

## Appendix 2 CABABLC Bradford West Q1, Q2 & Q3 Monitoring

### 1. Total Enquiries

	Q1	Q2	Q3
Total enquiries	3989	4205	3801
Total clients	1717	1776	1246

### 2. Face to Face consultations

Bradford West	People accessing advice who live outside of Bradford West	People accessing advice who live in Bradford West
Quarter 1	451	1071
Quarter 2	591	988
Quarter 3	725	521

People are accessing advice in Bradford West from the following wards. Wards in Bradford West are highlighted.

WARD	Q1	Q1 %	Q2	Q2 %	Q3	Q3%
Manningham	291	19.1%	263	16.7%	354	16%
City	234	15.4%	237	15%	282	13%
Toller	249	16.4%	202	12.8%	325	15%
Unknown/Incorrect Postcode	15	1%	126	8%	17	1%
Heaton	117	7.7%	125	7.9%	147	7%
Great Horton	90	5.9%	97	6.1%	111	5%
Clayton & Fairweather Green	102	6.7%	90	5.7%	113	5%
Little Horton	71	4.7%	82	5.2%	99	4%
Bowling & Barkerend	48	3.4%	72	4.6%	70	3%
Thornton & Allerton	78	5.1%	71	4.5%	102	5%
Bradford Moor	34	2.2%	57	3.6%	72	3%
Bolton & Undercliffe	24	1.6%	46	2.9%	33	1%
Tong	24	1.6%	42	2.7%	32	1%

This data is based on the postcode the client provided.

People are accessing advice from 24 wards outside of the constituency, with the highest numbers being from Great Horton, Little Horton, Bradford Moor and Bowling & Barkerend

## Number of Enquiries by Venue

Venue	no of enqs Q1	% enqs Q1	no of enqs Q2	% enqs Q2	no of enqs Q3	% enqs Q3
Bradford CAB	1026	34.6%	1243	36.8%	2461	65%
Abbey Green Childrens Centre	101	3.41%	73	2.17%	34	1.0%
Allerton Primary Childrens Centre	11	0.37%	9	0.27%	11	0.3%
Ashwell Medical Centre	32	1.08%	35	1.04%	19	0.5%
BEAP	134	4.53%	130	3.86%	38	1.0%
Bilton Medical Practice	40	1.35%	78	2.31%	17	0.4%
Bradford CAMHS	5	0.17%	10	0.30%	6	0.2%
City Practice Whetley Medical Centre	16	0.54%	18	0.53%	16	0.4%
Clayton Village Hall	20	0.68%	23	0.68%	18	0.5%
Family Practice Whetley Medical Centre	22	0.74%	22	0.65%	21	0.6%
Fieldhead Mental Health Centre	13	0.44%	7	0.21%	12	0.3%
Grange Interlink	45	1.52%	36	1.07%	43	1.1%
Grange Medical Centre (Great Horton)	26	0.88%	20	0.59%	19	0.5%
Horton Park Mental Health Res Centre	12	0.41%	16	0.47%	8	0.2%
Leylands Medical Centre	17	0.57%	12	0.36%	19	0.5%
Lifeline Bradford- The Piccadily Project	11	0.37%	26	0.77%		
Mayfield Medical Centre	24	0.81%	31	0.92%	18	0.5%
Millan Centre	16	0.54%	18	0.53%	14	0.4%
Mughal Medical Centre	26	0.88%	25	0.74%	19	0.5%
Parklands Medical Practice	17	0.57%	18	0.53%	17	0.4%
Parkside Medical Practice	34	1.15%	43	1.28%	14	0.4%
The Grange Medical Practice (Allerton)	0	0.00%	19	0.56%	16	0.4%
Thornton & Denholme Medical Practice	31	1.05%	32	0.95%	18	0.5%
Bradford Action for Refugees	53	1.79%	5	0.18%		
Cafe West	50	1.69%	72	2.14%	22	0.6%
Carlton Medical Centre	0	0%	0	0%	2	0.1%
Canterbury Childrens Centre	0	0.00%	32	0.95%	16	0.4%
Crossley Hall Childrens Centre	15	0.51%	15	0.44%	4	0.1%
Farcliffe Childrens Centre	62	2.10%	30	0.89%	21	0.6%
Foundation Bradford	18	0.61%	41	1.22%	47	1.2%
Frizinghall Community Centre	93	3.14%	62	1.84%	27	0.7%
Frizinghall Medical Centre	0	0.00%	43	1.28%	15	0.4%
Girlington Advice & Training Centre	264	8.92%	504	14.95%	373	9.8%
Heaton Childrens Centre	24	0.81%	30	0.89%	9	0.2%
Heaton Medical Centre	25	0.84%	24	0.71%	9	0.2%
Kensington Health Centre	24	0.81%	20	0.59%	19	0.5%
Khidmat Centre	67	2.26%	152	4.51%	56	1.5%
Manningham Project	459	15.51%	294	8.72%	156	4.1%
Picton Practice	69	2.33%	44	1.31%	20	0.5%
Princeville Childrens' Centre	29	0.98%	15	0.44%	12	0.3%
SP	0	0.00%	32	0.95%		
St. Edmunds Childrens' Centre	27	0.91%	17	0.50%	11	0.3%

### 3. Types of Enquiry

Type of Enquiry	Q1	Q1 %	Q2	Q2 %	Q3	Q3 %
Benefits	2462	63%	2719	65%	2247	59%
Debt	479	12%	445	11%	426	11%
Other	267	7%	278	7%	382	10%
Immigration & Asylum	174	4%	193	5%	157	4%
Housing	138	4%	159	4%	159	4%
Employment	200	5%	209	5%	290	8%
Consumer	89	2%	95	2%	67	2%
Family	47	1%	60	1.5%	44	1%
Community Care & Health	30	1%	25	1%	17	<1%
Education	15	<1%	22	1%	9	<1%

### 4. Profile of clients

Age	Q1	Q1 %	Q2	Q2 %	Q3	Q3%
Under 18	13	1%	19	1%	25	1%
18-25	113	7%	120	7%	127	6%
26-35	333	19%	334	19%	443	20%
36-45	420	24%	440	25%	533	24%
46-55	272	22%	401	23%	471	21%
56-65	300	17%	308	17%	421	19%
66-80	105	6%	100	6%	153	7%
Over 80	25	1%	23	1%	26	1%
Not Recorded	37	2%	31	2%	33	1%

Gender	Q1	Q1 %	Q2	Q2 %	Q3	Q3 %
Female	958	56%	950	53%	1224	55%
Male	741	43%	809	46%	990	44%
Not recorded	18	1%	17	1%	17	1%

Ethnicity	Q1	Q1 %	Q2	Q2 %	Q3	Q3%
Asian or Asian British Pakistani	743	43%	718	40%	941	42%
White English/Welsh/Scottish/Northern Irish	406	24%	485	27%	608	27%
White Other	90	5%	98	6%	111	5%
Asian or Asian British Bangladeshi	78	5%	73	4%	59	3%
White East European	59	3%	59	3%	138	6%
Other	54	3%	55	3%	54	2%
Asian or Asian British Indian	61	4%	49	3%	61	3%
Black or Black British African	41	2%	46	3%	41	2%
Arab	32	2%	37	2%	15	1%
Don't Know	49	3%	26	2%	29	1%
Asian or Asian British Other	20	1%	24	1%	26	1%
Black or Black British Caribbean	20	1%	16	1%	22	1%

Mixed White/Black Caribbean	6	<1%	14	1%	16	1%
Prefer not to say	17	<1%	14	1%	31	1%
Mixed Other	7	<1%	12	1%	13	1%
Black or Black British Other	4	<1%	11	1%	12	1%
Mixed White/Black Asian	9	1%	10	1%	9	<1%
Mixed White/Black African	2	<1%	6	<1%	16	1%
Gypsy or traveller	16	1%	6	<1%	26	1%
White Irish	2	<1%	3	<1%	5	<1%
Asian or Asian British Kashmiri	2	<1%	2	<1%	3	<1%
Chinese	0	0%	2	<1%	4	<1%

## 5. Languages/Interpreting

Data from Q2 shows clients whose first language was not English spoke 24 different languages. In Q2 88 people spoke Eastern European languages, (4.9% of all Bradford West clients).

Language	Q1	Q1 %	Q2	Q2 %	Q3	Q3 %
Other	780	45%	807	45%	826	44%
Punjabi	176	10%	157	9%	111	4%
Urdu	150	9%	143	8%	109	4%
Bengali / Bangla / Sylheti	59	3%	50	3%	34	1%
Slovakian	48	3%	47	3%	18	1%
Polish	15	1%	18	1%	9	<1%
Arabic	15	1%	12	1%	8	<1%
Czech	12	1%	11	1%	7	<1%
Pushto	4	<1%	8	<1%	3	<1%
Farsi/Dari	8	<1%	6	<1%	3	<1%
Russian	5	<1%	6	<1%	1	<1%