

Annual Equality Report 2014-15 Appendices

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These Appendices of equality information should be read in conjunction with the corresponding Annual Equality Report for 2014-15.

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***In compliance with data protection and disclosure where equality data is below 10 this will not be published publically unless consent has been obtained.¹**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 2014-15

Equality Information	Number of Employees	%
FTE (Full Time 160, Part Time 10, Casual 2)	172	
Gender		
Male	107	62%
Female	65	38%
Sexual Orientation		
Gay	0	0%
Lesbian	0	0%
Bisexual	0	0%
Heterosexual/Straight	120	69%
Prefer not to disclose	52	31%
Married or in a Civil Partnership	Not disclosed/collected in 2014/15.	
Gender Reassignment		
Not living in gender given at birth	0	0%
Living in gender at birth	110	64%
Prefer not to disclose	62	36%
Pregnant or on maternity leave	*	*
Ethnicity		
Asian or Asian British people	0	0%
Black or Black British people	0	0%
Irish people	0	0%

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

White British	121	70%
Chinese people	0	0.0%
Gypsies & Travellers	0	0.0%
Other White	0	0.0%
Mixed Multiple White/Asian	1	0.05%
Disabled	3	1.7%
Age		
16 – 18 years	0	0%
19-24 years	11	6%
25-39 years	40	23%
40-49 years	40	23%
50-59 years	57	33%
60+ years	24	14%
Religion or Belief		
Christian	73	42%
Buddhist	3	2%
Hindu	0	0%
Jewish	*	*
Muslim	0	0%
Sikh	*	*
No Religion or Belief	31	18%

Data supplied from the CHRISHR system - % to one decimal place. Date period April 2014 – March 2015.

Councillors Equality Data 2014-15

Equality Information	Number of Councillors = 36	%
Gender		
Male	14	38.9%
Female	18	50%
Prefer not to disclose	4	11.1%
Sexual Orientation		
Gay/Lesbian	2	5.6%
Bisexual	0	0%
Heterosexual/Straight	26	72.2%
Prefer not to disclose	8	22.2%
Married or in a Civil Partnership		
Married or Civil Partnership	10	27.8%
Widowed	1	2.8%
Prefer not to disclose	25	69.4%
Gender Reassignment		
Not living in gender given at birth	0	0%
Living in gender at birth	32	88.9%
Prefer not to disclose	4	11.1%
Pregnant or on maternity leave	0	0%
Ethnicity		
White British	23	63.9%
White English	6	16.6%
White British/English	2	5.6%
White Other	1	2.8%
Prefer not to disclose	4	11.1%
Disabled		
Disabled	3	8.3%
Not disabled	29	80.6%
Prefer not to disclose	4	11.1%
Age		
Under 20 years	1	2.8%
20 – 29 years	1	2.8%
30 – 39 years	3	8.3%
40 – 49 years	5	13.9%
50 – 59 years	5	13.9%
60 – 69 years	15	41.7%
Prefer not to disclose 70+	6	16.6%
Religion or Belief		
Christian	24	66.7%
No Religion or Belief	3	8.3%
Other	2	5.6%
Prefer not to disclose	7	19.4%

Appendix 2 – Recruitment Equality Data

Details of Short-listed Applicants April 2014 to March 2015

Date	Total Applicants	Sex			Ethnic Origin
		Male	Female	Disabled	
April to June 2014	21	13 (61.9%)	8 (38.1%)	2 (9.5%)	White British 12 (57.1%) White Other 4 (19%) Other 5 (23.9%)
July to September 2014	50	39 (78%)	11 (33%)	1 (2%)	White British 42 (84%) Asian Bangladeshi 2 (4%) White Other 1 (2%) Other 5 (10%)
October to December 2014	30	8 (26.7%)	22 (73.3%)	3 (10%)	White British 22 (73.4%) Asian Bangladeshi 1 (3.3%) Asian Pakistani 1 (3.3%) Black Caribbean 1 (3.3%) Other 5 (16.7%)
January to March 2015	27	14 (51.9%)	13 (48.1%)	0 (0%)	White British 19 (70.4%) Asian Pakistani 1 (3.7%) Other 7 (25.9%)

% to nearest whole number

Details of Successful Applicants April 2014 to March 2015

Date	Total Applicants	Sex			Ethnic Origin
		Male	Female	Disabled	
April to June 2014	5	3 (60%)	2 (40%)	0 (0%)	White British 4 (80%) White Other 1 (20%)
July to September 2014	16	14 (87.5%)	2 (12.5%)	1 (6.2%)	White British 16 (100%)
October to December 2014	5	2 (40%)	3 (60%)	0 (0%)	White British 5 (100%)
January to March 2015	3	2 (66.7%)	1 (33.3%)	0 (0%)	White British 3 (100%)

% to nearest whole number

Sickness Related Warning Monitoring 2014-15

Equality Information	Number of Employees	%
FTE	*/172	*%
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 2014-March 2015.

Employment Termination 2014-15

Equality Information	Number of Employees	%
FTE	27/172	15% (of whole workforce)
Gender		
Male	16	59%
Female	11	41%
Sexual Orientation		
Gay/Lesbian	*	*%
Bisexual	0	0%
Heterosexual/Straight	14	52%
Not disclosed	12	48%
Married or in a Civil Partnership	None disclosed	
Gender Reassignment		
Not living in gender given at birth	0	0%
Living in gender at birth	15	55%
Not disclosed	12	45%
Pregnant or on maternity leave	0	0.0%
Ethnicity		
Asian or Asian British people	*	*%
Black or Black British people	0	0%
Irish people	0	0%
White British	15	55%
Chinese people	0	0%
Gypsies & Travellers	0	0%
Unknown	11	41%
Disabled	0	0%
Age		
Under 20 years	0	0.0%
20 – 29 years	4	15*%
30 – 39 years	4	15%
40 – 49 years	8	30%
50 – 59 years	6	22%
60 – 69 years	5	18%
70+ years	0	0%
Religion or Belief		
Christian	7	26%
Buddhist	0	0%
Hindu	0	0%
Jewish	0	0%
Muslim	0	0%
Sikh	0	0%
No Religion or Belief	8	30%
Prefer Not to Disclose	12	44%

Disciplinary and Related Warning Monitoring

Equality Information	Number of Employees	%
FTE	0/172	0%
Gender	0	0%
Male		
Female		
Sexual Orientation	0	0%
Gay		
Lesbian		
Bisexual		
Heterosexual/Straight		
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		
No Religion or Belief		

Return to Work after Maternity Leave

Equality Information	Number of Employees	%
FTE	0/172	0%
Gender		
Male	0	0%
Female	0	0%
Sexual Orientation		
Gay	0	0%
Lesbian	0	0%
Bisexual	0	0%
Heterosexual/Straight	0	0%
Married or in a Civil Partnership	Not disclosed	
Gender Reassignment		
Not living in gender given at birth		
Living in gender at birth	*	0%
Not disclosed		
Pregnant or on maternity leave	*	0%
Ethnicity		
Asian or Asian British People	0	0%
Black or Black British People	0	0%
Irish People	0	0%
White British	0	0%
Chinese People	0	0%
Gypsies & Travellers	0	0%
Unknown	0	0%
Disabled		
Age		
Under 20 years	0	0%
20-29 years	0	0%
30-39 years	0	0%
40-49 years	0	0%
50-59 years	0	0%
60-69 years	0	0%
70+	0	0%
Religion or Belief		
Christian	0%	0%
Buddhist	0%	0%
Hindu	0%	0%
Jewish	0%	0%
Muslim	0%	0%
Sikh	0%	0%
No Religion or Belief	0%	0%

Applications/requests for Flexible Working and Success Rates

Equality Information	Number of Employees	%
FTE	3/172	2%
Gender		
Male	*	*%
Female	*	*%
Sexual Orientation		
Gay	0	0%
Lesbian	0	0%
Bisexual	0	0%
Heterosexual/Straight	3	100%
Married or in a Civil Partnership	0	0%
Gender Reassignment		
Not living in gender given at birth	0	0%
Living in gender at birth	3	100%
Not disclosed	0	0%
Pregnant or on maternity leave	0	0%
Ethnicity		
Asian or Asian British People	0	0%
Black or Black British People	0	0%
Irish People	0	0%
White British	0	0%
Chinese People	0	0%
Gypsies & Travellers	0	0%
Unknown	3	100%
Disabled	0	0%
Age		
Under 20 years	0	0%
20-29 years	0	0%
30-39 years	*	*%
40-49 years	0	0%
50-59 years	0	0%
60-69 years	*	*%
70+	0	0%
Religion or Belief		
Christian	*	*%
Buddhist	0	0%
Hindu	0	0%
Jewish	0	0%
Muslim	0	0%
Sikh	0	0%
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	0/172	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

- 63% staff live in the borough, 44% in BB4 postcode & 19% in OL13 postcode areas.
- Average basic pay for females is £23,537pa
- Average basic pay for males is £23,075 pa
- Overall average is £23,249 pa

Note: Data as at 2014-15 - based on actual pay not FTE

Grade	Males (No.)	%	Females (No.)	%
1 Living Wage	1	0.58	2	1.16
2	22	12.79	6	3.48
3	15	8.72	10	5.81
4	25	14.53	12	6.97
5	8	4.65	5	2.90
6	13	7.55	8	4.65
7	8	4.65	10	5.81
8	3	1.74	8	4.65
9	2	1.16	2	1.16
10	1	0.58	0	0
11	1	0.58	0	0
12	1	0.58	0	0
13	0	0	0	0
14	1	0.58	0	0
15	0	0	0	0
16	0	0	0	0
CEX -above grd16	1	0.58	0	0
NMW-below Grade1	5	2.90	2	1.16
Total	107	62.17	65	37.75

Appendix 3 – Service Area Customer Satisfaction and Equality Data

Rossendale Borough Council Compliments and Complaints

The Council received **170 Compliments** during the financial year 2014/15.

The Council received **115 Complaints** during the financial year 2014/15, at the end of the period only 5 remained open.

The Council received 3 Ombudsman complaints during the financial year 2014/15; 1 was still outstanding at the end of the period.

No equality information was disclosed or collected in relation to these figures during 2014-15.

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.
- No customers accessing the service aged 20-39.
- Only 17% of customers were from ethnic minority backgrounds.

Customer satisfaction survey. Private sector housing renewal service	
Monitoring Service April 2014 to March 2015 (Returns/Completed 50)	
Equality information	%
Male	29%
Female	71%
Disability	
Disability Yes	98%
Disability No	2%
Ethnicity	
Ethnicity British	90%
Ethnicity Irish	4%
Ethnicity Pakistani	6%
Age Group	
Age Group under 20	2%
Age Group 20-29	0%
Age Group 30-39	0%
Age Group 40-49	4%
Age Group 50-59	23%
Age Groups Over 59	71%
Religion	
Religion Christian	60%
Religion Muslim	6%
Religion Other	11%
No Religion	23%

Improvements to quality of life - April 2014 to March 2015 (50 Returns)

Greatly Improved	Improved	Slightly Improved	No Changed	Worsened	Don't Know
94%	6%	0%	0%	0%	0%

A selection of customer comments:

- My health has not changed, it never will but being able to get in and out of my house now without struggling is much better and thank you. I can get up and down the stairs more than once a day
- My shower has made my life much improved, no fear of falling any more. Have been able to wash myself without fear of falling in bath #

- My stair lift now means I can go upstairs and not get out of breath as much. Makes my lift better.
- Makes my lift easy getting in and out of bath with hand rails, plus shower is a god send.
- I can now have a shower every day without fear of falling which I did when we had the bath.
- I can now feel secure when bathing also can utilise my fantastic garden space- now it's my sanctuary.
- I haven't had a fall since my shower and seat was installed. The controls are low and easy to use.
- John is no longer frightened of coming down the stairs.
- Now able to manage my own personal care for a bit longer. Keep me in my own home longer as my health deteriorates.
- Quality of life has improved 100%. My family and grandchildren now visit without embarrassment and friction. My wife/Carer can now relax and not worry about my toilet routine.

Access to Service

Access to Service. April 2014 to March 2015 (50 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%	14%	8%	0%	0%

Building Control Services – Customer Survey 2014/15

Return rate 2014/15 - 32%

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	97%
2	Initial enquiry <ul style="list-style-type: none"> • Polite and friendly • Helpful with enquiry 	97% 98%
3	Amendments to application, initial contact	98%
4	Site inspection, overall satisfaction	98%

Service areas, how do you rate the current service?

1	Accessibility	93%
2	Reliability	96%
3	Responsiveness	95%
4	Customer care	96%
5	Competence	97%
6	Courtesy	97%
7	Communication	95%
8	Credibility	96%
9	User -friendliness	94%
10	Understanding needs of customer	95%

2. Gender - Return rate 67%

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

Gender	2014/15
Male	67%
female	33%

3. Age

Customers were asked to report their age group

Age group	20010/2011	2011/12	2012/13	2013/14	2014/15
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(years)					
Under 20	0%	0%	1%	0%	0%
20 - 29	3%	5%	3%	4%	0%
30 - 39	11%	14%	22%	22%	10%
40 - 49	39%	27%	29%	25%	31%
50 - 59	16%	34%	24%	33%	31%
Over 59	31%	20%	20%	15%	28%

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	6%	61%
Female	0%	33%

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	2014/15
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	2014/15
Christian	67%
Muslim	0%
No religion	21%
No response	12%

7. A number of comments received are shown below;

- Very satisfied, very helpful in finding solutions to problems through the build
- Alan Dixon has been very helpful and supportive
- Very pleased
- Building Control Inspectors are good and professional
- Extremely satisfied, excellent service please thank Alan Dixon for his friendly reliable service
- Extremely helpful and obliging, very satisfied
- Andy Pearson made several very useful comments and helped achieve a super quality and high standard with his advice
- Andy Pearson was very helpful
- Helpful and supportive
- Informative, helpful and quick response times
- A very good experience from start to finish
- Happy to provide advice, Alan was friendly, prompt and shared his knowledge, all in all a very satisfactory experience thanks
- Responded to queries with professionalism
- Very satisfied with the overall service, I have not given it top marks as I have been told there is always room for improvement
- Very helpful and polite and attended site promptly
- Very satisfied, Alan Dixon provided prompt and efficient site inspections throughout the build. He had a very courteous and friendly manner responding to any enquiries with the utmost professionalism
- Andy Pearson is friendly and efficient and made the process straight forward from start to completion
- I expected a professional service and that is what I got
- Extremely satisfied but feel the information on building regulations could be better online
- Very satisfied, the Building Contractor had no delays/problems, everything was as it should be
- Felt the service was very personable, practical and always arrived promptly. Easy to deal with. Exceeded my expectations and minimal bureaucracy, thank you
- Comment received about the planning application taking too long compared to other Local Authorities.

Services To A Neighbourhood (STAN)

Overall Customer Satisfaction 2014/15

Satisfaction with:	% Very Satisfied	% Satisfied	Overall % Satisfaction rate
The convenience with visiting STAN	87.01%	12.43%	99.44%
Handling of issue/query	93.44%	6.56%	100%
Explanations offered related to the issue/query	88.46%	11.54%	100%
Being able to ask questions	88.82%	11.18%	100%
The helpfulness and friendliness of staff	94.15%	8.85%	100%
Overall Satisfaction with the service of STAN	91.23%	8.19%	99.42%

558 Customer Satisfaction Surveys were issued during 2014/15, there were 183 responses which represents a 34.14% return rate.

Customer comments include:

"I was very impressed with both staff and service. Long may it continue as it is a much needed and appreciated service. The problem I had would not have been resolved without the help she (Caroline) gave me."

"I was extremely grateful to the staff on STAN. They were helpful, kind and friendly. Without them I would have found it very difficult to deal with the issue I came with. I am very grateful for all the help and advice I received on my visit. A BRILLIANT SERVICE."

"The staff are wonderful and do everything possible to help you. They explained everything so I would understand, in plain English. Excellent people on STAN doing a wonderful job."

"The staff provide an excellent service providing information and support for people in the valley. Too often people can struggle with knowing where help is available and how to access that help. STAN the van offers that help and directs people to the right service in a kind and friendly manner."

"The van was easy to access and the schedule was easy to view on line. The service was invaluable to me and invaluable to the Community. The whole experience with STAN the Van was a wonderful, friendly and invaluable one. Their kindness, efficiency, sincerity and friendly approach stopped my situation and health from getting much, much worse. I can't thank them enough. THIS SERVICE IS INVALUABLE."

"Your service and staff are fantastic and Rossendale would suffer if STAN was not available."

"Impressed with this service. I have used this service on several occasions on differing subjects. All staff are excellent, Friendly with nothing but a PURE GOLD STANDARD service every time."

"The STAN staff are very helpful with a wealth of advice in one place. Well done Rossendale Council."

Of those returned only one customer expressed dissatisfaction with the service. This was a resident of Ribble Valley and after investigation it was felt that staff provided all the information that they were asked. Staff contacted the resident again to see what further assistance could be offered.

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
2014/15	105	131	153	134	93	125	96	113	67	89	87	168	1361

STAN Footfall per Quarter – April 2014 – March 2015

	Q1 2014/15 Total Footfall	Q2 2014/15 Total footfall	Q3 2014/15 Total footfall	Q4 2014/15 Total footfall	Cumulative Total Footfall
Rossendale	389	352	276	344	1361
Ribble Valley	96	99			195
Total	485	451	276	344	1556

*Ribble Valley ceased to be part of this project at the end of September 2014.

Total STAN Advice/Referrals April 2014 to March 2015

April 2014 to March 2015	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Totals
Housing Benefit	105	89	53	87	334
Council Tax Benefit	120	99	64	74	357
JSA/ESA	102	80	52	53	287
Attendance Allowance/DLA/Carers Allowance	99	101	53	79	332
Pension Credits	17	9	7	12	45
Energy Saving Bulbs	0	0	0	0	0
Fire Safety Check	4	10	0	1	15
Blue Badge Referrals	6	11	6	14	37
Ferrule fettling	0	1	1	4	6
Now Card Applications	10	13	5	9	37
Safe Trader	7	7	0	3	17
Scambuster	0	0	0	0	0
Staying Steady/Trips and Falls	0	0	1	0	1
St Vincent's Handyman Service	6	3	3	5	17
Age Concern	3	7	0	1	11
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, sports centres, healthy eating	4	9	0	0	13
Carers Info	0	2	1	1	4
Community Transport i.e. timetables, little green bus, patient transport	2	4	5	6	17
Community Grants i.e. Warm Front, Small Sparks, ELDS, Action for Blind, Agapao	2	0	0	0	2

Occupational Health Referrals	2	12	7	5	26
Floating Support Referrals	0	1	2	3	6
LCC Highways	5	6	1	1	13
Debt Advice	33	32	23	32	120
Community Solutions (Volunteer's)	0	0	3	3	6
Housing Needs	24	30	11	30	95
Employment Support/Training	35	25	8	24	92
Personal Alarms	0	0	0	0	0
Support Services i.e. Inspire, welfare list	2	3	5	3	13
Educational Courses	5	7	3	3	18
Help with Housing/Re-housing	4	5	7	16	32
Cleansing/Street scene	15	9	3	5	32
Planning Enquiries	3	0	1	0	4
Census	15	0	0	0	15
Council Tax Queries/Coc's	0	0	0	0	0
Environmental Health	0	4	4	4	12
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	1	1
Tax Credits	39	37	36	27	139
Power Down Kit	0	0	0	0	0
Energy Savings	11	14	4	14	43
Trading Standards	1	1	1	2	5
Help completing forms	81	100	45	72	298
Referral to Pension Service	0	1	0	0	1
Social activities	1	2	0	0	3
Referral to Welfare Rights	13	25	17	20	75
Health Checks and	0	0	0	0	0

clinics i.e. Flu Jabs, Blood Pressure, Cholesterol etc.					
Referral to Stop Smoking Service	0	0	0	0	0
Inland Revenue Query	3	8	2	8	21
NHS Advice/Referral	0	1	2	1	4
Help Direct Vulnerable List	0	1	0	0	1
Winter Warm Pack referral	0	0	7	4	11
Referral to Police/PCSO's	1	1	2	0	4
Other Query	146	88	65	69	368
General info on STAN	4	0	0	1	5
Food Parcels	8	9	10	8	35
TOTALS	939	868	520	707	3034

*water saver from March (Q4) added to other query tally.

Referrals from CAB	0	18			
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The STAN advisors has also been working with the DWP, on STAN, in relation supporting some of their long term unemployed customers. Specifically with people from Stacksteads/Bacup as this is one of our super lower output areas. Reports will be made available once the project has finished, and will be reported on in the 2015/16 AER.