disclose	7	4.2%
Married or in a Civil Partnership	Not disclosed/collected in 2013/14.	
Gender Reassignment		
Not living in gender given at birth	0	0.0%
Living in gender at birth	118	71.5%
Prefer not to disclose	6	3.6%
Pregnant or on maternity leave	*	*
Ethnicity		
Asian or Asian British people	1	0.6%
Black or Black British people		0.0%
Irish people	0	0.0%
White British	129	78.1%
Chinese people	0	0.0%
Gypsies & Travellers	0	0.0%
Other White	0	0.0%
Mixed Multiple White/Asian	1	0.6%

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

Appendix B

Disabled	4	2.4%
Age		
19-24 years	7	4.2%
25-39 years	37	22.4%
40-49 years	41	24.8%
50-59 years	59	35.7%
60+ years	21	12.7%
Religion or Belief		
Christian	79	47.8%
Buddhist	*	*
Hindu	0	0.0%
Jewish	*	*
Muslim	0	0.0%
Sikh	*	*
No Religion or Belief	36	21.8%

Data supplied from the CHRIS HR system - % to one decimal place. Date period April 2013 – March 2014.

Councillors Equality Data 2013-14

Equality Information	Number of Councillors = 36	%
Gender		
Male	16	44.45%
Female	20	55.55%
Prefer not to disclose	0	0.0%
Sexual Orientation		
Gay/Lesbian	2	5.55%
Bisexual	0	0.0%
Heterosexual/Straight	24	66.66%
Prefer not to disclose	10	27.77%
Married or in a Civil Partnership		
Gender Reassignment		
Not living in gender given at birth	0	0.0%
Living in gender at birth	32	88.88%
Prefer not to disclose	4	11.11%
Pregnant or on maternity leave	0	0%
Ethnicity		
White British	32	88.88%
Prefer not to disclose	4	11.11%
Disabled		
Disabled	2	5.55%
Not disabled	0	0.0%
Prefer not to disclose	8	22.22%
Age		
Under 20 years	0	0.0%
20 – 29 years	1	2.77%
30 – 39 years	4	11.11%
40 – 49 years	7	19.44%
50 – 59 years	4	11.11%
60 – 69 years	16	44.44%
Prefer not to disclose 70+	4	11.11%
Religion or Belief		
Christian	25	69.44%
No Religion or Belief	4	11.11%
Prefer not to disclose	7	19.44%

Data supplied from the CHRIS HR system - % to one decimal place. Date period April 2013 – March 2014

Appendix 2 – Recruitment Equality Data

Details of Short-listed Applicants April 2013 to March 2014

Date	Total Applicants	Sex			Ethnic Origin
		Male	Female	Disabled	
April to June 2013	30	26	4	1	White British 20 (66.7%) Asian Pakistani 2 (6.7%) Asian Indian 1 (3.4%) Asian Bangladeshi 1 (3.4%) Other 2 (6.6%) Unknown 4 (13.2%)
July to September 2013	15	10	5	0	White British 13 (86.6%) Asian Pakistani 1 (6.7%) Asian Indian 1 (6.7%)
October to December 2013	3	3	0	0	White British 1 (33%) Asian Pakistani 1 (33%) Other 1 (34%)
January to March 2014	38	28	10	0	White British 27 (71.1%) Asian Pakistani 2 (5.3%) Asian Bangladeshi 1 (2.6%) Black Caribbean 1 (2.6%) White Irish 1 (2.6%) Asian Indian 1 (2.6%) Other 5 (13.2%)

% to nearest whole number

Details of Successful Applicants April 2013 to March 2014

Date	Total Applicants	Sex			Ethnic Origin
		Male	Female	Disabled	
April to June 2013	17	17	0	0	White British 15 (88.2%) Unknown 2 (11.8%)
July to September 2013	5	3	2	0	White British 5 (100%)
October to December 2013	1	1	0	0	Asian Pakistani 1 (100%)
January to March 2014	9	6	3	0	White British 6 (66.6%) Asian Pakistani 1 (11.1%) Black Caribbean 1 (11.1%) Other 1 (11.1%)

% to nearest whole number

Sickness Related Warning Monitoring 2013-14

Equality Information	Number of Employees	%
FTE	*/165	*%
Gender		
Male	*	100%
Female		
Sexual Orientation		
Gay		
Lesbian		
Bisexual		
Heterosexual/Straight	*	100%
Married or in a Civil Partnership	Not disclosed	
Gender Reassignment		
Not living in gender given at birth		
Living in gender at birth	*	100%
Not disclosed		
Pregnant or on maternity leave		
Ethnicity		
Asian or Asian British people		
Black or Black British people		
Irish people		
White British	*	100%
Chinese people		
Gypsies & Travellers		
Unknown		
Disabled		
Age		
Under 20 years		
20 – 29 years		
30 – 39 years	*	*%
40 – 49 years	*	*%
50 – 59 years		
60 – 69 years		
70+ years		
Religion or Belief		
Christian	*	100%
Buddhist		
Hindu		
Jewish		
Muslim		
Sikh		
No Religion or Belief		

Data supplied from the CHRIS HR system - % to one decimal place. Date period April 2013-March 2014.

Employment Termination 2013-14

Equality Information	Number of Employees	%
FTE	42/165	25.4%
Gender		
Male	25	15.1%
Female	17	10.3%
Sexual Orientation		
Gay/Lesbian	*	*%
Bisexual	0	0.0%
Heterosexual/Straight	32	19.3%
Not disclosed	9	5.4%
Married or in a Civil Partnership	None disclosed	
Gender Reassignment		
Not living in gender given at birth		
Living in gender at birth	30	18.1%
Not disclosed	12	7.2%
Pregnant or on maternity leave	0	0.0%
Ethnicity		
Asian or Asian British people	*	*%
Black or Black British people		
Irish people		
White British	34	20.6%
Chinese people		
Gypsies & Travellers		
Unknown	*	*%
Disabled		
Age		
Under 20 years	0	0.0%
20 – 29 years	*	*%
30 – 39 years	8	*%
40 – 49 years	10	6.0%
50 – 59 years	10	6.0%
60 – 69 years	*	*%
70+ years	*	*%
Religion or Belief		
Christian	19	11.5%
Buddhist	*	*%
Hindu		
Jewish		
Muslim	*	*%
Sikh		
No Religion or Belief	9	5.4%

Taking Up Training Opportunities 2013-14

Equality Information	Number of Employees	%
FTE	81/165	49.0%
Gender		
Male	53	32.1%
Female	28	16.9%
Sexual Orientation		
Gay		
Lesbian		
Bisexual		
Heterosexual/Straight	59	35.7%
Married or in a Civil Partnership	Not disclosed	
Gender Reassignment		
Not living in gender given at birth		
Living in gender at birth	58	35.1%
Not disclosed		
Pregnant or on maternity leave	0	0.0%
Ethnicity		
Asian or Asian British people		
Black or black British people		
Irish people		
White British	60	36.3%
Chinese people		
Gypsies & Travellers		
Other White		
Mixed/ Multiple	1	0.06%
Disabled	4	2.4%
Age		
Under 20 years	0	0.0%
20 – 29 years	6	3.6%
30 – 39 years	15	9.0%
40 – 49 years	18	10.9%
50 – 59 years	33	20.0%
60 – 69 years	9	5.4%
70+ years	0	0.0%
Religion or Belief		
Christian	31	18.7%
Buddhist	*	*%
Hindu	0	0.0%
Jewish	*	*
Muslim	0	0.0%
Sikh	0	0.0%
No Religion or Belief	23	14.00%

Data supplied from the CHRIS HR system - % to one decimal place. April 2013-March 2014.

Disciplinary and Related Warning Monitoring

Equality Information	Number of Employees	%
FTE	*/165	*%
Gender		
Male	*	100.0%
Female	0	0.0%
Sexual Orientation		
Gay		
Lesbian		
Bisexual		
Heterosexual/Straight	*	100.0%
Married or in a Civil Partnership	Not disclosed	
Gender Reassignment		
Not living in gender given at birth		
Living in gender at birth	*	100.0%
Not disclosed		
Pregnant or on maternity leave	0	0.0%
Ethnicity		
Asian or Asian British People		
Black or Black British People		
Irish People		
White British		
Chinese People		
Gypsies & Travellers		
Unknown	*	100.0%
Disabled		
Age		
Under 20 years		
20-29 years		
30-39 years		
40-49 years		
50-59 years	*	100.0%
60-69 years		
70+		
Religion or Belief		
Christian	*	100.0%
Buddhist		
Hindu		
Jewish		
Muslim		
Sikh		
No Religion or Belief		

Return to Work after Maternity Leave

Equality Information	Number of Employees	%
FTE	*/165	*%
Gender		
Male	0	0%
Female	*	100%
Sexual Orientation		
Gay		
Lesbian		
Bisexual		
Heterosexual/Straight	*	100%
Married or in a Civil Partnership	Not disclosed	
Gender Reassignment		
Not living in gender given at birth		
Living in gender at birth	*	100%
Not disclosed		
Pregnant or on maternity leave	*	1.21%
Ethnicity		
Asian or Asian British People		
Black or Black British People		
Irish People		
White British	*	100%
Chinese People		
Gypsies & Travellers		
Unknown		
Disabled		
Age		
Under 20 years		
20-29 years		
30-39 years	*	*%
40-49 years	*	*%
50-59 years		
60-69 years		
70+		
Religion or Belief		
Christian	*	100%
Buddhist		
Hindu		
Jewish		
Muslim		
Sikh		
No Religion or Belief		

Applications/requests for Flexible Working and Success Rates

Equality Information	Number of Employees	%
FTE	0/165	0%
Gender	0	0%
Male		
Female		
Sexual Orientation		0%
Gay		
Lesbian		
Bisexual		
Heterosexual/Straight		
Married or in a Civil Partnership	0	0%
Gender Reassignment	0	0%
Not living in gender given at birth		
Living in gender at birth		
Not disclosed		
Pregnant or on maternity leave	0	0%
Ethnicity	0	0%
Asian or Asian British People		
Black or Black British People		
Irish People		
White British		
Chinese People		
Gypsies & Travellers		
Unknown		
Disabled	0	0%
Age	0	0%
Under 20 years		
20-29 years		
30-39 years		
40-49 years		
50-59 years		
60-69 years		
70+		
Religion or Belief	0	0%
Christian		
Buddhist		
Hindu		
Jewish		
Muslim		
Sikh		
No Religion or Belief		

Record of Reasonable Adjustments Made for Employees

Equality Information	Number of Employees	%
FTE	*/165	*%
Gender		
Male	*	*%
Female	*	*%
Sexual Orientation		
Gay		
Lesbian		
Bisexual		
Heterosexual/Straight	*	100.0%
Married or in a Civil Partnership	Not disclosed	
Gender Reassignment		
Not living in gender given at birth		
Living in gender at birth	*	100.0%
Not disclosed		
Pregnant or on maternity leave	0	0.0%
Ethnicity		
Asian or Asian British People		
Black or Black British People		
Irish People		
White British	*	100.0%
Chinese People		
Gypsies & Travellers		
Unknown		
Disabled	*	100.0%
Age		
Under 20 years		
20-29 years		
30-39 years		
40-49 years	*	*%
50-59 years	*	*%
60-69 years		
70+		
Religion or Belief		
Christian	*	100%
Buddhist		
Hindu		
Jewish		
Muslim		
Sikh		
No Religion or Belief		

**Return to Work of Disabled employees following Sick Leave Due to a Disability or
Becoming Disabled**

Equality Information	Number of Employees	%
FTE	0/165	0.0%
Gender	0	0%
Male		
Female		
Sexual Orientation	0	0%
Gay		
Lesbian		
Bisexual		
Heterosexual/Straight		
Prefer not to disclose		
Married or in a Civil Partnership	Not disclosed	
Gender Reassignment	0	0%
Not living in gender given at birth		
Living in gender at birth		
Not disclosed		
Pregnant or on maternity leave	0	0%
Ethnicity	0	0%
Asian or Asian British People		
Black or Black British People		
Irish People		
White British		
Chinese People		
Gypsies & Travellers		
Unknown		
Disabled	0	0%
Age	0	0%
Under 20 years		
20-29 years		
30-39 years		
40-49 years		
50-59 years		
60-69 years		
70+		
Religion or Belief	0	0%
Christian		
Buddhist		
Hindu		
Jewish		
Muslim		
Sikh		
Prefer not to disclose		

Employment and Equal Pay

- 54.26% staff live in the borough, 62 (37.80%) in BB4 postcode & 27 (16.46%) in OL13 postcode areas.
- Average basic pay for females is £25,548 pa
- Average basic pay for males is £23,608 pa
- Overall average is £24,217 pa

Note: Data as at 2013-14 - based on actual pay not FTE

Grade	Males (No.)	%	Females (No.)	%
1			1	1.56
2	21	20.79	5	7.81
3	13	12.87	11	17.18
4	26	25.74	11	17.18
5	7	6.93	4	6.25
6	16	15.84	11	17.18
7	7	6.93	8	12.50
8	3	2.97	9	14.06
9	2	1.98	2	3.12
10	1	0.99		
11	1	0.99		
12	1	0.99		
13				
14	1	0.99		
15				
16	1	0.99		
CEX -above grd16			1	1.56
NMW-below Grade1	1	0.99	1	1.56
Total	101		64	

Appendix 3 – Service Area Customer Satisfaction and Equality Data

Rossendale Borough Council Compliments and Complaints

The Council received **164 Compliments** during the financial year 2013/14.

The Council received **80 Complaints** during the financial year 2013/14, at the end of the period only 3 remained open.

The Council received 2 Ombudsman complaints during the financial year 2013/14; **all** were closed at the end of the period.

No equality information was disclosed or collected in relation to these figures during 2013-14.

This data is reported quarterly as part of the [Council's Performance Report](#), published on the Council's website.

Private Sector Housing Renewal Service - Disabled Facilities Grants

- The majority of customers were female.
- The majority of customers were aged over 59 years old.
- No customers accessing the service less than 20 years old.
- Only 4% of customers were from ethnic minority backgrounds.

Customer satisfaction survey. Private sector housing renewal service	
Monitoring Service April 2013 to March 2014 (Returns/Completed 56)	
Equality information	%
Male	48
Female	52
Disability	
Disability Yes	98
Disability No	2
Ethnicity	
Ethnicity British	96
Ethnicity Irish	2
Ethnicity Polish	2
Age Group	
Age Group under 20	0
Age Group 20-29	2
Age Group 30-39	2
Age Group 40-49	2
Age Group 50-59	9
Age Groups Over 59	85
Religion	
Religion Christian	71
Religion Other	11
No Religion	18

Improvements to quality of life. April 2013 to March 2014 (58 Returns)

Greatly Improved	Improved	Slightly Improved	No Changed	Worsened	Don't Know
90.00%	8.00%		2.00%		

A selection of customer comments:

- I feel more secure in my own home
- I can get up and down the stairs more than once a day
- Couldn't get out before grant works also had trouble getting in bath and getting to the toilet
- Have been able to wash myself without fear of falling in bath
- It saves me lifting my wife into the bath, it makes my own life much easier

Access to Service

Access to Service. April 2013 to March 2014 (58 Returns)	Yes	No, Unaware service existed	No, Unsure who to contact	No, Difficulty in finding us	No Answer
Did you find it easy to find out about the service	78.00%	17.00%	5.00%		

Building Control Services

Customer Survey 2013/14

Return rate 2013/14 - 43%

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	89%
2	Initial enquiry <ul style="list-style-type: none"> • Polite and friendly • Helpful with enquiry 	93% 93%
3	Amendments to application, initial contact	83%
4	Site inspection, overall satisfaction	95%

Service areas, how do you rate the current service?

1	Accessibility	94%
2	Reliability	95%
3	Responsiveness	95%
4	Customer care	96%
5	Competence	96%
6	Courtesy	96%
7	Communication	96%

8	Credibility	96%
9	User -friendliness	96%
10	Understanding needs of customer	96%

2. Gender - Return rate 67%

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

Gender	2013/14
Male	70%
female	30%

3. Age

Customers were asked to report their age group

Age group (years)	2009/2010	2010/11	2011/12	2012/13	2013/14
Under 20	0%	0%	0%	1%	0%
20 - 29	3%	3%	5%	3%	4%
30 - 39	25%	11%	14%	22%	22%
40 - 49	28%	39%	27%	29%	26%
50 - 59	21%	16%	34%	24%	33%
Over 59	23%	31%	20%	20%	15%

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.

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.

Gender / Disability	Yes	No
Male	8%	63%
Female	0%	29%

This shows more disabled male 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

Ethnic origin	2013/14
Asian Indian	0%
White British	100%
No response	0%

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

Religion	2013/14
Christian	45%
Muslim	0%
No religion	33%
No response	22%

Services To A Neighbourhood (STAN)

Overall Customer Satisfaction 2013/14

Satisfaction with:	% Very Satisfied	% Satisfied	Overall % Satisfaction rate
The convenience with visiting STAN	79.85%	19.01%	98.86%
Handling of issue/query	87.36%	12.26%	99.62%
Explanations offered related to the issue/query	85.82%	13.41%	99.23%
Being able to ask questions	89.31%	10.69%	100%
The helpfulness and friendliness of staff	95.45%	4.55%	100%
Overall Satisfaction with the service of STAN	89.73%	10.27%	100%

760 Customer Satisfaction Surveys were issued during 2013/14, there were 263 responses which represents a 34.61% return rate.

Customer comments include:

"My query was dealt with very quickly. Staff were excellent, interesting and lovely people. Very impressed with the staff and service received."

"Learnt more from the lady than from the people we had spoken to or seen anywhere else. Staff on STAN don't judge. They take the time to listen. Very helpful indeed."

"Both the staff were very helpful and they worked as a team to help us. I would recommend the service of STAN to anyone. I was very impressed by the staff members, they were polite, helpful and solved/helped with all my issues, my brother's and my son's. I will use the STAN service again."

"Excellent service from Caroline at STAN. She was extremely helpful, very understanding and caring. All told I cannot praise her highly enough. A real GEM!!! I could never have filled in all the forms and paperwork without her invaluable contribution. A person (Caroline) you should be very proud to have in your employ!!"

"I can't thank everyone on the van enough. Caroline is a GEM, she was patient and helpful. A very satisfactory outcome and I have recommended STAN to everyone."

"I think it is a brilliant service. Kind and compassionate staff who were really helpful. It actually felt for the first time I was talking to a human being."

"Very satisfied. STAN was the only organisation that actually took time to go through the issues (which were complicated) and for once staff on STAN understood them and explained them to us. If it wasn't for Caroline on STAN we wouldn't have been able to have survived the ordeal. We are so relieved that we came across STAN and we are going to spread the word!"

"I was very impressed with the staff and service given to myself and felt I could talk easily as the staff were very friendly and helped with my issues immediately. Again, thank you for a wonderful service."

"Very convenient, practically on my doorstep. I can't praise or thank them enough. They really helped to turn my life around. I have informed friends to visit so they can also get some order in their lives to. They have been really great and thank you very much for all their help."

"Thanks to the STAN team I am now in receipt of Housing and Council Tax Benefit. Excellent Service. I have no hesitation in recommending STAN to other people."

Of the 263 customers who returned the STAN Customer satisfaction survey forms only 5 customers stated that they were unhappy with an element of the service.

Three of these related to the convenience of visiting STAN. One customer said STAN needs to go to more places, one that she had not seen STAN about before and the other that there was little assistance for advice in the local area. All customers were very satisfied with all other aspects of the service.

One customer was happy with the STAN service but stated that they had received no or little response from the agency they were referred on to.

One customer did not give any reason for being dissatisfied with two elements of the service, but having checked, records show that all information requested was given to the customer and that they required information from another agency.

STAN Year on Year Footfall Figures

Footfall spreadsheet	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Total
Rossendale													
2011/12	36	42	255	55	35	195	58	61	7	31	41	44	860
2012/13	54	46	68	54	62	33	37	45	24	18	29	40	510
2013/14	55	60	57	72	51	114	108	82	76	110	109	112	1006

Total STAN Advice/Referrals April 2013 to March 2014

April 2013 to March 2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Totals
Housing Benefit	65	86	54	64	269
Council Tax Benefit	76	89	63	83	311
JSA/ESA	81	116	80	64	341
Attendance Allowance/DLA/Carers Allowance	78	73	59	66	276
Pension Credits	11	27	17	20	75
Energy Saving Bulbs	1	0	0	0	1
Fire Safety Check	1	2	1	2	6
Blue Badge Referrals	10	4	6	8	28
Ferrule fettling	1	10	21	1	33
Now Card Applications	22	8	15	15	60
Safe Trader	7	3	3	4	17
Scambuster	0	2	0	0	2
Staying Steady/Trips and Falls	1	14	0	2	17
St Vincent's Handyman Service	0	4	3	4	11
Age Concern	0	64	3	3	70
Children's Activities i.e. farm, mother and baby groups etc., Brownie groups	1	1	0	1	3
Healthy Activities i.e. stepping out, swimming,	6	75	0	5	86

sports centres, healthy eating					
Carers Info	0	4	4	2	10
Community Transport i.e. timetables, little green bus, patient transport	2	13	9	5	29
Community Grants i.e. Warm Front, Small Sparks, ELDS, Action for Blind, Agapao	3	6	5	0	14
Occupational Health Referrals	3	13	4	11	31
Floating Support Referrals	3	4	7	2	16
LCC Highways	13	8	10	17	48
Debt Advice	18	16	10	22	66
Community Solutions (Volunteer's)	3	5	0	0	8
Housing Needs	14	18	34	40	106
Employment Support/Training	56	37	27	33	153
Personal Alarms	0	0	0	0	0
Support Services ie Inspire, welfare list	0	6	6	2	14
Educational Courses	6	5	2	6	19
Help with Housing/Re-housing	25	20	2	6	53
Cleansing/Streetscene	12	13	16	27	68
Planning Enquiries	3	3	6	6	18
Census	0	0	0	0	0
Council Tax Queries/Coc's	1	4	1	5	11
Environmental Health	1	5	1	0	7
Referral to Young Peoples Services	0	0	0	0	0
Young people's sexual health team/referral/advice	0	0	0	0	0
Referral to Children's Centre	0	0	0	0	0
Tax Credits	21	13	23	26	83
Power Down Kit	0	0	0	0	0
Energy Savings	19	3	15	16	53
Trading Standards	2	1	1	2	6
Help completing forms	124	88	71	64	347
Referral to Pension Service	0	10	0	0	10
Social activities	4	13	0	0	17
Referral to Welfare Rights	1	5	3	5	14
Health Checks and clinics i.e. Flu Jabs, Blood Pressure, Cholesterol etc.	0	0	0	0	0
Referral to Stop Smoking Service	0	0	0	0	0

Inland Revenue Query	1	5	2	3	11
NHS Advice/Referral	0	0	4	0	4
Help Direct Vulnerable List	0	0	0	0	0
Winter Warm Pack referral	2	1	0	59	62
Referral to Police/PCSO's	0	2	0	0	2
Other Query	115	106	67	99	387
General info on STAN	67	77	6	2	152
Dog Chipping (initiative in Pendle)	0	0	0	0	0
Food Parcels	11	20	18	8	57
TOTALS	891	1104	685	810	3490